

Levy

SAFETY

SCHOOL

Levy

SAFETY

SCHOOL

Scan me





see



CARE



Share

WE LOOK OUT FOR EACH OTHER

LEVY SAFETY SCHOOL

Welcome

AGENDA



see



care



share

WE LOOK OUT FOR EACH OTHER

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



HOUSEKEEPING



see



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WE LOOK OUT FOR EACH OTHER



GETTING TO KNOW YOU



WHERE ARE YOU FROM?

WHAT IS YOUR FAVOURITE COLOUR?

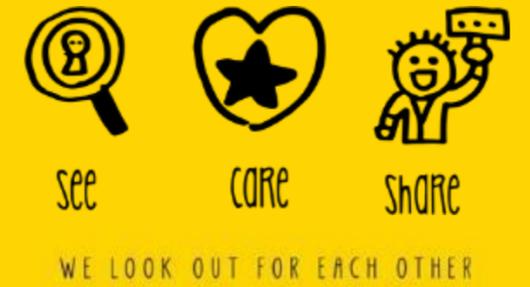
DOG OR CAT PERSON?

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 - QEII - 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

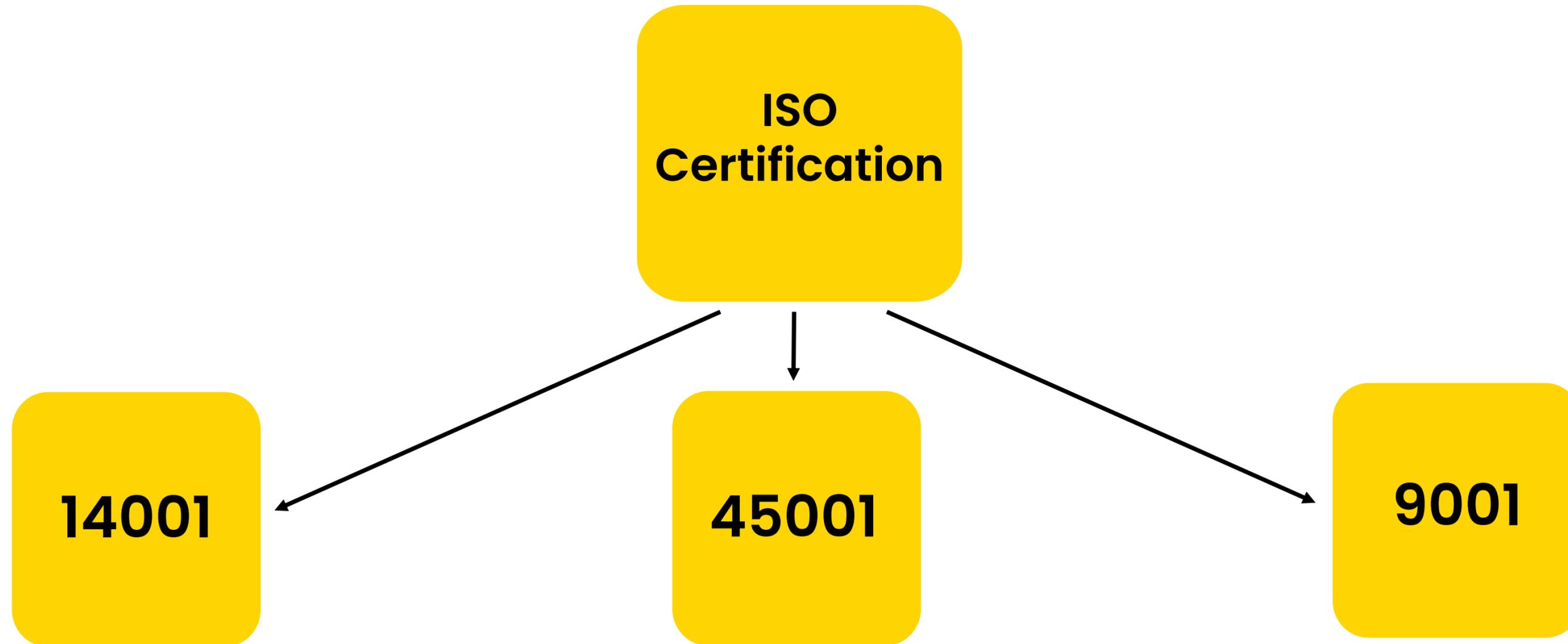
VENUES
Aviva Stadium - Convention Centre Dublin - Fairyhouse Racecourse
Leopardstown Racecourse - The Curragh - Levy Ireland Outdoor Catering



Evan Judge
Head of HSE
07900 243238

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

OVERVIEW OF THE SYSTEMS



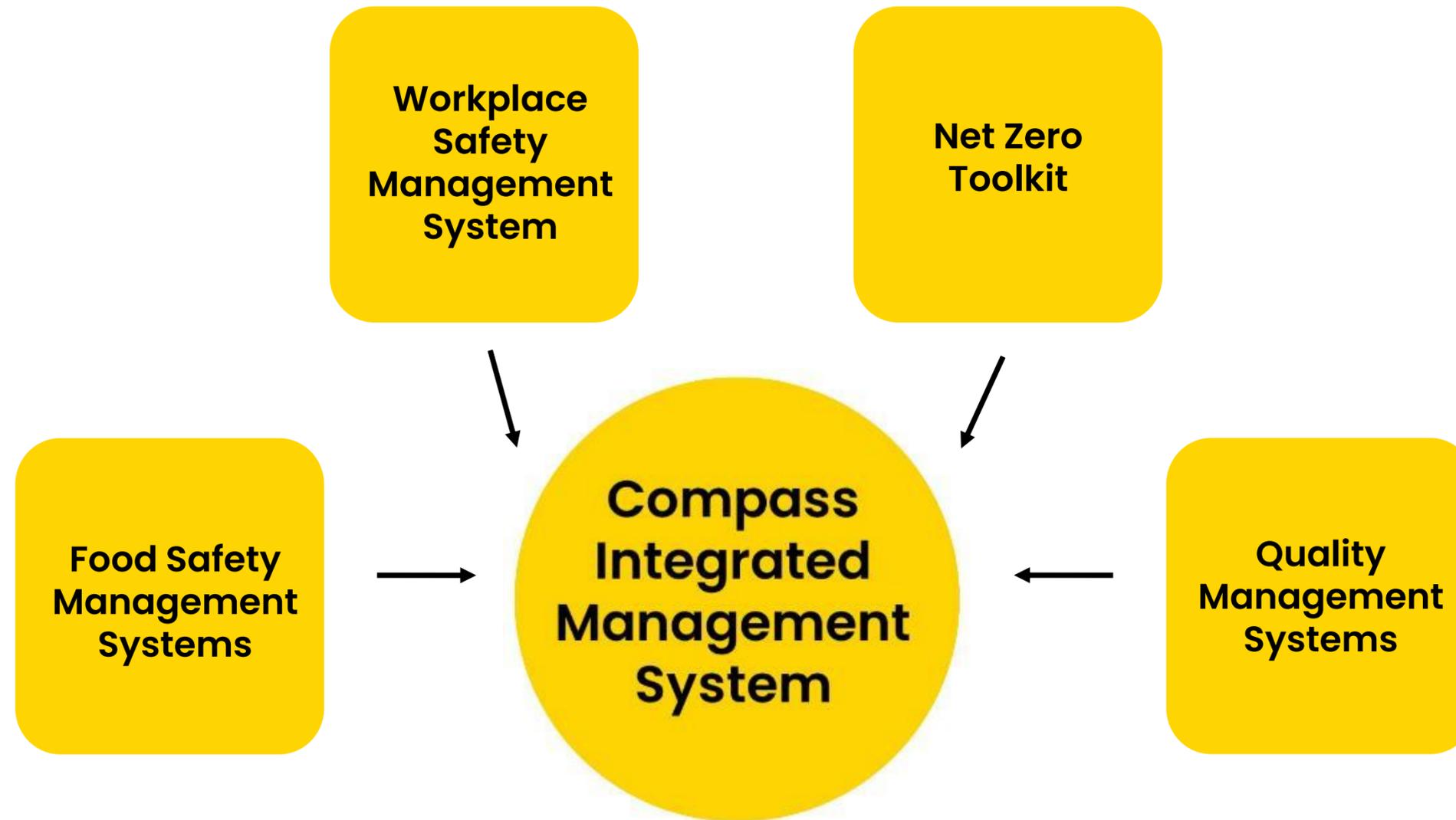
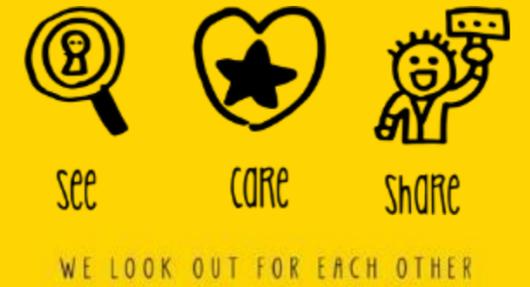
**Environmental
Management**

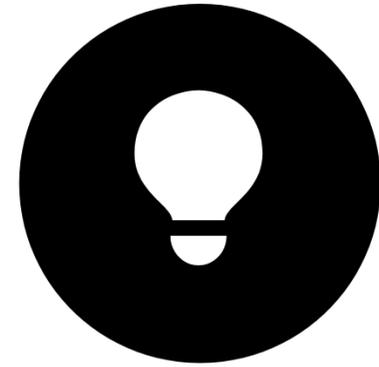
Levy | SAFETY

**Health & Safety
Food Safety**

**Quality
Management**

OVERVIEW OF THE SYSTEMS





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



see



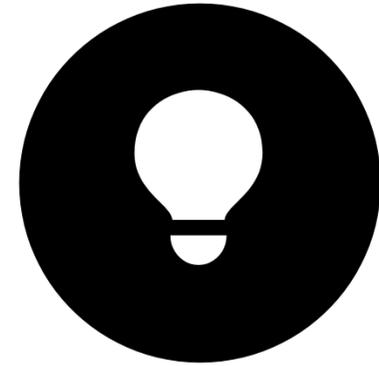
CARE



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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”



see



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WE LOOK OUT FOR EACH OTHER

DISPELLING A MYTH



see



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WE LOOK OUT FOR EACH OTHER



COMPETENCY



see



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WE LOOK OUT FOR EACH OTHER

**Skills.
Experience.
Knowledge.**



PRECONCEPTION AFFECTS PERCEPTION



see



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WE LOOK OUT FOR EACH OTHER



PRECONCEPTION AFFECTS PERCEPTION



see



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see

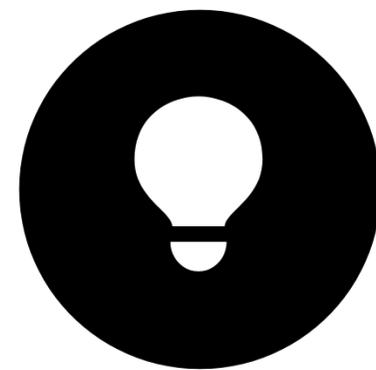


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**“Attention steers
your perception”**

RISK COMPENSATION



see



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WE LOOK OUT FOR EACH OTHER





see



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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?”**



**“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



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WE LOOK OUT FOR EACH OTHER



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



**“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



CARE



Share

WE LOOK OUT FOR EACH OTHER



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 an
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



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WE LOOK OUT FOR EACH OTHER



FINAL TEST



“How many pens in the picture?”

5 seconds...



THE WORLD'S MOST PROFESSIONAL AND POPULAR WORK MAGAZINE

There are eleven pens in this picture so no need to count them - Honest!

New 11, 2011 UPDATED VERSION

11 The answer is in front of you

True I made it easy for you

WORKPLACE STRATEGY

CAREER PLANNING
CONFIRM OWN TARGET BASED ON ENVIRONMENT AND INDIVIDUAL ANALYSIS

MARKET RESEARCH
GATHER FEEDBACK AND ADVICE FROM CONSUMERS AND TARGET AUDIENCE

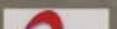
BARCLAY PERKINS



FINAL TEST



“How many pens in the picture?”





see



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WE LOOK OUT FOR EACH OTHER



“Let’s all just pay attention”



See Care Share Introduction



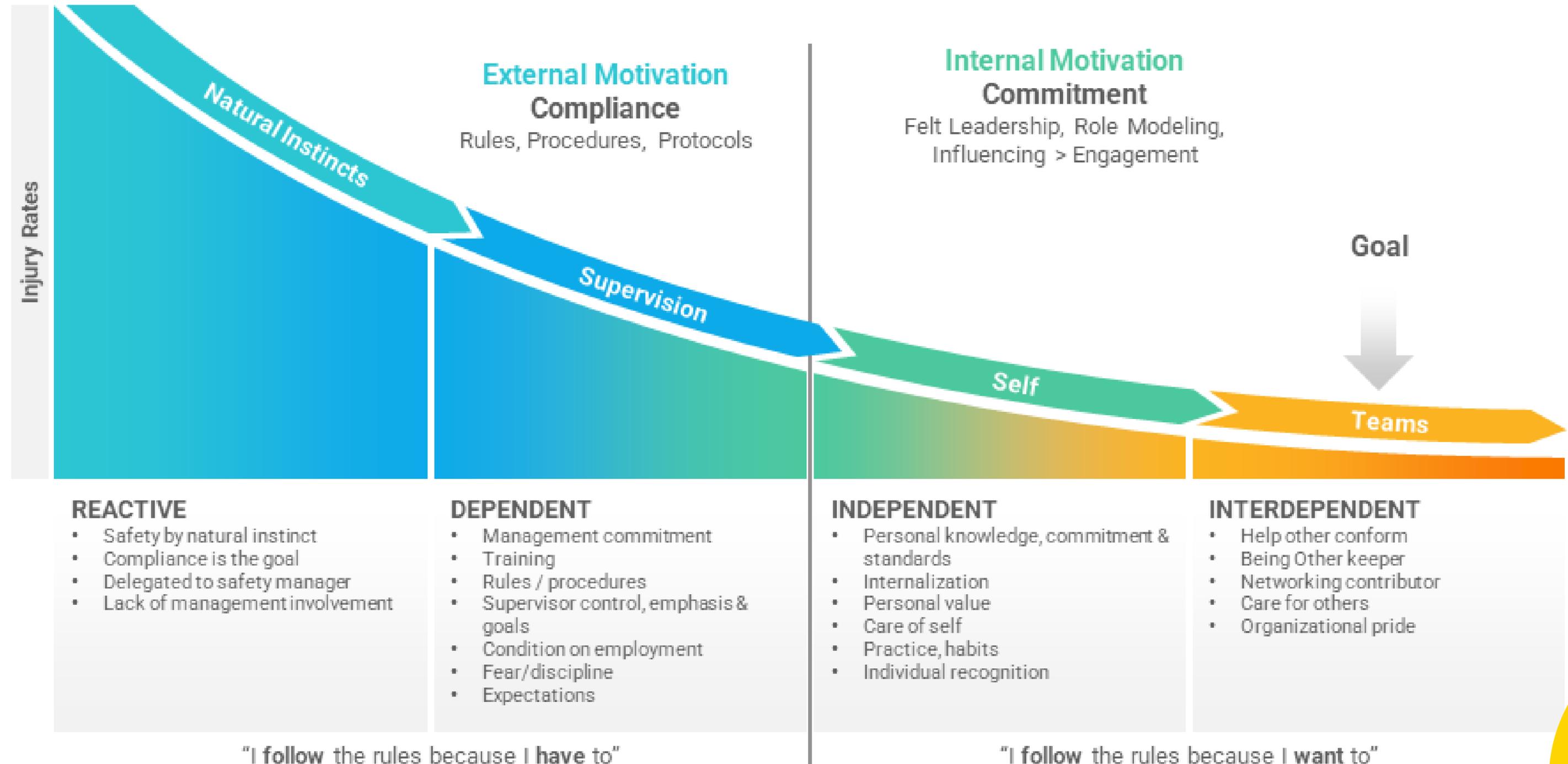
Session Objectives:

- 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

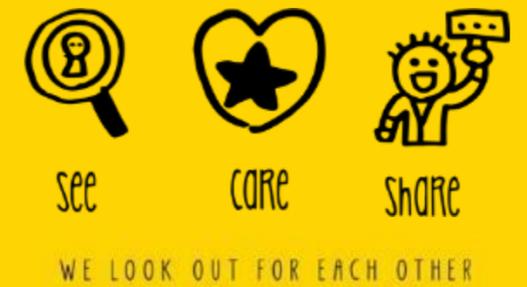
What is Safety Culture?



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



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



see



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WE LOOK OUT FOR EACH OTHER



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



see



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Be the leader you wish you had...



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“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



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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

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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



**Android
Users**

Account Name:

6-digit code:



**Apple
Users**

Compass

918273

What should See Care Share look like?



Safety Behaviors in action by all



Safety Engagement



**Hazard/
Near Miss
Reporting**



**Safety
Walks**



**Safety
Conversations
& Safety
Shares
communication**



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

Examples



Monthly Updates

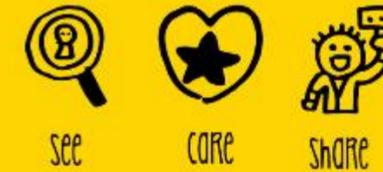
Safety Conversations

See Care Share Posters

See Care Share Boards



SEE CARE SHARE



SEE CARE SHARE SAFETY UPDATE

COMPASSION & ENGAGEMENT **AUG 2024**

HYGIENE HANDLING OF ICE

CUT PREVENTION: DON'T TOUCH YOUR FINGERS - SAFETY WITH KNIVES

SAFETY BY NUMBERS - JUNE 2024

SAFETY BY NUMBERS - JUNE 2024

SEE CARE SHARE SAFETY CONVERSATION

SEE CARE SHARE

WHAT WE ARE GOING TO LEARN

HOW IT WILL HELP YOU IN YOUR JOB

WHAT YOU NEED TO KNOW

WHAT YOU NEED TO DO

KEY TAKEAWAYS

HOW TO REPORT

FOR MORE INFORMATION

SEE CARE SHARE SAFETY CONVERSATION

SAFETY ON STAIRS AND STEPS

WHAT WE ARE GOING TO LEARN

HOW IT WILL HELP YOU IN YOUR JOB

WHAT YOU NEED TO KNOW

WHAT YOU NEED TO DO

KEY TAKEAWAYS

HOW TO REPORT

FOR MORE INFORMATION

REMEMBER OUR SAFETY BEHAVIOURS



SPEAK OUT

I will ask questions if I don't understand and stop unsafe behaviours being demonstrated by others

I will report incidents, near-misses or hazards promptly

I will express any concerns or suggestions for improvement to my Supervisor and Line Manager



BE MINDFUL

I will be vigilant about hazards, the surroundings, team members and my fitness for work

I will stay focussed on the task I am doing and look for ways to improve the way it is done

I will take the time to plan and focus on how to do the job safely



GET INVOLVED

I will care for my team members and encourage others to work safely

I will contribute to safety discussions, investigations and meetings

I will share my safety knowledge, experiences and learnings with others

USING STAIRS 101

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

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

02 HEADS UP! Head up or down, keep your back up and look where you are going & how or why you're tripping.

03 GET A GRIP! GRAB ONTO YOUR HANDRAILS AT ALL TIMES.

04 STAY GROUNDED! Be sure to keep your feet flat on the steps. Avoid any distractions.

SEE CARE SHARE SAFETY CONVERSATION

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 next to opening 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 CONVERSATION

PREVENTING CUTS

WHAT WE ARE GOING TO LEARN

HOW IT WILL HELP YOU IN YOUR JOB

WHAT YOU NEED TO KNOW

WHAT YOU NEED TO DO

KEY TAKEAWAYS

HOW TO REPORT

FOR MORE INFORMATION



SCAN HERE FOR CURRENT POLICIES



SCAN HERE FOR CURRENT CERTIFICATES

WE LOOK OUT FOR EACH OTHER

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



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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



see



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THE ROLE & POWERS OF AN EHO



see



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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



see

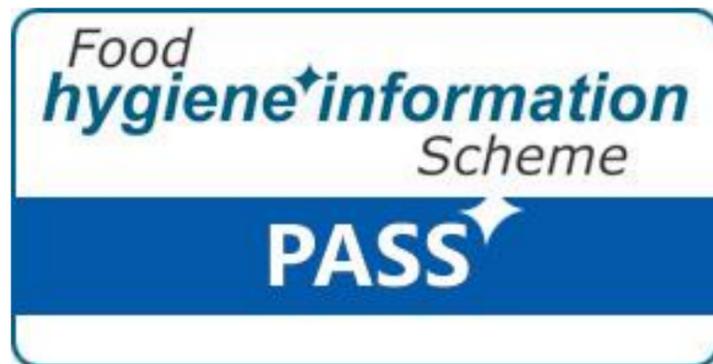


CARE



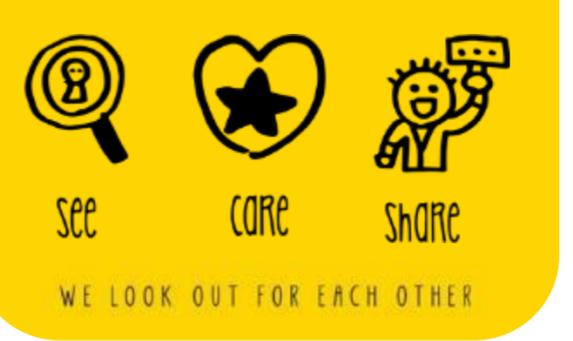
Share

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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

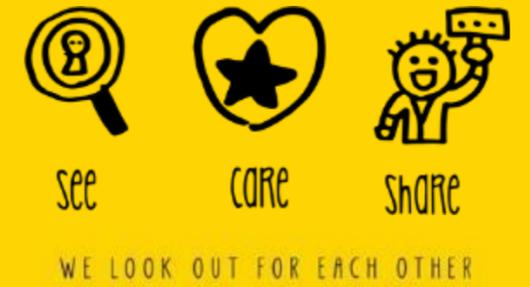
Unsatisfactory



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



see



care



share

WE LOOK OUT FOR EACH OTHER



- **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



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WHAT IS HACCP?



see



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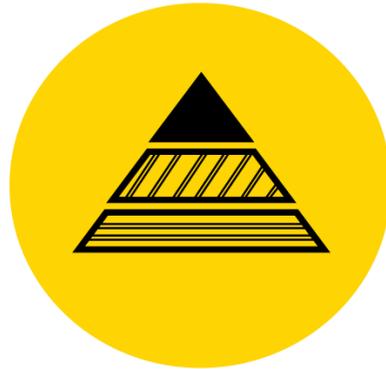


share

WE LOOK OUT FOR EACH OTHER



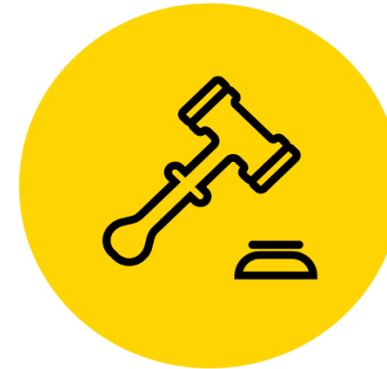
BENEFITS OF HACCP



Structured



Reduces Risk



**Legal
Compliance**



Cost Effective



**Increases
Confidence**



**Proactive not
Reactive**



Effective



Protects Brand

PRE REQUISITES OF HACCP



see



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WE LOOK OUT FOR EACH OTHER



Catering Facility Layout & Design

Pest Control

Waste Management

Training

Reputable Supply Chain

Cleaning & Disinfection

Personal Hygiene

Equipment

THE 7 PRINCIPLES OF HACCP

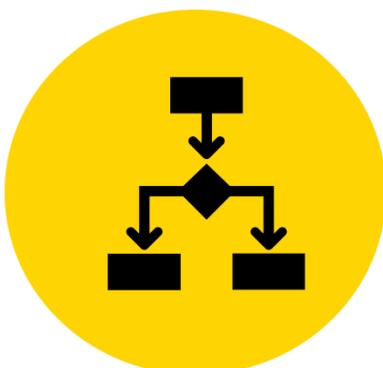


1



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



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CHEMICAL CONTAMINATION



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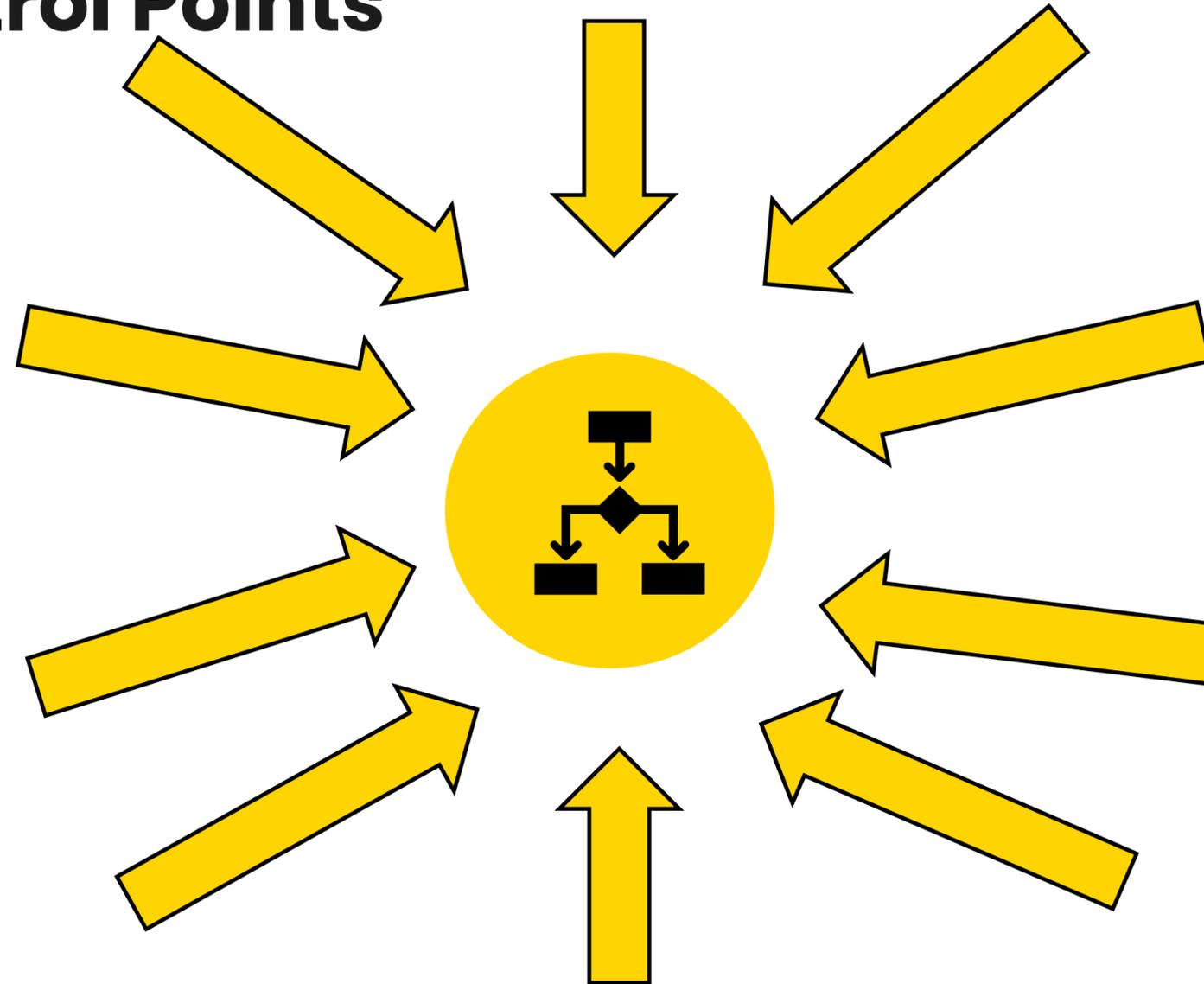
Share

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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”



see



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HACCP PRINCIPLES

3. Critical Limits



see



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HACCP PRINCIPLES

4. Monitoring Controls



see



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“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**



