

Levy

SAFETY

SCHOOL

Levy

SAFETY

SCHOOL

Scan me





see



care



share

WE LOOK OUT FOR EACH OTHER

LEVY SAFETY SCHOOL

Welcome

AGENDA



- **GETTING TO KNOW YOU**
- **OVERVIEW OF THE TEAM & SYSTEMS**
- **SEE CARE SHARE**
- **FOOD SAFETY PRINCIPLES**
- **FOOD SAFETY MANAGEMENT SYSTEM**
- **ALLERGENS**
- **SAFETY WALK**



HOUSEKEEPING



see



care



share

WE LOOK OUT FOR EACH OTHER



GETTING TO KNOW YOU



WHERE ARE YOU FROM?

WHAT IS YOUR FAVOURITE COLOUR?

DOG OR CAT PERSON?

IF YOU WEREN'T HERE TODAY WHERE WOULD YOU BE?

ONE WORD TO DESCRIBE HOW YOU ARE FEELING RIGHT NOW?

HOW CONFIDENT DO YOU FEEL IN MANAGING SAFETY IN YOUR VENUE?

THE LEVY SAFETY TEAM



Team Structure



David Crowe
HSE Director
07786 661775

VENUES

Cardiff City - Keith Prowse - Principality
Swansea City - Venues Collection



Bettina Szelpal
Midlands & North
07506 369460

VENUES

Aston Villa - Birmingham City FC - Edgbaston - Wolverhampton FC -
Sheffield Utd - Northampton Saints RFC - Leicester Tigers RFC - Burnely FC



Steve Clunie
London & South
07815 707852

VENUES

Brentford FC - Dreamland - Goodwood - Kia Oval - O2 Arena
ExCel London - Tottenham Hotspurs FC - Wembley Arena



Giselle Francis
London
07392 316937

VENUES

Wimbledon - Twickenham - Q&A - Harlequins - National Theatre - Payne & Gunter



James Law
Scotland & Projects
07557 499192

VENUES

Edinburgh International Conference Centre - Scottish Event Campus



Zoe Hammett
Jockey Club Catering
07496 240880

VENUES

The Jockey Club Racecourses
Aintree - Carlisle - Cheltenham - Exeter - Epsom Downs - Haydock Park - Huntingdon
Kempton Park - Market Rasen - Newmarket - Nottingham - Sandown Park - Warwick
Wincanton - Newbury Racecourse



Pat Dowling
Levy Ireland
+353 86 821 2833

VENUES

Aviva Stadium - Convention Centre Dublin - Fairyhouse Racecourse
Leopardstown Racecourse - The Curragh - Levy Ireland Outdoor Catering

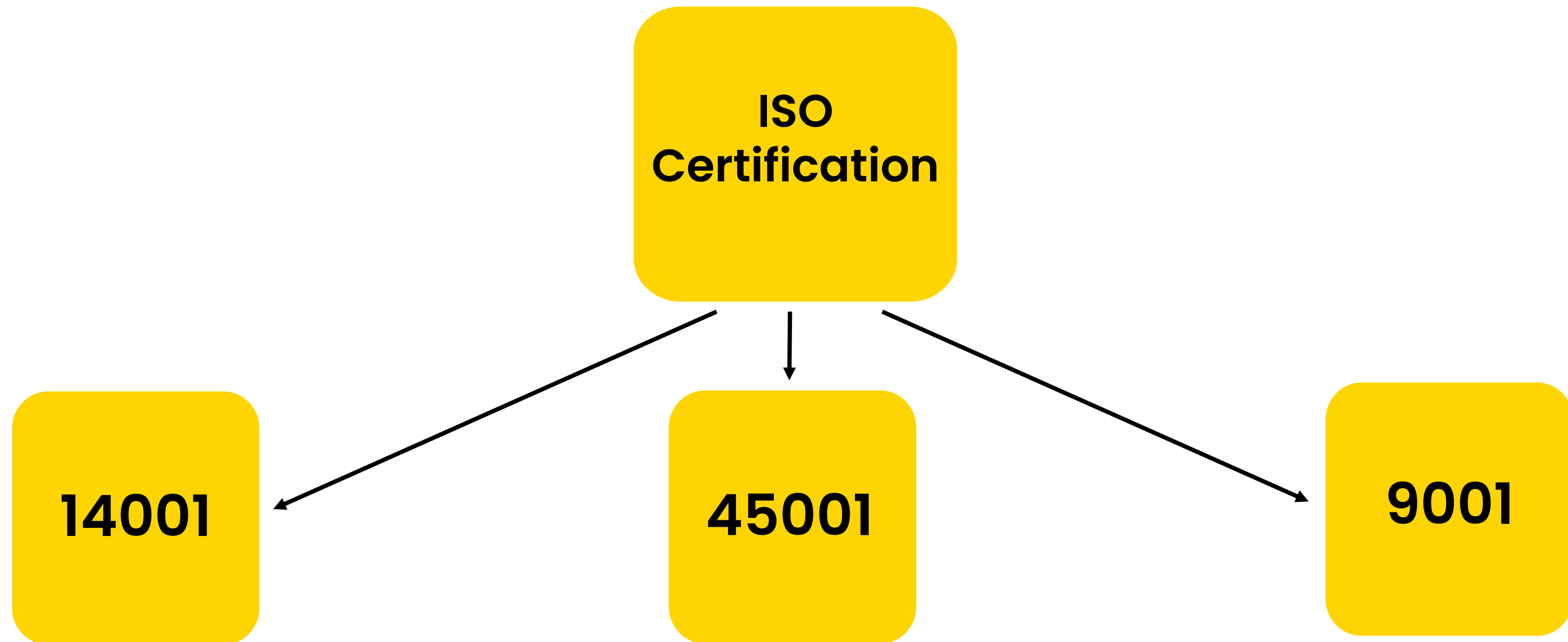


Evan Judge
Head of HSE
07900 243238

Partnerships

KERB - Peppermint - Levy Ireland - Levy Europe - Levy Merchandising

OVERVIEW OF THE SYSTEMS

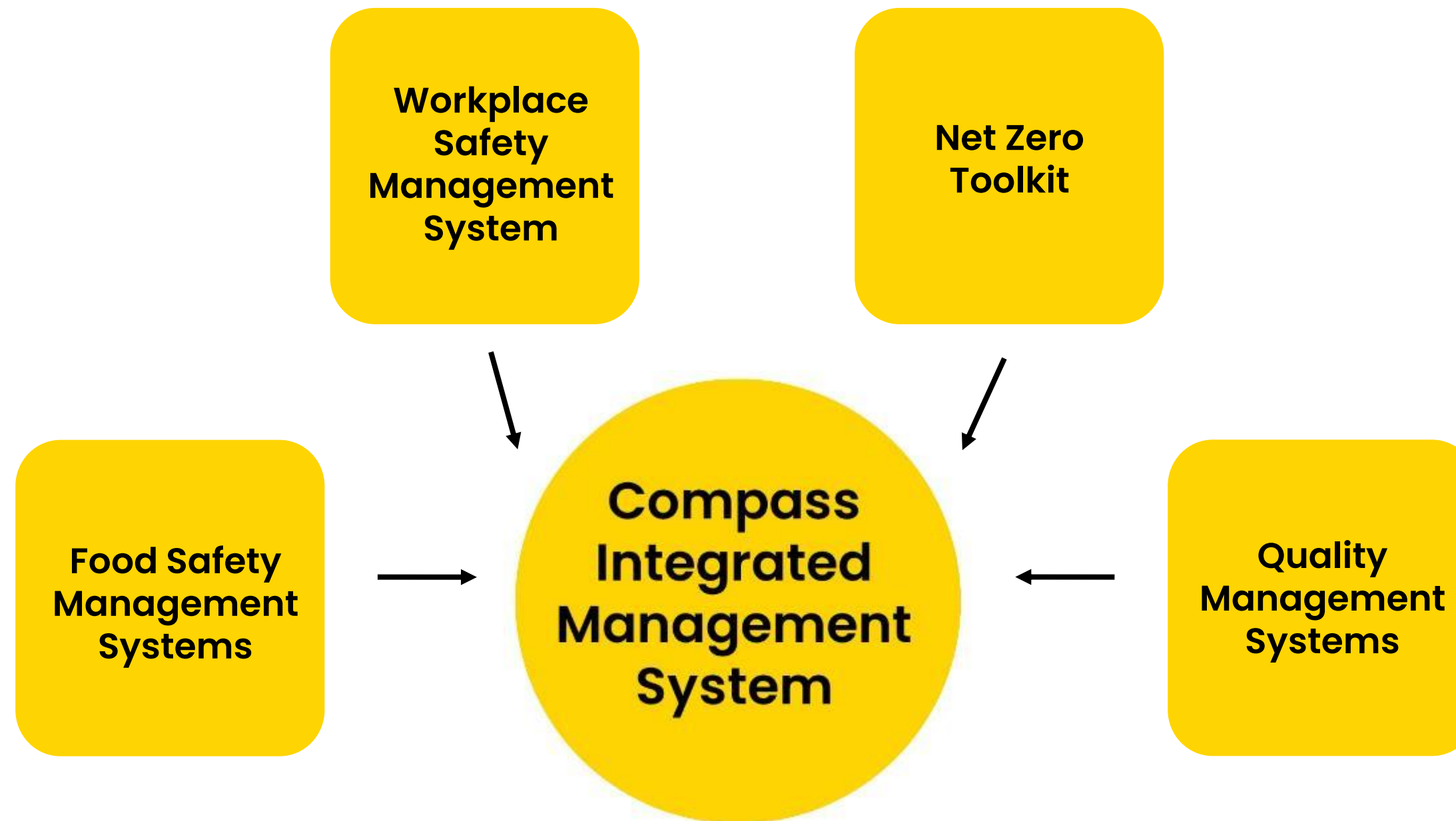


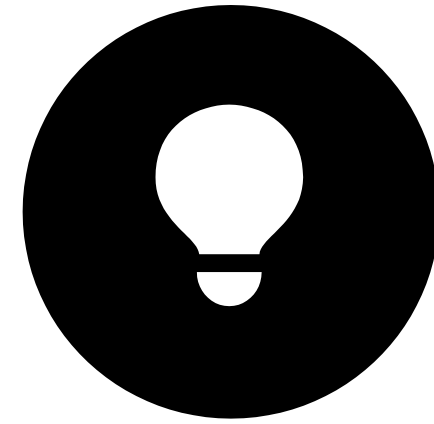
**Environmental
Management**
Levy | SAFETY

**Health & Safety
Food Safety**

**Quality
Management**

OVERVIEW OF THE SYSTEMS





**“Seduction of
safety is
more perilous
than perception
of risk”
– Robin Sharma**



see



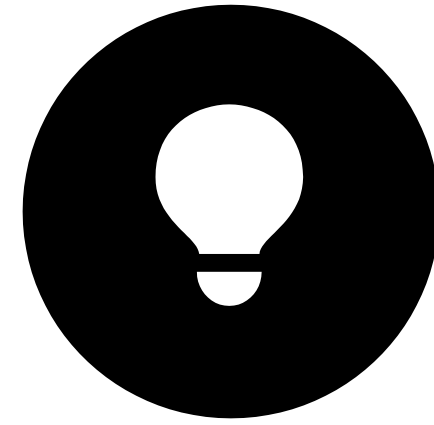
care



share

WE LOOK OUT FOR EACH OTHER

WHAT DOES IT MEAN?



**“The MORE safe you
think you are, the
MORE vulnerable
you are to
unexpected threat”**



DISPELLING A MYTH



see



care



share

WE LOOK OUT FOR EACH OTHER



COMPETENCY



see



care



share

WE LOOK OUT FOR EACH OTHER



**Skills.
Experience.
Knowledge.**

PRECONCEPTION AFFECTS PERCEPTION



see



care



share

WE LOOK OUT FOR EACH OTHER



PRECONCEPTION AFFECTS PERCEPTION



see



care



share

WE LOOK OUT FOR EACH OTHER





see

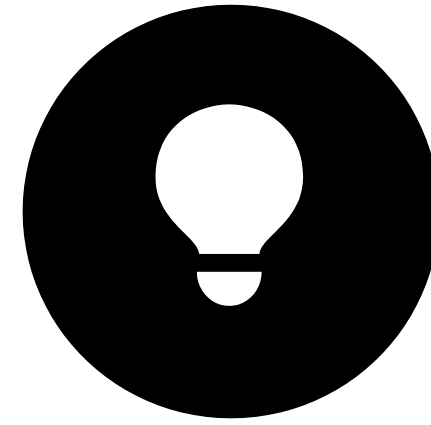


care



share

WE LOOK OUT FOR EACH OTHER



**“Attention steers
your perception”**

RISK COMPENSATION



see

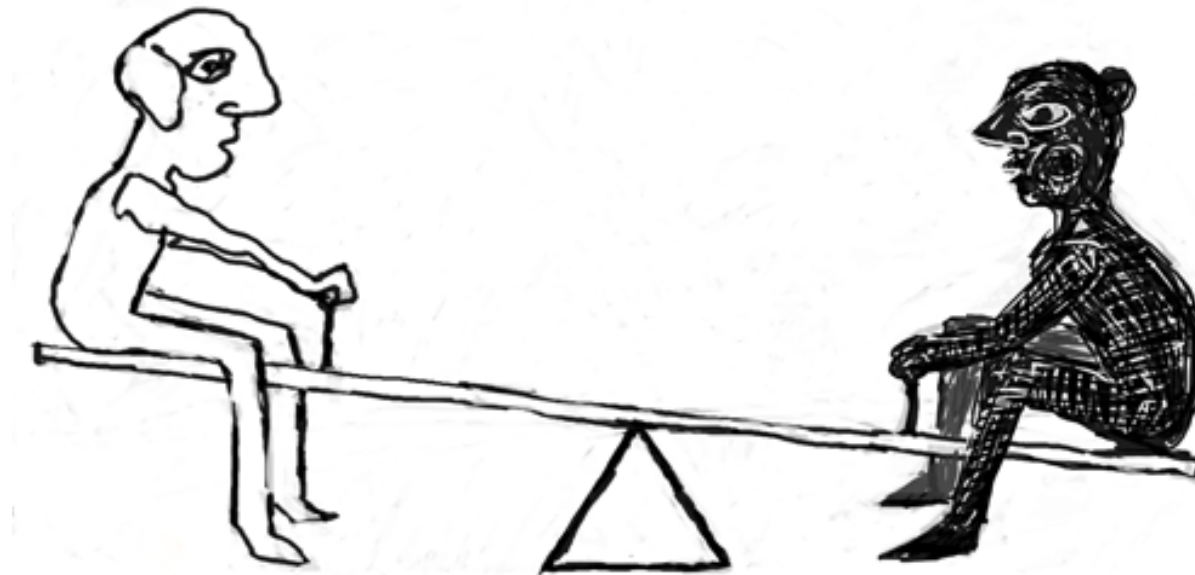


care



share

WE LOOK OUT FOR EACH OTHER





**“If you are being told
over and over that safety
is the top priority,
wouldn’t that tend to
make us feel safe?”**



WE LOOK OUT FOR EACH OTHER



**“Would that in turn,
prompt us to take more
risks, therefore making
us...less safe?”**





**“One of the biggest
causes of incident in the
workplace”**



see

care

share

WE LOOK OUT FOR EACH OTHER



**“It will never happen to
me, as it has never
happened to me before”**



see

care

share

WE LOOK OUT FOR EACH OTHER



**“This kitchen has always
been like this, I know the
hazards, I’ve been here
long enough”**



see

care

share

WE LOOK OUT FOR EACH OTHER

PLAY YOUR PART



see

**Always focus on the task in hand,
by being alert to the hazards to
yourself and others around you.**

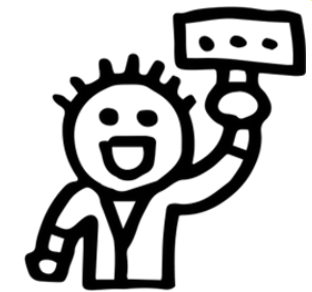
BE PRESENT



care

**By being genuine and taking
time to acknowledge others, by
asking how they are doing and if
they have any safety or
wellbeing concerns you can
support with.**

BE AUTHENTIC



share

**By taking actions when you spot
hazards, unsafe acts or unsafe
conditions, never walk by.
Equally when you spot a positive
safety outcome, reward it and
share with others to help
them improve.**

STEP IN

KEY SAFETY BEHAVIOURS



What does it look like to BE MINDFUL as a Leader?

- I will ensure that hazards are identified, risk assessments are conducted and controls put in place.
- I will act on significant safety issues with the appropriate urgency and allow people to stop the job if they have safety concerns
- I will create a planned and organised environment for the team to work in
- I know my mindset impacts the way I behave, and will focus on having a zero-harm mindset



KEY SAFETY BEHAVIOURS



What does it look like to GET INVOLVED as a Leader?



- I will connect with individuals about why I believe safety is important and take the time to understand other's beliefs about safety
- I will listen, act on, and provide timely, honest feedback on concerns raised
- I will demonstrate my commitment to safety through daily interactions and developing solutions, with the team, that improve the workplace
- I will coach and support team members to implement safety improvements together

KEY SAFETY BEHAVIOURS



What does it look like to SPEAK OUT as a Leader?



- **I will recognise and reward positive safety behaviour and performance and be visible on site engaging with individuals**
- **I will use the fair and just culture model to align an individual's performance with a safe operation**
- **I will act on safety concerns immediately, seeking senior leadership or client support where necessary**
- **I will consult and involve the team in safety initiatives and problem solving**

MIND EXERCISE



see



care



share

WE LOOK OUT FOR EACH OTHER

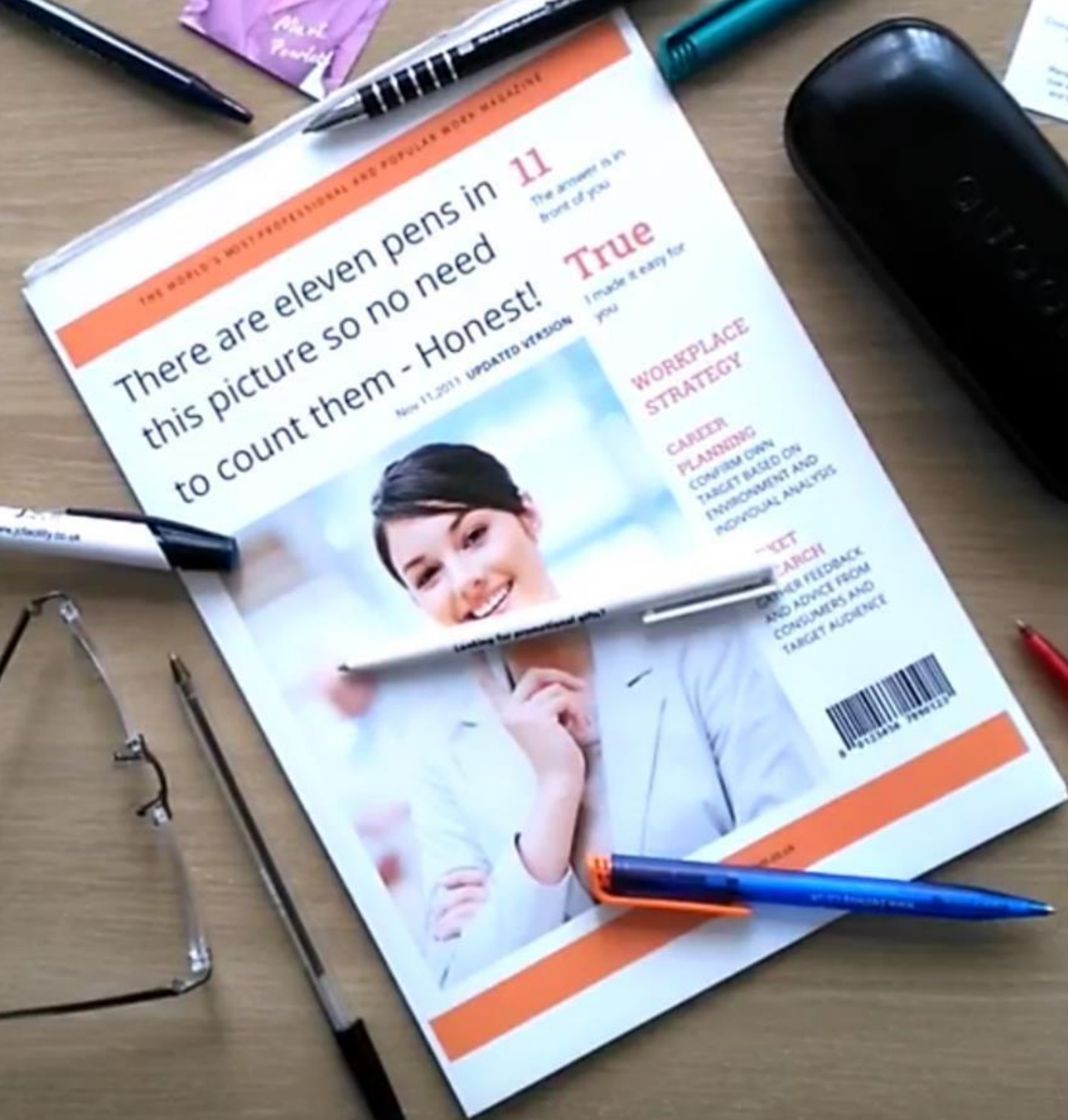
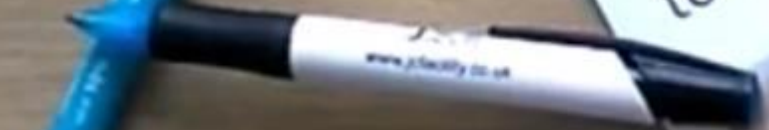


FINAL TEST



**“How many pens in the
picture?”**

5 seconds...



