

# Steve James Environmental Health Services Ltd

<https://www.stevejames-environmentalhealth.services>

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## Consultant Profile

Name: Steve James, MCIEH CEnvH, MRSH, DMS, Dip EH, Dip NEBOSH,  
Dip Acoustics and Noise Control, Dip APC

## Professional Profile

From the latest innovative artisan food start-ups to major international brands, I am a highly sought after Chartered Environmental Health Consultant to the catering industry, and an acknowledged international leader in the field, who is considered highly credible by statutory regulators.

I am Professional Advisor on risk management to the high-profile *One Million Meals* charity programme to feed UK National Health Service (NHS) staff throughout the COVID-19 pandemic (which I have done *pro-bono*). In recent years I have also become a leading specialist on novel products used in artisan foods, often of ethnic origin, successfully securing regulatory approval for bespoke production methods.

An expert guide, achieving cost-effective results beyond the limitations of bulk auditing operations on the financial management and control of food safety through practical, experienced direction and now doing business in the era of COVID-19. I am highly respected by regulatory authorities, a level of trust which often wins results for clients that formulaic operators cannot achieve.

## Selected Achievements:

- *For The Shard, London and Paris*, transferred the food risk management system of the Chinese parent company to the very different conditions of the UK, meeting client and international regulatory needs.
- *For Great Scotland Yard Hotel and Royal Lancaster Hotel*, wrote a comprehensive HACCP-based food safety management and due diligence system with auditing regime.
- *For artisan food producer Moxon's*, won regulatory approval for novel hot and cold fish smoking processes.
- *For Starbucks*, ensured the company's risks in London, Norway and Sweden were managed by assisting franchises to meet the firm's and the regulators' safety frameworks and legislation.

**International Coverage:** UK; European Union: France; Germany; Sweden; Norway

## Selected Client List:

**For Food Safety and Environmental Consultancies and Suppliers:** Sealed Air (Diversey Care), Clifton Environmental Services Ltd, HSQC, Hygenesis, Osborne Richardson, Synergy.

**Hotel Groups:** Shangri-La Hotel Group, The Dorchester Hotel Group, Savoy Hotel, Royal Lancaster Hotel, Corinthia Hotel, Hilton Hotel Group, Sofitel, Hyatt, Accor Hotel Group, Ibis and Novotel, Lapithus Hotels (Holiday Inn), nH Hotel Group, Starwood, (Sheraton, Aloft, Le Meridien), Crimson Group Hotels, (Mercure, Double-Tree, Holiday Inn, Crowne Plaza).

**Fast Food and High Street Catering:** Burger King, Starbucks (licensee QASA UK, Sweden and Norway), SSP and Tragus Groups, Casual Dining Group (Café Rouge, Bella Italia), Kokoro.

**Supermarkets:** Asda.

**Airlines:** British Airways.

**Festivals:** Love Box, SW4, Forgotten Fields, The Long Road festivals, We Are FSTVL, Notting Hill Carnival, Hackney Carnival. Wrote Food Safety Policy and Procedures for Three Counties Events.

**Regulators and the Public Sector:** Royal Borough of Kensington and Chelsea, London Boroughs of Kingston, Lambeth, Ealing, Wandsworth, Guildford, Richmond and Camden, Her Majesty's Prison (HMP) Broadmoor.

## Professional Credentials:

Chartered Environmental Health Practitioner CEnvH  
Member of the Chartered Institute of Environmental Health MCIEH  
Diploma in Environmental Health, Tottenham College of Technology  
Diploma in Management Studies, Kingston University  
Diploma in NEBOSH, Southwark College  
Diploma in Acoustics and Noise Control, North East Surrey College of Technology  
Diploma in Air Pollution Control, Royal Society of Health

**Skills and Experiences:** Chartered Environmental Health Practitioner; FHRS and SFBB; Auditing and Consulting; Project Management; Customer Service; UK Food Legislation; Food Safety Systems; Food Hygiene; Noise; Risk Management; Water Safety; Health and Safety; Planning; Training and Development; Partnership Development; Relationship Management; Data Analysis; Regulation; Regulatory Frameworks; Operational Management; Twenty Four/Seven Team Management; Coaching.