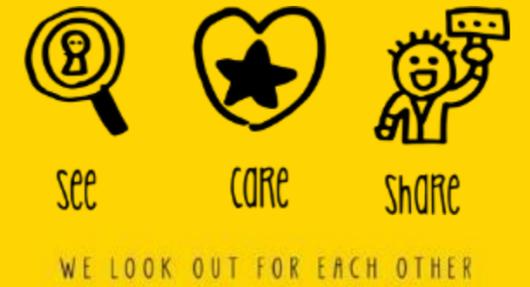
Senses



**Checking
controls/records**

HACCP PRINCIPLES

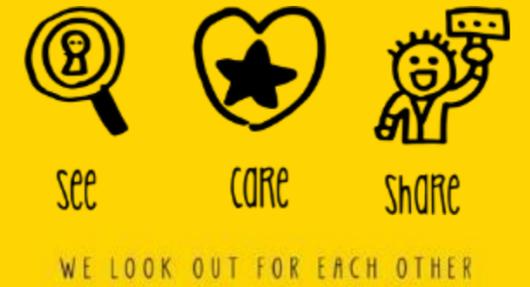
5. Corrective Actions



“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



see



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“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



see



CARE



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WE LOOK OUT FOR EACH OTHER

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



see



CARE



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HACCP EXERCISE 1 – Café

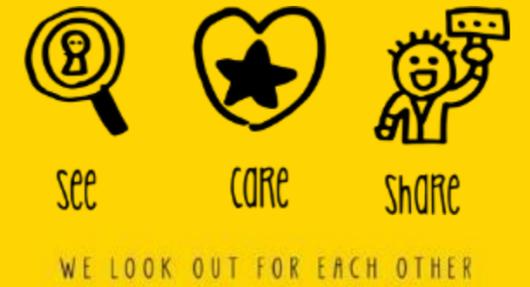
Scenario

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



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COMPASS FSMS OVERVIEW



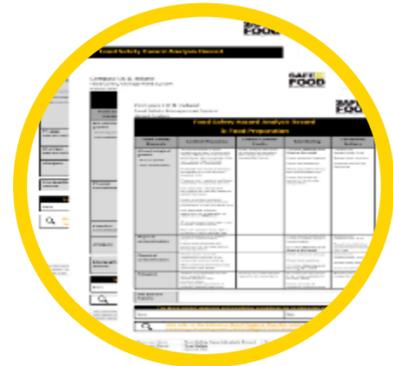
FSMS Folder

Training Folder

Posters : Records



Food Process Flow Chart



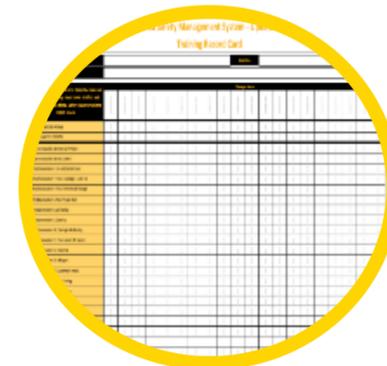
Hazard Analysis Records



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

different food process steps a catering unit may operate. There is a Food Safety Hazard Analysis Record for each process stage explaining the specific food safety hazards and controls associated with that stage.

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

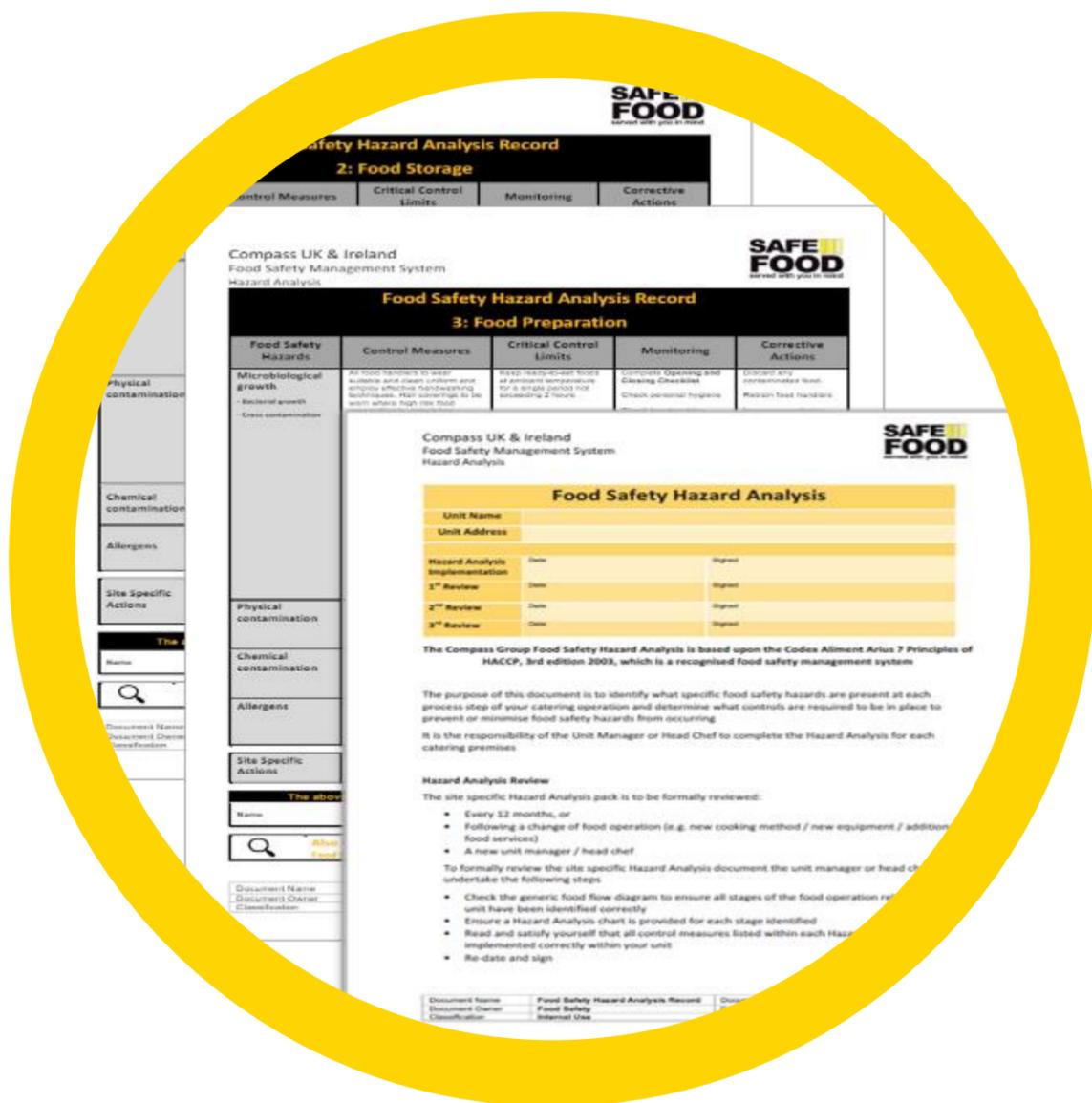


Food Safety Hazard Analysis

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 Joints 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. Ensure the area chosen for cooling ready-to-eat foods will not result in cross-contamination. Densely cover food if cooling without blast chiller Check equipment is in good working condition before use Store cleaning chemicals and sources of physical contamination away from food handling areas Control exposure of food to cross contamination Densely cover food if cooling without blast chiller	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 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 5°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

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 50mm Joints and poultry not to exceed 2.5kg Commence 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 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 8°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 8°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				

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. Steamplicity
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



see



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WE LOOK OUT FOR EACH OTHER

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.**

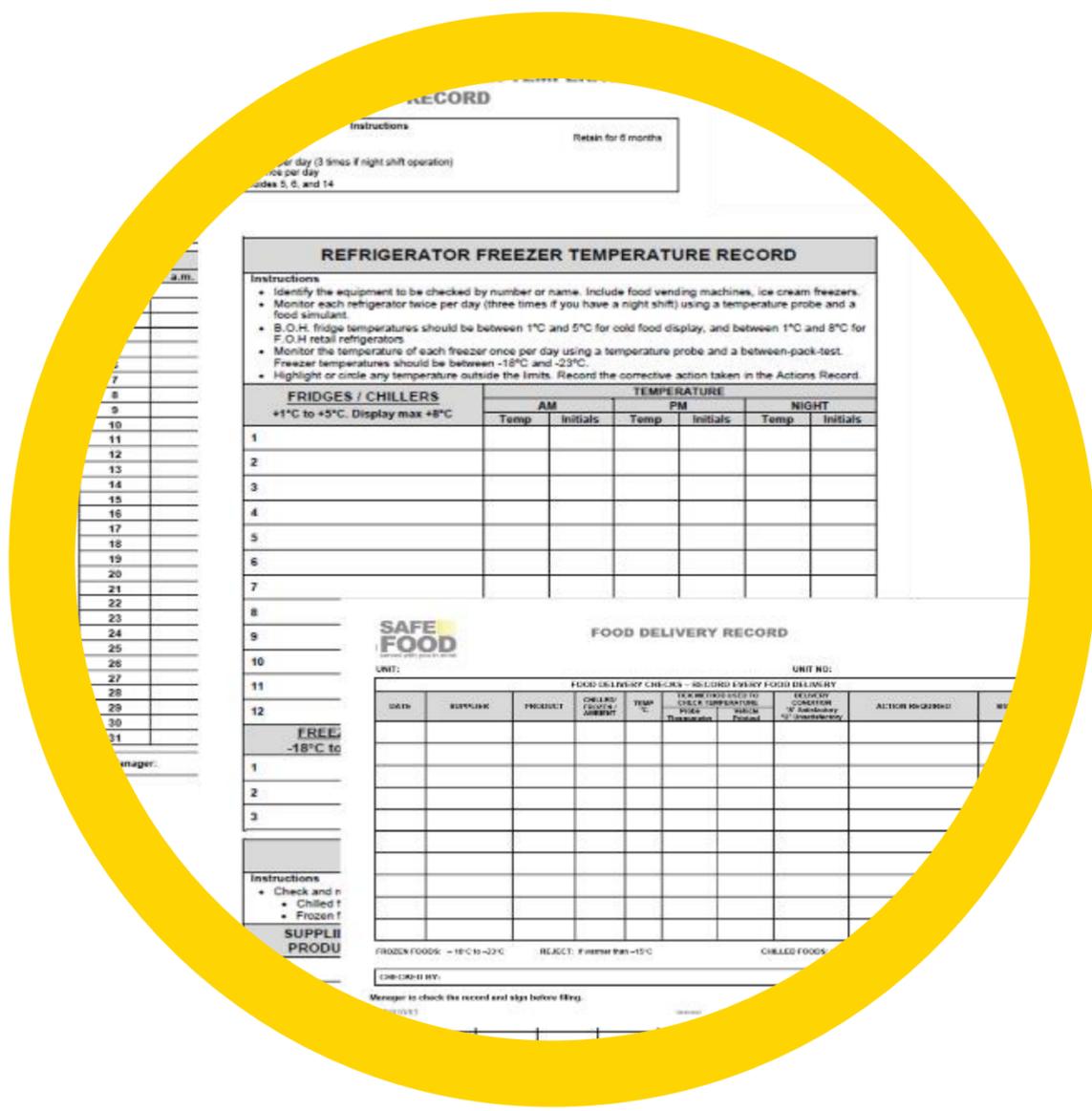
The image shows two HSE checklists. The top one is an 'OPENING HSE CHECKLIST' with a table of questions, 'Yes/No' columns, and a 'Guidance' column. The bottom one is a 'WEEKLY CLOSING HSE CHECKLIST' from 'SAFE FOOD' with a table of checks, 'UNIT NO.', 'WEEK COMMENCING', and a grid for 'Monday' through 'Sunday' with 'Yes/No' columns.

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.

