



# SSP Global Safety Management

*All Policies and Guides are non-contractual, and do not form any part of colleague's terms and conditions.*

*Policies and Guides may be amended at any time*

## Introduction

Safety is of paramount importance at SSP. It is imperative that our food is safe to eat and the safety of our colleagues, customers and the public is protected.

To harmonise safety operations in all units, we have developed a framework of minimum standards for our country operations. These Global Safety Standards must be implemented across all regions of operation and are in addition to any local legal, brand or client requirements. It is our expectation that regardless of country or brand, our Global Safety Standards and arrangements will be applied across our operations. In order to drive continued improvement, it is important that the group and regional head offices have visibility of country safety performance and activities.

**Key definitions.** This policy incorporates the following definitions:

### **Safety**

Covers all areas of food safety, fire safety and health and safety (avoiding accidents, injuries and work-related illnesses).

### **Colleagues**

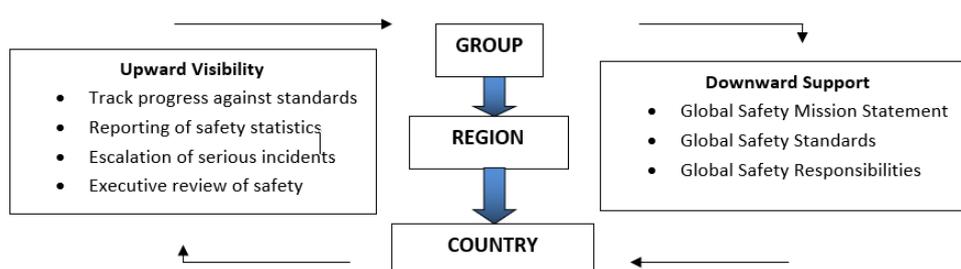
Includes all employees, temporary and agency workers.

### **HACCP**

Hazard analysis and Critical Control points. An internationally recognised approach to food safety in production businesses.

### **SSP Group safety documentation consists of the following:**

- **Global Safety Mission Statement**
  - SSP's public commitment to managing safety across all units of operation.
- **Global Safety Standards**
  - SSP's framework of minimum technical safety standards and arrangements for implementation at country operational level. This is reviewed annually to keep abreast of legislative changes and working practices.
  - This includes a self-audit and actions template with period and/or quarterly safety statistic reports, as well as escalation of serious safety incidents.
- **Global Safety Responsibilities**
  - How our teams at country, region and group will coordinate to implement, support, and monitor the Global Safety Standards.



## **SSP Global Safety Mission Statement**

### **Commitment to global group safety**

As a leading operator of food and beverage outlets in travel locations worldwide, SSP is committed to performing its operations in accordance with food safety, health and safety and fire safety laws relevant to the country and location of operation.

The safety of the food we produce and the welfare of our colleagues and others affected by our work activities are of paramount importance.

Our goal is to ensure a consistent level of safety performance across our operations worldwide, considering safety in key business decisions and setting measurable safety objectives where appropriate. Whilst setting consistent standards, it is important to consider the diversity of our customer base and requirements of our partners, including our clients and landlords, brand partners and other stakeholder interests.

Safety commitments are outlined in our Global Safety Standards. This sets out a compliance framework with flexibility to incorporate localised legal and stakeholder duties. We endeavour to ensure that country, region and group arrangements are adequately resourced to provide effective operation of safety systems and procedures.

Our approach to safety management is to facilitate a culture where safety risks associated with our operations are appropriately managed. This is achieved through implementing systems to monitor and verify control measures performed by capable colleagues and directed by informed leadership. Embedding a safety culture requires leadership throughout the organisation and across the globe. We recognise the valuable contribution that colleagues and stakeholders provide in helping us maintain and improve safety performance, fulfilling our Global Safety Standards.

To ensure continual safety improvements we will continue to monitor progress against our Global Safety Standards, with safety performance reported and reviewed at an Executive level at country, region and group.

As our business and operating environments develop, we will keep this statement and our safety standards and responsibilities under review.

## SSP Global Safety Responsibilities

Ownership and implementation of responsibilities are required for the effective operation of country safety management systems and effective monitoring at region and group level.

