

Rebuilding Safety Culture on the Fly

How Compass Group's Safety Team Helped Drive The
Company's Post-Pandemic Recovery and Operational Excellence



Presenters



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Origami Risk

Agenda

- Impacts of the Pandemic
- About Compass Group
- Approach to Rebuilding Safety Culture Leveraging Technology
- Q&A

About Compass Group

Canada Operations

- Headquartered in Mississauga
- 2,000+ Operating Locations
- 25,000+ Associates

US Operations

- Headquartered in Charlotte
- 14,000+ Operating Locations
- 280,000+ Associates



OUR FOCUS IS FOOD

We operate
in around

45

countries

We work
in over

55k

client
locations

We employ
around

600k

dedicated
colleagues

Diversified customer base across 5 sectors

SAFETY

|||F1RST

in everything we do



What Were the Specific Challenges of the Pandemic for Compass Group?



What was Compass's Approach to Rebuilding Safety Culture?



What are Some Ways You Leveraged Technology?



Streamlined Data Entry to Combat Worker Shortages

- Challenge:
 - Managers have less time for administrative tasks
- Solution:
 - Origami incident autofill on employee and location values
 - Built focused assessments (1.5 hour audits condensed to 15 minutes)



Audit Responses >

Focus 5 Checklist - WPS - - 1066280

Save Draft

Complete Response

More ▾

Cancel

Dishroom / Potwash Area

Are all dish/pot washing associates utilizing all required safety PPE? *

- ☐ All associates are properly wearing and utilizing approved chemical gloves, vinyl aprons and slip-resistant shoes/shoe covers
- ☐ Observed one or more dish associates washing dishes (manually or via dish machine) without wearing approved chemical gloves
- ☐ Observed one or more dish associates washing dishes (manually or via dish machine) without wearing approved vinyl apron
- ☐ Observed one or more dish associates washing dishes (manually or via dish machine) without wearing approved slip-resistant shoes or shoe covers

Add ...

Are Mighty Mats / or / SR Max Mats in use in dish/pot washing area? *

- ☐ Mighty Mats / SR Max slip resistant mats are in use and properly placed in dish area
- ☐ There are no Mighty Mats / SR Max slip resistant mats in use in dish area

Add ...

Are chemicals in dish/pot washing area available and properly used? *

- ☐ Sanitizer is available and at correct PPM (200-400 ppm) and there is no bleach or other chemicals besides approved Diversey chemicals
- ☐ Sanitizer is not at correct PPM level
- ☐ Non-Diversey Chemicals being utilized
- ☐ Bleach is present in unit

Add ...

Walk-In Fridges & Freezers

Observe walk-in coolers and freezers for operational safety standards. *

- ☐ Walk-in coolers and freezers are compliant with the proper operational safety standards
- ☐ Heavy items (greater than 20 pounds) are stored on bottom shelves
- ☐ Heavy items (greater than 20 pounds) are stored above shoulder level
- ☐ Walk-in refrigerator/freezer floors are not clear of debris, water, etc.
- ☐ Walk-in freezer floors and entryways are not clear of ice build-up
- ☐ Floor walkways in walk-in coolers/freezers are not free and clear of product, boxes or other trip hazards
- ☐ Door lock releases are missing, not functional or broken on walk-in cooler or freezer door(s)

Add ...

Dry Storage and Chemical Storage Areas


Observe dry storage areas for operational safety standards. *

- ☐ Dry storage areas are properly setup for safe storage of heavy items and walkways are clear of trip hazards
- ☐ Middle shelves in dry storage are not highlighted with shelf clips, signs, placards, etc. as areas for storing items greater than 20 pounds
- ☐ Heavy items (greater than 20 pounds) are observed to be stored on bottom shelves, or stored above shoulder level
- ☐ Heavy items (greater than 20 pounds) are stored above shoulder level
- ☐ Floor walkways in dry storage area is not free and clear of product, boxes or other trip hazards

Add ...