## Current Consultancy Career:

### Since 2012: Consultant, Steve James Environmental Health Services Ltd

I work both for specialist environmental health solution providers (**Diversey Sealed Air, Clifton, HSQC, Osborne Richardson, NSF**) and independently as a freelance consultant to the private and public sectors for domestic and international clients. My assignments have included:

*For the Shangri-La Hotel Group (The Shard in both London and Paris, through the Sealed Air consultancy)*

- Delivered this Chinese hotel group's in-house food hygiene regime for these high-profile landmarks in London and Paris, ensuring they meet both local law and the company's requirements (now for five years).

*For Moxon's (Premium Fresh Fish Monger, specifically their innovative London based range of smoked fish – salmon, cod, haddock, mackerel, kippers - from a new production facility).*

- Won regulatory licencing approval from the local authority for both their bespoke hot and cold smoking methods and demonstrating both were within accepted quality and bacterial levels.

*For Kokoro (rapidly expanding Japanese-Korean fusion high street take-away caterer, with branches from Glasgow to Brighton).*

- Won approval for a centralised production centre processing raw fish and meat, working with the regulator on the design to remove the risk of failure.
- Devised and integrated a comprehensive HACCP-based food safety management and due diligence system with auditing regime.
- Overcame challenges for the regulator caused by the company's use of the Korean language and terms, explaining differences using English terminology.
- Wrote the production facilities' safety management document, and resolved early problems with its launch and operation, meeting differences in English and Scottish Law.
- Facilitated Kokoro's expansion by the success of this production site from 10 to 31 sites (with up to 10 more planned for 2021).
- Successfully used skills and relationships to turnaround the performance of outlets swiftly, including increasing one branch from a zero to a five score in a matter of weeks, an almost unheard of result.

*For the London Borough of Lambeth*

- Solved a capacity issue, including Brixton Markets, aiding Lambeth to meet its Food Standards Agency (FSA) obligations across categories A-E, delivering fast and accurate results.

### *For the Hilton Hotel Group*

- Audited event catering services and food suppliers to the Group ensuring they met the company's rigorous quality standards and mitigating potentially high-profile risks.

### *For Starbucks*

- Ensuring franchisees within the Greater London area, plus Norway and Sweden are fully compliant with health and safety legislation and the company's own food and beverage risk management framework.

### *For the Hyatt and International Hotel Group (IHG)*

- Examined the food safety compliance of hotels in the UK and abroad, audits which led to an overhaul of the Group's policies and standards.

## **Career Foundations**

### **1991-2012: Freelance Environmental Health Consultant (Food, H&S, Water, Noise)**

From the earliest days of my career foundations in local government food regulation, I was approached to work on a freelance basis to deliver health consultancy projects. Over time, this work grew and became the foundation of the current Steve James Environmental Health Services Ltd.

### **Selected Achievements:**

- Water safety sampling and advisory services for the **Dorchester Hotel**.
- For **Burger King**, undertook an environmental impact assessment for a new facility in Dagenham.
- A lengthy project for **British Airways** which tackled noise pollution issues created by the poor construction of an engine test facility, especially designing a new sound-proof cell.
- For **HMP Broadmoor**, assessed the exposure of noise to inmates, officers and civilian instructors using power tools in the prison's workshops.

### **2012-14: Royal Borough of Kingston Upon Thames, Senior Environmental Health Officer**

After launching Steve James Environmental Health Services Ltd, for two years, I worked on a part-time permanent contract for the Royal Borough of Kingston, focusing on food safety, health and safety and enforcement. My achievements included:

- Successfully investigated food safety enquires from the public coming from across the entire Borough.
- Advised, coached and supported start-up catering businesses to meet the highest safety standards.
- Directly ensured food safety for thousands of spectators during the 2012 Olympic Games, especially on the course of the men's and women's cycle road races.

## **Earlier Local Government Career**

I started my career with LB Camden before moving to LB Ealing as a Senior Environmental Health Officer. These roles grounded me in all the profession's main areas of expertise, principally food and health and safety but also noise nuisance, air pollution, housing and land contamination. At Ealing I also developed extensive experience in tackling noise pollution. I then moved to the Royal Borough of Kensington and Chelsea, one of London's flagship councils, as Team Manager for Noise and Nuisance, where I worked on the numerous challenges including the huge rise in demand caused by the 2012 London Olympics and the threat of illegally imported food products. I also worked closely with the Metropolitan Police on several projects to improve co-operation, including the "London Violence at Work" project, reaching out to food retailers to discuss safety issues, risk management and crime prevention techniques. I also formed a partnership with the Royal National Institute for the Deaf presenting an exhibition to schools on damage to hearing from the excessive use of personal earphones.

