

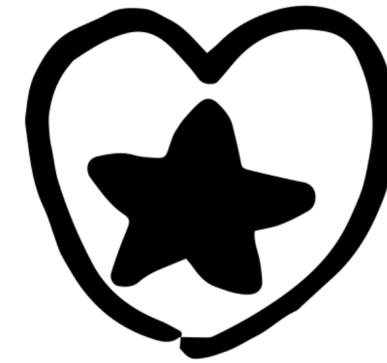
Levy

5th August 2019

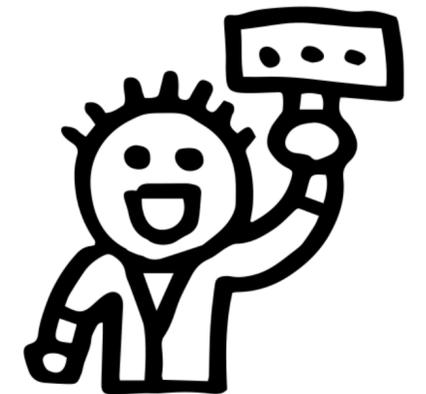
LEVY & RA VENUES HSE CHAMPIONS SKYPE CALL



see



care



share

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**LEGENDARY
EXPERIENCES**

AGENDA

- SEE CARE SHARE UPDATE
- FSMS AND ALLERGY UPDATE
- ORIGAMI
- INTERNAL AUDITS
- ALLERGEN CHAMPIONS TRAINING
- END OF YEAR MEETING

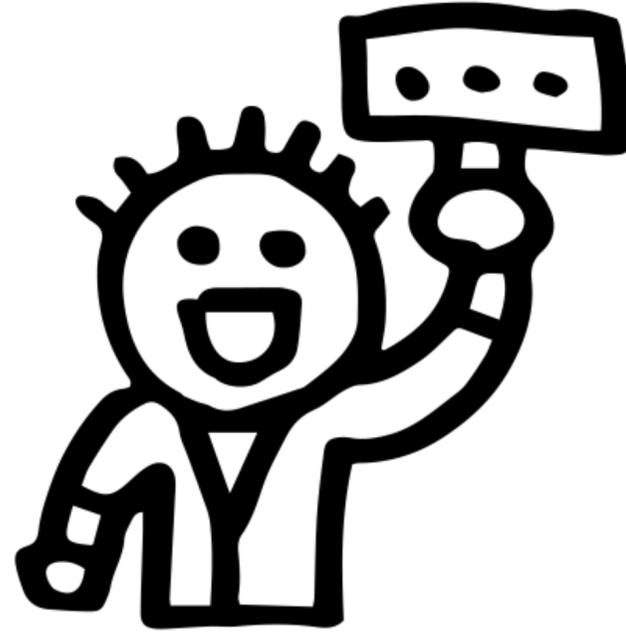
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SEE



CARE



SHARE

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SAFETY LEADERSHIP

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INTENTION ≠ IMPACT

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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

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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. USE VIDEOS RATHER THAN WORDS)

WALKING PAST SETS THE STANDARD



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**THE LOWER STANDARD THAT YOU DEMONSTRATE AS A
LEADER, IS THE HIGHEST STANDARD THAT THE ORGANISATION
CAN EXPECT**

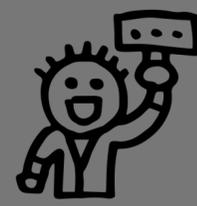
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see



CARE



share

MINDFUL LEADERSHIP - PROGRAM

Mindfully Leading Safety Workshop

Mindful Awareness for wellbeing

Leadership principles

Storytelling

See Care Share

Personal Safety Plan

Safety Culture Framework

Discuss simplified OSC behaviours for Everyone and Leaders in Mindfully Leading Safety Session