<b>Group Requirements</b>	
1	Identify arrangements for managing safety from Executive and Risk Committee to countries. Communicate roles and responsibilities for owners and other contributors to safety functions.
2	Inform regional and country Executive/senior management representatives of group safety expectations outlined in the Global Safety Mission Statement, Global Safety Standards and Global Safety Responsibilities.
3	Review period/ quarterly Safety Statistic Reports from countries at Executive/committee meetings as a minuted agenda item, recommending any areas for improvement as required.
4	Consider safety in key business decisions. Provide measures to minimise and control likely risks.
5	Monitor and verify country implementation of Global Safety Standards.
6	Access to technical support provided to inform on current and likely safety risks and outcomes.
7	Define and communicate strategic safety objectives to continually improve global safety performance as and when required, reviewing, and verifying country progress.
<b>Regional Requirements</b>	
1	Identify an owner for safety requirements within regional Executive structure and communicate responsibilities.
2	Review Period/Quarterly Safety Statistic Reports from countries in region at Executive meetings as a minuted agenda item, recommending any areas for improvement as required.
3	Receive notification of any serious safety incidents from countries, ensuring they inform group safety contact and implement measures to minimise reoccurrences (appendix 1).
4	Consider safety in key business decisions and provide measures to minimise any likely risks.
<b>Country Requirements</b>	
1	Identify arrangements for managing and operating safety from country Executive to units. Communicate responsibilities for owners, safety representative(s) and other contributors to safety.
2	Roles with safety management and training responsibilities (or appointed third parties) will have a higher level of technical safety qualification(s) with relevant experience.
3	Country Executive to ensure adequate technical resources are employed and/or engaged to implement SSP Global Safety Standards complying with all local safety laws and other stakeholder requirements.
4	Implement and manage any additional local or activity specific policies and/or procedures required by country laws, brand, client, landlord or government authorities.
5	Self-audit and Actions Template to be used at least once a year to assess systems and operations against Global Safety Standards, recording actions to achieve full implementation
6	New or emerging safety risks to be assessed and managed as they arise, consider safety in key business decisions, and respond appropriately to changes in safety legislation that impact operating units.
7	New safety information will be communicated to colleagues and other interested parties as soon as possible. A documented record of distribution will be maintained.
8	Prepare and implement improvement plans based on group safety objectives or safety performance failures/shortfalls and verify actions taken, minimising reoccurrences.
9	Provide opportunities to discuss safety matters with colleagues. Immediate line managers are responsible for enabling safety briefings as required by country laws or government authorities, documenting outcomes reached.
10	Escalate serious safety incidents to country and regional Executive, informing group safety contact. Investigate and record incidents, implementing measures to minimise reoccurrence (appendix 1).

## **APPENDIX 1: Examples of Serious Safety Incidents**

### **Food Safety**

- Large scale alleged/confirmed food poisoning outbreaks with an escalating number of cases (not within families/relatives) over a 4-week period.
- Large scale viral infection outbreak with an escalating number of cases (not within families/relatives) over a 2-week period.
- Food poisoning or allergic reaction from consuming food purchased from SSP resulting in customer or colleague being taken immediately to hospital requiring treatment/observation for more than 24 hours or causing unconsciousness or fatality.

### **Fire Safety**

- Fires that result in personal injuries, fatalities and/or property damage.
- Gas explosion within unit/operating environment.

### **Health and Safety**

- Gas incidents; leakage, explosion within unit/operating environment or.
- Trauma, injuries, loss of human consciousness.
- Business interruption of over 24 hours due to health and safety incident.
- Extensive damage to fabric of unit.
- Serious accidents resulting in hospitalisation for more than 24 hours of colleagues, customers, or members of the public within SSP unit boundaries or caused directly as a result of SSP's actions/activities (not voluntary admission to hospital).
- Fatality of colleagues and contractors whilst engaged in work activities.
- Customer fatality if caused/linked to SSP's actions/activities or within areas of responsibility.
- Terrorist and other malicious attacks or hoaxes causing risk to health and safety of SSP colleagues, customers, or members of the public within SSP unit boundaries or caused directly as a result of SSP's actions/activities.

### **Formal Action**

- Fines or other regulatory penalties imposed and threat of prosecution for safety failures.
- Closure of unit(s) for an unlimited/undefined period by client, landlord or government authorities for safety failures.

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