## Annex 1: Training Courses from 2011 to date

Professional, Food and Health and Safety Courses:			
Course details	CPD	Date	Body
COVID Conversations and Contact Tracing – CIEH 15th	1	15 April 2021	CIEH
Control of Listeria in Food Processing	2	13 April 2021	CIEH
Food Allergen Enforcement - CIEH	2	31 March 2021	CIEH
COVID Conversations and Contact Tracing – CIEH 8th	1	08 March 2021	CIEH
Gas Safety in Catering (Abacus Training)	5.5	18+25/02/2021	Hertsmere
Approved Premises (Abacus Training)	5.5	16+23 /02/2021	Hertsmere
COVID Conversations and Contact Tracing – CIEH 8th	1	February 2021	CIEH
COVID Conversations and Contact Tracing – CIEH 11, 18th	2	January 2021	CIEH
COVID Conversations and Contact Tracing – CIEH 14th	1	December 2020	CIEH
Proposed Food Law Code of Practice 23, 27	2	November 2020	CIEH
LGA COVID 19 Outdoor Events Guidance	2	10/11/2020	CIEH
COVID Conversations and Contact Tracing – CIEH 09, 23, 30th	3	November 2020	CIEH
COVID Conversations and Contact Tracing – CIEH 01, 05, 12, 21, 26th	5	October 2020	CIEH
COVID Conversations and Contact Tracing – CIEH 29th	1	September 2020	CIEH
COVID Conversations and Contact Tracing – CIEH 06, 11, 25th	3	August 2020	CIEH
COVID Conversations and Contact Tracing – CIEH 02, 07, 09, 14, 21, 28, 30	7	July 2020	CIEH
Reopening After Lockdown	1	01/07/2020	RSPH
Food Safety at Events	2	30/06/2020	Safe Events
Food Safety at Events - Reopening after Lockdown	2	12/06/2020	Safe Events
COVID Conversations – CIEH 09, 11, 16, 18, 23, 30 June	6	June 2020	CIEH
RSH – Eggs Safety, Love Food Hate Waste, Lockdown re-open	3	May-July	RSPH
COVID Conversations – CIEH 05, 19, 28 May	3.0	May 2020	CIEH
London Hub – food safety study day	4.75	06/02/2020	CIEH
Charcuterie & Fermented Products training	4.5	09/12/2020	Horsham
Sussex Food Safety Group	6	30/01/2020	Horsham
Swimming Pool and Spa safety course	5.5	19/11/2019	Hertsmere
CIEH Safe Food Conference	5	30/10/2019	CIEH
CIEH London Study group	5	16/09/2019	CIEH
Factory Inspections and Approved Premises	6	06/03/2019	Hertsmere
Shelf-life and Durability	6	20/02/2019	Hertsmere
London Hub Food Safety Study Group	6	23/01/2019	CIEH
Asbestos and gas safety	6	15/01/2019	Hertsmere
Update to Innovate	6	31/10/2018	CIEH
CIEH - cured meat course	6	24/09/2018	Horsham
CIEH Study Group	6	17/09/2018	CIEH
Accident Investigations	6	17/07/2018	Hertsmere
Event Management	6	07/03/2018	Hertsmere
CPD Day - Legionella	6	16/01/2018	CIEH
CIEH 5th Annual Consortium meeting	6	07/12/2017	CIEH
CIEH - Practitioners, experiences, opportunities and topical issues	6	20/11/2017	CIEH
Safe Food Conference	6	15/11/2017	CIEH
7 <sup>th</sup> Annual Food Safety Conference	6	29/06/2017	CIEH