Provision of take away toolkit for Leaders

Rollout one OSC theme at a time – Be Mindful, Get Involved, Speak Out

See Care Share

See Care Share Moments and Safety Walks – informal conversations

Country Leaders video series telling personal stories

Storytelling, leaders encouraging the use of stories and interactive meetings

Personal Coaching

MD and Leadership team 1 on 1 coaching

Virtual Coaching

Personal Action Plan follow up

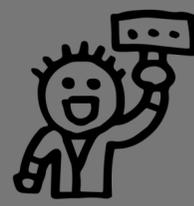
Selection, training and support of a country coaching lead to coach Operational Leaders



see



care



share

- SEE CARE SHARE LAUNCHED TO LEVY LEADERSHIP TEAM IN MAY
- SAFETY WALKS AND COACHING SESSIONS COMMENCED IN JULY
- GENERAL MANAGER SEE CARE SHARE PROGRAMME TO COMMENCE OCT

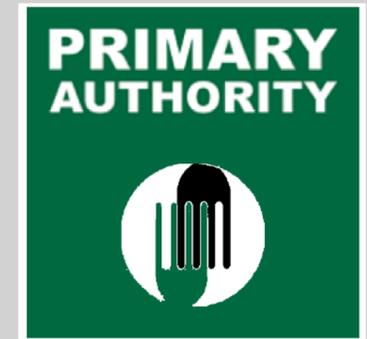
**GAME
ON**

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FSMS UPDATE

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PRIMARY AUTHORITY UPDATE



- 1 YEAR OLD IN MAY

- ASSURED ADVICE ISSUED ON NO HOT WATER POLICY
- ASSURED ADVICE ISSUED ON FSMS & HACCP

LIVE ON EXTERNAL P.A. WEBSITE
P.A. PAGE ON HSE WEBSITE

- ASSURED ADVICE PENDING ON PEST ESCALATION

- NEXT FOCUS AREAS:

- PREPACKED FOR DIRECT SALE FOOD LABELLING

- WORKING TOWARDS INSPECTION PLAN FOR 2020

Primary Authority Advice to a business with a direct partnership
Commercially Sensitive

	
Reference:	CUKI/Hot Water/2019 V.1
Issue date:	28 June 2019
Review date:	28 June 2021
Business:	Compass Group UK & Ireland Limited ('Compass' hereafter)
Primary authority:	Luton Borough Council
Supporting Regulator:	Not applicable
For publication on Primary Authority Register	Yes
PRIMARY AUTHORITY ADVICE	
Relevant Legislation:	Regulation (EC) No 853/2004 <ul style="list-style-type: none"> • Article 5 Food Safety and Hygiene (England) Regulations 2013 <ul style="list-style-type: none"> • Offence: Regulation 19 • Defence: Regulation 12 – Due Diligence
Geographic Applicability:	This advice applies to England.
Details of request:	Does Compass Group UK & Ireland Limited have in place adequate policies and procedures to manage a temporary loss of the established hot water supply when client's premises do not have hot running water to the catering facilities? If Compass Group UK & Ireland Limited are able to show that the referred to policies and procedures have been implemented at the local level, would the Primary Authority confirm that Compass Group UK & Ireland Limited has demonstrated "reasonable precautions" and "due diligence"?
Advice provided:	1. Primary Authority advice is provided that Compass Group UK & Ireland Limited has in place an adequate system of training, policies and procedures to allow units to manage the risk presented by the temporary loss of the established hot water supply in open fresh food areas provide evidence of these "reasonable precautions". In providing this advice, we have reviewed the following processes and procedures: <ul style="list-style-type: none"> • Food Safety Management System (Compass HSE 2018) • Ecolab technical statement regarding the effectiveness of the approved hand wash agent (Epicare 5c) and dishwasher detergent

FSMS UPDATE

- ALL LEVY AND RA VENUES SITES NOW IMPLEMENTED THE NEW FSMS
- FSMS IS CURRENTLY BEING REVIEWED TO FURTHER IMPROVE
- SOME CHANGES TO CURRENT GHP'S AND 2 NEW ONES

Document	Changes
GHP 2: Personal Hygiene	Reference to blue glove policy
GHP 7: Food Prep	New section on preventing foreign bodies
GHP 9: Cooking	Enhanced acrylamide section based on PA feedback
GHP 11: Food Service	New section on preventing foreign bodies Allergen labelling for PPDS foods
GHP 12: Cleaning	Enhanced info reference dishwashers (Healthcare)
GHP 13: Allergens	Enhanced section on responsibilities Enhanced section on avoiding cross contamination PPDS Labelling May Contain changes + new allergen report Allergen champion role Guidance on use of EpiPen
GHP 14: Food Premises	New section on loss of hot water 3 rd party use of catering facilities

