

# SEE CARE SHARE LESSONS LEARNED



Compass UK & Ireland HSE

Month Year

INCIDENT TYPE	INCIDENT CLASSIFICATION	LOCATION	DATE
Allergic Reaction	Substantiated – in unit	Café @ CH&CO location	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 <a href="#">Food Safety Milk and Alternatives to Milk Drinks</a> & the training recorded on the updated training record <a href="#">Allergen FSC Training record</a>
	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.