Leveraging Audits for New Equipment Training & Accelerated Onboarding

- Challenge:
 - Faced with New, unfamiliar equipment
- Solution:
 - Quick, mini trainings accessible via QR code
 - Ability to track and administer trainings
 - Audits define deficiencies, compliance, and retraining focus



Save and Continue

Complete Response


Cancel

Cut Glove Training Acknowledgement

Please acknowledge you have reviewed the details for Cut Glove Safety requirements. *

EQUIPMENT SAFETY

CUT-RESISTANT GLOVES



Safe Use + Cleaning:

- Before use, inspect the glove for damage, frayed edges, or excess oil. Act, as appropriate, to resolve the issue before beginning your task.
- Wash, rinse, and thoroughly dry hands before donning the glove.
- Wear the glove on your non-dominant hand - the "at risk" hand.
- While using certain non-mechanical cutting tools (i.e., mandrills), you will scratch the glove to your dominant hand.
- When cleaning mechanical cutting tools, two heavy-duty gloves are required.
- Place a disposable glove over the cut-resistant glove to protect from cross-contamination and cross-contact.
- Ensure a proper fit (not loose or too tight) to preserve dexterity.
- When not in use, store the cut glove in a clean, unused disposable glove to prevent contamination. Do not store in pockets, drawers, or shelves. Only store gloves in designated areas or as directed by your manager.
- Wash, rinse, sanitize, and air-dry the glove regularly.

SAFETY FIRST

YES

NO

Do you have a company-issued cut-resistant glove? *

YES

NO

Is your glove in good condition and clean? *

YES

NO

I will notify my manager or supervisor if my cut glove becomes worn or damaged. *

I AGREE

I DISAGREE

New Safety Training

1. Watch the video provided
2. Answer the following questions
3. A confirmation email will be sent upon training completion



Questionnaire

If a customer who is allergic to milk orders a hamburger without cheese and cheese is accidentally placed on the burger, what should be done next?

- None Selected -

The Ingredient Expert's role includes:

- None Selected -

Who is permitted to respond to customer inquiries about food ingredients and allergens?

- None Selected -

For equipment and surfaces used with the 9 major allergens to be safely used for serving food-allergic customers, the equipment and surfaces must be:

- None Selected -

Leveraging Data to Assess Risk

- Challenge: Sporadic re-openings led to:
 - Changing schedules in facilities
 - No consistency in staffing and inventory
 - Need to understand “Inherent Risks” based on operation and current landscape
- Solution:
 - Examine inherent risks by job and location based on equipment etc.
 - Analyzing risk registers and controls to determine the areas of investment



Location Details

Location: *

License Number
(Permit #) *

Select option that
best describes this
location: * - None Selected -

Security
Requirement for
Auditor Access: * - None Selected -

Notes about
access/security for
auditor:

Days Serving
Food: * ☐ Monday
☐ Tuesday
☐ Wednesday
☐ Thursday
☐ Friday
☐ Saturday
☐ Sunday

Hours of Operation
(Open) *

Hours of Operation
(Close) *

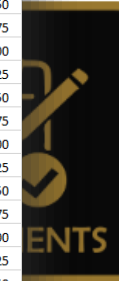
Client/Contract
Requires Third
Party Audit: * - None Selected -

Audit Frequency: * - None Selected -

Audit Details
Requestor Email: *

Audit Details - Entry 08/29/2023
Date:

	INCIDENT FREQUENCY RATE	TOTAL CLAIM COUNTS																			
		0.000	0.001	0.002	0.003	0.004	0.005	0.006	0.007	0.008	0.009	0.010	0.011	0.012	0.013	0.014	0.015	0.016	0.017	0.018	0.019
0.0		0.00	0.75	1.50	2.25	3.00	3.75	4.50	5.25	6.00	6.75	7.50	8.25	9.00	9.75	10.50	11.25	12.00	12.75	13.50	14.25
1.0		1.25	2.00	2.75	3.50	4.25	5.00	5.75	6.50	7.25	8.00	8.75	9.50	10.25	11.00	11.75	12.50	13.25	14.00	14.75	15.50
2.0		2.50	3.25	4.00	4.75	5.50	6.25	7.00	7.75	8.50	9.25	10.00	10.75	11.50	12.25	13.00	13.75	14.50	15.25	16.00	16.75
3.0		3.75	4.50	5.25	6.00	6.75	7.50	8.25	9.00	9.75	10.50	11.25	12.00	12.75	13.50	14.25	15.00	15.75	16.50	17.25	18.00
4.0		5.00	5.75	6.50	7.25	8.00	8.75	9.50	10.25	11.00	11.75	12.50	13.25	14.00	14.75	15.50	16.25	17.00	17.75	18.50	19.25
5.0		6.25	7.00	7.75	8.50	9.25	10.00	10.75	11.50	12.25	13.00	13.75	14.50	15.25	16.00	16.75	17.50	18.25	19.00	19.75	20.50
6.0		7.50	8.25	9.00	9.75	10.50	11.25	12.00	12.75	13.50	14.25	15.00	15.75	16.50	17.25	18.00	18.75	19.50	20.25	21.00	21.75
7.0		8.75	9.50	10.25	11.00	11.75	12.50	13.25	14.00	14.75	15.50	16.25	17.00	17.75	18.50	19.25	20.00	20.75	21.50	22.25	23.00
8.0		10.00	10.75	11.50	12.25	13.00	13.75	14.50	15.25	16.00	16.75	17.50	18.25	19.00	19.75	20.50	21.25	22.00	22.75	23.50	24.25
9.0		11.25	12.00	12.75	13.50	14.25	15.00	15.75	16.50	17.25	18.00	18.75	19.50	20.25	21.00	21.75	22.50	23.25	24.00	24.75	25.50
10.0		12.50	13.25	14.00	14.75	15.50	16.25	17.00	17.75	18.50	19.25	20.00	20.75	21.50	22.25	23.00	23.75	24.50	25.25	26.00	26.75
11.0		13.75	14.50	15.25	16.00	16.75	17.50	18.25	19.00	19.75	20.50	21.25	22.00	22.75	23.50	24.25	25.00	25.75	26.50	27.25	28.00
12.0		15.00	15.75	16.50	17.25	18.00	18.75	19.50	20.25	21.00	21.75	22.50	23.25	24.00	24.75	25.50	26.25	27.00	27.75	28.50	29.25
13.0		16.25	17.00	17.75	18.50	19.25	20.00	20.75	21.50	22.25	23.00	23.75	24.50	25.25	26.00	26.75	27.50	28.25	29.00	29.75	30.50
14.0		17.50	18.25	19.00	19.75	20.50	21.25	22.00	22.75	23.50	24.25	25.00	25.75	26.50	27.25	28.00	28.75	29.50	30.25	31.00	31.75
15.0		18.75	19.50	20.25	21.00	21.75	22.50	23.25	24.00	24.75	25.50	26.25	27.00	27.75	28.50	29.25	30.00	30.75	31.50	32.25	33.00
16.0		20.00	20.75	21.50	22.25	23.00	23.75	24.50	25.25	26.00	26.75	27.50	28.25	29.00	29.75	30.50	31.25	32.00	32.75	33.50	34.25
17.0		21.25	22.00	22.75	23.50	24.25	25.00	25.75	26.50	27.25	28.00	28.75	29.50	30.25	31.00	31.75	32.50	33.25	34.00	34.75	35.50
18.0		22.50	23.25	24.00	24.75	25.50	26.25	27.00	27.75	28.50	29.25	30.00	30.75	31.50	32.25	33.00	33.75	34.50	35.25	36.00	36.75
19.0		23.75	24.50	25.25	26.00	26.75	27.50	28.25	29.00	29.75	30.50	31.25	32.00	32.75	33.50	34.25	35.00	35.75	36.50	37.25	38.00
20.0		25.00	25.75	26.50	27.25	28.00	28.75	29.50	30.25	31.00	31.75	32.50	33.25	34.00	34.75	35.50	36.25	37.00	37.75	38.50	39.25
21.0		26.25	27.00	27.75	28.50	29.25	30.00	30.75	31.50	32.25	33.00	33.75	34.50	35.25	36.00	36.75	37.50	38.25	39.00	39.75	40.50
22.0		27.50	28.25	29.00	29.75	30.50	31.25	32.00	32.75	33.50	34.25	35.00	35.75	36.50	37.25	38.00	38.75	39.50	40.25	41.00	41.75
23.0		28.75	29.50	30.25	31.00	31.75	32.50	33.25	34.00	34.75	35.50	36.25	37.00	37.75	38.50	39.25	40.00	40.75	41.50	42.25	43.00
24.0		30.00	30.75	31.50	32.25	33.00	33.75	34.50	35.25	36.00	36.75	37.50	38.25	39.00	39.75	40.50	41.25	42.00	42.75	43.50	44.25



Key Takeaways

- You need flexible technology to adapt to major risks and changes
- Quickly spinning up solutions can help you be more resilient
- Need to work backwards – determine what is needed – in order to maximize the value of your technology

Technology is a tool to for EHS Leaders to keep their workers safe and adapt to changes

Q&A



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