FINAL TEST



“How many pens in the picture?”





see



care



share

WE LOOK OUT FOR EACH OTHER



**“Let’s all just pay
attention”**

See Care Share Introduction



Session Objectives:

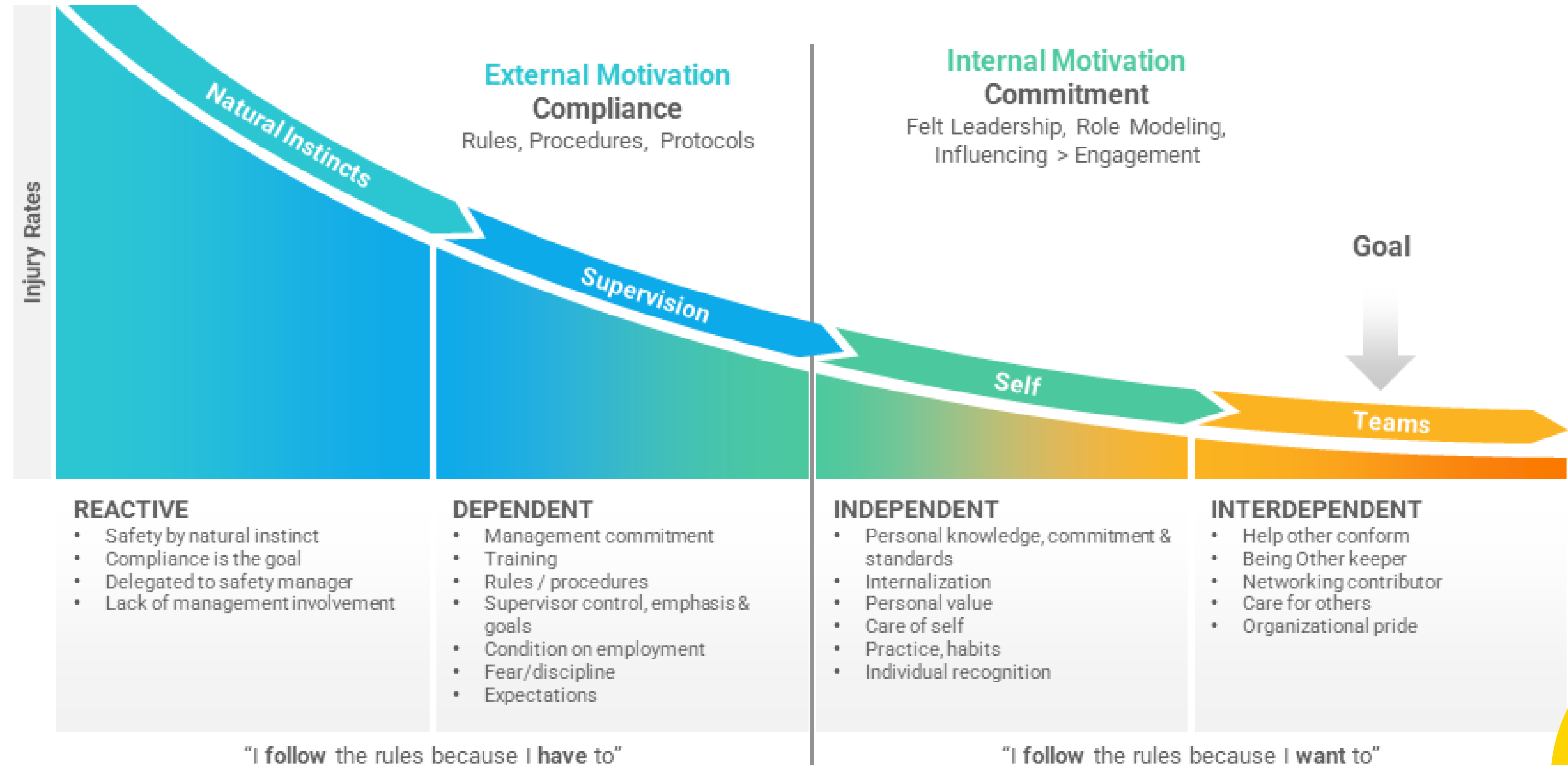
- Understand the why
- What safety culture is
- How to affect change
- Be the standard
- How do conduct a Safety walks
- What See Care Share look like



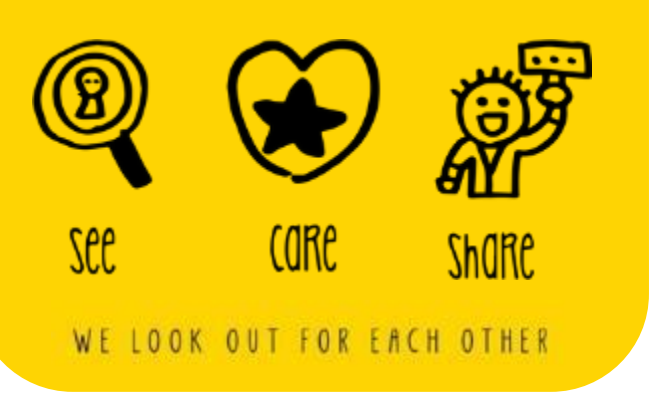
What is Safety Culture?



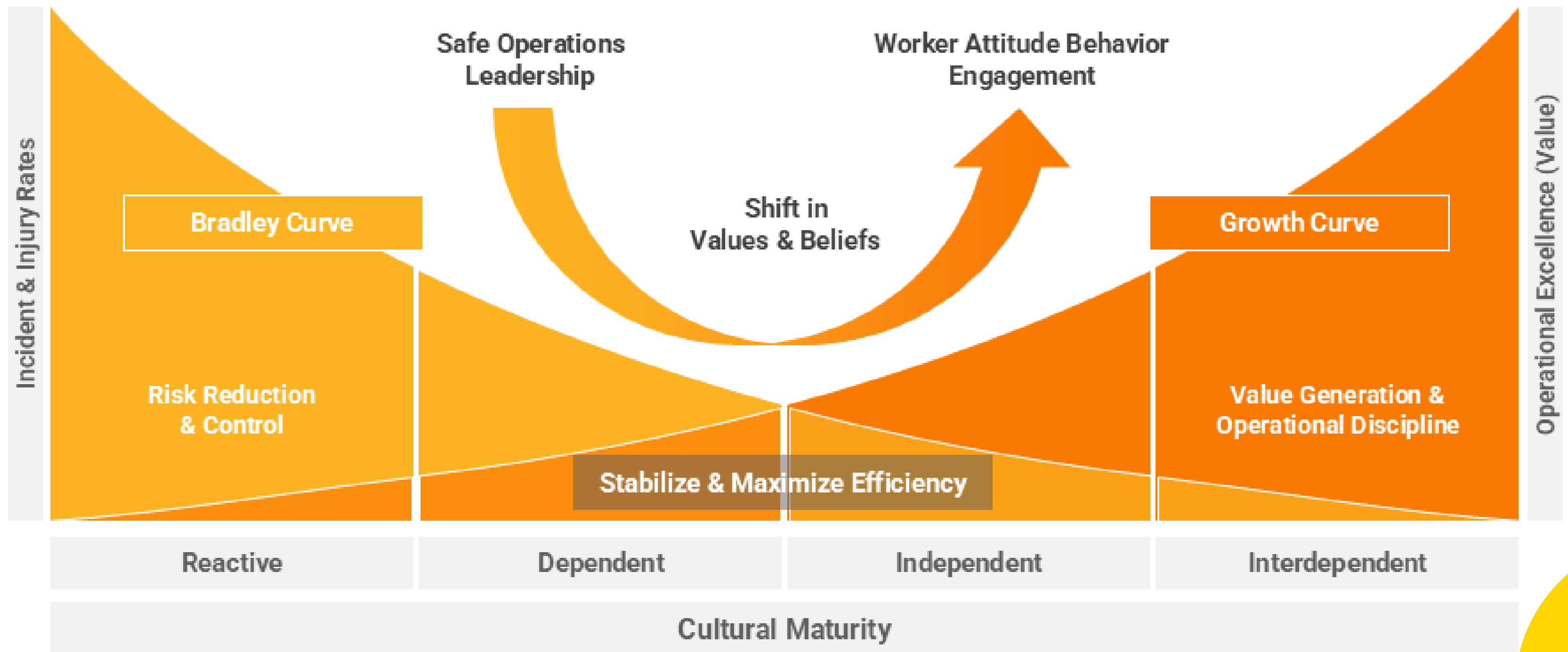
DuPont™ Bradley Curve™



How it links to Growth?



Bradley Curve VS. Growth Curve



How can you affect change?



If we want to have an impact, we need a shift

- From compliance to setting the standard
- From being in a comfort zone to question the status quo
- From training to coaching on the job
- From executing a task to being an example
- From negative to positive communication

Safety cultural change can become viral

- Cultural change can be viral if we give the example and leverage positive communication
- Be a “Navigator” and avoid the “By-stander” effect
- Speak with/to the heart and generate emotions (e.g. create an image in their mind rather than just words)

Walking past sets the standards



see



care



share

WE LOOK OUT FOR EACH OTHER



Its not just what you don't do...



see



care



share

WE LOOK OUT FOR EACH OTHER



Its not just what you don't do...



see



care



share

WE LOOK OUT FOR EACH OTHER



Be the leader you wish you had...



“The lowest standard that you can demonstrate as a leader, is the highest standard you can expect from your teams!”



Safety Walks

See Care Share Moments...



see



Care



Share

WE LOOK OUT FOR EACH OTHER



see

**Do we have everything we need
to do the job effectively?**

Is there anything different today?

**Watch the behaviors &
expressions of
others.**

BE PRESENT



Care

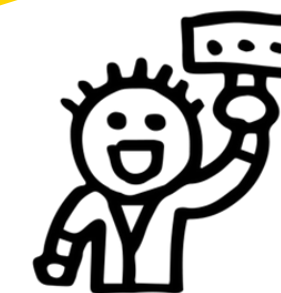
**How are you feeling today, are
you fit to work?**

What is going well?

What could be done better?

**How can we make
that happen?**

BE AUTHENTIC



Share

Conversations (peer to peer)

How are others today?

**What will you do differently
today?**

STEP IN

SAFETY WALKS



Origami Mobile



**Android
Users**



**Apple
Users**

Account Name:

Compass

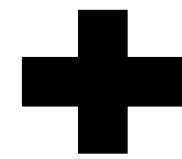
6-digit code:

918273

What should See Care Share look like?



**Safety Behaviors
in action by all**



**Safety
Engagement**



**Be
Mindful**



**Get
Involved**



**Speak
Out**



**Hazard/
Near Miss
Reporting**



**Safety
Walks**



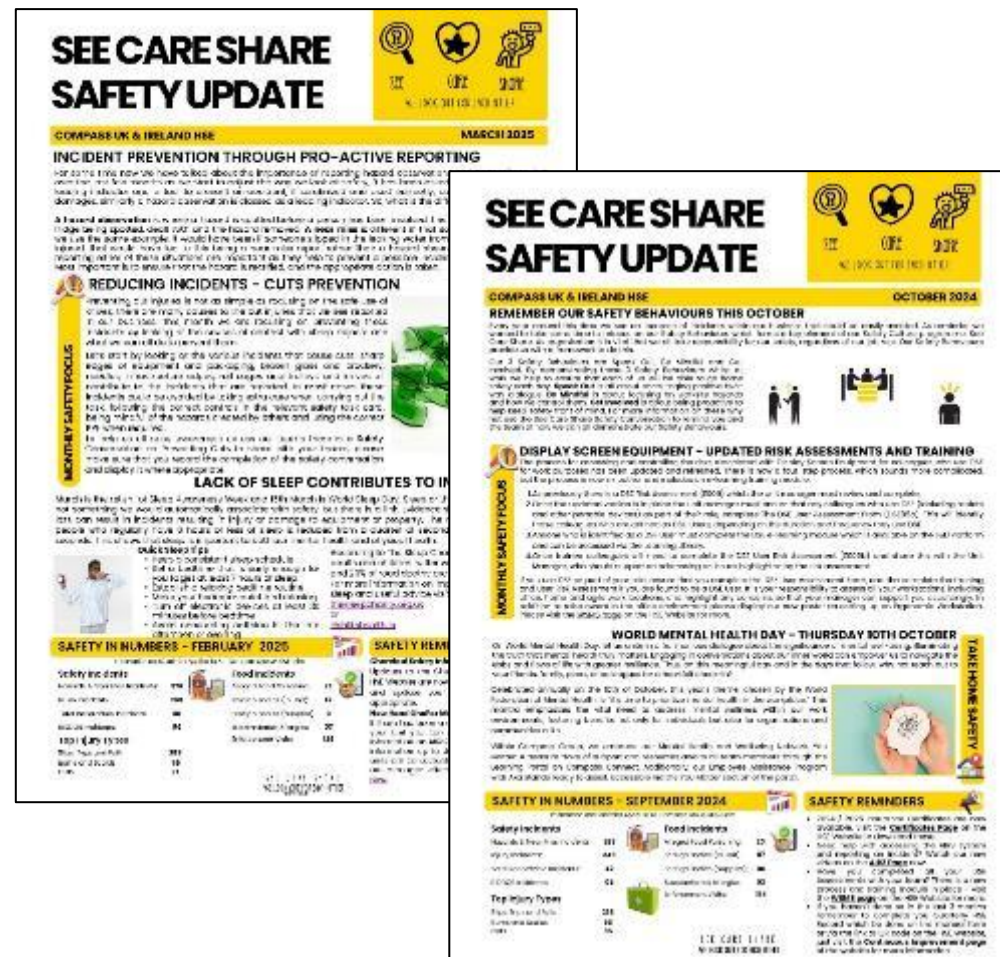
**Safety
Conversations
& Safety
Shares
communication**



**See Care
Share board
up to date
and used**

Examples

Monthly Updates



Safety Conversations



See Care Share Posters





see care share

WE LOOK OUT FOR EACH OTHER

see care share

[illegible]

WE LOOK OUT FOR EACH OTHER

[illegible]

Make every step count, make sure you are being safe on the stairs.

01
POCKET THE PHONE
This call or text can wait. Put your phone away when walking up or down stairs.

HEADING UP
 tilting up or down
 keep your head up
 and look where you
 going & have an
 out for hazards

03
GET A GRIP
 Be sure you have
 one hand on the
 handroll at all
 times



04
STAY GROUNDED:
Be sure to place
your feet on the
tread, evenly and
maximize your

**SEE CARE SHARE
SAFETY SHARE**

Check

then check again
Has all equipment been turned off?

At the end of service all cooking and hot hold equipment must be turned off. Checking this is part of completing the daily Closing Checklist. It is essential that the person responsible for each area makes sure that nothing is left on after service. By ticking the box and signing the checklist you are **confirming that the equipment has been switched off**. If you are the last person to leave an area double check that equipment is off.



Leaving a fryer, hob, bain marie or hot plate on can result in a fire with serious consequences for yourself, your colleagues and our customers, as well as significant damage to property.

**SEE CARE SHARE
SAFETY CONVERSA**

PREVENTING CUTS

HOW IT WILL HELP YOU IN YOUR JOB

- **Improve the understanding of what is going on in your business**
- **Identify various measures you can put in place to reduce the financial risk of your business**

HOW TO GET TO KNOW
 You can use an online business directory to check for your system's status and find the local office or distributor for your system. You can also call 1-800-455-4545, ext. 100, for the toll-free number and a toll-free fax line. You can also visit our website at www.3m.com for more information. If you are a business customer, you may also want to contact your local 3M representative for more information. If you are a residential customer, you may want to contact your local 3M representative for more information. If you are a business customer, you may also want to contact your local 3M representative for more information. If you are a residential customer, you may want to contact your local 3M representative for more information.

[illegible][illegible]

Internal

Levy

SAFETY

SCHOOL

Scan me



FOOD SAFETY PRINCIPLES



see



care



share

WE LOOK OUT FOR EACH OTHER

Session Objectives:

- **Why manage Food Safety**
- **Food Safety terminology**
- **Food Safety Law**
- **The Role/Power of EHO**
- **Understanding HACCP**
- **Food Safety Management System**
- **Food Safety Logbook & Forms**

Why manage food safety?



What is the cost of poor food safety standards?

Why manage food safety?



What are the benefits of good food safety standards?

**“Safe food benefits customers,
the business and the people
working in it”**

FOOD POISONING TERMINOLOGY EXERCISE



see



care



share

WE LOOK OUT FOR EACH OTHER

1

Split into 3 groups

2

**Match the bacteria to
the cause**

3

**Nominate a person to
feedback to the group**

FOOD SAFETY TERMINOLOGY



1. Food hygiene

2. Gastro enteritis

3. Food poisoning

4. Allergy

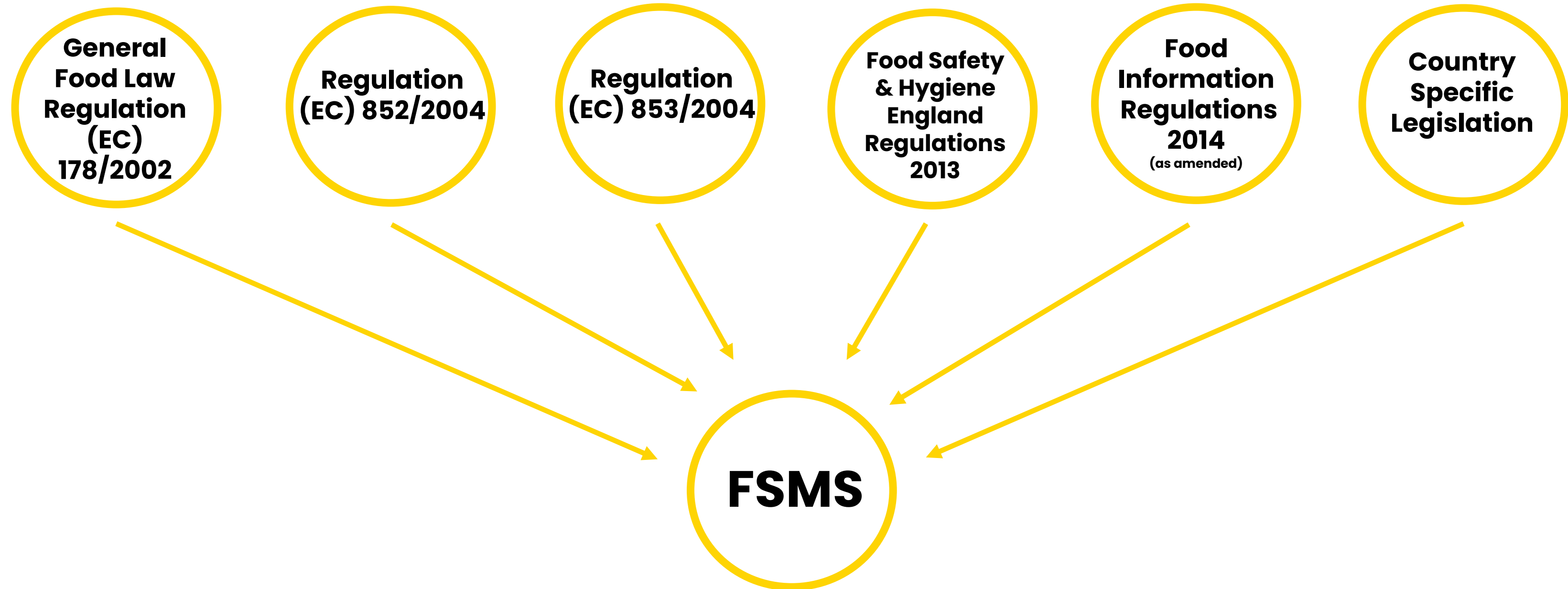
5. Contamination

6. Pathogen

7. Incubation period

- a. A disease producing organism that can cause harm to humans.
- b. The time-period between infection and the appearance of the first symptoms
- c. An illness caused consumption of contaminated food.
- d. An immunological response to food
- e. Inflammation of the gastro-intestinal tract causing symptoms such as abdominal pain, nausea, vomiting & diarrhea.
- f. The presence or introduction of any unwanted matter including bacterial, physical or chemical materials into food.
- g. The practical measures involved in keeping food safe to eat and wholesome.

