

Steve James Environmental Health Services Ltd

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

83 Cambridge Road, West Wimbledon, London, SW20 0PU

Mobile: 077767 01959; Telephone: 020 8946 0997; Email: stevejamesehsltd@gmail.com

Consultant Profile

**Name: Steve James, MCIEH CEnvH, MRSPH, 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: Peninsula Hotel, Raffles (OWO), Shangri-La Hotel Group, The Ritz, The Dorchester Hotel Group, Savoy Hotel, The Landmark Hotel, RAC Club, Grosvenor House Apartments, The Stafford, Hotel Café Royal, Beaverbrook Town House 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, Smoky Boys, Valentina, Pappa Ciccia.

Supermarkets: Asda.

Airlines: British Airways.

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

Regulators and the Public Sector: Royal Borough of Kensington and Chelsea, London Boroughs of Kingston, Merton, 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 to date

| Professional, Food and Health and Safety Courses: | | | |
|---|---------|-----------------|--------------|
| Course details | CPD | Date | Body |
| Abacus – Artisan Food Preservation Methods | 6.2 | 29/30 Jan 2025 | Hertsmere |
| Health and Safety in the Live Event Industry | 7.0 | 28 Jan 2025 | Calvin Hanks |
| Crowd Risk Analysis | 7.0 | 10 Dec 2024 | Calvin Hanks |
| CIEH Food Safety Conference | 7.0 | 9/10 July 2024 | CIEH |
| Abacus Interventions Risk Rating Consistency Training | 6.0 | 27/28 Feb 2024 | Hertsmere |
| Abacus Illegal Meats – Regulators Perspective | 2.45 | 16 Jan 2024 | Hertsmere |
| CIEH – Safe Food Conference | 7 | 15/16 Nov 2023 | CIEH |
| CIEH – Health and Safety conference | 4.5 | 17 March 2023 | CIEH |
| Abacus – Inspections and Audit of Food Businesses (Confident Decisions) | 6 | 1/2 March 2023 | Hertsmere |
| Abacus – Food Information & Hypersensitivity | 5.5 | 07/08 Feb 2023 | Hertsmere |
| CIEH – Codex HACCP changes | 2 | 10 Jan 2023 | CIEH |
| RSPH Legionnaires – Protection and Detection | 1 | 16 Nov 2022 | RSPH |
| CIEH – Safe Food Conference | 7 (6+1) | 15/16 Nov 2022 | CIEH |
| CIEH – Annual Food Safety Conference | 7 | 28/29 June 2022 | CIEH |
| CIEH – Annual Food Safety Conference | 7 | 28/29 June 2022 | CIEH |
| CIEH Bite Size: Pool plant room management: guidance and good practice | 2.5 | 24 June 2022 | CIEH |
| CIEH - Bitesize training: health and safety in gyms and fitness studios | 3 | 16 June 2022 | CIEH |
| Highfield – Use by v Best before | 2 | 10/05/2022 | Highfield |
| Health and Safety within Leisure | 6.45 | 18-19/01/2022 | Hertsmere |
| CIEH – Safe Food Conference | 6.5 | 11-12/11/2021 | CIEH |
| CIEH – Vacuum Packing | 2.5 | 21 July 2021 | CIEH |
| Intertek Webinar – Natasha’s Law / Labelling requirements | 1 | 16 July 2021 | Intertek |
| CIEH – Annual Food Safety Conference | 6 | 29/30 June 2021 | CIEH |
| Food Fraud and Authenticity | 3 | 25 May 2021 | RSPH |
| COVID Conversations and Contact Tracing – CIEH 19th | 1 | 19 May 2021 | CIEH |
| Food Allergens Risk Assessment Toolkit | 1 | 19 May 2021 | RHE |
| COVID Conversations and Contact Tracing – CIEH 16th | 1 | 16 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 th 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 th 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