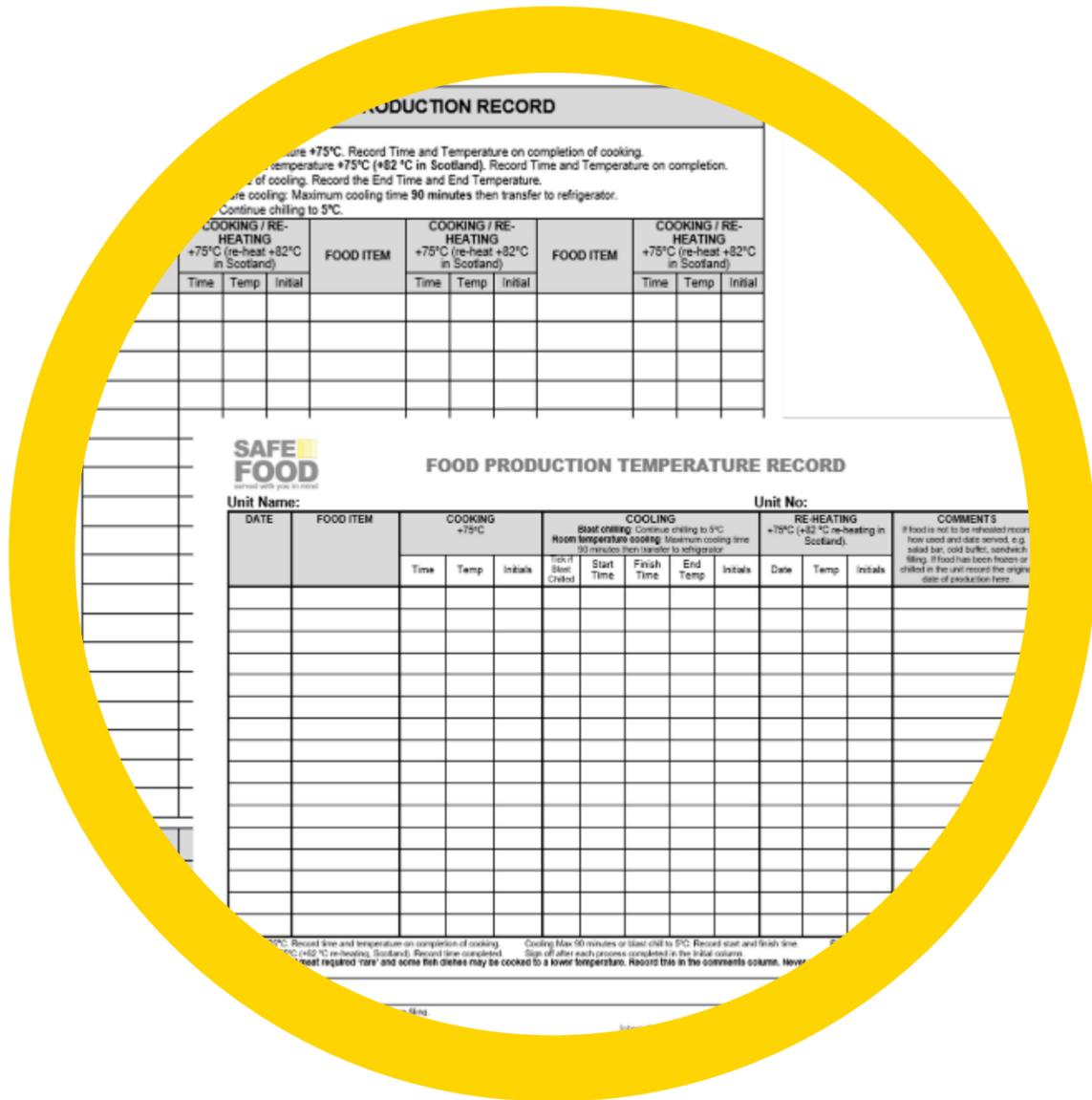


LOGBOOK OR FORMS



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**

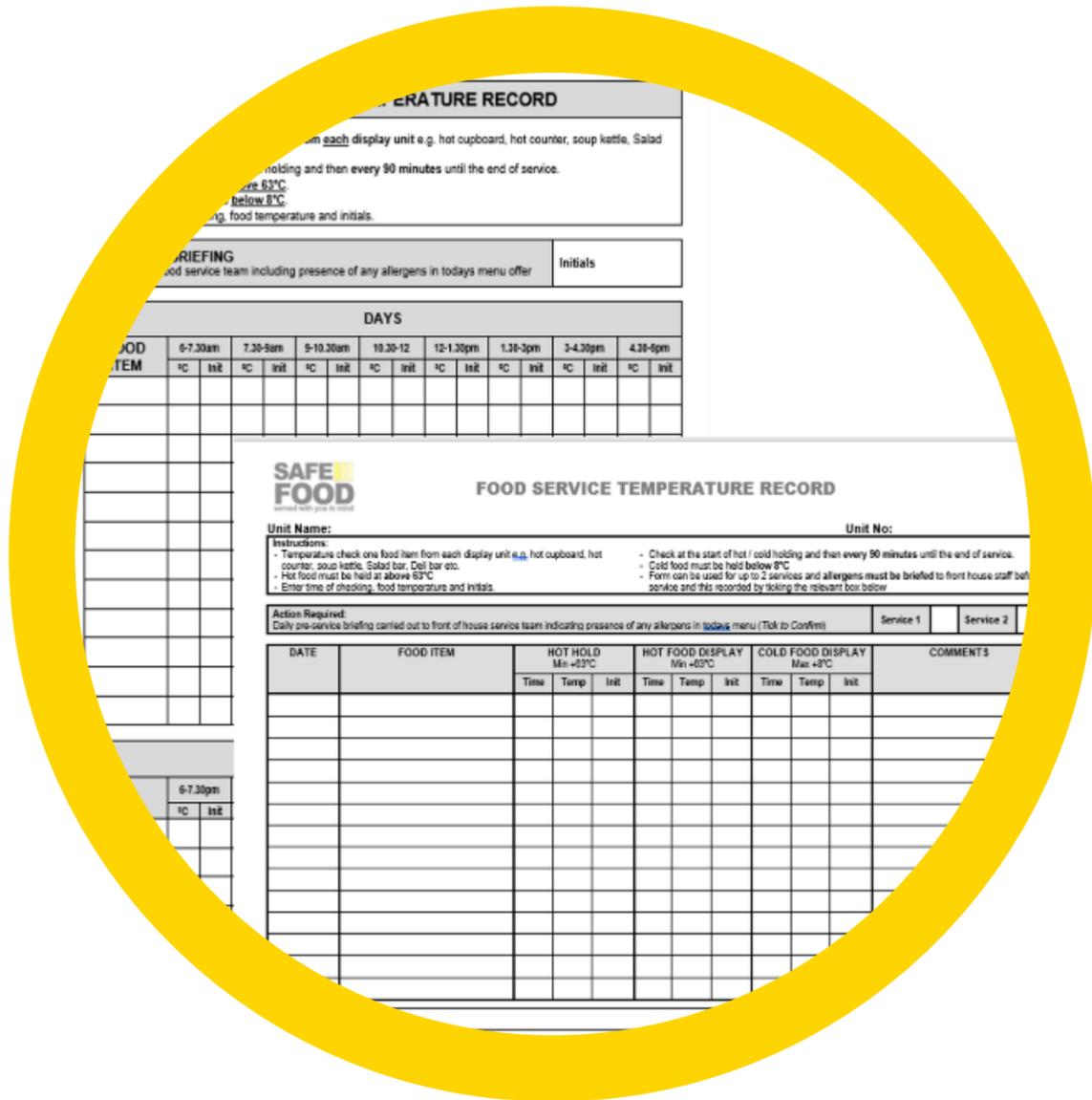


LOGBOOK OR FORMS



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



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 instructed to do so.
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 awakens the door whilst the other accesses the freezer)

Date	All in order? Y/N	List any actions required	Initials	Date	All in order? Y/N	List any actions required	Initials
1				17			
2				18			
3				19			
4				20			
				21			
				22			
				23			
				24			
				25			
				26			
				27			
				28			
				29			
				30			
				31			

Daily check of freezer door mechanism



Shelf Life Labels

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

SAFETY & ALLERGENS

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"/> Cereals (Gluten)	<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



see



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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

The image shows three overlapping forms from Compass Group UK & Ireland. The top form is the 'Alleged Food Allergy Reporting Form' (FS.F.037.01), the middle is the 'Alleged Food Poisoning Reporting Form' (FS.F.036.03), and the bottom is the 'Alleged Foreign Body Reporting Form' (FS.F.037.04). Each form includes sections for 'WHERE & WHEN', 'INCIDENT DETAILS', and 'COMPLAINANT DETAILS'. The bottom form also has an 'INGREDIENTS (MADE IN UNIT ONLY)' section with a table for recording product and ingredient information.

LET'S GET SOME



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Levy

SAFETY

SCHOOL

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ALLERGENS & DIETARY REQUIREMENTS



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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



Peanuts
Groundnut oil,
Curry pastes



Nuts
Curry pastes,
Deserts



Crustaceans
(Shellfish)
Shrimp paste



Molluscs
(Shellfish)
Oyster sauce



Fish
Worcester Sauce,
Caeser salad



Eggs
Glaze on pastries,
Binder



Milk
Glaze,
Powdered
Soups/Sauces



Cereals
containing
Gluten
Sauces, Stews,
Soups



Soya
Ice Cream,
Chocolate, Meat
substitutes



Sesame
seeds
Bread, Middle
eastern foods



Celery
Soup, Stock,
Condiments



Mustard
Condiments,
Curries



Lupin
Baked goods



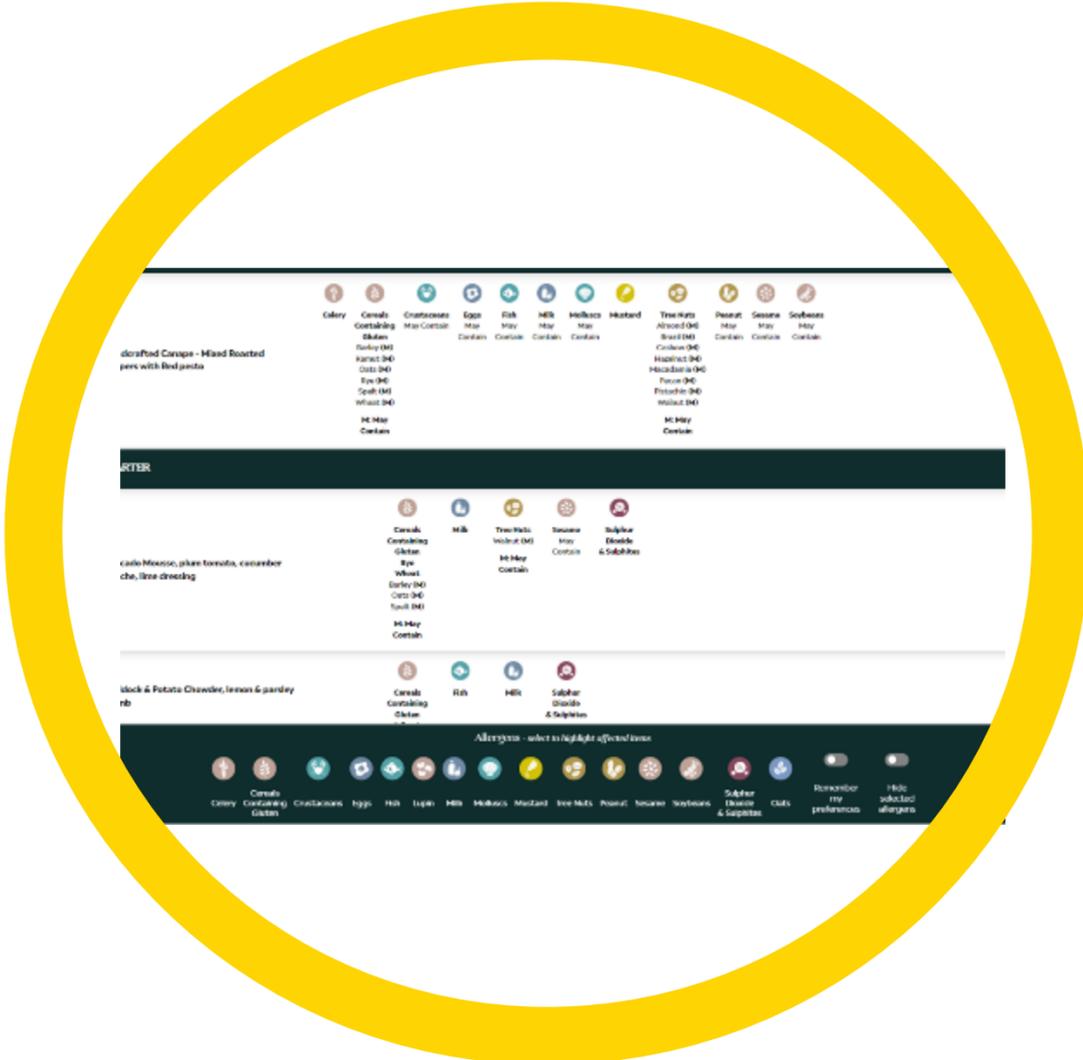
Sulphur
Dioxide
Dried fruit,
Prepared
vegetables

FOOD ALLERGIES

Information for customers



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Information on the main 14 is **provided in allergen logs/QR codes**

Contains: known, intentionally added

May contain: potential cross-contact identified by manufacturer

FOOD ALLERGIES

Hidden Allergens



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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



see



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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



see



care



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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

FOOD ALLERGIES

Things to be aware of



see



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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.

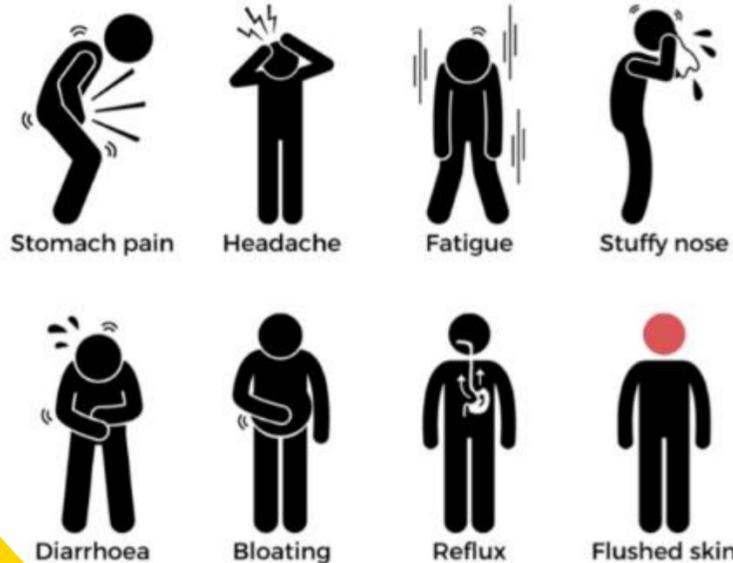
Plant forward **promotes** reducing meat content by replacing with non-animal alternatives e.g. 50/50 burger

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



see



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- 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



see



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WE LOOK OUT FOR EACH OTHER

Lifestyle

- No gluten
- Vegetarian
- Vegan

Religious

- Kosher
- Halal
- No alcohol, no pork

Medication

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



FOOD ALLERGY FATALITIES



see



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

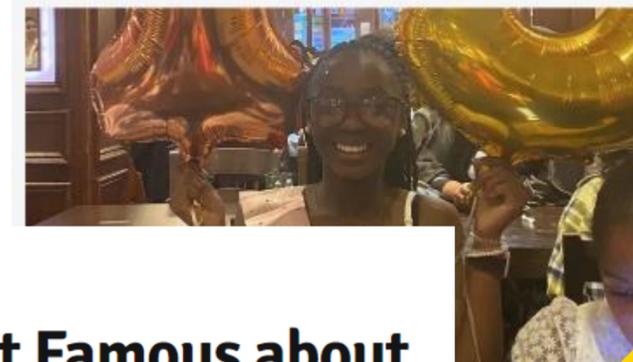
Student died after allergic reaction to Dorset pub risotto, inquest hears