FOOD SAFETY LEGISLATION



THE ROLE & POWERS OF AN EHO



see



care



share

WE LOOK OUT FOR EACH OTHER



Entry

Gather evidence

Sample, seize and detain foods

Serve notices

Issues letters

FOOD HYGIENE RATINGS EXPLAINED

England & Wales ONLY



- Structure – Layout, design & construction, walls, floors, ceiling, ventilation, sufficient hand wash facilities, WC facilities, cleanliness including pest issues.
Score ranges 0– 25
- Hygiene Practices – cross contamination controls (including allergens), personal hygiene, temperature control, stock control.
Score ranges 0–25
- Confidence in Management – Food safety management system (FSMS/HACCP) & Training. EHO take into consideration the business track record, attitude of the management towards food safety and knowledge of food safety.
Score ranges 0– 30

FOOD HYGIENE RATINGS EXPLAINED

Scotland ONLY



FOOD HYGIENE RATINGS EXPLAINED

Ireland ONLY



Satisfactory



Business complies fully with food safety standards

Minor non-compliances



Minor issues found, but food safety systems are generally in place

Major non-compliance



Multiple issues with food safety that need improvement

Unsatisfactory



Serious food safety issues that need addressed immediately

PEST CONTROL MANAGEMENT

Pest contractor



- **Be aware of your service level agreement, is it suitable?**
- **Have access to survey reports**
- **Accompany the operative where practicable**
- **Carry out recommendations given by the contractor i.e. proofing, storage, housekeeping**
- **Liaise with client on fabric issues**
- **Have the bait plan available and identify these at the walls with signage**
- **Request COSHH data on poison used by contractor to retain in pest log**

PEST CONTROL MANAGEMENT

Management



- **Identify any proofing issues in safety walks, especially when alterations to buildings are taking place. Notify client**
- **Keep lids on waste bins and emptied regularly**
- **Where pest activity is identified, carry out instructions from the contractor**
- **Clean up droppings as per instruction, enact sanitising programme**

LET'S GET SOME



see



care



share

WE LOOK OUT FOR EACH OTHER



Levy

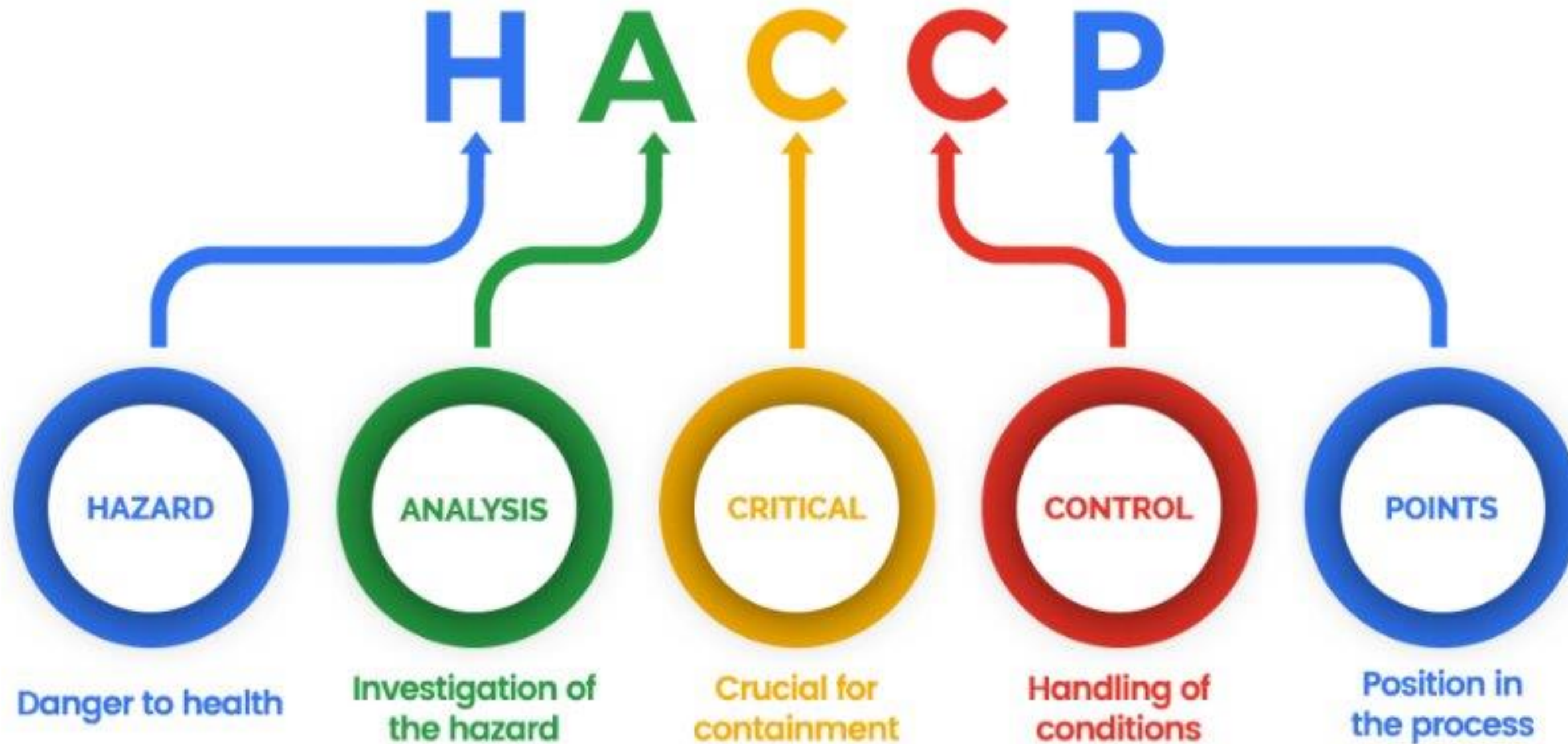
SAFETY

SCHOOL

Scan me



WHAT IS HACCP?



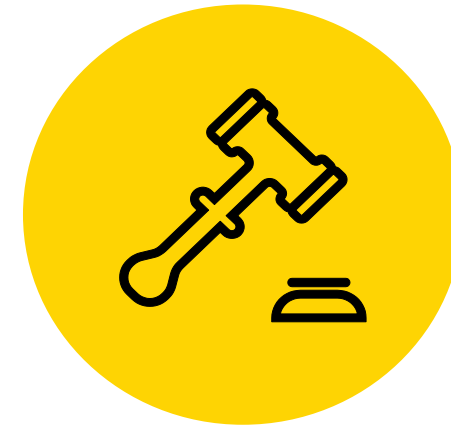
BENEFITS OF HACCP



Structured



Reduces Risk



**Legal
Compliance**



Cost Effective



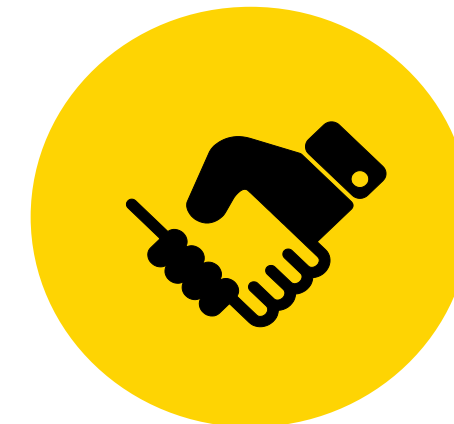
**Increases
Confidence**



**Proactive not
Reactive**



Effective



Protects Brand

PRE REQUISITES OF HACCP



Catering Facility Layout & Design

Pest Control

Waste Management

Training

Reputable Supply Chain

Cleaning & Disinfection

Personal Hygiene

Equipment

THE 7 PRINCIPLES OF HACCP

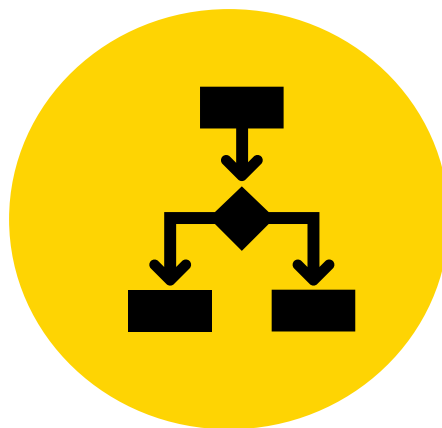


1



Identify the hazard

2



Determine the CCP's

3



Establish critical limits

4



Establish a monitoring system

5



Establish corrective actions

6



Establish verification procedures

7



Establish documentation

HACCP PRINCIPLES

1. Identify the hazards

Microbiological

**Foodborne illness from
bacteria, viruses or moulds that
contaminate or are inherent in foods**

e.g. Salmonella, E-coli

Chemical

Food poisoning, chronic illness
e.g. Cleaning chemicals, pesticides
weedkillers, additives, poisonous foods



Physical

**Cuts to mouth, choking,
broken teeth, internal injury, burning**
e.g. Glass, nails/bolts, string, jewellery

Allergens

e.g. Peanuts, Sesame Seeds, Gluten



**“A hazard is anything with the potential to
cause harm, can be present in raw materials
or introduced in preparation”**

COMMON PATHOGENIC BACTERIA



Can you match the bacteria to the foods?

Bacillus Cereus

Staphylococcus Aureus

**Clostridium
Perfringens**

Salmonella

Clostridium Botulinum

Listeria

Campylobacter

E.coli

PHYSICAL CONTAMINATION



see



care



share

WE LOOK OUT FOR EACH OTHER



CHEMICAL CONTAMINATION



see



care



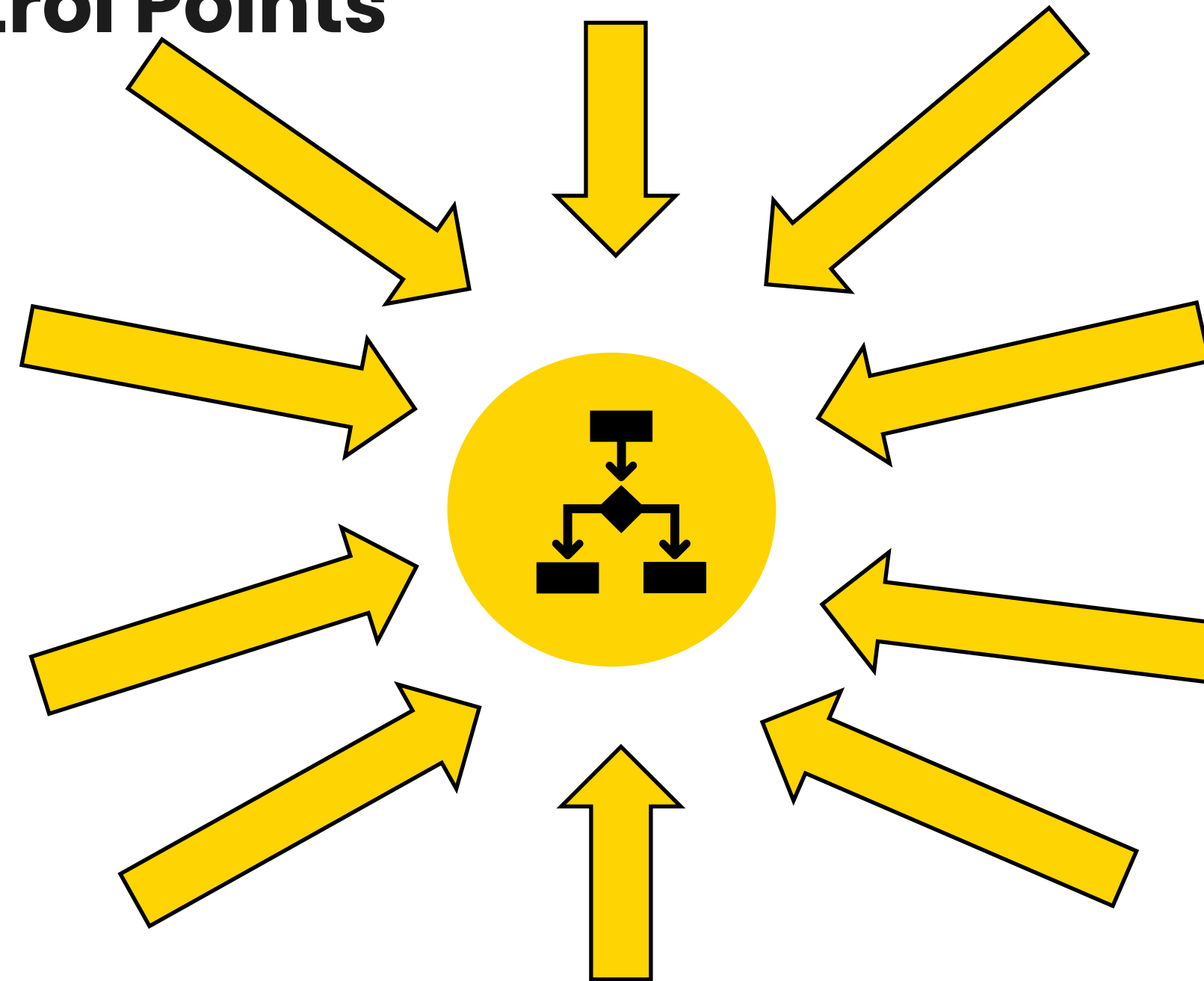
share

WE LOOK OUT FOR EACH OTHER



HACCP PRINCIPLES

2. Critical Control Points



“A step in a process where control is essential to prevent or eliminate a food safety hazard, or reduce it to an acceptable level”

HACCP PRINCIPLES

3. Critical Limits



HACCP PRINCIPLES

4. Monitoring Controls



“the observations and measurements of control measures to confirm the process is under control and critical limits are not breached”

HACCP PRINCIPLES

4. Monitoring Controls



Measuring
i.e. temperature



**Observation/
supervision**



**Visual
inspections**



**Competency
testing**



Senses



**Checking
controls/records**

HACCP PRINCIPLES

5. Corrective Actions



“the action to be taken when a critical limit is breached. Remedial action should be taken before a critical limit is breached”

HACCP PRINCIPLES

6. Verification



“the methods, procedures tests and other evaluations, in addition to monitoring, to establish if the HACCP system is functioning as planned and is effective”

HACCP PRINCIPLES

7. Documents & Records



“recording and thus creating evidence on following process, policy and any corrective actions. Demonstrates compliance with regulations and best practice for due diligence”

HACCP EXERCISE



1

Split into 3 groups

2

Review the scenario
Consider the
questions included

3

Nominate a person to
feedback to the group

HACCP EXERCISE SCENARIOS



HACCP EXERCISE 1 – Café

Scenario

The Wingfield Café is open to the public throughout the year generally Monday – Saturday between 10:00 – 17:00. It services guests attending tours, museum, the public as well as client staff and contractors.

Foods provided include hot and cold plates/sandwiches for lunch service, cakes and a selection of grab and go items. All salads and sandwiches are prepared on site.

In addition to the operation above, your client requested that you deliver sandwiches/salads to 2 other locations all within 5 miles from the main site.

HACCP EXERCISE SCENARIOS



HACCP EXERCISE 2 – Fine Dining

Scenario

You run a fine dining Directors restaurant; the food served is all produced onsite, and you frequently do hospitality functions at the weekend.

The Directors have decided to have a BBQ on a roof terrace garden 9 floors up from the main kitchen and it will be held early evening about 5 pm.

The menu required consists of burgers, chicken and shelf fish; salads and new potatoes. As it is the middle of summer, they would like some cold meats and of course vegetarian option.

You are catering for 30 guests.

There is no refrigeration on the roof but the BBQ will be set up for you. The team consists of Chef Manager, Catering Assistants and kitchen porter.

HACCP EXERCISE SCENARIOS



HACCP EXERCISE 3 – RESTAURANT

Scenario

No 1 Staff Restaurant provide on average 250 lunches for client & catering staff, 5 days a week, Monday – Friday between 11:30 – 14:00. Meals consist of hot offer (meat, vegetarian or vegan); salad bar, deli bar, soup station and cake table. Food left over at the service @ 14:00 is transported to catering team members in MDR.

The catering team consist of a Head Chef, Sous Chef, 4 FSAs, & 1 KP.

The unit has conventional catering equipment in addition to a blast chiller and 2 vacuum pack machines.

LET'S GET SOME



see



care



share

WE LOOK OUT FOR EACH OTHER



Levy

SAFETY

SCHOOL

Scan me



COMPASS FSMS OVERVIEW

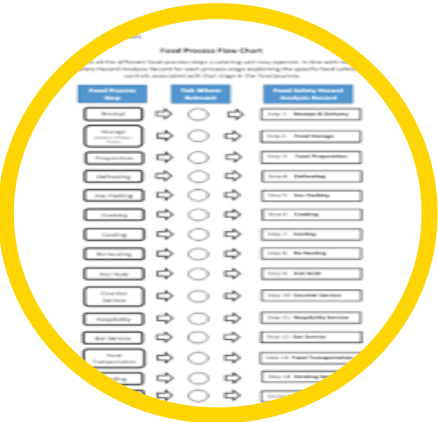


FSMS Folder

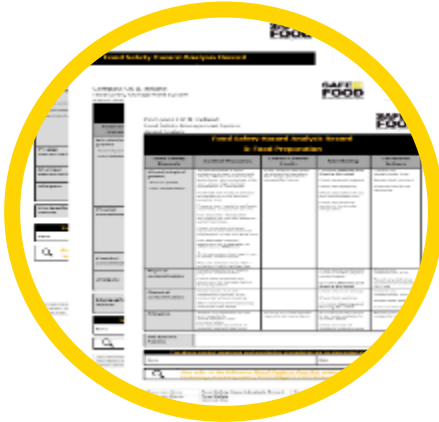
⋮ Training Folder

⋮ Posters

⋮ Records



Food Process
Flow Chart



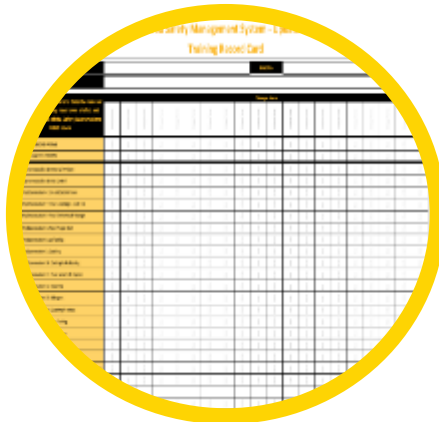
Hazard
Analysis
Records



Good Hygiene
Practices



Food Safety
Conversations



Training Matrix



HACCP and
Shelf Life



Logbooks or
Forms

FSMS FOLDER



Food Process Flow Chart

Food Process Flow Chart

For different food process steps a catering unit may operate. There is a Food Process stage explaining the specific food safety hazards and controls associated with each step.