Sous Vide training course	6	23/02/2017	Hertsmere
CIEH Understanding HHSRS	5.5	17/01/2017	CIEH
CIEH Safe Food – Update to Innovate	5.5	15/11/2016	CIEH
FSA Nutritional Information Workshop	3	31/10/2016	FSA
TiFSiP 7 <sup>th</sup> Annual Food Safety Conference	5.5	22/06/2016	TiFSiP
TiFSiP Food Law in Practice Conference	5.5	16/03/2016	TiFSiP
CIEH Event Safety Operations Workshop	5.5	23/02/2016	CIEH
CIEH London Region Food. Health & Safety Study Group Event	6	03/11/2015	CIEH
CIEH Food Safety Conference	6	23/06/2015	CIEH
Commercial Safety Group Spring Seminar	6	13/05/2015	CSG
Workshop on revised e.coli and cross-contamination guidance	6	25/03/2015	FSA
LANAF / PSG Seminar	2	04/03/2015	LANAF
Preparation and delivery of Asbestos workshop	5	02/12/2014	RBK
CIEH Food Crime Conference	5.25	25/11/2014	CIEH
LANAF / PSG Seminar	2	24/11/2014	LANAF
ACNFP Open Event FSA	5.5	20/11/2014	FSA
Revised BS4142 launch seminar	6	14/11/2014	CIEH
Healthier Catering Commitment (Nutrition)	1.5	06/10/2014	RBK
Food Sampling Workshop - City of London	6	14/07/2014	City CIEH
5th Annual Food Safety Conference	5.5	18/06/2014	CIEH
Introduction to Primary Authority	5.5	16/05/2014	LBRO
Imported Food	6	13/02/2014	Campden
Commercial auditing practice and calibration/conformance checks	10	08-09/01/14	Diversey
Surveillance and RIPA	5.5	10/12/2013	RBK
PACE and Criminal Investigation	5.5	09/12/2013	RBK
Evidence Based Food Control	6	06/12/2013	CIEH
HACCP Assessment for Authorised Officers	23.25	12-14/11/2013	Campden
Compressed Gas Training	6	08/11/2013	CIEH
Gas Safety in Catering Establishments	6	07/10/2013	CIEH
Safe Food and Healthy Work	6	08/07/2013	CIEH
Noise and RIPA	6	17/04/2013	CIEH
Health and Safety Conference	6	04/03/2013	CIEH
Joint HPU/Environmental Health Workshop	6	27/02/2013	CIEH
Gas Cylinder Safety	6	07/02/2013	CIEH
Vacuum Packing	6	19/09/2012	Campden
Microbiology Conference	6	13/09/2012	CIEH
Level 4 (Merit) Award in Managing Food Safety in Catering	40	28/03/2012	Highfield
Level 3 (Merit) Award in Effective Auditing and Inspection Skills	18	15/04/2012	Highfield
Imported Food training	6	06/12/2011	FSA
Cooling Tower Training	6	18/08/2011	CIEH
Safer Food for Better Business Workshop	6	14/07/2011	CIEH
Food Law Refresher	6	Jun-11	ABC
Food Hygiene Enforcement	6	Jun-11	ABC
Food Law Code of Practice	6	Jun-11	ABC
Intervention Risk Rating	6	Jun-11	ABC
Audit of HACCP Systems	6	Jun-11	ABC
Approved Establishments	6	Jun-11	ABC
Imported Food Training	3	Mar-11	FSA

Food Allergy	3	Mar-11	FSA
Vacuum Packing	3	Mar-11	FSA

## Annex 2: Management Training Courses

New Management for New Challenges  
 The Power of Networking  
 Positive about Change and Solution Focus  
 Project Management  
 Risk and Benefits Management  
 Decision Making  
 Innovation Workshop  
 Understanding and Valuing Disability  
 Mental Health Awareness  
 Power of Networking  
 H&S for Managers  
 Microsoft Access 2007  
 Environmental Awareness  
 H&S for Homeworkers, DSE, Fire Safety, Information Security, Personal Safety, Stress Management,  
 Fraud Awareness  
 Coaching and Mentoring  
 Developing a Coaching Approach  
 Managing Change  
 Getting the Best out of your Staff  
 Creativity and Innovation for Managers  
 Systems Thinking for Local Government  
 Remote Management  
 Writing Skills  
 Managing Transitions  
 European Foundation for Quality Management (EFQM) and Balanced Scorecard Approach  
 Contingency Planning  
 RDNA/GRIP  
 GSCx  
 Conflict management