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



News > Greater Manchester News > Manchester

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



see



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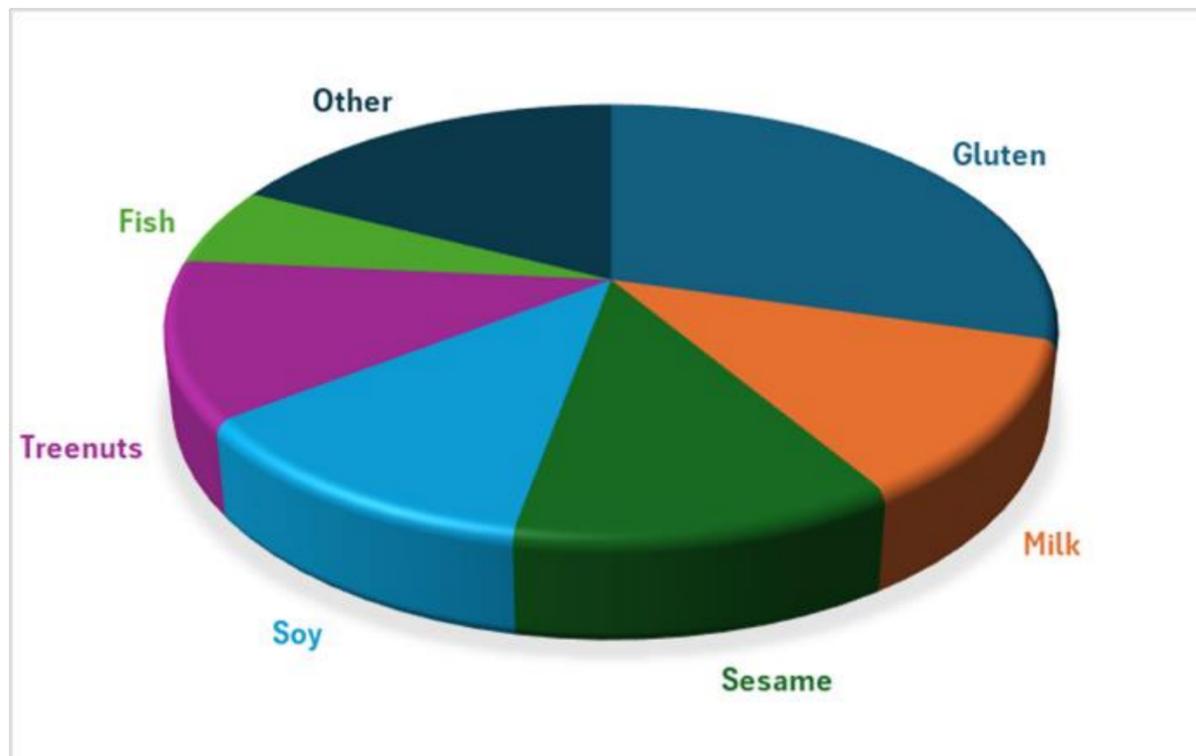
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WE LOOK OUT FOR EACH OTHER



- **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

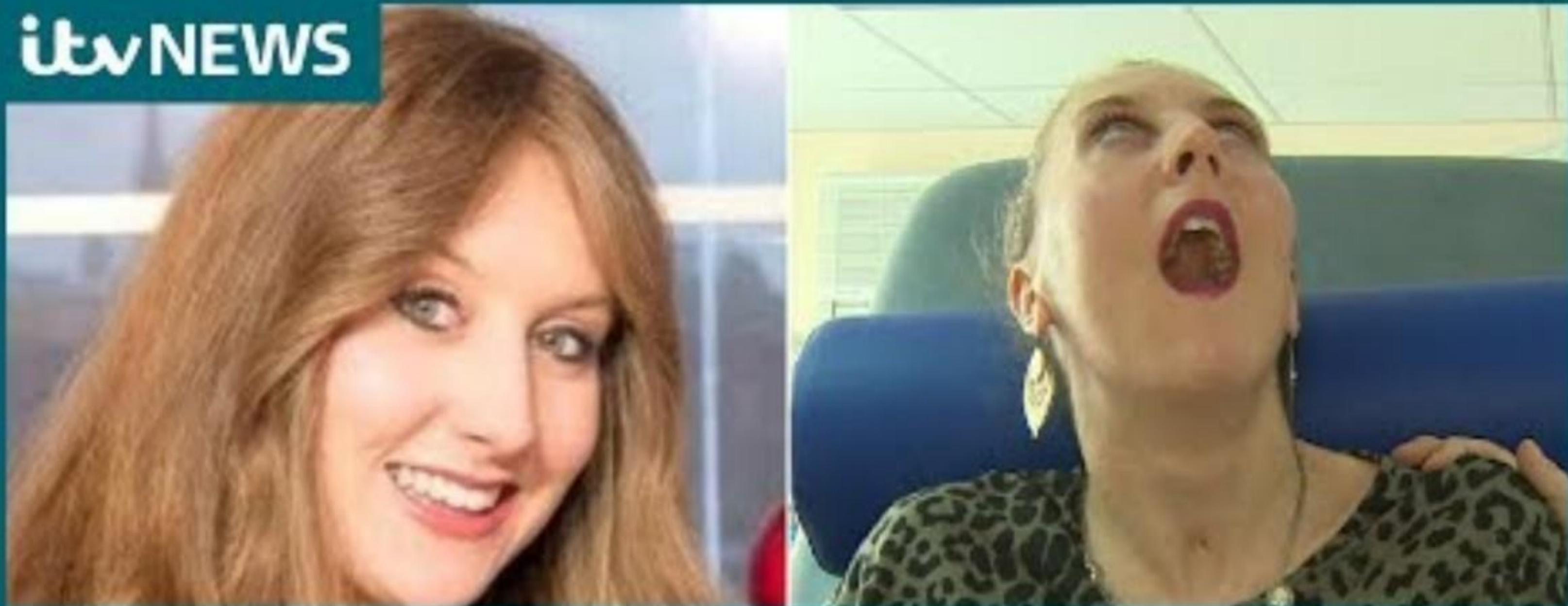
LEVY PROCESSES



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

itv NEWS



THE REALITY OF
ALLERGY 'EPIDEMIC'

FOOD POISONING EXERCISE



see



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WE LOOK OUT FOR EACH OTHER

1

Split into 3 groups

2

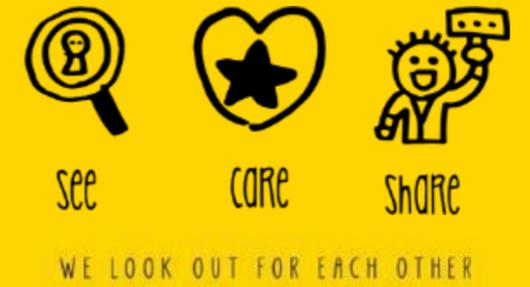
**Review the scenario
and diligence
provided**

**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 that all the guests 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 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**



see



care



share

WE LOOK OUT FOR EACH OTHER

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

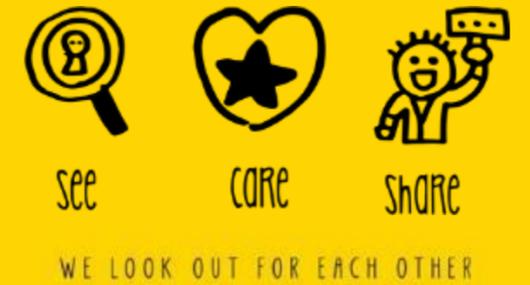
SAFETY

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

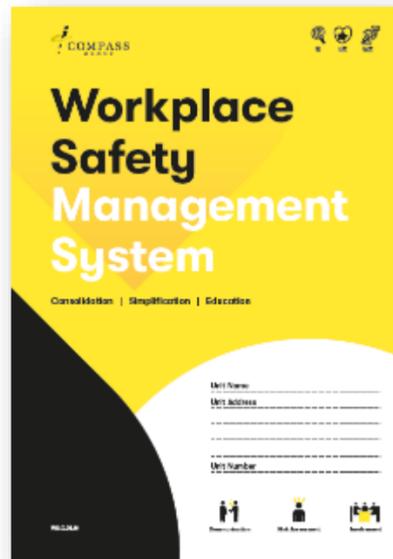


WORKPLACE SAFETY MANAGEMENT SYSTEM (WSMS)



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



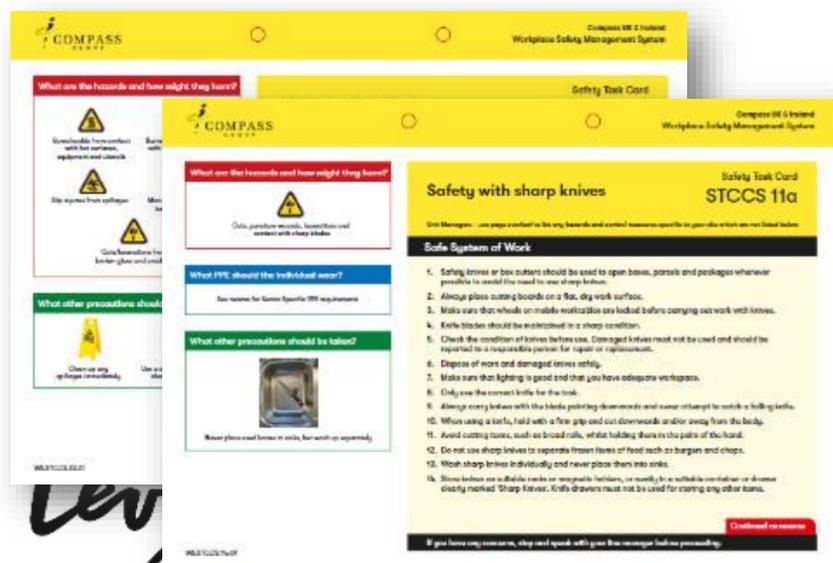
Essential Risk Assessments



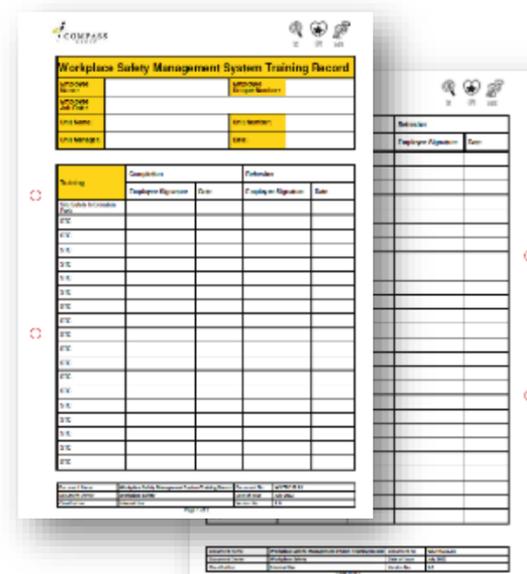
Site Safety Information Pack



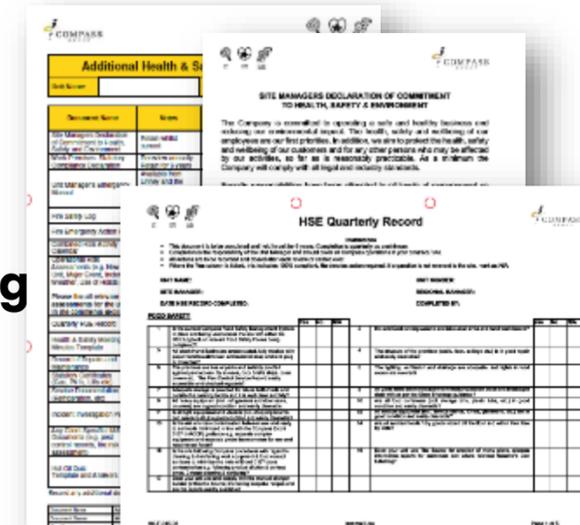
Service Specific Risk Assessments



Safety Task Cards



WSMS Training Record



Additional (Operational) Forms

WSMS

Step 1. Review & Complete Essential Risk Assessments



see



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WE LOOK OUT FOR EACH OTHER

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 assessments. In addition, other key personnel such as Deputy Managers...

Team L
Assess

Tick all boxes

Register of Essential Risk Assessments

General Workplace Risks	Associated Risk Assessment
Within the workplace environment	ES00 Workplace Risk Assessment
Fire	ES01 Fire Risk Assessment
Accidents or illness requiring first aid assistance	ES02 First Aid Needs Assessment
Slips, trips and falls	ES03 Floor Safety Risk Assessment
Manual handling activities	ES04 Manual Handling Activity Filter - ES04a Lifting and Carrying Risk Assessment - ES04b Pushing and Pulling Risk Assessment
Use of chemicals (COSHH)	ES05 COSHH Product Inventory
Tasks requiring PPE to ensure safety	ES06 PPE Assessment - ES06a PPE Issue Form
Use of electrical appliances	ES07 PAT Testing
Use of work equipment and tools	ES08 Work Equipment Inspection - ES08a Work Equipment Inspection Register
Use of Display Screen Equipment	ES09 DSE Workstation Assessment

