



Environmental Ltd

# Food Safety & Operational Management Services



Sustainability



Integrity



Accredited

If your business is involved in producing, manufacturing or selling food & drink, we are here to reassure you that your products, premises and team are all safe, compliant and quality assured.

## Consultancy

Having a Food Safety Management System in place is a legal requirement for any business with more than 5 people, as is a Health and Safety Management System including Fire Safety.

Why use BKW Environmental?

- Guidance tailored for each location reflects site-specific processes
- A suite of corresponding forms and risk assessments included with each system
- Detailed management systems show good practice to both customers and team
- Easy-to-follow guidance leads to seamless implementation
- Procedures are easily locatable in the event of an official visit

We work with you to create a bespoke package of management systems, to protect you and your business including any or all of the following:

- Food Safety Management
- H&S Management
- Fire Risk Management
- Asbestos Management
- Stock Auditing and Fraud Prevention
- Customer Satisfaction Management including feedback surveys, mystery shopper reporting and social media management
- Products and menu review in regard to allergens and pricing
- Helpline and advisory services covering accident reporting (RIDDOR)
- Helpline and advisory services covering customer complaints, food poisoning allegations, foreign bodies and other issues
- Enforcement challenges and advice to resolve issues with Local Authority.



## Food Hygiene Ratings Scheme (FHRS)

For customers, food hygiene is often one of the most important factors they consider when deciding where to eat. This makes it a key area of focus to attract and retain business. People will be more likely to visit when they know their food is being prepared to a high standard.

Our services are available to all sectors, from large pubs and restaurants to small local takeaways and cafés. We help businesses improve and maintain their Food Hygiene Rating.

We achieve this by providing coaching, consultancy, policy writing and systems support. Our compliance visits can include a FHRS benchmark score and combine advice and coaching to improve standards and overall food safety.

We can also improve poor scores, challenge ratings, help communicate with the Local Authority and assist with the re-rating process.

## Risk Compliance

Our goal is to help you manage and reduce your risks to ensure you are fully compliant with your legal obligations and customer requirements.

Our services include:

- Food Safety
- Health & Safety
- Fire Risk Assessments
- COVID-19 Risk Assessment & Advice
- Menu Reviews & Allergen Advice

We believe that increased compliance will improve knowledge and standards and is designed to give you a better business, stand out from your competitors and protect your team and your customers.



## Auditing

BKW Environmental are a recognised Health & Safety Supplier for small and large businesses and we can provide all the essential services you need to satisfy the demands of your regulators and customers.

Our Food Hygiene audits are carried out in a similar manner to that of an Environmental Health Officer and provide a FHRS score based upon our visit. We will then work with you and your team offering advice on food safety, suggesting changes to menus, training and working practices to obtain and retain an excellent FHRS score.

We also offer a full range of customer satisfaction auditing, evaluation and reporting. Including Trip Advisor & social media management, mystery guest visits with comprehensive assessments and satisfaction survey creation & implementation.

## Stock Audits

After cash, the most valuable and vulnerable business asset is your stock. A regular stock audit will ensure that any shortages, thefts or wastage are quickly highlighted, enabling action to be swiftly taken to minimise any loss.

BKW Environmental offer a stock service for food and/or drink that can provide answers to key questions i.e.:

- **Is the business at risk of theft or fraud?** We investigate losses and advise on prevention and deterrents.
- **How much stock is being carried?** Are you at risk of stock going out of date, or running out, we can review the ordering and receiving process.
- **Is your business underachieving?** G.P. and yield calculations with recommendations for improvement.
- **Promotional activity assessments?** We can provide the true cost and advise on how to make the most of your promotions.



The provision  
of Food Safety &  
Management  
Services

To find out more information on how BKW can help, call us, visit our website or email on the details below:

 01482 654876

 [www.bkwenvironmental.co.uk](http://www.bkwenvironmental.co.uk)

 [info@bkwenvironmental.co.uk](mailto:info@bkwenvironmental.co.uk)

The logo for BKW Environmental Ltd is centered on a green background with white curved shapes. The letters 'BKW' are in a large, bold, white sans-serif font. Below them, the words 'Environmental Ltd' are written in a smaller, white sans-serif font.

**BKW**  
Environmental Ltd