Food Process Step	Tick Where Relevant	Food Safety Hazard Analysis Record
Receipt	<input checked="" type="checkbox"/>	Step 1: Receipt & Delivery
Storage	<input checked="" type="checkbox"/>	Step 2: Food Storage
Preparation	<input checked="" type="checkbox"/>	Step 3: Food Preparation
Defrosting	<input checked="" type="checkbox"/>	Step 4: Defrosting
Vac Packing	<input type="checkbox"/>	Step 5: Vac Packing
Cooking	<input checked="" type="checkbox"/>	Step 6: Cooking
Cooling	<input checked="" type="checkbox"/>	Step 7: Cooling
Freezing	<input checked="" type="checkbox"/>	Step 8: Freezing
Re-heating	<input checked="" type="checkbox"/>	Step 9: Re-heating
Hot Hold	<input checked="" type="checkbox"/>	Step 10: Hot Hold
Counter Service	<input checked="" type="checkbox"/>	Step 11: Counter Service
Hospitality	<input checked="" type="checkbox"/>	Step 12: Hospitality Service
Bar Service	<input checked="" type="checkbox"/>	Step 13: Bar Service
Food Transportation	<input type="checkbox"/>	Step 14: Food Transportation
Vending	<input type="checkbox"/>	Step 15: Vending

- The Flow Chart lists food processes that a catering unit is likely to operate
- Review the Flow Diagram and select the relevant steps that apply to your unit, by ticking circle for that stage.
- This determines which Hazard Analysis Records you need for your unit.
- If you have a food process that is not covered, you must contact your HSE Lead or Regional H&S Manager

FSMS FOLDER

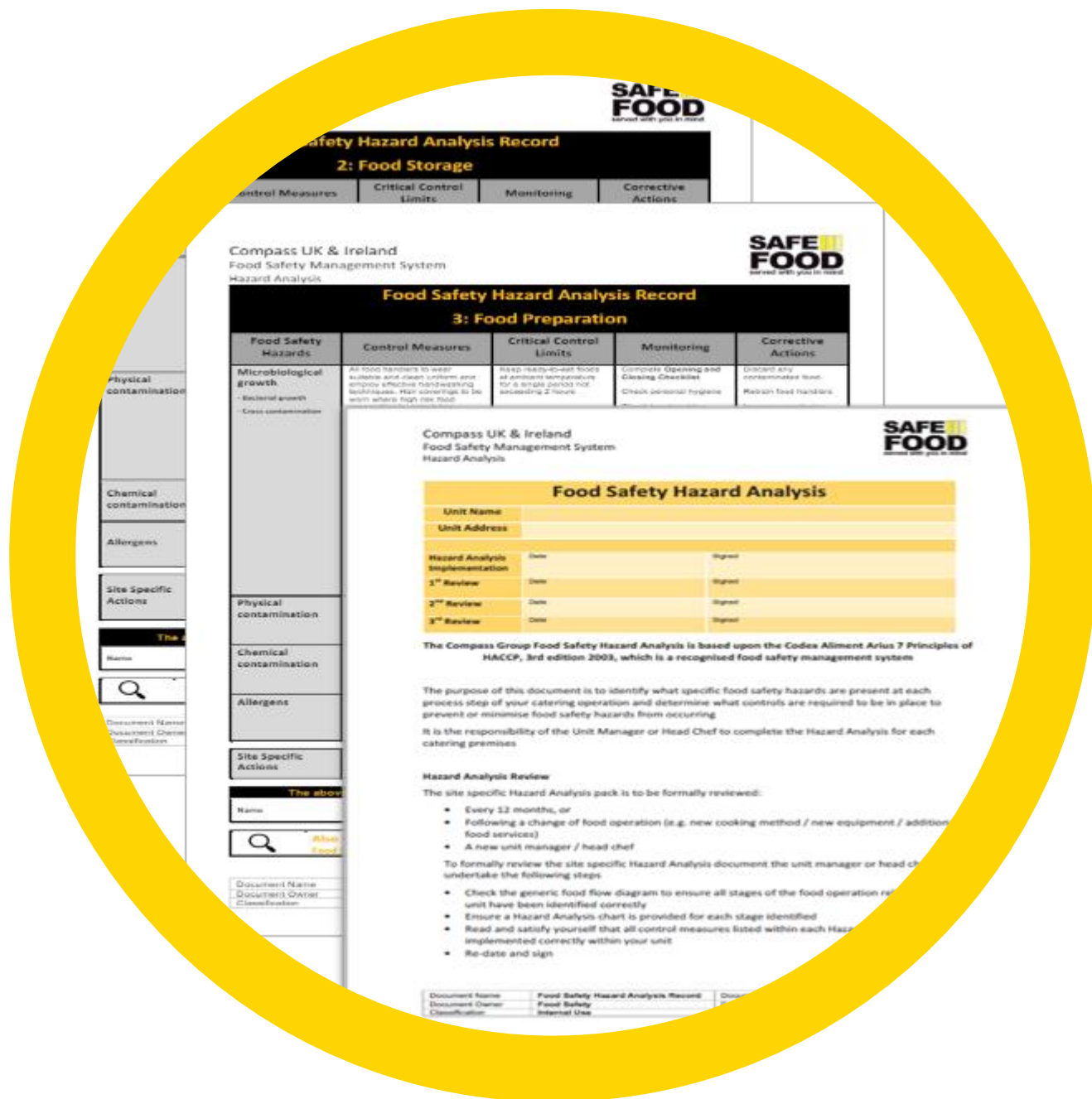


Food Safety Hazard Analysis

Complete the front page of the document

Review each Hazard Analysis Record to:

- Understand the hazards listed in each process
- Understand the control measures required to prevent the hazards
- Check what the monitoring procedures are and make sure they are put in place at your unit
- Sign and date each process step



FSMS FOLDER



Food Safety Hazard Analysis Records

Food Safety hazards

- Micro biological – inherent contamination, bacterial growth, cross-contamination
- Physical contamination
- Chemical contamination
- Allergens

Control Measures

- How are we controlling the hazards
- CCPs and CPs

Food Safety Hazards	Control Measures	Critical Control Limits	Monitoring	Corrective Action
Microbiological growth - Bacterial growth - Cross contamination	Cooling with a blast chiller Food thickness / depth not to exceed 50mm Meats and poultry not to exceed 2.5kg Commence blast chilling within 30 minutes of cooking. Transfer immediately to refrigerator / freezer Cooling without blast chiller Ensure the area chosen for cooling ready-to-eat foods will not result in cross-contamination. Move food to coolest part of kitchen. Cool only small quantities of food at room temperature. Sanitise a probe thermometer before checking the core temperature of foods.	Continue blast chilling until core temperature of 5°C or below is achieved Allow to cool at room temperature for a maximum of 90 minutes before refrigerating / freezing Label and use within shelf life of 72 hours of production for chilled products or 6 months for frozen products (3 months for frozen products in Ireland).	Complete Food Production Record form to document cooling time / temp Check all foods are refrigerated within 90 minutes.	Adjust the measure assist with rapid temperature reduction With blast chiller continue blast chilling until temperature of 5°C is reached Without blast chiller discard if not refrigerated / frozen after 90 minutes.
Physical contamination	Ensure the area chosen for cooling ready-to-eat foods will not result in cross-contamination Loosely cover food if cooling without blast chiller Check equipment is in good working condition before use		Visually check cooling procedures Complete Opening and Closing Checklist	Discard contaminated foods Request maintenance for defective equipment
Chemical contamination	Store cleaning chemicals and sources of physical contamination away from food handling areas		Check chemical storage Complete Opening and Closing Checklist	Discard any contaminated food.
Allergens	Control exposure of food to cross contamination Loosely cover food if cooling without blast chiller		Visually check cooling procedures Clearly label food once cooled	Discard contaminated foods

The above control measures and monitoring procedures are implemented within my use

Date

Also refer to the following Good Hygiene Practice guides for additional information: Cooling & Re-heating / Cross Contamination / Personal Hygiene / Allergens / Food Safety

Food Safety Hazard Analysis Record

Document No
Date of Issue
Version

FSMS FOLDER



Food Safety Hazard Analysis Records

Critical Control Limits

- Measurable limits – CCPs

Monitoring

- What records need to be taken – CCPs

Corrective Actions

- What steps need to be taken if monitoring identifies deviations from CPPs

Food Safety Hazard Analysis Record				
7: Cooling				
Food Safety Hazards	Control Measures	Critical Control Limits	Monitoring	Corrective Action
Microbiological growth - Bacterial growth - Cross contamination	Cooling with a blast chiller <ul style="list-style-type: none">Food thickness / depth not to exceed 50mmMeats and poultry not to exceed 2.5kgCommence blast chilling within 30 minutes of cooking.Transfer immediately to refrigerator / freezer Cooling without blast chiller <ul style="list-style-type: none">Ensure the area chosen for cooling ready-to-eat foods will not result in cross-contamination.Move food to coolest part of kitchenCool only small quantities of food at room temperature.Sanitise a probe thermometer before checking the core temperature of foods.	Continue blast chilling until core temperature of 6°C or below is achieved Allow to cool at room temperature for a maximum of 90 minutes before refrigerating / freezing Label and use within shelf life of 72 hours of production for chilled products or 6 months for frozen products (3 months for frozen products in Ireland).	Complete Food Production Record form to document cooking time / temp Check all foods are refrigerated within 90 minutes Visually check cooling procedures Complete Opening and Closing Checklist Check chemical storage Complete Opening and Closing Checklist Visually check cooling procedures Clearly label food once cooled	Adjust the measure assist with rapid temperature reduction With blast chiller continue blast chilling until temperature of 6°C is reached Without blast chiller discard if not refrigerated / frozen after 90 minutes Discard contaminated foods Request maintenance for defective equipment Discard any contaminated food. Discard contaminated foods
Physical contamination	Ensure the area chosen for cooling ready-to-eat foods will not result in cross-contamination Loosely cover food if cooling without blast chiller Check equipment is in good working condition before use			
Chemical contamination	Store cleaning chemicals and sources of physical contamination away from food handling areas			
Allergens	Control exposure of food to cross contamination Loosely cover food if cooling without blast chiller			
Site Specific Instructions				
The above control measures and monitoring procedures are implemented within my use				
Date				
Also refer to the following <u>Good Hygiene Practice</u> guides for additional information: <u>Cooking & Re-heating</u> / <u>Cross Contamination</u> / <u>Personal Hygiene</u> / <u>Allergens</u> / <u>Food Safety</u>				
Food Safety Hazard Analysis Record				
Document No				
Date of Issue				
Version				

FSMS FOLDER



Good Hygiene Practice Guides (GHP's)

You should be familiar with the contents and use them for reference when required.

Core GHP's:

1. Food Hygiene Training
2. Personal Hygiene
3. Pest Control
4. Cross Contamination
5. Food Labelling & Shelf Life
6. Food Receipt & Storage
7. Food Preparation
8. Defrosting
9. Cooking
10. Cooling & Re-heating
11. Food Service & Display
12. Cleaning
13. Allergens
14. Catering Premises & Equipment
15. Vac Packing
16. Bar Service
18. Food Waste
19. Food Safety Incidents & Enforcement
21. Natasha's Law
22. Food Transportation
24. Repurposing Food

Additional GHP's:

17. Steamship
20. Sous Vide
23. Halal & Kosher
- 25a & 25b Specialist Foods



TRAINING FOLDER



Food Safety Conversations (FSCs) and Training Matrix

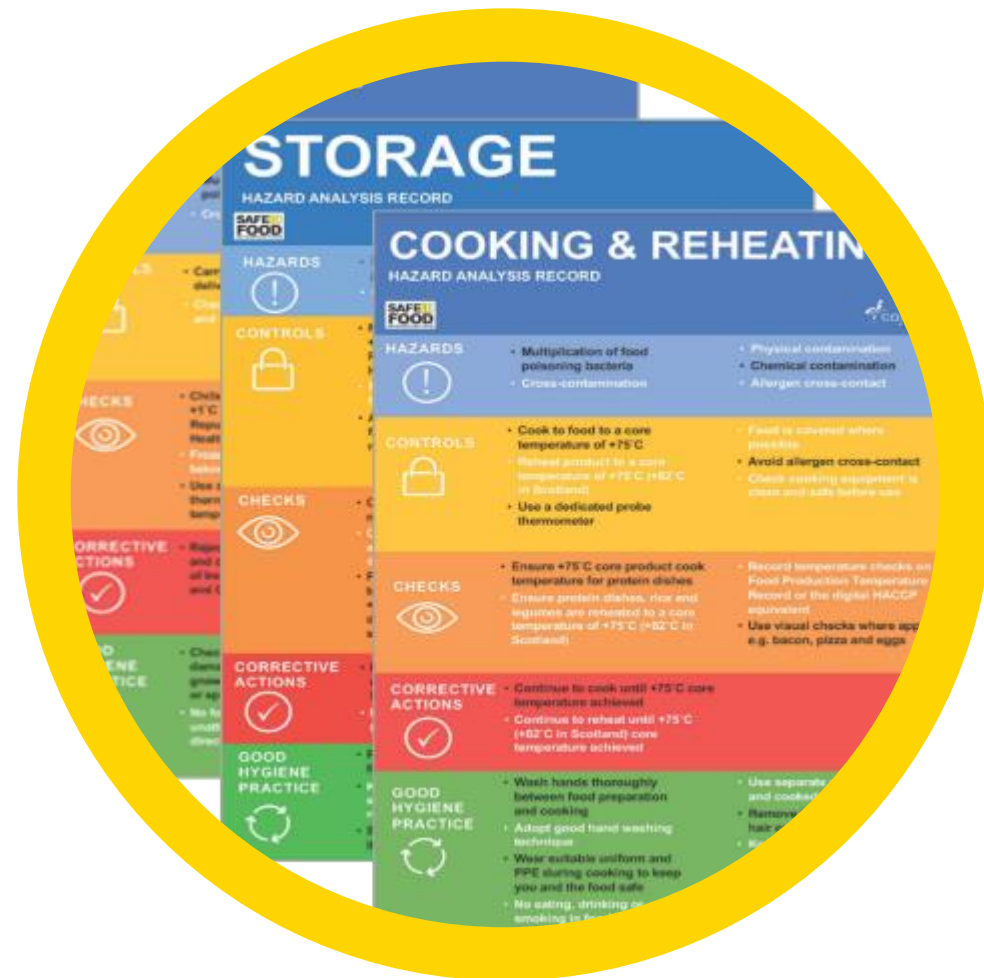
- **There is a Food Safety Conversation for each of the GHPs**
- **These conversations should only take 5 to 10 minutes each to complete.**
- **Work through these with your teams until everyone is trained relevant to their job role**
- **Use them for refresher training or briefings**
- **Record all training in the Training Matrix**



POSTERS



HACCP Posters



11 posters available

Shelf Life Posters



2 posters available

LOGBOOK OR FORMS



Opening & Closing Checks

- Logbooks sourced from Linney. Forms can be downloaded from the HSE website
- Start and end of each day a check must be completed in line with the document that you are using.
- Checks should be completed by the most senior person in the area.
- For any “no” responses, detail the corrective action in the box.

A circular inset showing two HSE checklists. The top one is the 'OPENING HSE CHECKLIST' with a table for questions like 'Are the catering premises free of evidence of pests?'. The bottom one is the 'WEEKLY CLOSING HSE CHECKLIST' with a table for daily checks from Monday to Sunday, including questions like 'Has all food been stored away correctly?' and 'Is all food within "Use By" date codes?'.

LOGBOOK OR FORMS



Fridge/Freezer Checks & Delivery Record

- Record fridges twice per day using a simulant as per GHP
- Record freezers once per day, place probe between 2 packs of food
- If a temperature is out of range, escalate, note in comments, check again and follow GHP 6
- All food deliveries are to be recorded at the time of delivery, with high-risk items prioritised.

A circular inset showing two food safety forms. The top form is titled 'REFRIGERATOR FREEZER TEMPERATURE RECORD' and includes instructions for monitoring temperatures. The bottom form is titled 'SAFE FOOD FOOD DELIVERY RECORD' and includes a table for recording delivery details. Both forms are part of a logbook or record system.

LOGBOOK OR FORMS



Food Production Records

- **Cooking, cooling and reheating is all recorded on this page/form**
- **Minimum cooking and re-heating core temperature is 75oc (exemptions in GHP 9), Scotland re-heating is 82oc**
- **Use comment section to provide relevant info such as where food is being used.**
- **The person recording the temperature must initial the relevant box**

LOGBOOK OR FORMS



Food Service Records

- To be completed for any food service, including hot cupboards, soup kettles, salad bars, deli's
- Additional information on holding times and exceptions i.e. 2hr and 4hr rule can be found in GHP 11

A circular inset with a thick yellow border showing a sample of a 'FOOD SERVICE TEMPERATURE RECORD' form. The form is titled 'SAFE FOOD' and includes sections for 'Unit Name', 'Unit No.', 'Instructions', 'Action Required', and a large table for recording temperature data. The table has columns for 'DATE', 'FOOD ITEM', 'HOT HOLD', 'HOT FOOD DISPLAY', 'COLD FOOD DISPLAY', and 'COMMENTS'. The 'HOT HOLD' and 'HOT FOOD DISPLAY' columns are further divided into 'Time', 'Temp', and 'Init' sub-columns. The 'COLD FOOD DISPLAY' column is divided into 'Time', 'Temp', and 'Init' sub-columns. The 'COMMENTS' column is a single large column. The form also includes a section for 'DAYS' with columns for different times of the day: 6-7.30am, 7.30-9am, 9-10.30am, 10.30-12, 12-1.30pm, 1.30-3pm, 3-4.30pm, and 4.30-6pm. Each time column has sub-columns for '°C' and 'Init'.



see care share

WE LOOK OUT FOR EACH OTHER

PROBE THERMOMETER ACCURACY CHECK

Unit No: _____

1. Probe Thermometer Check Monthly
 2. Use one form per probe thermometer
 3. Probes should have as a minimum 3 probe thermometers – 1 for ready-to-eat food, 1 for deliveries and 1 for hot water
 4. Probes must be accurate to within 1°C of 0°C (iced water) and 1 or 100°C (boiling water)
 Guidance: Good Hygiene Practice Guide 5

Make / Model	Serial / Identification No.	Location	Intended use (ready-to-eat, deliveries, etc)

Year _____	Reading at: 0°C		Corrective Action (Required)		Corrective Action Taken	Signed	Dated
	0°C	+100°C	Yes	No			
January							
February							
March							
April							
May							
June							
July							
August							
September							
October							
November							
December							

Levy probes SAFETY

[illegible]

Only required if transporting food to another location

LOGBOOK OR FORMS

Other Forms

Daily Walk-In Freezer Checklist



Workplace Safety
Daily Walk-In Freezer Checklist

Risks associated with use of Walk-In Freezers:

- Becoming trapped inside due to faulty latches or emergency
- Slipping on ice
- Do not pull the door shut when working inside the freezer unless
- NEVER PULL THE DOOR SHUT IF WORKING ALONE
- Ensure a colleague knows you are working inside the freezer
- Take care on slippery surfaces, wear suitable footwear

YOU MUST ALSO CHECK THE FOLLOWING ON A DAILY BASIS AND RECORD YOUR CHECKS BELOW:

- ✓ Internal emergency release button operates correctly, there is not ice build-up around the button or signs of any damage
- ✓ Internal door latch operates correctly, there is not any ice build-up around the button or signs of any damage
- ✓ All internal lighting is working correctly
- ✓ Emergency alarm (if present) is working correctly
- ✓ External door latch operates correctly, there are no signs of damage

Any issues must be reported to your line manager immediately and the freezer should not be used, unless working with a buddy (i.e. one person guarding the door whilst the other accesses the freezer)

Date	All in order Y/N	List any actions required	Initials
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			
26			
27			
28			
29			
30			
31			

Daily check of freezer door mechanism



Shelf Life Labels



SAFETY & ALLERGENS

	DATE	TIME	DISCARD ON DATE	DISCARD ON TIME	INITIALS
DECANTED/ OPENED					
REFRIGERATED					
FROZEN					
DEFROSTED					

This item contains the following allergens

<input type="checkbox"/> Peanuts	<input type="checkbox"/> Fish	<input type="checkbox"/> Soya	<input type="checkbox"/> Mustard
<input type="checkbox"/> Nuts	<input type="checkbox"/> Eggs	<input type="checkbox"/> Sesame Seeds	<input type="checkbox"/> Lupin
<input type="checkbox"/> Crustaceans (Shellfish)	<input type="checkbox"/> Milk	<input type="checkbox"/> Celery	<input type="checkbox"/> Sulphur
<input type="checkbox"/> Molluscs	<input type="checkbox"/> Cereals (Gluten)		

In general 72hrs shelf life, ensure time is noted. Frozen food 6 months. Guidance in GHP 5

FOOD LABELLING SHELF LIFE



72
hours

**In Unit Made
Refrigerated
Foods**

72
Hours*

**Purchased
Refrigerated
Foods**

**Day of
Production
+ 1**
day

**Sandwiches &
Filled Rolls**

**Day of
Production
+ 6**
days

**In Unit Made
Bakery
Goods****

6
Months

**In Unit Made
Frozen Foods**
Ireland – 3 months

72
Hours

**Defrosting of
Goods**

**Day of
Production
+ 6**
days

**In Unit Made
Chilled Vac Pac
Foods**

Ireland – 3 days total

**Further Detail
in GHP's**

FOOD SAFETY MANAGEMENT SYSTEMS



Food Safety Incident Reporting

- Alleged Food Allergy Reporting Form
- Alleged Food Poisoning Reporting Form
- Foreign Body Reporting Form

Three overlapping food safety reporting forms are shown within a large yellow circle. The top form is the 'Alleged Food Allergy Reporting Form' (FS.F 036.03), the middle is the 'Alleged Food Poisoning Reporting Form' (FS.F 037.01), and the bottom is the 'Alleged Foreign Body Reporting Form' (FS.F 037.04). Each form includes sections for 'Where & When', 'Incident Details', 'Complainant Details', and 'Ingredients'.