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

- **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**

WSMS

Step 2. Site Safety Information Pack



see



CARE



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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



see



CARE



SHARE

WE LOOK OUT FOR EACH OTHER

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



see



CARE

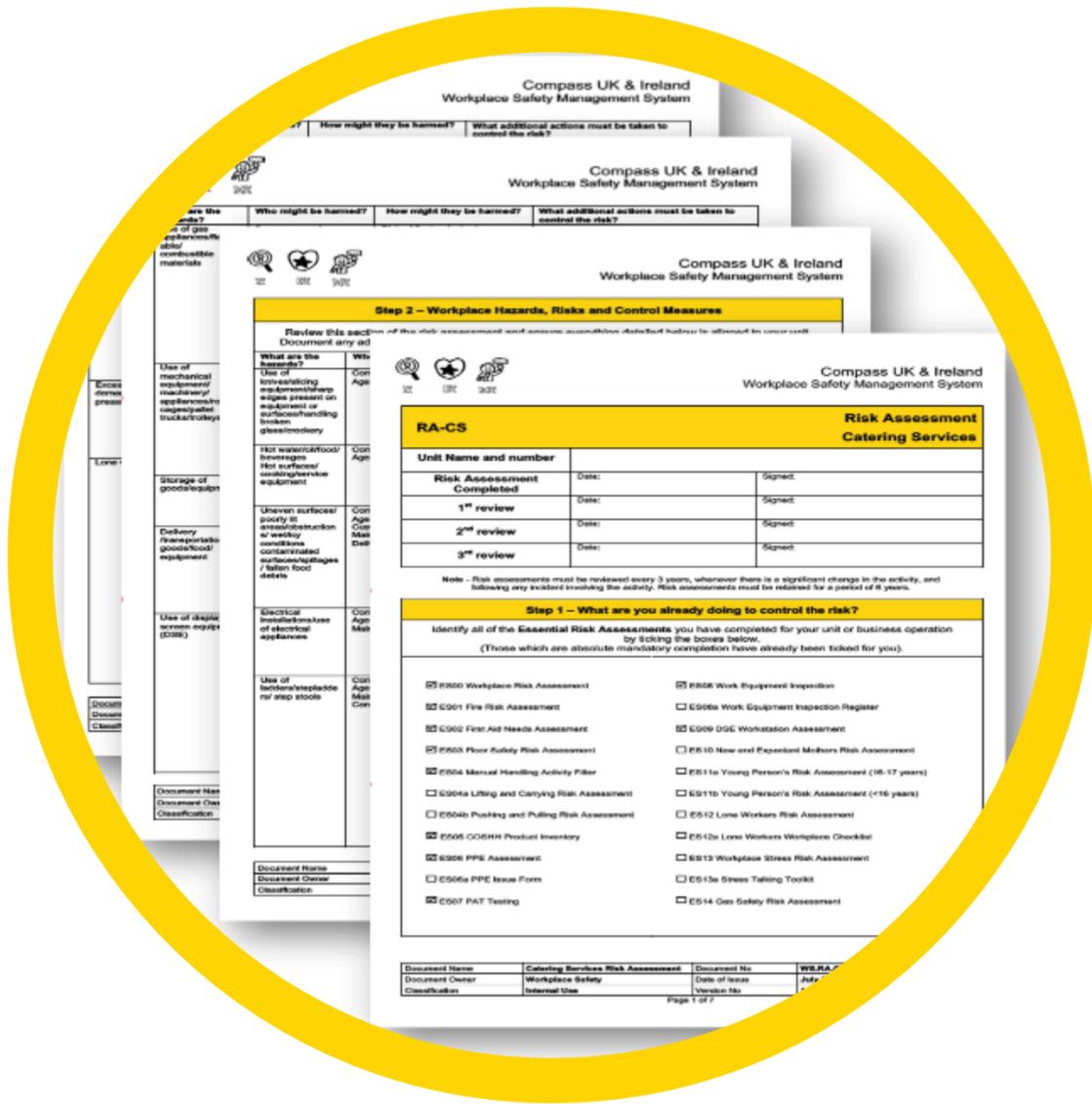


share

WE LOOK OUT FOR EACH OTHER

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



WSMS

Step 3. Service Specific Risk Assessments



see



CARE

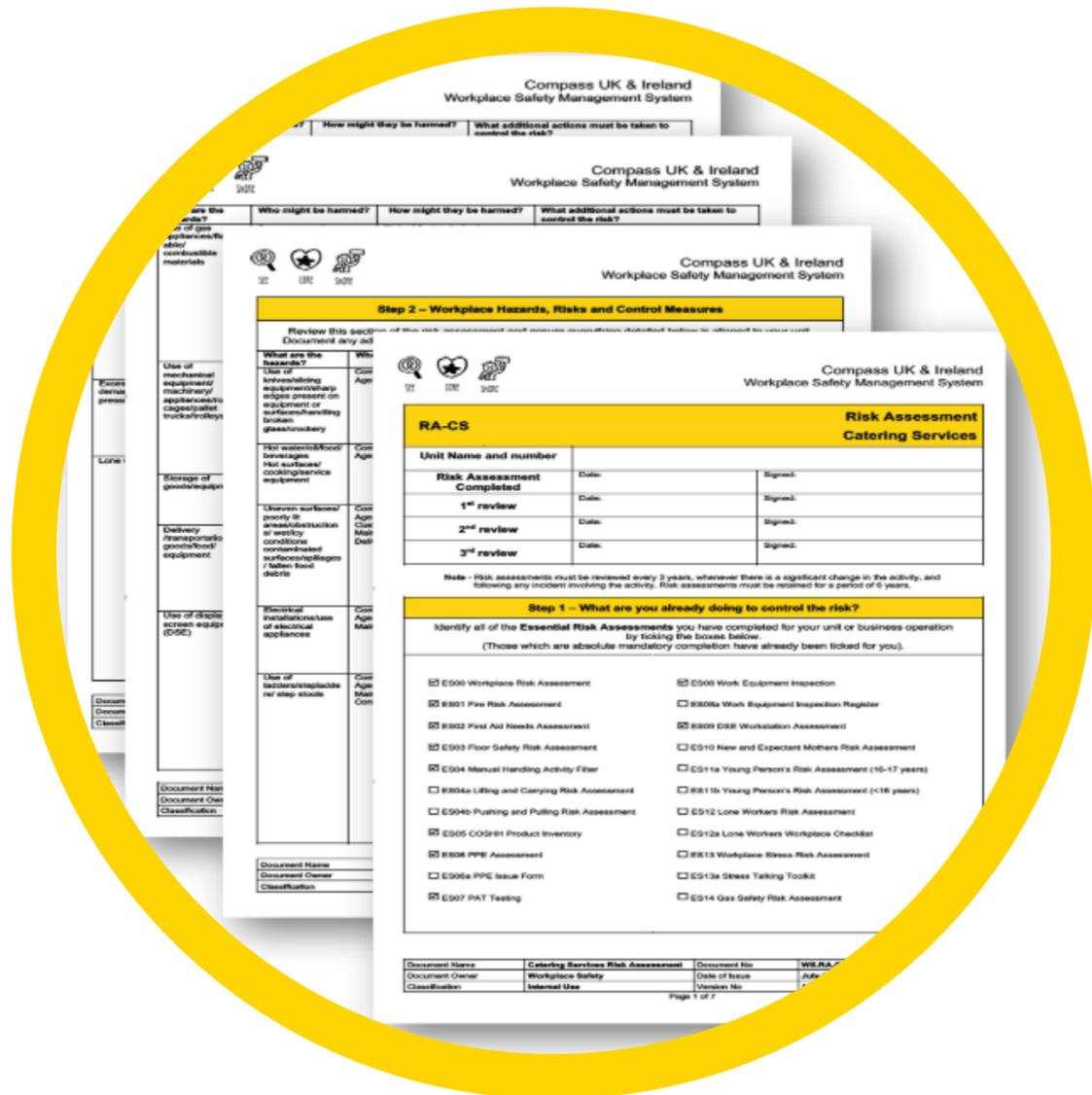


share

WE LOOK OUT FOR EACH OTHER

Risk assessments have to be reviewed:

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



WSMS

Step 3. Service Specific Safety Task Cards



see



CARE



Share

WE LOOK OUT FOR EACH OTHER



- 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



see



CARE



Share

WE LOOK OUT FOR EACH OTHER



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

WSMS

Step 3. Service Specific Safety Task Cards



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



Safety Task Card Request Form

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

Task:

Task Cards	Controls/Safe System of Work
<input type="checkbox"/> Slips	1.
<input type="checkbox"/> Trips	2.
<input type="checkbox"/> MH injuries	3.
<input type="checkbox"/> Cuts	4.
<input type="checkbox"/> Hot surfaces	5.
<input type="checkbox"/> Hot liquid/food/bev	6.
<input type="checkbox"/> Electric shock	7.
<input type="checkbox"/> Fire	
<input type="checkbox"/> Entanglement	
<input type="checkbox"/> Explosion	
<input type="checkbox"/> Cold	
<input type="checkbox"/> Crush injuries	
<input type="checkbox"/> Low ceilings	
<input type="checkbox"/> Falling objects	
<input type="checkbox"/> Cleaning chemicals	
<input type="checkbox"/> Asphyxiation	
<input type="checkbox"/> Assault	
<input type="checkbox"/> Repetitive movements	
Other: _____	
Other: _____	

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

WSMS

Step 4. Training



see



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WE LOOK OUT FOR EACH OTHER

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 6. Additional Health & Safety Documents



see

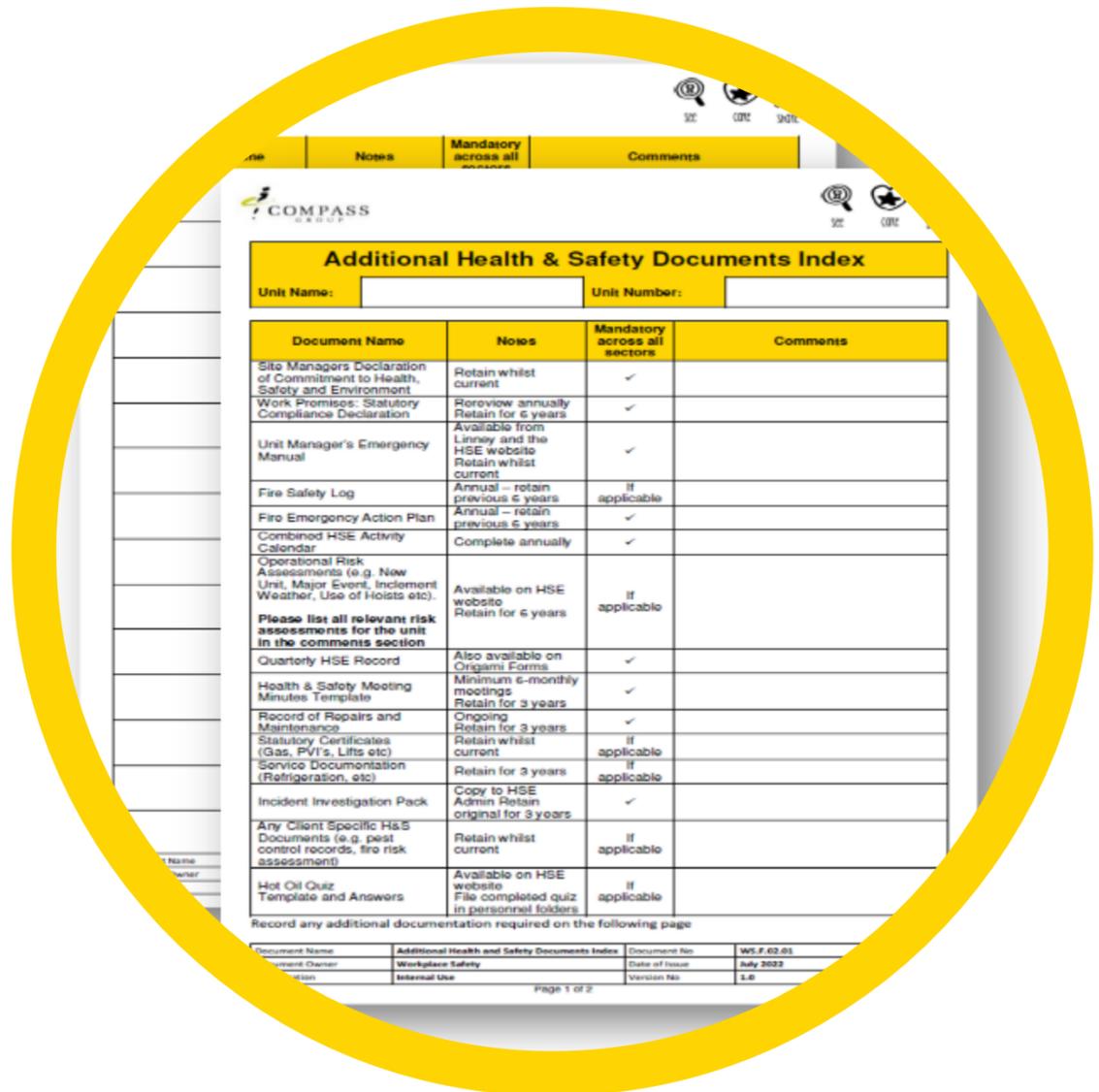


CARE



Share

WE LOOK OUT FOR EACH OTHER



- 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

WSMS

Fire Emergency Action Plan



- 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

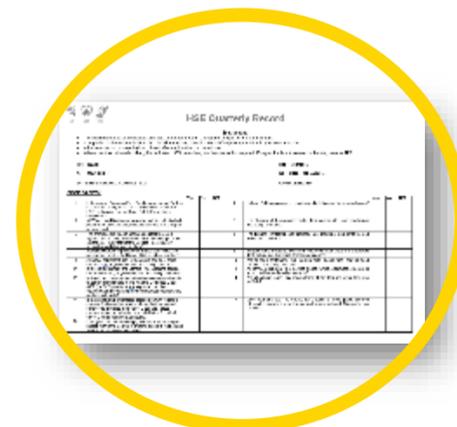
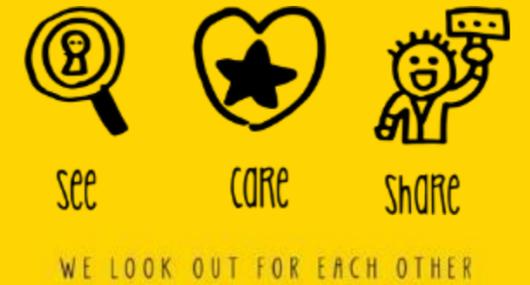


- This manual contains essential information for emergency procedures.
- Site specific information needs to be filled out, such as Emergency Contact details, unit address and location of muster point.
- Copies of the manual should be displayed on notice boards or other suitable locations in the premises.



WSMS

HSEQ Quarterly Record



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.

WSMS

Site Manager Declaration



see



CARE



Share

WE LOOK OUT FOR EACH OTHER

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.

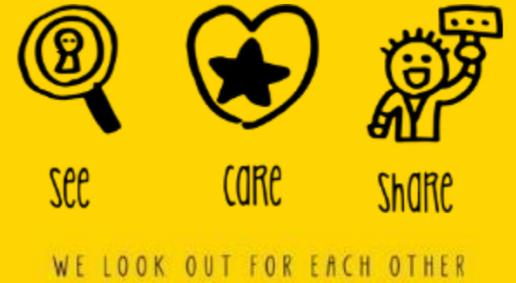
Name:
Signature:
Date:

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**

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

REPORTING MANAGER: _____ UNIT No: _____
REPORT COMPLETED: _____ 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:			

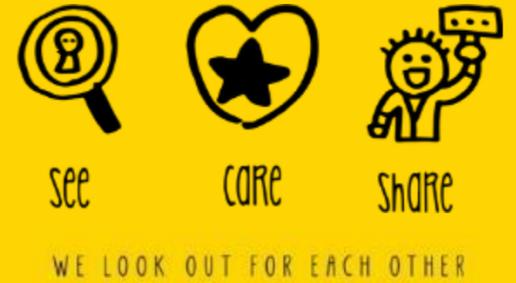
ELECTRICAL SAFETY OF PORTABLE APPLIANCES – ANNUAL OR AS APPROPRIATE INSPECTION AND TEST			
Who is responsible for ensuring and completing this activity (Please circle as appropriate)	Client	Compass	
I confirm that all portable electrical appliances are maintained, inspected and tested in accordance with 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

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: _____
REGIONAL MANAGER: _____
COMPLETED BY: _____

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



see



CARE



Share

WE LOOK OUT FOR EACH OTHER

- 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.

