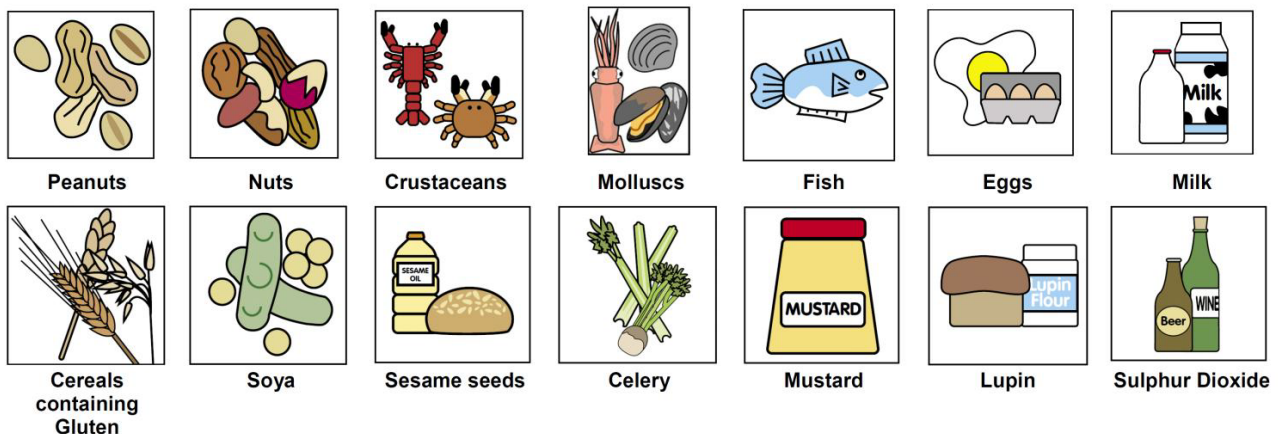


Food Allergen Risk Assessment for Caterers

People with food allergies have to take great care when eating out to avoid certain foods that could cause them harm. As a business you have a legal obligation to ensure that any food you produce or prepare is safe. It has been a legal requirement since December 2014 to provide information to consumers about allergenic foods - you must be able to provide information on allergenic ingredients in your dishes when asked.

Main Food Allergens:

There are 14 controlled allergens listed in the legislation which are shown below:



The change in the law means that you will no longer be able to say that you don't know what allergens are in the food you serve. You are also not allowed to say that all the foods you serve could contain an allergen. You will need to know what is in the food you provide.

Although there are specific allergens listed in the legislation, consumers may ask about other ingredients in your dishes to which they are allergic to and where you provide information about such ingredients, it must also be accurate and not mislead the customer.

This leaflet has been divided into four sections covering:

Overall Management & Training, Front of House and Kitchen Procedures, and Telephone & Internet Orders (including Buffets/Event catering).

The aim of the leaflet is to provide advice on the points to consider as part of your allergen management procedures and to assist you when assessing whether the controls you currently have in place are effective and if any improvements can be made when dealing with customers who have food allergies or intolerances.

It includes both legal requirements and advice on good practice which you may wish to include into your allergen management procedures.

More guidance can be found on the Food Standards Agency website at:



<http://www.food.gov.uk/business-industry/guidancenotes/labelregsguidance/nonprepacked>

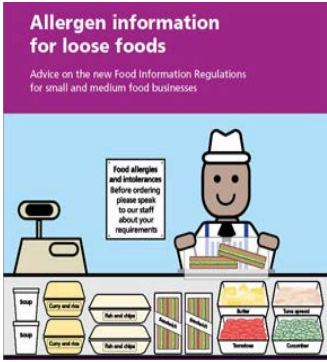
By following the advice noted within the leaflet you must not assume that your business is fully compliant with the applicable legislation.

There are different ways by which you can demonstrate compliance with the law, if you have devised your own method then this should be discussed with the Inspecting Officer.

As a food business operator, it is your responsibility to ensure that you comply with relevant legislation applicable to food allergens and the service of food that is safe to consumers.