NEW
GHP 17: Food Waste
GHP 18: Customer Complaints



ALLERGEN TOP 10 INITIATIVES



Complex / Budget Dependent

1

Allergen Labelling

- Ability to provide label for PPDS foods
- Move now (Sept) to allergen label
- Move in future (Jan 2021) to all ingredient label

2

SAP / Source System Capabilities

- Uncoupling Source from SAFFRON to increase speed & reliability
 - Enable real time alert notification & change
 - Open up May Contain data field

3

May Contain

- Separate out 'may contain' statements
- Clearer customer information about risks

4

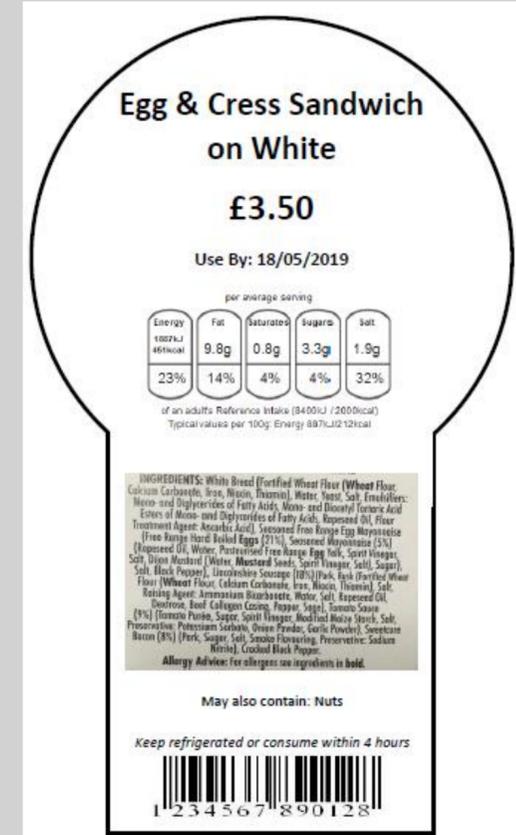
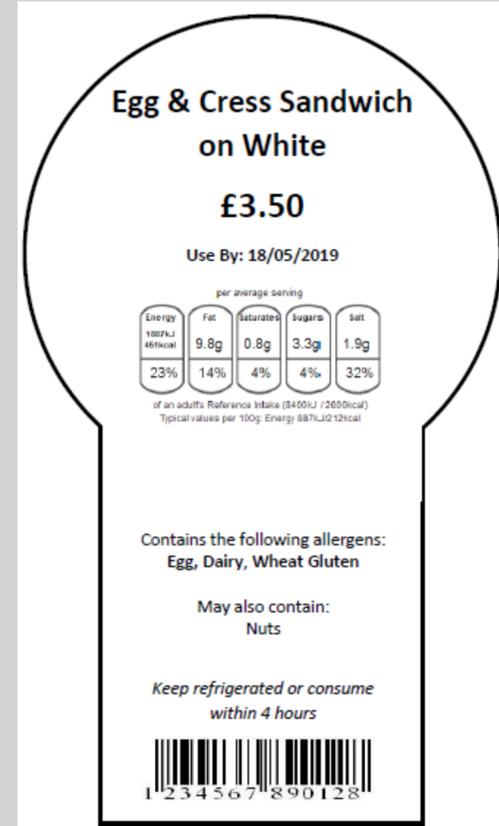
Enhance Chartwells Allergen Processes

- Mandate Compass student identification process
 - Enhance knowledge & understanding
 - External accreditation

5

Printing

- Remove need to print allergen report daily
- Central I.T. purchasing 1000 tablets / stands / support package
 - One off cost of £505 (Hardware)
 - Annual cost £204 (4G + support)