Internal

Workplace Safety

Violence at Work Risk Assessment

Name:		Unit Number:	
Assessment completed	Date	By	Signed
1st review	Date	By	Signed
2nd review	Date	By	Signed
3rd review	Date	By	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.

This violence at work risk assessment must be completed and any identified actions implemented to ensure that arrangements are in place to minimise risks to employees, so far as is reasonably practicable.

Situations to consider	Possible action	Actions/comments
Targeted or opportunist theft, armed robbery or thief caught in the act during normal service within a unit that may lead to violence	<ul style="list-style-type: none"> • If practicable, handle money behind locked a door • Avoid lone working • Provide panic buttons in rooms where handling large amounts of cash is unavoidable • Comply with demands, hand over requested goods and do not offer resistance • Be observant so as to be able to describe events, assailants etc in order to assist the police in apprehending the thief • Call for assistance as soon as it is safe to do so and call the police 	
Targeted or opportunist attack when carrying money outside the unit	<ul style="list-style-type: none"> • Whenever possible, use a security collection company to collect cash • Two people to take money from the unit • Use a vehicle rather than going on foot • Vary routes and times • Comply with demands, hand over requested goods and do not offer resistance • Call for assistance as soon as it is safe to do so and call the police 	
Harassment or persistent verbal abuse	<ul style="list-style-type: none"> • Keep calm and do not provoke the person • Employees to be trained to deal with difficult customers • Manoeuvre so that there is a barrier or locked door between employee and the attacker • Watch out for early signs of aggressive behaviour, and report to supervisor or manager immediately • Call for assistance as soon as it is safe/practicable to do so, and if appropriate, call the police 	

Job Fair Stall Set-Up Risk Assessment	Document No	WS-RA-001
	Date of Issue	Aug 2018
	Version No	1.0

SAFETY DOCUMENTATION EXERCISE



see



CARE



Share

WE LOOK OUT FOR EACH OTHER

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



see



CARE



Share

WE LOOK OUT FOR EACH OTHER

1

**Manual Handling
Activity Risk
Assessment**

2

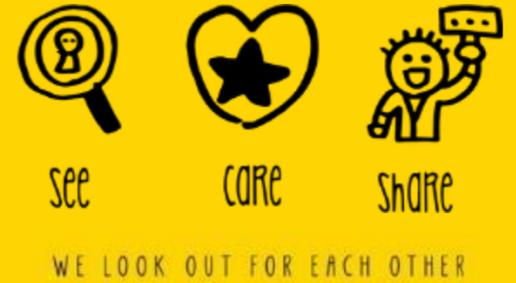
**Keg Incident
Investigation**

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.

The image shows a portion of a 'Manual Handling – Activity Filter' form. It includes a table for tracking reviews, a note on review frequency, and a flowchart for Step 2: Lifting and Lowering. The flowchart asks eight questions with 'YES' and 'NO' options, leading to a box that states 'Lifting and lowering risk is considered LOW'.

Unit Name	Unit Number
Risk Assessment Completed	Signed
1 st review	Signed
2 nd review	Signed
3 rd review	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/using work equipment, handling portable work equipment.

Step 2 – Lifting and Lowering

1. Can the load be grasped with both hands? YES NO

2. Are the working conditions reasonable? YES NO

3. Can the load be lifted from a stable body position? YES NO

4. Does the handling involve torso twisting? NO YES

5. Is the handling more frequent than one lift every two minutes? NO YES

6. Is the handling done by a team together? NO YES

7. Do the weights of the load vary from start to finish? NO YES

8. Is the person lifting at significant risk e.g. new or expectant mother, young worker, disability, health problem, recent injury? NO YES

From the guidelines on p3, does the weight of load exceed the value for lifting and lowering zone? NO YES

Lifting and lowering risk is considered LOW

Manual Handling Activity Filter | Document No: WS/SALES | Workplace Safety | Date of Issue: July 2018 | Service file

Page 1 of 3

WSMS

Case Study 4 – Fire Safety Incident Review



see



care



share

WE LOOK OUT FOR EACH OTHER

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



see



CARE



share

WE LOOK OUT FOR EACH OTHER

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



see



CARE



Share

WE LOOK OUT FOR EACH OTHER

Session Objectives:

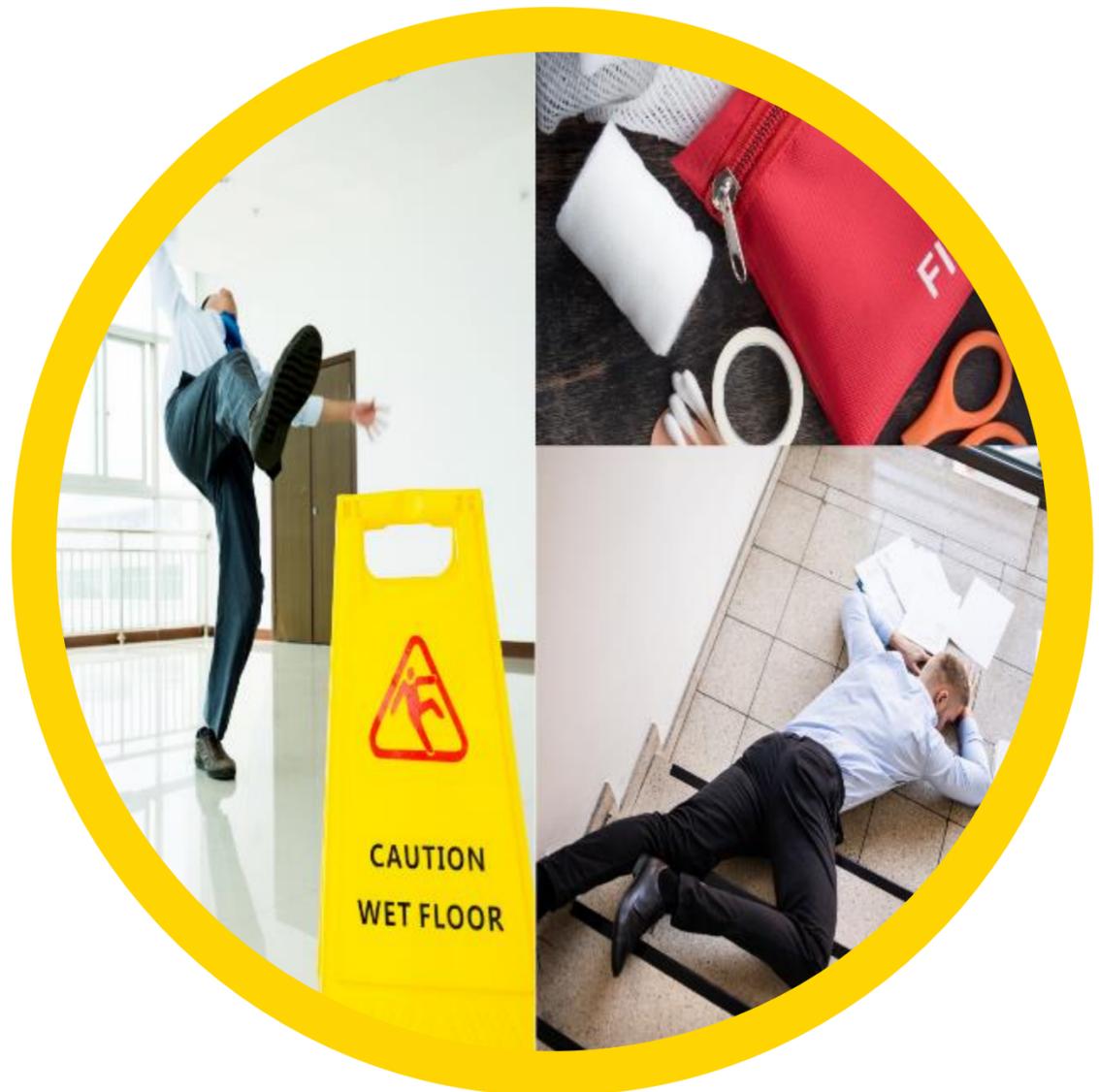
- What should be reported
- How to report
- Reporting process
- Key information to include when investigating/submitted incident packs

AIR3

ALL INCIDENT REPORTING SYSTEM



INCIDENT INVESTIGATION & REPORTING



Why do we investigate incidents?

WHAT SHOULD BE REPORTED?



see



CARE



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WE LOOK OUT FOR EACH OTHER

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

REPORT A HAZARD OR NEAR MISS

LET ALL NOW DO OUR BIT AND LOOK OUT FOR EACH OTHER TO PREVENT HAZARD OBSERVATION OR NEAR MISS 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
In "Apps" select "AIR3"
- 2**
- 3** Click "Submit new incident"
- 4** Select the appropriate incident type

REPORTING PROCESS

Safety Incidents



see



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WE LOOK OUT FOR EACH OTHER



REPORTING PROCESS

Food Safety Incidents



see

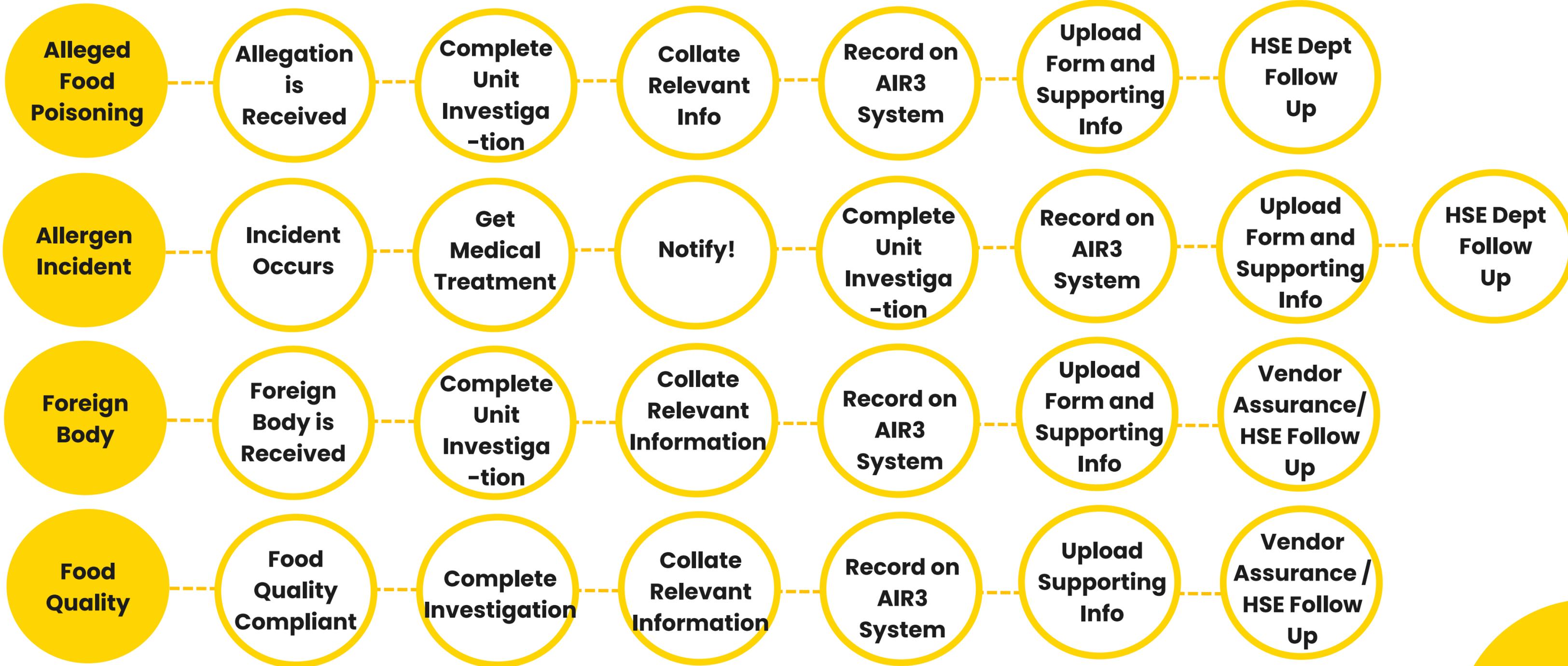


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INCIDENT INVESTIGATION PACK



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.



KEY EVIDENCE

Safety Incidents (IIP's)



see



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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



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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

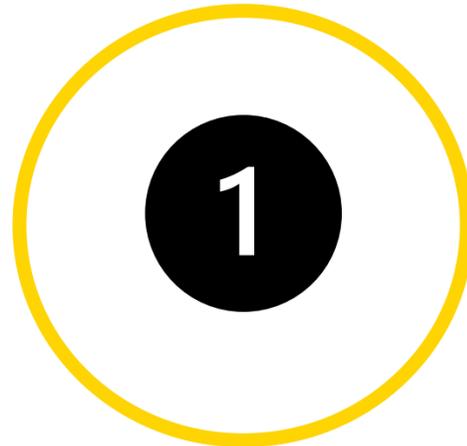
Allergen Log

Must be recent and relate to the dish
Provide Source info
if applicable

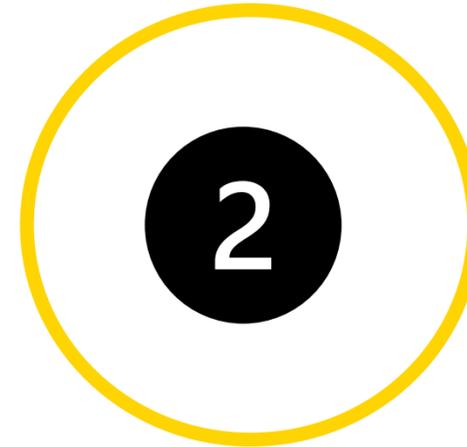
Training Records

Method of training
Trainer statement
Test of competence
Content/Syllabus/Date
Refresher training
If casual, include site induction and H&S briefing

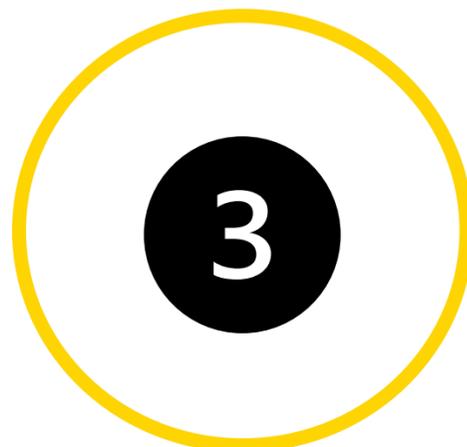
COMPLETING THE INVESTIGATION



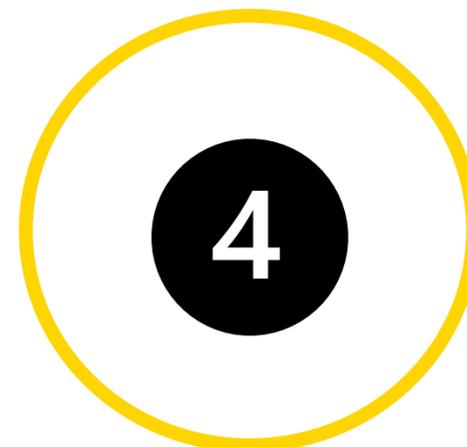
Manual Handling Incident
What Key Information Do We Need?