LET'S GET SOME



see



care



share

WE LOOK OUT FOR EACH OTHER



Levy

SAFETY

SCHOOL

Scan me



ALLERGENS & DIETARY REQUIREMENTS



Session Objectives:

- **Food Allergy**
- **Intolerance**
- **Coeliac Disease and Gluten Free**
- **Other Dietary Requirements**
- **Compass Processes**
- **Levy Processes**
- **Questions**

DIETARY REQUIREMENTS



There are many dietary requirements with varying impacts and consequences for customers

Our most common request from customers:

Food allergy

Coeliac disease

Intolerance

Religious dietary requirements

Conflict with medication

Lifestyle choices

Dislikes

Outcomes of not getting the customer request correct:

Discomfort

Minor symptoms

Severe symptoms

Irreversible health conditions

Death

Psychological trauma

Annoyance

FOOD ALLERGY



Mild to moderate symptoms:



Severe symptoms (anaphylaxis):



- **Immune system** triggers a reaction to a food or ingredient (allergen),
- body mistakes **proteins** in the food as a **threat** and releases chemicals to counteract the perceived threat,
- causing symptoms such as rashes and hives, swelling, vomiting, difficulty in breathing, anaphylaxis,
- symptoms can develop very **quickly** and can be **fatal**,
- **severity** of the reaction varies from person to person and can be **fatal** to some people,
- severity can **change** over time

FOOD ALLERGIES

The main 14, declarable by law



Groundnut oil,
Curry pastes



Curry pastes,
Deserts



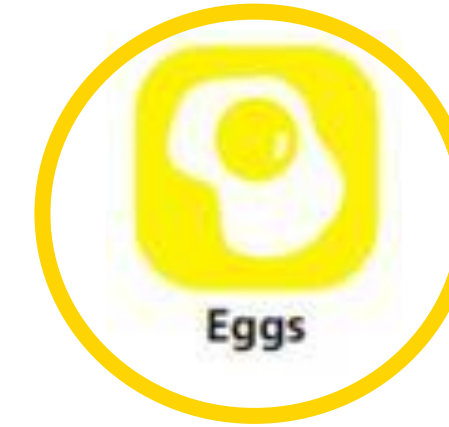
Shrimp paste



Oyster sauce



Worcester Sauce,
Caesar salad



Glaze on pastries,
Binder



Glaze,
Powdered
Soups/Sauces



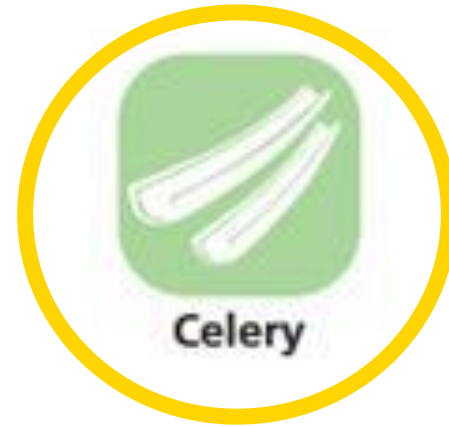
Sauces, Stews,
Soups



Ice Cream,
Chocolate, Meat
substitutes



Bread, Middle
eastern foods



Soup, Stock,
Condiments



Condiments,
Curries



Baked goods



Dried fruit,
Prepared
vegetables



see care share

WE LOOK OUT FOR EACH OTHER

[illegible]

May contain: potential cross-contact identified by manufacturer

FOOD ALLERGIES

Hidden Allergens



Allergens present in foods where you may not expect them

Soya – expected in foods containing soy sauce and soybeans

Chocolate

Bread

Jam

Bacon



Fish – expect to find fish in dishes like fish pie

Wine

Worcester Sauce

Jelly and set desserts



Cereals containing gluten – expected in bread, cakes, pasta

Potato products

Sauces

Cheese

Sausages

FOOD ALLERGIES

Things to be aware of



Peanuts



Tree Nuts



Pines Nuts



...are not nuts but
are a legume



...grow on trees



...are a seed

- Customers get confused – they may say that they are allergic to nuts, but mean peanuts
- Some sectors, including Levy, **do not use nuts or peanuts** – but we purchase ingredient that potentially 'may contain' nuts and peanuts
- **Can't** ever say we are completely nut free
- Pine nuts and coconut are not true nuts – but people can still be allergic to them

**Refer to the Levy Peanut & Tree Nut policy
for guidance**

FOOD ALLERGIES

Things to be aware of



Milk (not dairy) which means all **mammalian milk** – cow's, goat's, buffalo and sheep's milk



Any milk products such as butter, yoghurt, cheese, kefir

Milk has a **protected status** in the UK – terms milk, butter, yoghurt, cream can only be used for products made from animal milk

FOOD ALLERGIES

Things to be aware of



Allergies can be very specific e.g
specific mollusc or fish species



Drinks also potentially contain allergens, such as

- gluten (beer)
- sulphur dioxide (cider, wine)
- fish (wine),
- egg (wine)

FOOD ALLERGIES

Things to be aware of



People can be allergic to **any** food or ingredient

Common examples include pea protein, stone fruit, coconut and mushrooms

Oral allergy syndrome (OAS) or pollen food syndrome is an allergy to raw fruit and vegetables

Requires detailed information – full ingredient list

Not always available

Communication between Allergen Champion or Manager and Lead Chef



see



care



share

WE LOOK OUT FOR EACH OTHER

FOOD ALLERGIES

Things to be aware of



Vegetarian **does not mean** completely free of fish, crustaceans, molluscs

Vegan **does not mean** completely free of milk, eggs

No **intentionally** added animal products or animal derived products, but potential for May Contains

Plant based **does not mean** completely free of animal based/derived products and there is no clear definition.

Plant forward **promotes** reducing meat content by replacing with non-animal alternatives e.g. 50/50 burger

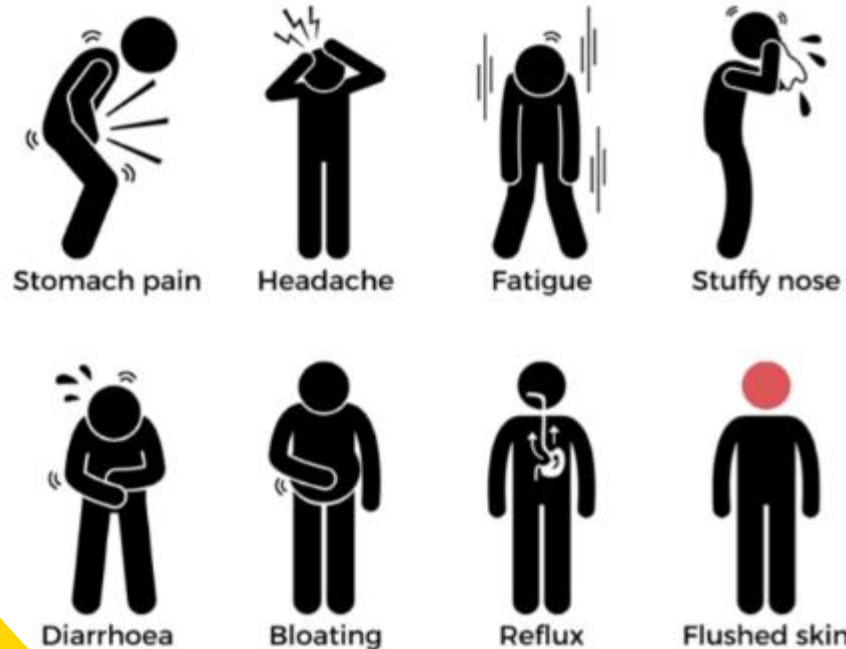


INTOLERANCE



FOOD INTOLERANCE SIGNS & SYMPTOMS

@thebitingtruth



- Adverse reaction to a food or ingredient which doesn't involve the immune system
- Body has difficulty **digesting** certain foods
- Symptoms usually include stomach cramps, bloating, diarrhoea and headaches.
- These tend to develop **more slowly** than those associated with food allergies and are unlikely to be fatal but can be **very unpleasant**.
- Common examples are gluten, lactose or milk

COELIAC DISEASE



- Autoimmune disease
- The body **attacks itself** when gluten is eaten
- Causes damage to the **lining of the gut**, and causes symptoms such as diarrhoea, abdominal pain and bloating.
- Damage can be severe and **irreversible**, leading to lifelong consequences for affected individuals.



GLUTEN FREE



- Only foods that are **proven** to have 20 ppm* or less gluten can be called gluten free
- **None** of the food produced in our kitchens can be labeled Gluten Free
- Bought in Gluten Free products can only be sold as such in their **sealed original container**
- Meals produced with GF pasta or GF pizza bases **cannot be sold as GF**
- **No Gluten Containing Ingredients** (NGCI) where items are made without any gluten containing ingredient but **cannot be guaranteed** to comply with Gluten Free gluten levels.



OTHER DIETARY CHOICES



Lifestyle

- No gluten
- Vegetarian
- Vegan

Religious

- Kosher
- Halal
- No alcohol, no pork

Medication

- Cranberries...warfarin
- Grapefruit...statins



FOOD ALLERGY FATALITIES



These deaths were all caused by poor communication and/or training

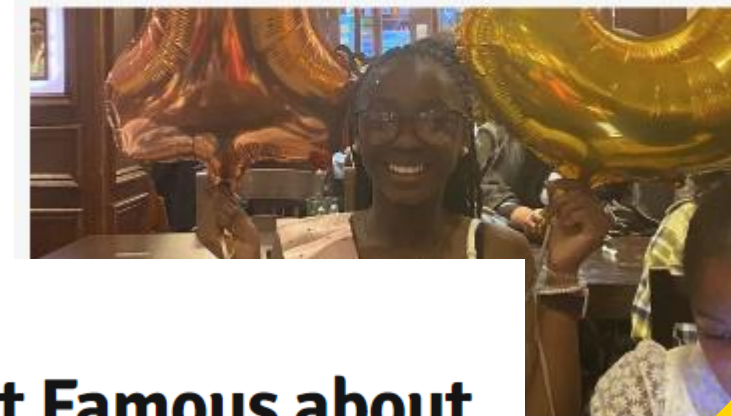
Student died after allergic reaction to Dorset pub risotto, inquest hears

Georgina Mansergh, 24, reacted to sesame oil in a tahini sauce in the meal and collapsed at the Angel Inn in Ferndown



NEWS

Failures led to girl's Costa drink death - coroner



Shahida Shahid death: Teenager 'told Almost Famous about her food allergies before eating', inquest hears

The 18-year-old died after meal at Almost Famous and initial tests revealed cause of death was brain damage caused by allergic reaction

NEWS By [Dan Thompson](#)

13:04, 16 JAN 2015 | UPDATED 16:28, 16 JAN 2015

Bookmark



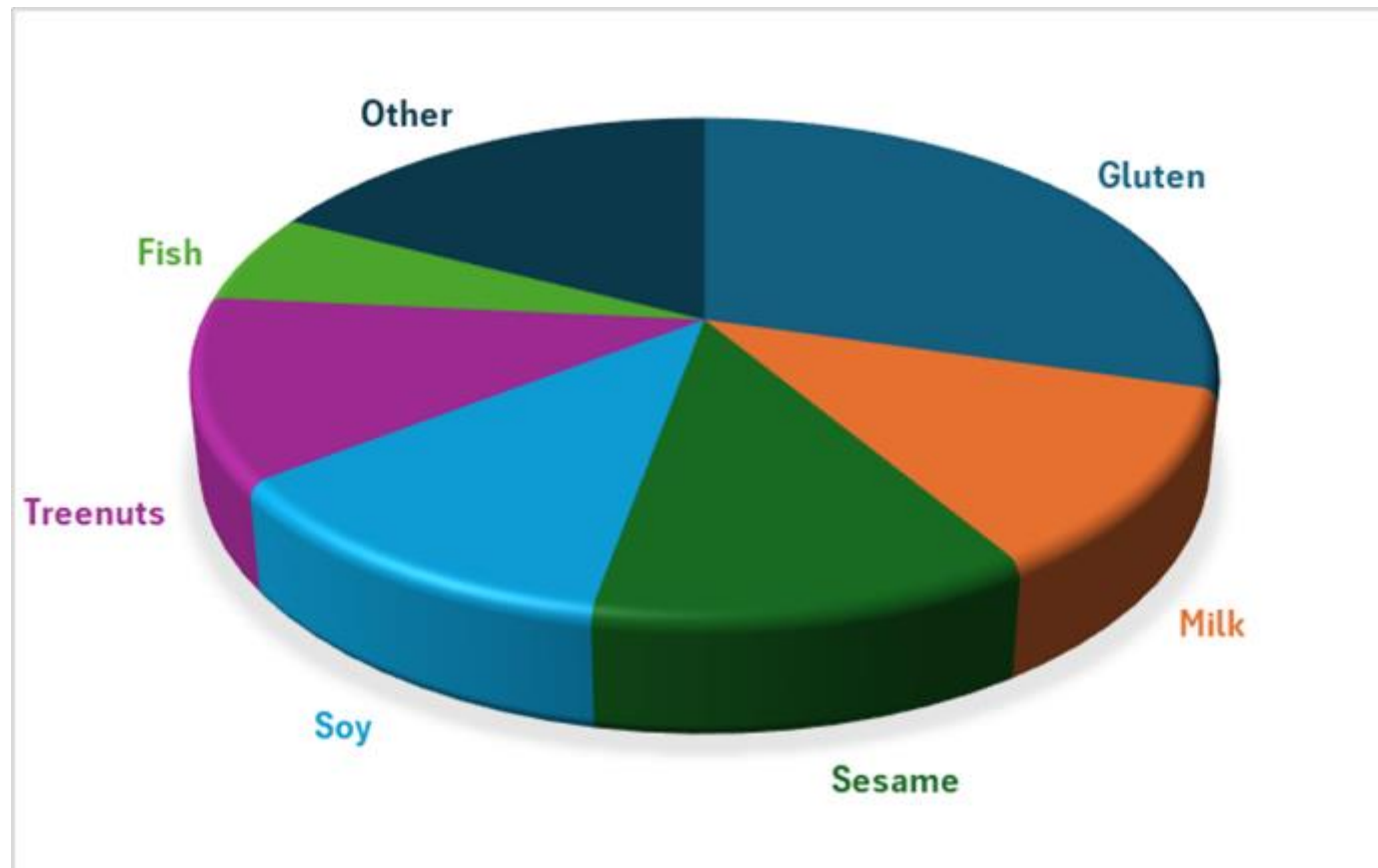
LEVY PROCESSES

Challenges



- **Last minute changes/substitutions with deliveries**
- **Lack of understanding – staff, agents, customers**
- **Temporary staff**
- **Volumes of food, range of menus and spread of locations**
- **Large functions where people move or events where people leave the table**
- **Airborne allergies**
- **Allergies outside of the 14**
- **Ambiguous information**
- **Surprises**

LEVY INCIDENTS



- **Human error** in allergen information
- **Source error** in allergen information
- Not adhered to **specs**
- Planned **change in recipe**
- Product **substitute**
- **Cross-contact**
- **Advice** given
- **Wrong food** provided

COMPASS PROCESS



Many steps – **one person making one small mistake in the chain can have serious consequences**

LEVY PROCESSES



Allergen Champions:

- Communication channel between BOH and customer
- E-learning module
- allocated per area, restaurant or retail operation and clearly communicated
- For hospitality
 - 1 – 100 guests – 1 AC
 - 101 – 250 guests – 2 ACs
 - 251 – 500 guests – 3 ACs
 - 500 + guests – 1 additional AC per 250
- Allergen plates – use separate coloured plate to identify allergen meal
- 'Do you have an allergy' badge



THE REALITY OF ALLERGY 'EPIDEMIC'

FOOD POISONING EXERCISE



1

Split into 3 groups

2

**Review the scenario
and diligence
provided**

**Consider the
questions included**

3

**Nominate a person to
feedback to the group**

FOOD POISONING SCENARIOS



Food Poisoning Exercise 1



Scenario

You are the Operations Manager for the Dorchester Restaurant which offers a fine dining experience to its customers. You receive a call from your client saying they suspect there is something going around as several guests who visited on 12th February around 19:00 have reported to being unwell with symptoms of abdominal pain, bloody diarrhoea, kidney damage.

You receive a full list of the guests who have reported being unwell and it would appear the all the guest had gourmet burger.

The kitchen is managed by an executive Chef, Head Chef, 2 CDP, 3 KP. On inspection of the kitchen, it all seems normal although the cold storage is not good and there is meat which in the chill store which is not labelled to indicate a used by date.

You also review the due diligence records for the event

FOOD POISONING SCENARIOS



Food Poisoning Exercise 2



Scenario

You are the Events Manager for this location and mainly cater for hospitality events which can range from canapes settings to formal dining.

The kitchen is managed by Executive chef; Head Chef and Sous chef.

You have been asked by your client to cater for 800 guests, the menu s consist of bowl foods such as Thai braised beef masaman, lemon grass infused Jasmin rice, lemon oil, pea, coconut curry, cauliflower bhaji, lime, coriander oil, BBQ Popcorn chicken, sesame noodles, chilli popcorn crumb, Kimchi Risotto, soy poached egg, crispy fried leeks.

Your client summons you to a meeting and discloses several guests have come down with something symptoms include nausea; vomiting and diarrhoea and whilst you are in the meeting your Business Director has also called in sick.

On inspecting the kitchen, you noticed the blast chiller is not working and when you query this with the chef you are informed it stopped working over 2 months.

You ask your client for a list of persons who have reported they were ill and you establish all guest had jasmine rice.

You interview the chef and was informed that the jasmine rice was cooked the day before cooled then reheated on the day of the event.

FOOD POISONING SCENARIOS



Food Poisoning Exercise 3



Scenario

Your location is a staff restaurant which caters for Client employees as well as contractors. On average there are 3 sittings 11:30, 12:30 and 13:30 with an average uptake 250 covers daily.

The offer consists of deli bar, 3 hot mains consisting of meat, fish and vegetarian offer, soup station and salad bar. Braised Chicken Stew Chicken thighs braised with root vegetables, served alongside champ mash potato and garden peas

The kitchen is managed by a head chef, sous chef, 2 casual CDP and KP.

You are notified by the client several employees are off ill with diarrhoea, cramps, abdominal pain and nausea. Upon investigation, you are informed the chicken stew was left outside at ambient temperature to cool; the blast chiller broke down.

You contact your HSE Regional Manager who advise you to begin complying a list of persons who are ill, establish what customers ate, their symptoms and a time lime on when symptoms started/ finished.

From the information received, it is obvious the implicated food is the braised chicken with root vegetables.

SAFETY WALK TIME



Location Safety Walk – AIR3 Training

If you have not yet downloaded the app, scan here...

Origami Mobile



**Android
Users**



**Apple
Users**

**Account Name:
6-digit code:**

**Compass
918273**

LET'S RECAP THE DAY

**HOW MANY PRINCIPLES ARE THERE
IN OUR HACCP?**

WHY IS SAFETY IMPORTANT TO YOU?

**FOOD WE HAVE MADE IN UNIT, CAN WE ADVERTISE
IT AS "Gluten Free"?**

WHAT ISO STANDARDS DOES COMPASS HAVE?

ARE PINE NUTS INCLUDED IN THE EU 14 ALLERGENS?

WHO IS YOUR REGIONAL SAFETY MANAGER?





see



care



share

WE LOOK OUT FOR EACH OTHER

THANK YOU

End of Day 1

Levy

SAFETY

SCHOOL

Scan me





see



care



share

WE LOOK OUT FOR EACH OTHER

LEVY SAFETY SCHOOL

Welcome To Day 2

AGENDA



- **LET'S CATCH UP**
- **HSE WEBSITE**
- **WORKPLACE SAFETY MANAGEMENT SYSTEM**
- **INCIDENT INVESTIGATION AND REPORTING**
- **TRAINING & BUSINESS MANAGEMENT SYSTEMS**
- **WELLBEING**
- **RECAP**



LET'S CATCH UP



WHERE IS THE FIRE ASSEMBLY POINT?

WHAT ARE OUR 3 SAFETY BEHAVIOURS?

WHAT IS ONE COST OF POOR FOOD SAFETY STANDARDS?

HOW MANY EU ALLERGENS ARE THERE?

HOW ARE YOU FEELING THIS MORNING?

HSE WEBSITE



see



care



share

WE LOOK OUT FOR EACH OTHER



Levy

SAFETY

SCHOOL

Scan me



WORKPLACE SAFETY MANAGEMENT SYSTEM (WSMS)



Session Objectives:

- Awareness of what is needed to be completed/reviewed as part of the WSMS
- Awareness of needing to complete a unit specific site safety induction
- Be able to review all risk assessments for your venue and have safety task cards to match.
- Awareness of which audits need completed and when



WORKPLACE SAFETY MANAGEMENT SYSTEM (WSMS)

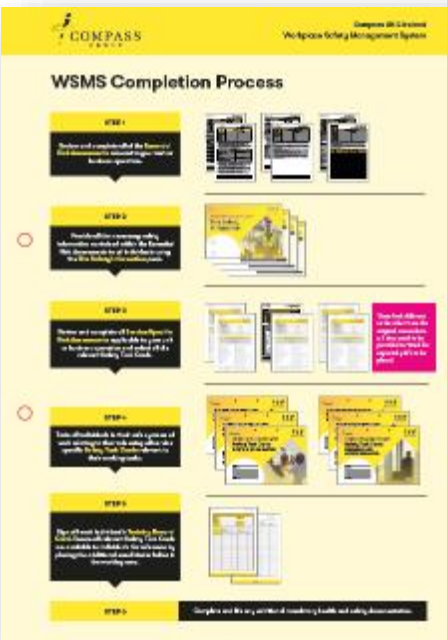


We want everyone, our clients, customers and colleagues, to be safe and secure, when working or dining in the areas where we operate a service.