Appendix A – Allergen Card

Recipe	Allergens													
Bacon Cheese and Egg Muffin		✓ Wheat		✓	MC		✓			MC		✓	✓	

Ingredients: Eggs, Cheese slice Burger Original Kerry 1.4KKG (Milk), Oil Rapeseed B/B 20L, Muffin English Baked Brakes 72g (Sesame, Soybeans, Wheat), Tray Burger Paperboard White, BACON – BACK R/LESS UNSMOKED
 May Contain: Fish, Peanuts

Allergy Advice:

- Ingredients highlighted in bold or annotated with ✓ are allergens that are present in this product
- MC = Cross Contamination risk indicating that this ingredient is present in the manufacturing site / factory or supply chain and our suppliers believe there is a significant risk that this allergen could contaminate the food
- Our busy kitchens endeavour to take all reasonable steps to avoid any risk of cross contamination however we cannot guarantee that our food is 100% free from a specific allergen

ALLERGEN TOP 10 INITIATIVES

	<h2>No Brainer's</h2>
6	<h3>Accurate Supplier Data</h3> <ul style="list-style-type: none"> Migrate all suppliers onto Foodbuy Online (160 completed) <ul style="list-style-type: none"> Validate allergen data Add Qly allergen verification process
7	<h3>Unit Feedback</h3> <ul style="list-style-type: none"> Implemented unit feedback loop to capture label errors / Source inaccuracies Need to promote use more as under utilised
8	<h3>Allergen Champion Role</h3> <ul style="list-style-type: none"> Levy / Venues Collection Training programme developed Roll out to trial sites July
9	<h3>Allergen Campaign 2</h3> <ul style="list-style-type: none"> 2nd phase of campaign Focus on cross contamination risks September/ October launch
10	<h3>Auditing</h3> <ul style="list-style-type: none"> Embedded into monthly audits Utilise Origami once operational



COLOUR CODING	
Dairy	Dairy
Milk Jugs & Cloths	Blender Jugs
Lactose Free	Soya & Oat
Nut Based	

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THE ORIGAMI PLATFORM



ORIGAMI RISK

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INTERNAL AUDITS

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COMPLETED AUDITS

VENUE

BRISTOL M SHED - 100% (EXTERNAL AUDIT)

CARLISLE RACECOURSE – 100%

EXETER RACECOURSE – 96%

HUNTINGDON RACECOURSE – 99%

KEMPTON RACECOURSE – 98%

LONDON EXCEL – 100%

MARKET RASEN RACECOURSE – 97%

NEWMARKET RACECOURSE - 98%

VENUE

NORTHAMPTON SAINTS RFC - 100% (EXTERNAL AUDIT)

PRINCIPALITY STADIUM – 99%

READING FC – 97%

ROYAL TEA MADAME TUSSAUDS - 100%

SANDOWN PARK RACECOURSE – 97%

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OUTSTANDING AUDITS

BRISTOL ZOO*

CARDIFF CITY FC*

CHELSEA FC

EDGBASTON STADIUM

EDGBASTON PRIORY CLUB

GLYNDEBOURNE

HARLEIGH

HARLEIGH

HARLEIGH

IWM DUXFORD

IWM NORTH*

LEEDS CASTLE

LEICESTER CITY

NATIONAL RAILWAY MUSEUM

P&G

QEII

ROYAL ARMOURIES*

RUNWAY VISITOR PARK MANCHESTER

SOMERSET HOUSE

SPURS HOTSPUR FC

LET'S DO THIS

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ALLERGEN CHAMPIONS TRAINING

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ALLERGEN CHAMPIONS TRAINING



Allergen Champion Training will be online and available on the HSE Website

Training will consist of:

- Overview of role
- Additional knowledge of allergens
- Allergen Champion Process
- Online Quiz

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ALLERGEN CHAMPIONS TRAINING



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END OF YEAR MEETING

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MEETING DETAILS

End of year meeting will be in London –

Venue To Be Confirmed

Date to be confirmed but will be *end of*

November / beginning of December

Afternoon Meeting followed by Social

Team Building



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**IT'S ALL
ABOUT
TEAMWORK**

**THANK YOU FOR
JOINING THE
CALL!**

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