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



Allergen Incident
What Key Information Do We Need?



Alleged Food Poisoning Incident
What Key Information Do We Need?



LET'S GET SOME



see



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Levy

SAFETY

SCHOOL

Scan me



TRAINING



see



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WE LOOK OUT FOR EACH OTHER

Session Objectives:

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



TRAINING



see

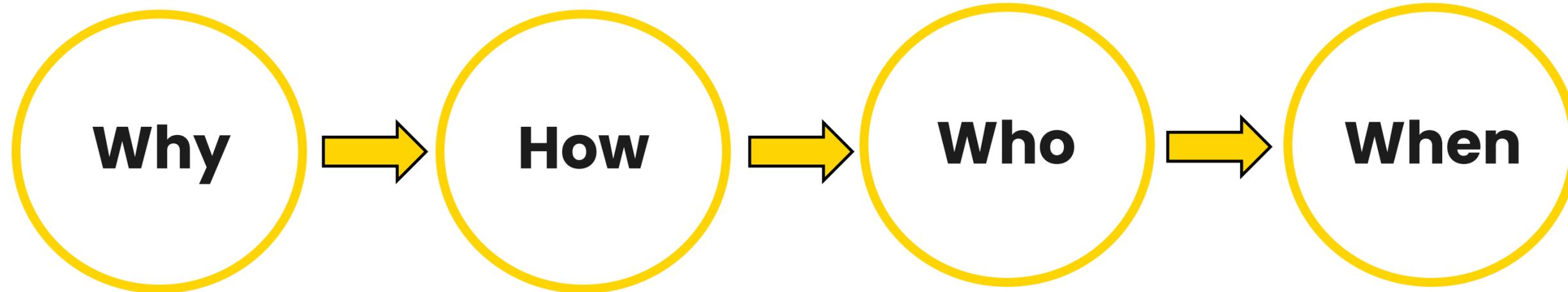


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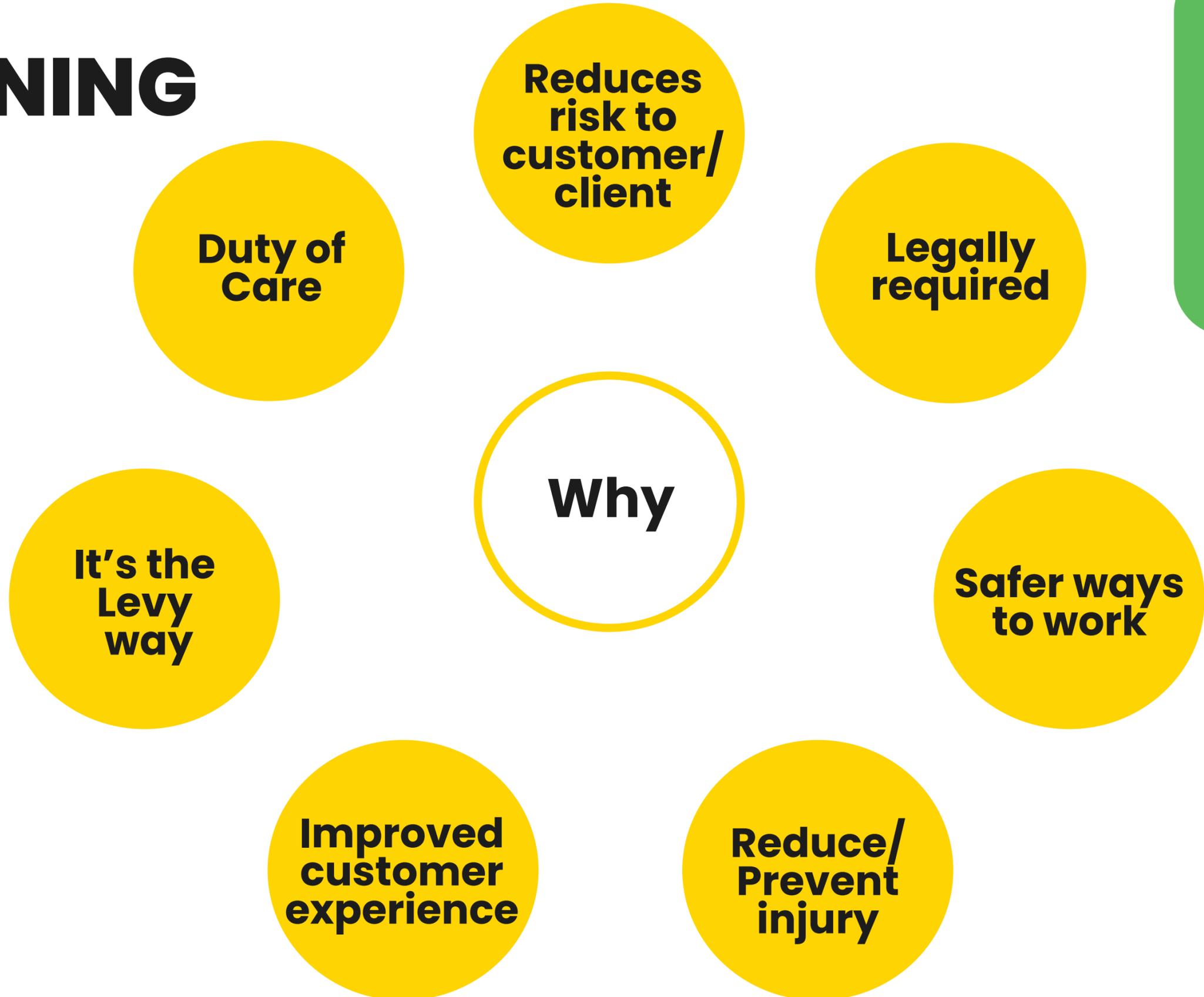


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TRAINING



TRAINING



TRAINING





see

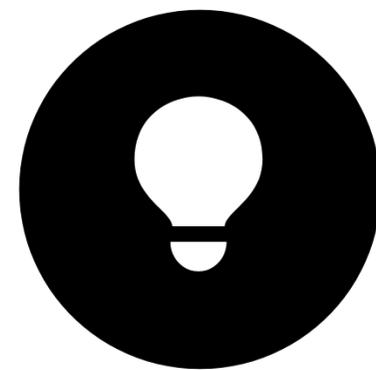


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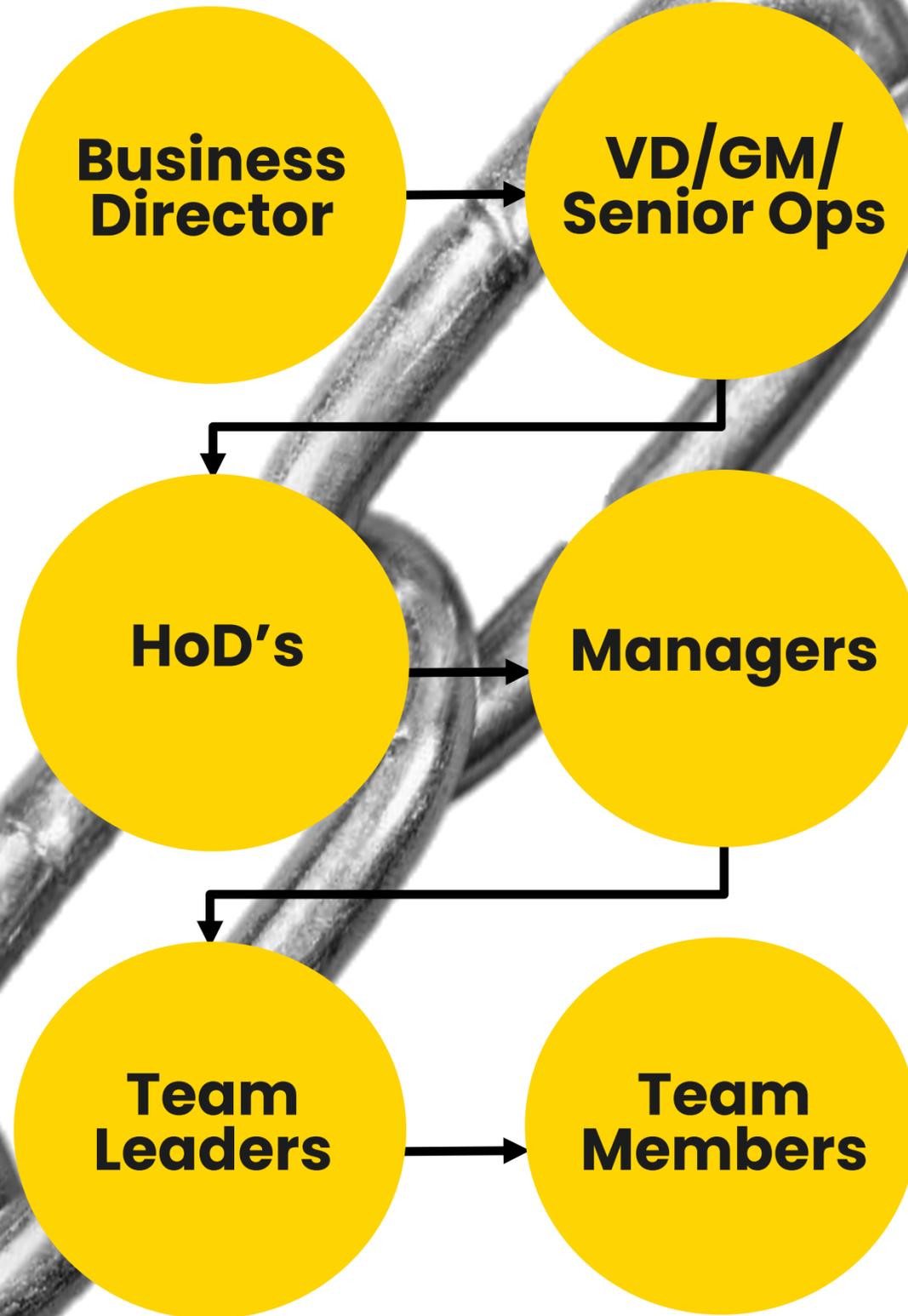
Share

WE LOOK OUT FOR EACH OTHER



**“Delegation
NOT
Abdication”**

TRAINING



TRAINING

During
their
induction

Start of
their
employ-
ment

On arrival
to area
(agency/variable)



When

Remotely?
by
Mapal?

Before
starting the
task

At the start
of the shift
(agency/variable)

With a
change of
set up/
equipment

TRAINING SUMMARY



see



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WE LOOK OUT FOR EACH OTHER

**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 - Venue Copy



Unit Name Position Start Date

Unit Number Employee Name

Delivery Method

Line manager E-learning Line manager Line manager Line manager E-learning Line manager

Topic	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

Job Role																								
Date to be completed by																								
Initial when completed																								
Training record card completed and signed?																								
Line manager signature once completed																								

Comment/Notes:

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BUSINESS MANAGEMENT SYSTEMS



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B.M.S.

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



see



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WE LOOK OUT FOR EACH OTHER

**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



see



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WE LOOK OUT FOR EACH OTHER

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



see

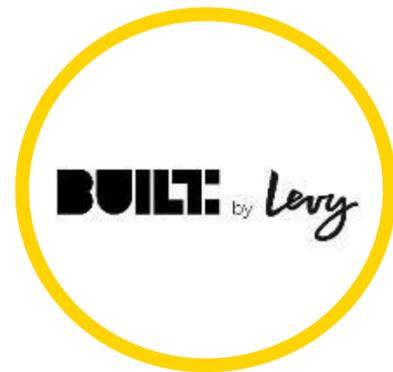


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WE LOOK OUT FOR EACH OTHER



**I.P.O.E.
Review**



**Profit
Protection
Audit**



**Regional Safety
Team Reviews**



**Annual Safety
Audit**



**ISOQAR
Audits**



**Sustainability
Audit**



see

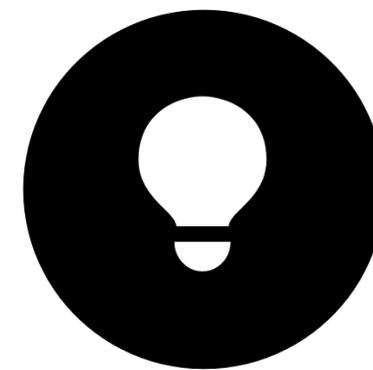


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WE LOOK OUT FOR EACH OTHER



“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

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WELLBEING



see



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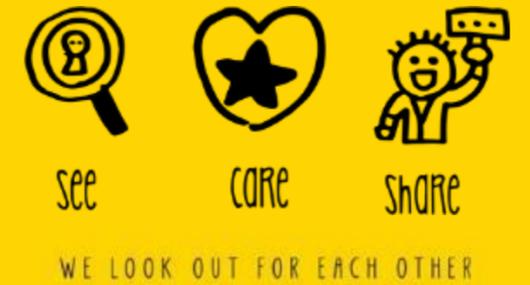
WE LOOK OUT FOR EACH OTHER

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



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WE LOOK OUT FOR EACH OTHER

THANK YOU

Have a Safe Journey Home

Levy

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