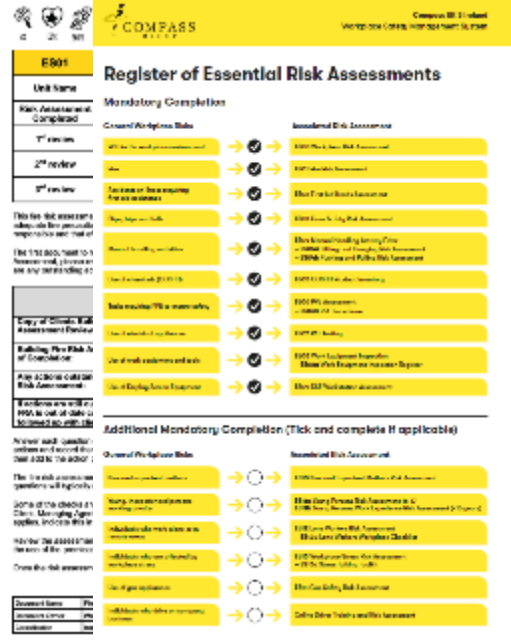
COMPASS WSMS OVERVIEW



WSMS Folder



Completion Guide



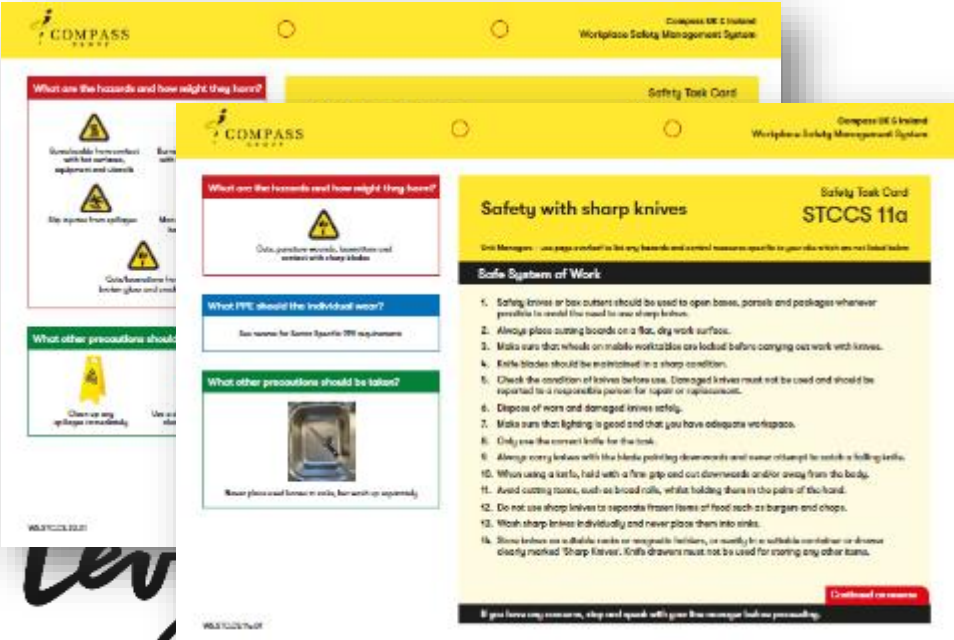
Essential Risk Assessments



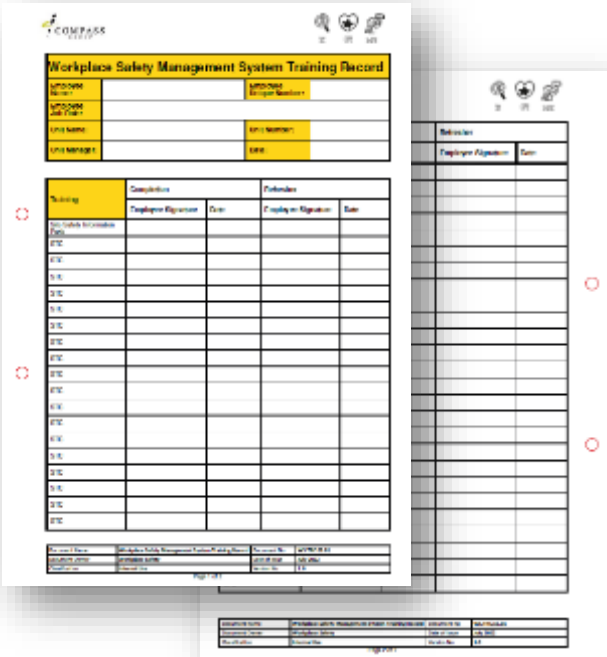
Site Safety Information Pack



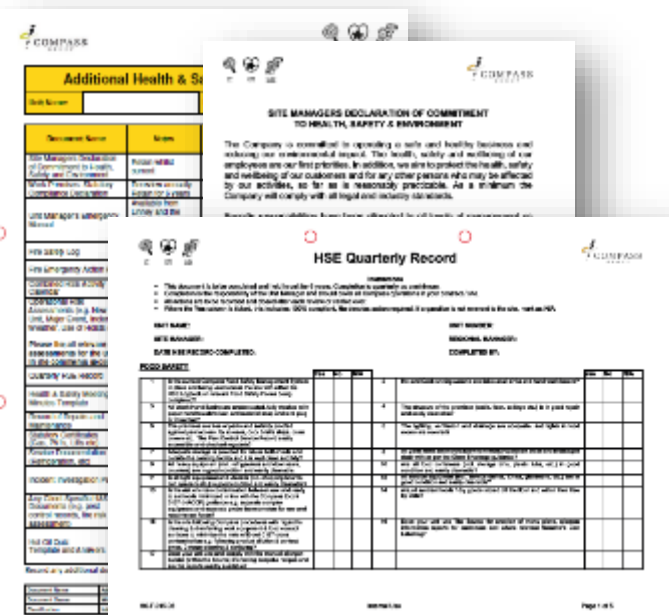
Service Specific Risk Assessments



Safety Task Cards



WSMS Training Record



Additional (Operational) Forms

WSMS

Step 1. Review & Complete Essential Risk Assessments



- 11 are mandatory to complete and implement;
- 6 are only to be completed if applicable to your unit;
- Declaration of Completion and review must be completed

Compass UK & Ireland
Workplace Safety Management System

**Essential Service Risk Assessment
Declaration of Completion and Review**

Unit Managers must review and complete all Essential Risk Assessments applicable to their unit or business operation and sign off the completion on each of the individual documents. In addition, other key personnel such as Deputy Managers must also sign off the completion on each of the individual documents.

Unit Manager: _____
Team Leader: _____
Assessor: _____

Tick all that apply

Register of Essential Risk Assessments

Mandatory Completion

General Workplace Risks	Completed	Associated Risk Assessment
Within the workplace environment	<input checked="" type="checkbox"/>	ES01 Workplace Risk Assessment
Fire	<input checked="" type="checkbox"/>	ES01 Fire Risk Assessment
Accidents or illness requiring first aid assistance	<input checked="" type="checkbox"/>	ES02 First Aid Needs Assessment
Slips, trips and falls	<input checked="" type="checkbox"/>	ES03 Floor Safety Risk Assessment
Manual handling activities	<input checked="" type="checkbox"/>	ES04 Manual Handling Activity Filter - ES04a Lifting and Carrying Risk Assessment - ES04b Pushing and Pulling Risk Assessment
Use of chemicals (COSHH)	<input checked="" type="checkbox"/>	ES05 COSHH Product Inventory
Tasks requiring PPE to ensure safety	<input checked="" type="checkbox"/>	ES06 PPE Assessment - ES06a PPE Issue Form
Use of electrical appliances	<input checked="" type="checkbox"/>	ES07 PAT Testing
Use of work equipment and tools	<input checked="" type="checkbox"/>	ES08 Work Equipment Inspection - ES08a Work Equipment Inspection Register
Use of Display Screen Equipment	<input checked="" type="checkbox"/>	ES09 DSE Workstation Assessment

Additional Mandatory Completion (Tick and complete if applicable)

General Workplace Risks	Completed	Associated Risk Assessment
New and expectant mothers	<input type="checkbox"/>	ES10 New and Expectant Mothers Risk Assessment
Young, inexperienced persons working on-site	<input type="checkbox"/>	ES11a Young Persons Risk Assessment 16-17 ES11b Young Persons Work Experience Risk Assessment
Individuals who work alone or in remote areas	<input type="checkbox"/>	ES12 Lone Workers Risk Assessment - ES12a Lone Workers Workplace Checklist
Individuals who are affected by workplace stress	<input type="checkbox"/>	ES13 Workplace Stress Risk Assessment - ES13a Stress Talking Toolkit
Use of gas appliances	<input type="checkbox"/>	ES14 Gas Safety Risk Assessment
Assets who drive on company	<input type="checkbox"/>	Online Driver Assessment

I confirm I have reviewed hazards presented within risk of harm to individuals.

Name: _____

Document Name: **Essential Risk Assessment**
Document Owner: **Workplace Safety Management System**
Classification: **Internal Use**

WSMS

Step 2. Site Safety Information Pack



see



care



share

WE LOOK OUT FOR EACH OTHER



- **Complete the blank areas with the site-specific information**
- **All new team members to receive this on their first day.**

WSMS

Step 2. Site Safety Information Pack



Included within the pack:

- Workplace Environment Hazards
- Fire Safety
- First Aid Arrangements
- Reporting Accidents, Incidents and Near Misses
- Slips, Trips and Falls
- Safety Signage
- Manual Handling
- Working with Chemicals (COSHH)
- Use of Personal Protective Equipment (PPE)
- Electrical Safety
- Use of Gas Appliances
- Use of Work Equipment
- Display Screen Equipment (DSE)
- New and Expectant Mothers
- Young Persons in the Workplace
- Lone Working
- Workplace Stress
- Driving on Company Business
- Violence at Work



WSMS

Step 3. Service Specific Risk Assessments



Service Specific Risk Assessments incorporate hazards and controls for specific tasks in one assessment:

- Catering Services
- Cleaning Services
- Business and Office Services
- Portering Services
- Building and Ground Maintenance Services

A circular inset showing a sample of a Workplace Safety Management System (WSMS) form, specifically Step 2 - Workplace Hazards, Risks and Control Measures. The form includes sections for hazards, risks, and controls, with a table for recording findings and actions. The form is titled 'Compass UK & Ireland Workplace Safety Management System' and 'Step 2 - Workplace Hazards, Risks and Control Measures'. It includes a table for recording findings and actions, with columns for 'What are the hazards?', 'Who might be harmed?', 'How might they be harmed?', and 'What additional actions must be taken to control the risk?'. The form also includes a section for 'RA-CS Risk Assessment Catering Services' and a table for recording findings and actions.

WSMS

Step 3. Service Specific Risk Assessments



Risk assessments have to be reviewed:

- every 3 years, or
- after a significant change, or
- after an accident.

A circular inset showing a stack of WSMS risk assessment forms. The top form is titled 'Step 2 - Workplace Hazards, Risks and Control Measures' and includes a table for 'RA-CS Risk Assessment Catering Services' with columns for Unit Name and number, Risk Assessment Completed, Date, and Signed. The form also lists various hazards like 'Use of mechanical equipment', 'Hot water/food', 'Unseen surfaces', 'Delivery/transportation', 'Use of display screen equipment', and 'Use of ladders/scaffolding'. Below the hazards table is a section for 'Step 1 - What are you already doing to control the risk?' with a list of checkboxes for various risk assessments like 'E500 Workplace Risk Assessment', 'E501 Fire Risk Assessment', etc.

WSMS

Step 3. Service Specific Safety Task Cards



- Review all the **Safety Task Cards** ensuring they fully align to the team members working tasks.
- If you identify additional hazards or safety control measures document these on the back of the Safety Task Card

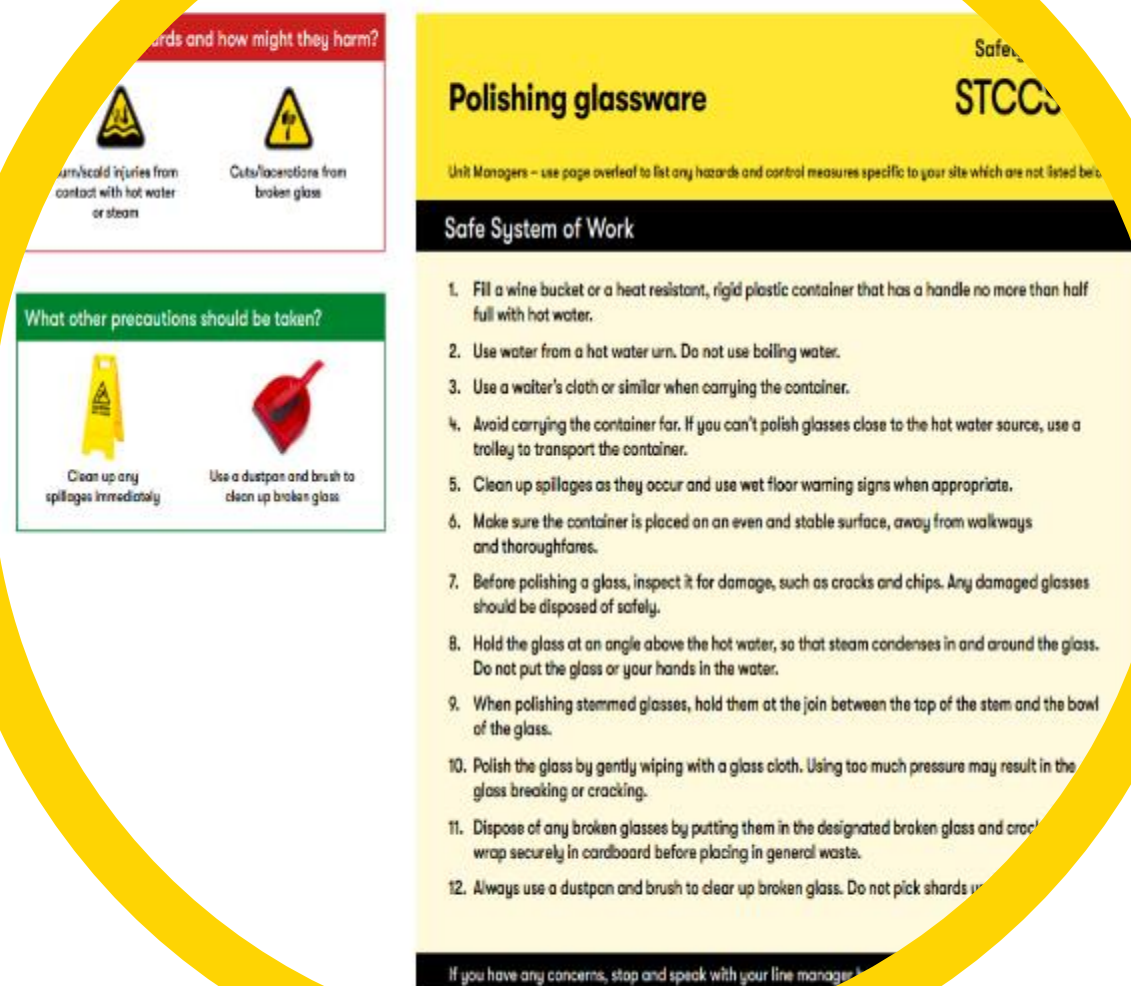


WSMS

Step 3. Service Specific Safety Task Cards



Review the **Safety Task Cards** ensuring they fully align to the team members working tasks.



WSMS

Step 3. Service Specific Safety Task Cards

A large yellow circle containing a template for a Safety Task Card. The template has a yellow header with the text 'Washing glassware continued' on the left and 'Safety STCCS' on the right. Below the header is a yellow bar with the text 'List any additional hazards or risks you have identified and control measures required to manage these.' followed by several horizontal yellow bars for notes.

If you identify additional hazards or safety control measures document these on the back of the Safety Task Card

WSMS

Step 3. Service Specific Safety Task Cards



If a specific task/ use of a specific piece of equipment is not listed, you can request a task card with the safety task card request form.

Required:

- Equipment/Task
- Hazards
- PPE
- Controls/Safe System of Work

Safety Task Card Request Form

operational task and submit to hse@compass-group.co.uk. Include any additional information you may have such as manuals necessary

Task:

Hazards

- ☐ Trips
- ☐ Cuts
- ☐ Hot surfaces
- ☐ Hot liquid/food/bev
- ☐ Electric shock
- ☐ Fire
- ☐ Entanglement
- ☐ Explosion
- ☐ Cold
- ☐ Crush injuries
- ☐ Low ceilings
- ☐ Falling objects
- ☐ Cleaning chemicals
- ☐ Asphyxiation
- ☐ Assault
- ☐ Repetitive movements

Controls/Safe System of Work

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

WSMS

Step 4. Training



Train all individuals in their **safe systems of work** relating to their role using all service specific **Safety Task Cards** relevant to their working tasks.



WSMS

Step 5. Training Records



1

Each Team Member is required to have a training record card;

2

Record the completion of the Site Safety Induction in the first row;

3

Add the applicable Safety Task Card numbers to the first column and then sign off;

4

When completing refresher training on any of the Safety Task Cards this can be recorded on the same record

WSMS

Step 6. Additional Health & Safety Documents



- Combined HSEQ Activity Calendar
- Fire emergency Action Plan
- HSE Meeting Minutes template
- Unit Manager's Emergency Manual
- Repairs and Maintenance record
- Site Manager declaration
- Work Premises Statutory Compliance Declaration
- Operational Risk Assessments
- Statutory Certificates
- Service Documentation

Additional Health & Safety Documents Index

Unit Name: _____ Unit Number: _____

Document Name	Notes	Mandatory across all sectors	Comments
Site Managers Declaration of Commitment to Health, Safety and Environment	Retain whilst current	✓	
Work Premises: Statutory Compliance Declaration	Review annually Retain for 5 years	✓	
Unit Manager's Emergency Manual	Available from Linney and the HSE website Retain whilst current	✓	
Fire Safety Log	Annual – retain previous 5 years	If applicable	
Fire Emergency Action Plan	Annual – retain previous 5 years	✓	
Combined HSE Activity Calendar	Complete annually	✓	
Operational Risk Assessments (e.g. New Unit, Major Event, Incident Weather, Use of Hoists etc).	Available on HSE website Retain for 5 years	If applicable	
Please list all relevant risk assessments for the unit in the comments section			
Quarterly HSE Record	Also available on Organa Forms	✓	
Health & Safety Meeting Minutes Template	Minimum 6-monthly meetings Retain for 3 years	✓	
Record of Repairs and Maintenance	Ongoing Retain for 3 years	✓	
Statutory Certificates (Gas, PVI's, Lifts etc)	Retain whilst current	If applicable	
Service Documentation (Refrigeration, etc)	Retain for 3 years	If applicable	
Incident Investigation Pack	Copy to HSE Admin Retain original for 3 years	✓	
Any Client Specific H&S Documents (e.g. pest control records, fire risk assessment)	Retain whilst current	If applicable	
Hot Oil Quiz Template and Answers	Available on HSE website File completed quiz in personnel folders	If applicable	

Record any additional documentation required on the following page

Document Name	Additional Health and Safety Documents Index	Document No	WS.F.62.01
Document Owner	Workplace Safety	Date of Issue	July 2022
Version	Internal Use	Version No	1.0

Page 1 of 2

WSMS

HSEQ Activity Calendar



The HSEQ Activity Calendar is a tool to assist Site Managers in the planning of audit schedules, reviews of risk assessments and other important HSE activities.

WSMS

Fire Emergency Action Plan



Workplace Safety

COMPASS GROUP UK & IRELAND

FIRE EMERGENCY ACTION PLAN

Site / Location:

Introduction

The Fire Emergency Action Plan must be made available to all Company employees and others who use the premises under Company control. It must also be available for inspection to other authorised persons such as a Fire Officer, Environmental Health Officer, HSE or HSA Inspector, Police Officer or Compass appointed insurance assessor.

Responsibilities

The Site Manager or the person in control of the premises under Company control must complete the Fire Emergency Action Plan, where indicated by blank boxes. Once completed the plan must be communicated to all Compass employees, including agency and temporary employees. Copies of the plan should be displayed on notice boards or other suitable locations in the premises.

The Fire Emergency Action Plan should be tested from time to time to ensure its effectiveness and reviewed at least annually. The plan should be amended whenever there is a change in the use of the premises or where there is any increase in the risk of fire. This could be prompted where there is a change in the layout of the premises and/or the use of equipment, or where the number of people using the premises significantly alters.

The Fire Emergency Action Plan covers the following arrangements:

1. Action on discovering a fire
2. What to do if the fire alarm sounds
3. Calling the Fire Brigade
4. Evacuation of the premises including disabled and others who may be at specific risk
5. Shut off procedures for the electricity and gas supplies
6. Assembly point outside the building
7. Liaison with Emergency Services
8. Escape routes and fire exit use
9. Fire fighting equipment use
10. Responsibilities and duties to assist in case of fire

Training necessary to ensure the effectiveness of the Fire Emergency Action

Page 1 of 6

- Once completed the plan must be communicated to all employees, including agency and temporary employees.
- Copies of the plan should be displayed on notice boards or other suitable locations in the premises.



WSMS

HSE Meeting Minutes Template

Workplace Safety

Health, Safety and Environment Meeting

Name and Address			
Meeting Date	Date	Meeting Time	
Attendees			
Apologies			

Agenda

1. See Care Share Moment
2. Outstanding matters from previous meeting
3. Health & Safety
 - Incidents, hazard observations and near misses since last meeting
 - Report on findings of any Audits, Inspections and Risk Assessments
 - Changes to site equipment, services or work methods
4. Food safety issues
5. Environmental issues
6. Quality issues
7. Changes to Company Policy or Procedures
8. Training
 - Training since last meeting
 - Training planned.
9. Any other HSE matters that team colleagues wish to discuss
10. Recognition/nominations for team members who should be recognised for their contribution to HSE
11. Action plan

HSE Meeting Minutes	Document No	HS.F.005.03
Health and Safety	Date of Issue	May 2022
Internal Use	Version No	03

- This is the template to use to record minutes from the Health and Safety Meetings with the workforce.
- One Health and Safety Meeting with staff must be held **every 6 months**.
- This is not replaced by the Health and Safety meetings held with the client

WSMS

Unit Managers Emergency Manual



- This manual contains essential information for emergency procedures.
- Site specific information needs to be filled out, such as Emergency Contact details, unit address and location of muster point.
- Copies of the manual should be displayed on notice boards or other suitable locations in the premises.



