

SEE CARE SHARE LESSONS LEARNED



see



care



share

WE LOOK OUT FOR EACH OTHER

Compass UK & Ireland HSE

Month Year

INCIDENT TYPE

Allergic Reaction

INCIDENT CLASSIFICATION

Substantiated – in unit

LOCATION

Café @ CH&CO
location

DATE

15.12.25

INCIDENT SUMMARY

Customer received incorrect drink

- A customer ordered an Oat Mocha but discovered the drink she took was made from milk.
- This resulting in short term stomach pain and bloating from the customer.
- The order record showed that Oat Mocha was requested.
- The team do not believe the drink was made incorrectly but have not ruled it out.
- It is possible that it was made with Oat milk, but the customer picked up the wrong drink.
- There was no evidence of training for Allergen FSC Milk and Milk alternatives

WHAT DID WE DO THAT WAS GOOD?

- ✓ Milk & Milk alternatives colour coding in place
- ✓ Team call out the coffee and milk type once the drink is ready to be served.
- ✓ Allergen matrices in place

WHAT CAN WE DO BETTER?

- ✗ Ask if the customer has an allergy
- ✗ Ensure customer acknowledges the drink when it is called out
- ✗ Ensure updates from the HSE webpage are noted each month

HOW WILL WE DO IT BETTER?

- Team will be refresher trained on Allergen FSC [Food Safety Milk and Alternatives to Milk Drinks](#) & the training recorded on the updated training record [Allergen FSC Training record](#)
- Communications to be send to the wider business to ensure all are aware of the FSC
- Updates to CH&CO Brands and lessons learnt to be communicated

INCIDENT PHOTOS



Jug & Cloth set up



Colour code guide Poster



SPEAK UP!

Worried about how things are being run at work? Speak up is our confidential reporting program. If it doesn't feel right, follow your instincts – Speak up, we are listening.