WSMS

HSEQ Quarterly Record



SCAN TO



COMPLETE

Origami Mobile



1st Tier Auditing: AIR3 HSE Quarterly Record

- The Unit Manager will use the HSE Quarterly Record to complete a self-assessment of their unit covering the key areas: Health & Safety, Food Safety, Environment and Quality.
- The HSE Quarterly Record is available to complete online via the AIR3 system using this link or by scanning the QR Code with your mobile device. To assist and guide you through completing the online record please refer to the AIR3 HSE Quarterly Record Reporting Guide.
- Alternatively, a hard copy of the HSE Quarterly Record is available to download and print should you not be using the HSE Logbook. If your unit is using the Compass Food Safety Log Book there is also a reference to complete the record via QR Code.

Repairs and Maintenance Record

[illegible]

All repairs and maintenance jobs should be **logged in one central location** so everyone is aware of any defaults reported and will help with the escalation procedure if jobs are not being completed in a timely manner.

WSMS

Site Manager Declaration



With this document the Unit Manager declares his commitment to health, safety and environment:

- Promote **See Care Share**
- Conduct regular **Safety Walks** and engage with the team
- Provide **Training and Resources**
- Promote **Wellbeing and mindfulness**
- **Sustainability Commitments**

SITE MANAGERS DECLARATION OF COMMITMENT TO HEALTH, SAFETY & ENVIRONMENT

The Company is committed to operating a safe and healthy business and reducing our environmental impact. The health, safety and wellbeing of our employees are our first priorities. In addition, we aim to protect the health, safety and wellbeing of our customers and for any other persons who may be affected by our activities, so far as is reasonably practicable. As a minimum the Company will comply with all legal and industry standards.

Specific responsibilities have been allocated to all levels of management as described in the Company Health and Safety, Food Safety, Environmental and Quality Policies.

It is my specific responsibility to implement these policies and procedures for this site and by doing so to ensure, so far as is reasonably practicable, the management of health, safety and welfare of employees and others for whom I am responsible.

In addition to this I will proactively follow the Safety Leadership principles as laid out in the See Care Share programme and encourage my teams to follow the Safety Behaviours every day.

I will:

- Promote See Care Share everyday through my Leadership Behaviours
- Conduct regular Safety Walks and engage with my team to encourage open and honest communication
- Provide my team with the training and resources to enable them to carry out their role effectively
- Create a working environment that promotes wellbeing and mindfulness
- Play my part in ensuring that we lead the way in sustainability and reducing our impact on our community by following the company Sustainability Commitments

I therefore declare my commitment to carry out my responsibilities as outlined above and to promote a caring culture where we all look out for each other.

Name:
Signature:
Date:

WSMS

Work Premises Statutory Compliance Declaration



- This document **must be completed and reviewed annually** with a representative from the client to ensure there are no changes to either duty holders or documentation reference locations.
- The “**Duty holder**” is the person responsible for ensuring the inspections and testing is completed in line with the legislative requirements.

Compass Group UK and Ireland

Work Premises: Statutory Compliance Declaration

UNIT No: _____
REPORT COMPLETED BY: _____
REGIONAL MANAGER: _____
COMPLETED BY: _____

A copy of this document should be provided to the Client or person responsible for each aspect of the premises' maintenance

Where Compass is the duty holder in respect of any of these matters and they have not already been included on the HSE Activity Calendar, for planning purposes, please add them to the "Site Specific Activities" section at the bottom of the calendar

TO BE COMPLETED ANNUALLY - RETAIN FOR 6 YEARS

GAS SAFETY – ANNUAL SAFETY INSPECTION

Who is responsible for ensuring and completing this <u>activity</u> (Please circle as appropriate)	Client	Compass	N/A
I confirm that all gas supply and appliances are maintained, inspected and certified in accordance with the specific regulatory requirements by a competent person. (To be signed by representative of the duty holding organisation)			
Print Name	Signature		
Documents and certificates are held and available for reference at:			

ELECTRICAL SAFETY OF PORTABLE APPLIANCES – ANNUAL OR AS APPROPRIATE INSPECTION AND TEST

Who is responsible for ensuring and completing this <u>activity</u> (Please circle as appropriate)	Client	Compass	
I confirm that all portable electrical appliances are maintained, inspected and tested in accordance with the specific regulatory requirements by a competent person. (To be signed by representative of the duty holding organisation)			
Print Name	Signature		
Documents and certificates are held and available for reference at:			

ELECTRICAL HARDWIRING, INSPECTION, TESTING & MAINTENANCE – 5 YEARLY

Who is responsible for ensuring and completing this <u>activity</u> (Please circle as appropriate)	Client	Compass	N/A
I confirm that all electrical hardwiring is maintained, inspected and tested in accordance with the specific regulatory requirements by a competent person. (To be signed by representative of the duty holding organisation)			
Print Name	Signature		
Documents and certificates are held and available for reference at:			

PRESSURE VESSELS INSPECTION – IN ACCORDANCE WITH WRITTEN SCHEME OF EXAMINATION

Who is responsible for ensuring and completing this <u>activity</u> (Please circle as appropriate)	Client	Compass	N/A
I confirm that all pressure vessels are maintained, inspected and tested in accordance with the specific regulatory requirements by a competent person. (To be signed by representative of the duty holding organisation)			
Print Name	Signature		
Documents and certificates are held and available for reference at:			

WSMS

Work Premises Statutory Compliance Declaration



What needs checking and when:

- **Gas Safety** (including equipment and pipework supply) – Annually
- **Electrical Safety of Portable Appliances** – Annually
- **Electrical Hard Wiring** – 5 Yearly
- **Pressure Vessels** (including Barista style coffee machines) – Annually
- **Lifts & Lifting Equipment** – 6 Monthly for passenger lifts & Annually for Goods
- **Mechanical Extract (Duct Cleaning)** – Annually
- **Fire Systems and Equipment** – Annually
- **Asbestos** – As required (any building constructed pre 2000 should have an Asbestos Register)
- **Water Systems (Legionella)** – Annually
- **Air Conditioning Systems** – Annually

Compass Group UK and Ireland

Work Premises: Statutory Compliance Declaration

UNIT No: _____

REPORT COMPLETED BY: _____

REGIONAL MANAGER: _____

COMPLETED BY: _____

A copy of this document should be provided to the Client or person responsible for each aspect of the premises' maintenance

Where Compass is the duty holder in respect of any of these matters and they have not already been included on the HSE Activity Calendar, for planning purposes, please add them to the "Site Specific Activities" section at the bottom of the calendar

TO BE COMPLETED ANNUALLY - RETAIN FOR 6 YEARS

GAS SAFETY – ANNUAL SAFETY INSPECTION			
Who is responsible for ensuring and completing this activity (Please circle as appropriate)	Client	Compass	N/A
I confirm that all gas supply and appliances are maintained, inspected and certified in accordance with the specific regulatory requirements by a competent person. (To be signed by representative of the duty holding organisation)			
Print Name	Signature		
Documents and certificates are held and available for reference at:			

ELECTRICAL SAFETY OF PORTABLE APPLIANCES – ANNUAL OR AS APPROPRIATE INSPECTION AND TEST			
Who is responsible for ensuring and completing this activity (Please circle as appropriate)	Client	Compass	
I confirm that all portable electrical appliances are maintained, inspected and tested in accordance with the specific regulatory requirements by a competent person. (To be signed by representative of the duty holding organisation)			
Print Name	Signature		
Documents and certificates are held and available for reference at:			

ELECTRICAL HARDWIRING, INSPECTION, TESTING & MAINTENANCE – 5 YEARLY			
Who is responsible for ensuring and completing this activity (Please circle as appropriate)	Client	Compass	N/A
I confirm that all electrical hardwiring is maintained, inspected and tested in accordance with the specific regulatory requirements by a competent person. (To be signed by representative of the duty holding organisation)			
Print Name	Signature		
Documents and certificates are held and available for reference at:			

PRESSURE VESSELS INSPECTION – IN ACCORDANCE WITH WRITTEN SCHEME OF EXAMINATION			
Who is responsible for ensuring and completing this activity (Please circle as appropriate)	Client	Compass	N/A
I confirm that all pressure vessels are maintained, inspected and tested in accordance with the specific regulatory requirements by a competent person. (To be signed by representative of the duty holding organisation)			
Print Name	Signature		
Documents and certificates are held and available for reference at:			

WSMS

Operational Risk Assessments



- New unit and temporary catering facility assessment;
- Driving whilst in company business risk assessment
- Roadshow Job Fair Stall Step up risk assessment
- Electric pallet truck risk assessment
- Rider operated lift truck risk assessment

...Any many more others, see HSE Website for further risk assessments.

SAFETY DOCUMENTATION EXERCISE



1

Split into 4 groups

2

**Review the task and
information provided**
Discuss in your group

3

**Nominate a person to
feedback to the group**

SAFETY DOCUMENTATION EXERCISE



1

**Manual Handling
Activity Risk
Assessment**

2

**Keg Incident
Investigation**

3

**Fire Safety
Incident Review**

WSMS

Case Study 1 – Manual Handling Activity Filter and Risk Assessment



Scenario

Wine delivery is being off loaded on pallets by the driver, but the logistics team needs to load the boxes inside the storerooms from the outside loading bay. Each box has 6 bottles, and approximately weights 8kg. The storeroom is located on the first floor. Narrow corridor is leading to the room which has slight gradient. Wine is stored on shelving units and walk-in chillers.

Task

Based on the scenario, complete the Manual Handling Activity Filter

After completing the Manual Handling Activity Filter, select the appropriate Risk Assessment (ES04a or ES04b), and assess the risks based on the questions.

Workplace Safety

4 Manual Handling – Activity Filter

Unit Name	Unit Number
Risk Assessment Completed	Date: Signed:
1 st review	Date: Signed:
2 nd review	Date: Signed:
3 rd review	Date: Signed:

Note – Risk assessments must be reviewed every 3 years, whenever there is a significant change in the activity, and following any incident involving the activity. Risk assessments must be retained for a period of 6 years.

Step 1 – Identify manual handling activities undertaken in the unit or workplace (list below each that applies)
For each activity, consider steps 2-4. Where the risk is **not** LOW, add the activity to the right-hand box.
Examples include:
Stacking/unstacking items, pushing roll cages, oven racks, jack stacks and trolleys, handling food, drink and non-food containers, handling furniture and equipment, operating/lifting work equipment, handling portable work equipment.

Step 2 – Lifting and Lowering

Question	YES	NO
1. Can the load be grasped with both hands?	<input type="checkbox"/>	<input type="checkbox"/>
2. Are the working conditions reasonable?	<input type="checkbox"/>	<input type="checkbox"/>
3. Can the load be lifted from a stable body position?	<input type="checkbox"/>	<input type="checkbox"/>
4. Does the handling involve torso twisting?	<input type="checkbox"/>	<input type="checkbox"/>
5. Is the handling more frequent than one lift every two minutes?	<input type="checkbox"/>	<input type="checkbox"/>
6. Is the handling done by a team together?	<input type="checkbox"/>	<input type="checkbox"/>
7. Do the weights of the load vary from start to finish?	<input type="checkbox"/>	<input type="checkbox"/>
8. Is the person lifting at significant risk e.g. new or expectant mother, young worker, disability, health problem, recent injury?	<input type="checkbox"/>	<input type="checkbox"/>
9. From the guidelines on p3, does the weight of the load exceed the value for lifting and lowering zone?	<input type="checkbox"/>	<input type="checkbox"/>

Lifting and lowering risk is considered LOW

Manual handling activities involving lifting and lowering that require risk assessment (ES04a)

Manual Handling Activity Filter	Document No.	WS RULES
Workplace Safety	Date of issue	July 2017
	Version No.	

Page 1 of 3

WSMS

Case Study 4 – Fire Safety Incident Review



Scenario

Chefs loaded the hot box at the main production kitchen ready for lunch service. At 11:15 front of house team members took the hot box from ground floor to level 3 service area using the lift, which took approximately 5 minutes. At 11:35 team members were noticing smoke coming out from the hot box, upon opening the hot holding unit they discovered flames inside. Team member called the manager, who attended the area within few minutes. Manager called security, who also attended the scene. After confirming the fire, member of security activated the break glass call point around 11:55. Fire was extinguished and area evacuated.

WSMS

Case Study 4 – Fire Safety Incident Review



see



care



share

WE LOOK OUT FOR EACH OTHER



INCIDENT INVESTIGATION PACK

Case Study – Manual Handling Incident Investigation



Scenario

Ben was working alone in the cellar, moving full kegs in preparation for a busy day. As he placed a keg next to another, his left hand became trapped between the two. He managed to free his hand but experienced significant pain. The medical team provided first aid and advised him to get it checked at A&E. At the hospital, it was confirmed that his ring finger was broken. Ben was signed off from work for five weeks and was unable to attend his shifts.

Task

Based on the scenario, complete the Incident Investigation Pack and list all supporting documents

INCIDENT INVESTIGATION PACK

Case Study – Manual Handling Incident Investigation



INCIDENT INVESTIGATION PACK

Case Study – Manual Handling Incident Investigation



Modules

 Assign Learning

Module Name ↑	Status ↓	Allocation Date ↓	Due Date ↓	Completed Date ↓	Fails ↓
Compass Food Hygiene - Level 2 - CASUALS	Not Yet Started	18/09/2024	-	-	0
Constellation Food Allergens	Not Yet Started	18/09/2024	-	-	0
Constellation: Hospitality & Restaurant Service	Complete	31/03/2022	04/06/2022	08/04/2022 21:10	0
Health and Safety at Compass	Not Yet Started	18/09/2024	-	-	0
PCI Compliance Refresher	Not Yet Started	15/05/2025	-	-	0
Show 25 entries			1		

LET'S GET SOME



see



care



share

WE LOOK OUT FOR EACH OTHER



Levy

SAFETY

SCHOOL

Scan me



INCIDENT INVESTIGATION & REPORTING

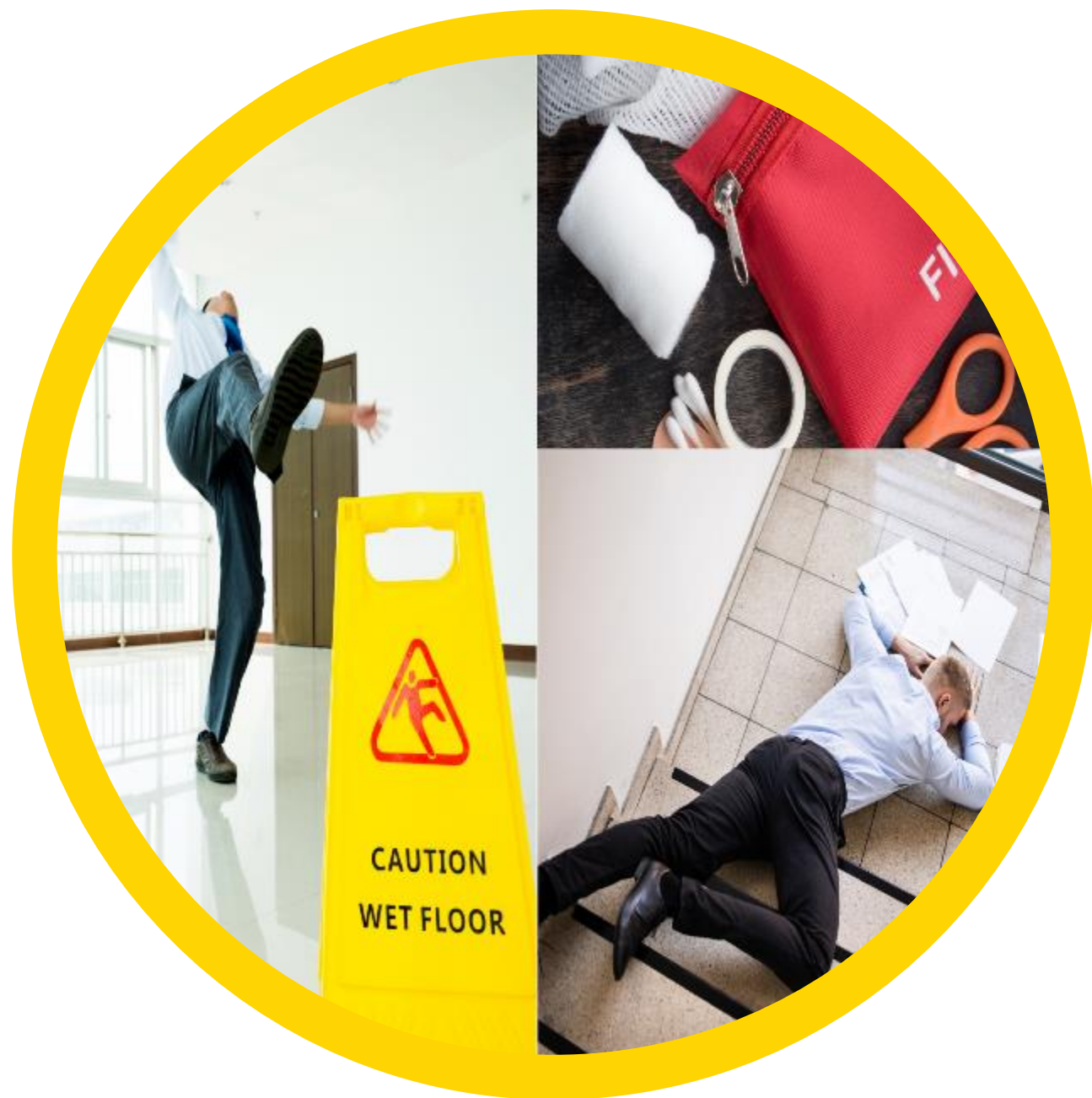


Session Objectives:

- What should be reported
- How to report
- Reporting process
- Key information to include when investigating/submitting incident packs

AIR3
ALL INCIDENT REPORTING SYSTEM

INCIDENT INVESTIGATION & REPORTING



Why do we investigate incidents?

WHAT SHOULD BE REPORTED?



Hazard Observation

When you spot a hazard, that may have the potential to cause harm

Food Incidents

If there are any allegations of allergen, food poisoning, foreign body or quality incidents as a result of our food service

Near Miss

Any employee, non-employee is involved in an incident that did not cause an injury but had the potential to do so

Pest Activity

If you spot signs of pest activity such as droppings, gnaw marks or live sightings in areas of food preparation or service

Safety Incidents

When someone is injured due to a work related activity or injury is due to our work activity. Any fire, driving or explosion incidents are to be reported too even if there is no injury

Enforcement Contact

Any contact with EHO, trading standards, police, Garda, fire service or the HSE/HSA

HOW SHOULD IT BE REPORTED

Hazard/Near Miss



see



care



share


WE LOOK OUT FOR EACH OTHER

**REPORT A HAZARD
OR NEAR MISS**

WE ALL NOW DO OUR BIT AND LOOK OUT FOR EACH OTHER TO PREVENT
ACCIDENTS BEFORE THEY HAPPEN BY REPORTING A HAZARD OBSERVATION OR
NEAR MISS. REMEMBER IF YOU CAN SAFELY REMOVE A HAZARD THEN PLEASE DO SO.

REPORTING A HAZARD OBSERVATION OR NEAR MISS REPORT COULDN'T BE EASIER.
YOU CAN NOW JUST SCAN THE BELOW QR CODE AND COMPLETE THE FORM USING
YOUR UNIT INFORMATION WHICH IS SUPPLIED BELOW TO ENSURE YOUR UNIT
MANAGER IS INFORMED OF THE HAZARD OR NEAR MISS.

Use when you have spotted a hazard which may lead to an incident or injury



REPORT A HAZARD
OBSERVATION OR
NEAR MISS
SCAN THE QR CODE
ADJACENT:

Use when there is a near miss incident that could of resulted in an injury

Unit Number	
Unit Manager Name	
Unit Manager Phone No.	
Unit Manager Email	

**REPORT A HAZARD
OBSERVATION OR
NEAR MISS
SCAN THE QR CODE
ADJACENT:**

Use when you have spotted a hazard which may lead to an incident or injury



Use when there is a near miss incident that could of resulted in an injury



HOW SHOULD IT BE REPORTED

Safety Incidents, Food Incidents, Pest Activity and Enforcement Contact



1

Log in to Compass Connect

**In “Apps” select “HSE Website” for forms & guidance
OR**

2

In “Apps” select “AIR3”

3

Click “Submit new incident”

4

Select the appropriate incident type

REPORTING PROCESS

Safety Incidents



REPORTING PROCESS

Food Safety Incidents



**Alleged
Food
Poisoning**

**Allegation
is
Received**

**Complete
Unit
Investiga-
tion**

**Collate
Relevant
Info**

**Record on
AIR3
System**

**Upload
Form and
Supporting
Info**

**HSE Dept
Follow
Up**

**Allergen
Incident**

**Incident
Occurs**

**Get
Medical
Treatment**

Notify!

**Complete
Unit
Investiga-
tion**

**Record on
AIR3
System**

**Upload
Form and
Supporting
Info**

**HSE Dept
Follow
Up**

**Foreign
Body**

**Foreign
Body is
Received**

**Complete
Unit
Investiga-
tion**

**Collate
Relevant
Information**

**Record on
AIR3
System**

**Upload
Form and
Supporting
Info**

**Vendor
Assurance/
HSE Follow
Up**

**Food
Quality**

**Food
Quality
Compliant**

**Complete
Investigation**

**Collate
Relevant
Information**

**Record on
AIR3
System**

**Upload
Supporting
Info**

**Vendor
Assurance /
HSE Follow
Up**

INCIDENT INVESTIGATION PACK



This document is a LEGAL requirement. Under H&S law accidents are required to be investigated.

Page 1 – brief summary of incident information

Page 2 – checklist of evidence, depending on incident

Page 3 – checklist of actions/documents required.

Complete every box

Page 4 – CCTV requisition form, only for client owned CCTV. Notify line manager if required

Appendix 1 – 3 complete as required, injured person statement must be completed and signed.

IIP must be completed and uploaded within 7 days of the incident.

INCIDENT INVESTIGATION PACK

Within 48 hours of the incident by the Unit Manager. Please check that you have ensured that the injured person has been treated.

relevant paperwork in respect of the incident is obtained, copied and placed in this incident pack.

MUST TAKE THIS PACK WITH YOU TO THE LOCATION OF THE INCIDENT

the checklist on page 3 to complete all parts of this pack.

TIME OF THE INCIDENT – Gathering key information. This involves gathering information including details/statements/diagrams/photos etc. (see appendix 1 to 3 for statement templates).

FOR THE INCIDENT – Reporting and escalation requirements. You must report the incident via the AIR3 Incident Reporting system as soon as possible after the incident has occurred. If you have no computer access, you can phone the Accident Reporting Line on 0121 457 5194. You must also escalate incidents in accordance with the requirements of the Unit Managers Emergency Manual and Crisis Management Plan.

AFTER THE INCIDENT – Documentation review and storage. You must gather all required paperwork as detailed on Page 2 and retain a copy of this pack in a secure and easily retrievable location in your Unit. It is important that you write your notes clearly in the sections provided at the time of the incident. This document must be retained for a period of 6 years. You will also be requested to upload copies of this incident pack and relevant supporting documents to AIR3 if you have the capability to do so. Alternatively, you can post it by recorded delivery to HSE Department, Compass Group UK & I, 24 Parklands, Parklands Court, Rubery, Birmingham, B45 9PZ.

Person completing this form:

Name:		Sector:	
Employee Number:		Job Role:	
Compass Unit Number:		Unit Name:	
Date & Time of Incident:		AIR3 Reference:	
Full postal address of unit incl. post code & telephone number			
Unit email address:			
Injured Person Details:			
Name:		Agency/Contractor Name:	
Injured:		Nature of Injury:	
e.g. Bruise, cut, burn, fracture etc.		e.g. Minor injury, Lost Time Injury	
Incident Status:			

KEY EVIDENCE

Safety Incidents (IIP's)



Incident Details

Description of the incident
FACTUAL
Witness details

Witness Statements

Time lag increases risk of mis-information
Signed & dated
Signature witnessed

Photographs

Record that photos were taken
Witness evidence that nothing has changed

CCTV

Almost impossible to dispute
Request by form to client via senior manager

Training Records

Method of training
Trainer statement
Test of competence
Content/ Syllabus/ Date
Refresher training

Risk Assessments & Safety Task Cards

Must relate to date of incident
Include all that are relevant and those trained to the IP

Casual Staff

Induction records
Sign in sheet/ Briefing Sheet
Copy of H&S briefing document

Service Completion Records

Aggora/ Maintenance company records
Deep clean records

KEY EVIDENCE

Food Incidents



see



care



share

WE LOOK OUT FOR EACH OTHER

Completed Checklist Form

Check form that all info requested is completed

Food Forms

Delivery Records
Opening/Closing Checklist

Food Storage

Food Production Records

Food Service Records

Cleaning Records

if applicable

Photographs

Photos of Information and/or product

Photos of foreign body

Allergen Log

Must be recent and relate to the dish

Provide Source info

if applicable

Training Records

Method of training

Trainer statement

Test of competence

Content/Syllabus/Date

Refresher training

If casual, include site induction and H&S briefing

COMPLETING THE INVESTIGATION



1

Manual Handling Incident
What Key Information Do We Need?

2

Slip, Trip or Fall Incident
What Key Information Do We Need?

3

Allergen Incident
What Key Information Do We Need?

4

Alleged Food Poisoning Incident
What Key Information Do We Need?

LET'S GET SOME



see



care



share

WE LOOK OUT FOR EACH OTHER



Levy

SAFETY

SCHOOL

Scan me



TRAINING

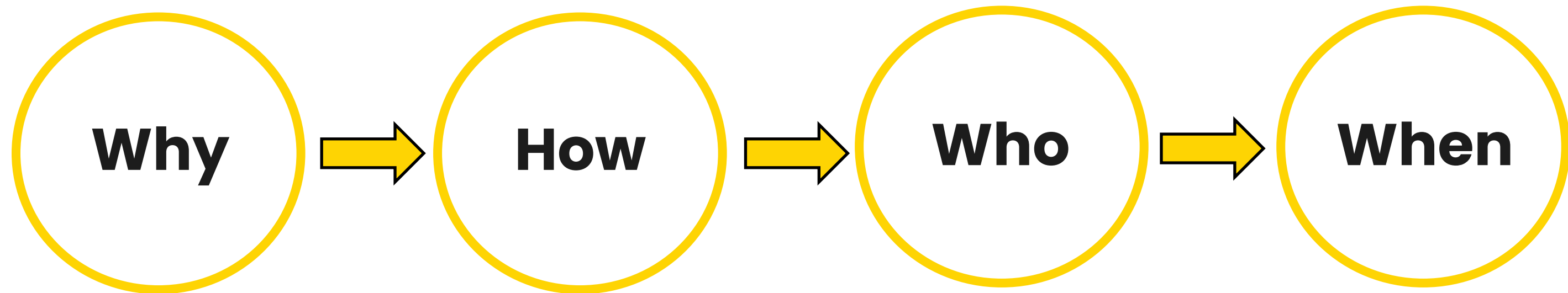


Session Objectives:

- **Why we should train those on site**
- **How best to train**
- **Who is responsible to train**
- **When should you train**



TRAINING



TRAINING



**Reduces
risk to
customer/
client**

**Legally
required**

**Duty of
Care**

Why

**Safer ways
to work**

**It's the
Levy
way**

**Improved
customer
experience**

**Reduce/
Prevent
injury**

TRAINING



TRAINING





see

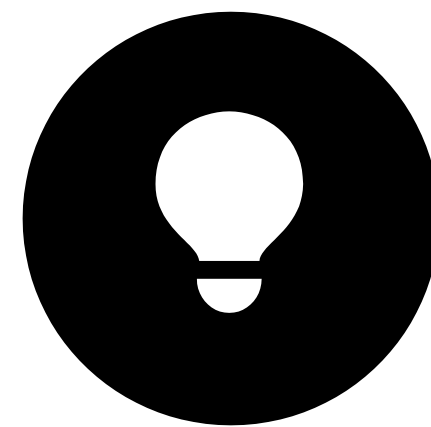


care



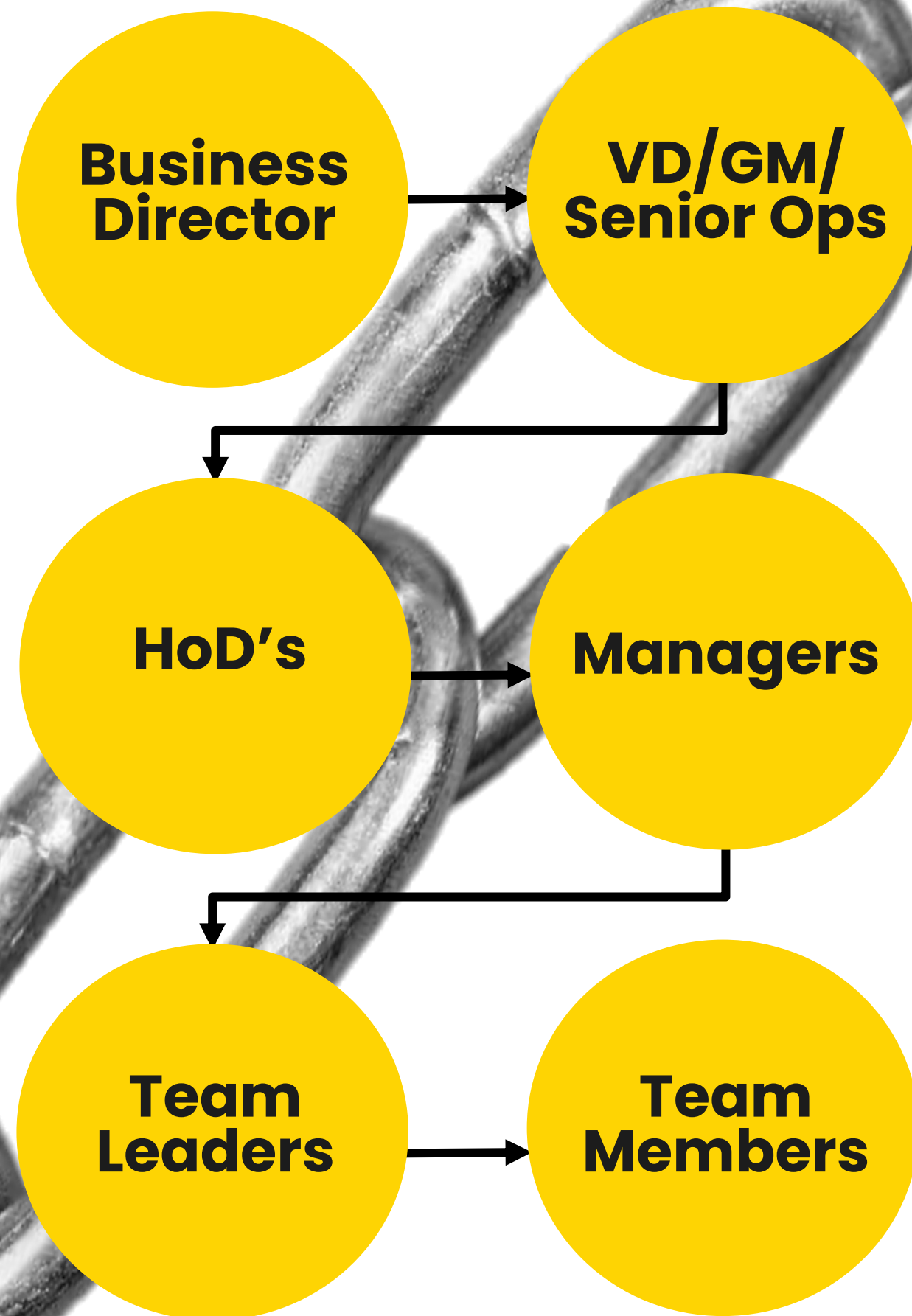
share

WE LOOK OUT FOR EACH OTHER



**“Delegation
NOT
Abdication”**

TRAINING



see



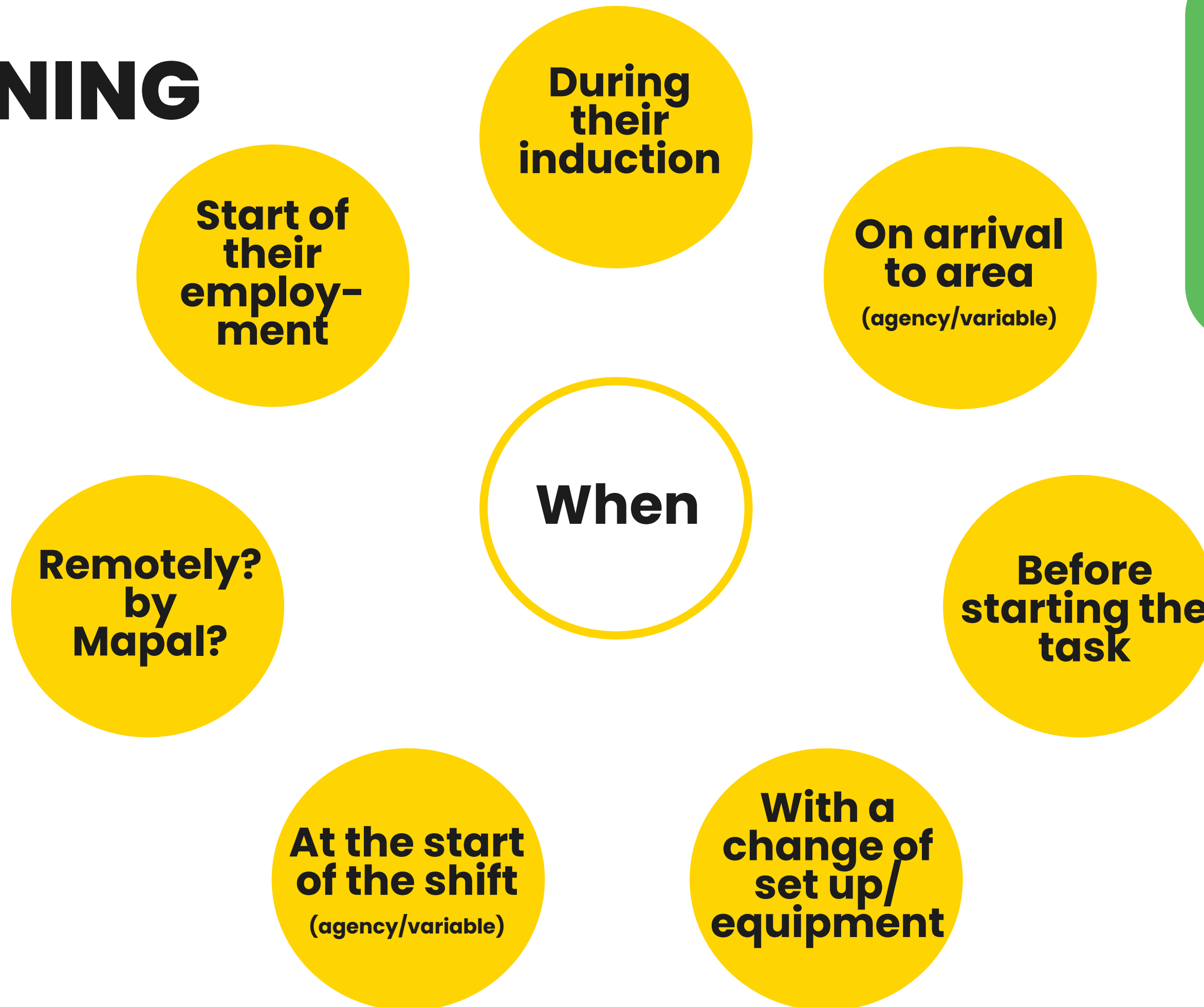
care



share

WE LOOK OUT FOR EACH OTHER

TRAINING



TRAINING SUMMARY



**Skills
training prior
to
task**

**Create role
specific
training
matrix**

**Be
Consistent in
delivery
standards**

**Up-skilling
for career
progression**

**Continual
Coaching**
(for improvement)

**Recording
of training**

**Who takes
responsibility?**

Training Matrix



Job Role	Topic	Time Frame		Delivery Method																				
	Day 1	First Week	Prior to Task being Completed	Within Month 1	Within First 3 Months	Monthly/Ad hoc																		
	Site Safety Induction	Allergens for food handlers	Allergen champion Training (if in sector)	Allergen awareness for non food colleagues	DSE assessment	Site HACCP & Good Hygiene Practices	Emergency Manual	Safety task cards for Role/Task	Food safety conversations	Chemical safety task cards for role	Manual Handling (task specific for role)	PPE issue (role depending)	Incidents/hazards/near miss reporting (AIR3)	Safety walks guide training video and in unit	See Care Share frontline session	90 minute GM See Care Share session	Health & Safety	Health & Safety for managers	Food safety - Level 2	Food safety - Level 3	Monthly safety conversations	Ad hoc/Venue specific/Updates	Ad hoc/Venue specific/Updates	Ad hoc/Venue specific/Updates
Venue Manager/ Director	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓		✓	✓	✓	✓
Management (i.e. Senior Operations/Head of Departments)	✓	✓	✓		✓		✓	✓	✓	✓	✓	✓	✓	✓		✓		✓	✓		✓	✓	✓	✓
Culinary (Head Chefs and Exec Chefs)	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓		✓		✓	✓	✓	✓	✓
Culinary (not Head Chef or Exec Chef)	✓	✓			✓			✓	✓	✓	✓	✓		✓	✓		✓		✓*		✓	✓	✓	✓
Office Based	✓			✓	✓			✓	✓	✓	✓	✓		✓	✓		✓				✓	✓	✓	✓
Frontline Team	✓	✓						✓	✓	✓	✓	✓		✓	✓		✓		✓		✓	✓	✓	✓
Frontline (Supervisors/Team Leaders)	✓	✓	✓		✓			✓	✓	✓	✓	✓	✓	✓	✓		✓		✓		✓	✓	✓	✓

No.2 Only

*

Levy

SAFETY

*L3 for those in a supervisory or management role

IISL.F.017.06

see care share

1 ISL.F.017.06

Levy

SAFETY

SCHOOL

Scan me



BUSINESS MANAGEMENT SYSTEMS



What is a Business Management System and why are they important?

- **Tool for monitoring performance**
- **Consistent standards across our venues**
- **ISO 9001, ISO 14001 and ISO 45001**

BUSINESS MANAGEMENT SYSTEMS

In Unit



**WSMS
Record
Sheet**

**Levy
Signatures**

PDR's

**6 Monthly
HSE
Meetings**

**FSMS
Training
Matrix**

**Monthly
Safety Convo's
& SCS
Updates**

**Food
Standards
Agency
Rating**

**Quarterly
HSE
Self
Assessment**

Safety Walks

E-learning

SIGNATURES



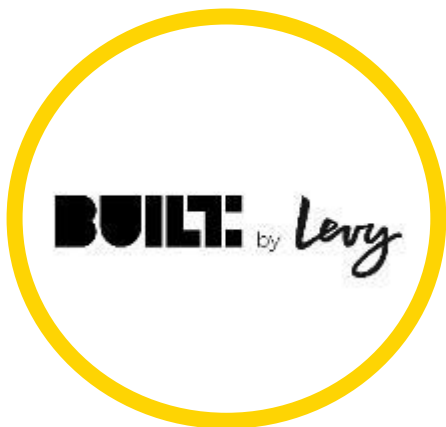
How to successfully implement and embed our safety standards into your venue

- **See, Care, Share**
- **Food Safety**
- **Health and Safety**
- **Environment**
- **Training**
- **HSE Validation**

HSE Website → Sector HSE → Levy → Safety Signature

BUSINESS MANAGEMENT SYSTEMS

Managed Centrally



I.P.O.E.
Review



Profit
Protection
Audit



Regional Safety
Team Reviews



Annual Safety
Audit



ISOQAR
Audits



Sustainability
Audit



see

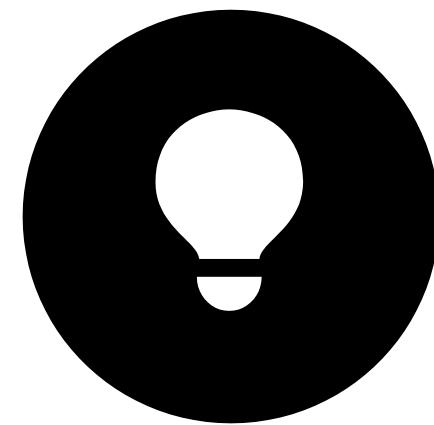


care



share

WE LOOK OUT FOR EACH OTHER



“Great Safety Leadership is about your people going home at the end of the day, in a better way than when they arrived. It's about their growth and improvement, It's personal!”

Levy

SAFETY

SCHOOL

Scan me



WELLBEING



Dedicated Training For Levy You Matter Ambassadors

- **4 Training Sessions over Teams**
- **Optional Bolt on Session For MHFA's Training**
- **Network of Ambassadors with annual Wellbeing Event**
- **For more information contact Jane Byrd or Evan Judge – Levy You Matter Leads**



USEFUL CONTACTS & INFORMATION



Your Card, Your Quick Access

- **NFC Card provides access to dedicated Levy Safety School Page on HSE Website**
- **Links to Safety School Content**
- **Access to Levy Safety Contact Details**
- **Information will always be up to date**



LET'S RECAP THE DAY



**DO YOU HAVE THE SAFETY WALKS APP
DOWNLOADED AND LOGGED IN?**

**WHAT IS THE FIRST SAFETY RELATED TASK
YOU WILL DO AFTER TODAY?**

WHEN MUST TRAINING BE COMPLETED BY?

**HOW ARE YOU GOING TO SET THE SAFETY STANDARDS
IN YOUR VENUE?**

WHAT HAVE YOU LIKED ABOUT THIS SAFETY SCHOOL?

**HOW CONFIDENT DO YOU NOW FEEL IN MANAGING SAFETY
WITHIN YOUR VENUE?**



see



care



share

WE LOOK OUT FOR EACH OTHER

THANK YOU

Have a Safe Journey Home

Levy

SAFETY

SCHOOL

Scan me