1. Allergen Management & Training

Question	Points to Consider
<p>Do you have a system in place for managing allergens in the food you serve?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Do you have allergen emergency procedures in place which staff are aware of?</p>  <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>You may wish to use the Emergency Action template (at Appendix 1) to assist you should an emergency arise in your food business.</p>	<p>You should consider:</p> <ul style="list-style-type: none"> ▪ How you identify allergen risks. ▪ Decide who has overall management responsibility for allergens (e.g. Manager/Chef). ▪ Ensure there is a trained staff member on site at all times. ▪ Ensure that all staff are provided with suitable information, instruction, training & supervision. ▪ Decide on how you intend to communicate allergen information to customers. ▪ If someone is suspected of suffering from a reaction, immediate action must be taken - it is important that staff are aware of this action.
<p>Do you provide staff with allergen awareness training?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>  <p>Have you trained staff specifically on your procedure for dealing with customers who have allergies or intolerances?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Can you provide evidence of staff training?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Have your staff demonstrated to you that they understand and can follow your procedure?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Free online training is available on the Food Standards Agency website at:</p> <p>http://allergytraining.food.gov.uk/</p> <p>Other training providers also provide allergen awareness training, which there may be a charge for.</p> <p>Training should consider the following:</p> <ul style="list-style-type: none"> ▪ Staff must be informed of the effect of providing the wrong information, or serving food containing an ingredient that a customer is allergic to. ▪ Staff must be aware of your procedure to follow if a customer advises they have a food allergy or intolerance. ▪ Staff must have access to and know where to find information on the allergens present in your dishes. (Allergen Matrix - see later in this guidance). ▪ You should consider documenting the training staff have received specifically on food allergies (see example record sheet in Appendix 2 to this note). <p>You should test staff knowledge on the procedure to be followed and undertake refresher training regularly</p>
<p>Do you have a clear way of providing allergen information or advising customers where they can obtain information on the allergens in the dishes you serve?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Information can be provided on your menu, on chalk boards, tickets etc.</p> <p>Alternatively, you can display a sign advising customers to ask for allergen information; "signposting." You may choose to use wording such as:</p>



"Food Allergies and Intolerances.
If you have a food allergy or intolerance, please speak to a member of staff when placing your order for further information"

Where you choose to "signpost" customers to allergen information, this should be provided at the point where the customer makes their order, i.e. at the till point, on a menu, or other place which is easily noticed by a customer.

Allergenic Ingredient Identification

Example Allergen Matrix

DISHES AND THEIR ALLERGEN CONTENT - [INSERT THE NAME OF YOUR FOOD BUSINESS HERE]											
DISHES	Celery	Cereals containing gluten	Crustaceans	Eggs	Fish	Lupin	Milk	Nuts	Mustard	Sesame seeds	Soya
Tuna Salad (example)	✓			✓	✓		✓		✓		

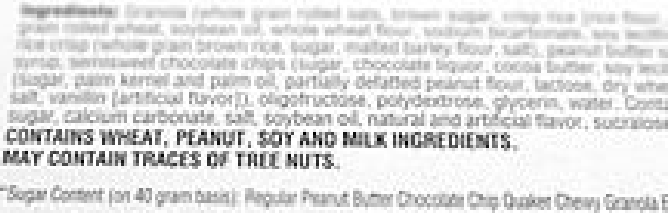
The allergen information provided must be accurate and verifiable.

You must assess the ingredients in your dishes using labels or information provided to you by your supplier and determine the allergens present in each of your food dishes.

You must also consider any garnishes used or sauces, stocks and cooking oils etc.

You may wish to prepare an Allergen Matrix (see left for example). This simple matrix can be used to record the allergens present in your dishes.

Example Food Label



If you purchase direct from suppliers and no labels are provided, then you must speak to that supplier and obtain information about the allergens present in the ingredients they supply to you.

Example statements used by manufacturers:

May contain

May contain traces of

Packed in an environment where may be present

Produced in a factory which handles

Produced on shared equipment which also processes ...





Made on the same production line as

Your allergen matrix must be regularly reviewed and kept up to date taking into account any changes which may affect the allergen information e.g.

- Change of supplier.
- Product substitution (different brands of the same product may have different allergens present).

Some manufacturers include statements on their packaging that a product "May Contain" certain allergens. This is only included where there is a real risk the product may contain that allergen following a risk assessment.

Where "May Contain" statements are used, these must be reflected in your allergen matrix under the relevant allergen - as shown below.

DISHES				
	Cereals containing gluten	Celery	Crustaceans	Eggs
Example dish name	✓	May Contain		✓

There are many different types of statements used by manufacturers so it is important that this information is available to the customer.

2. Front of House Procedures

Question

How do you inform customers about the allergens in the dishes you serve?

- Separate allergen menu
- Signposting - see section 1: Allergen Management and Training for more information.
- Other

Specify:

Points to Consider

You should consider the following:

Where signposting is used, the sign must be prominent and where customers make their choices - e.g. at the bar, waiting staff, menus, specials boards etc.

Are all staff aware of where to find the allergen matrix? You could have a dedicated location for your allergen matrix.

If you do, are all staff aware of where to locate the allergen matrix?

Staff should not be required to memorise allergen information but should refer to accurate written information. (See Section 1).

Do you have a procedure to be followed when taking orders from customers with an allergy or intolerance?

- Yes
- No

You must ensure that your procedure considers how a customer's allergies are recorded and communicated to kitchen staff.



You should consider the following:

- Ensure staff have been trained on the procedure to be followed when dealing with allergenic customers.
- Ensure that a Manager is available on each shift to manage/oversee customer requests.
- Consider how you record a customer's allergies - written on an order ticket, or typed onto electronic devices.
- How are cross contamination risks during dish preparation communicated to the customer?
- Ensure the correct food/dish is provided to the allergenic customer.
- You should regularly supervise staff to ensure that they are following your procedure when dealing with allergen requests.

3. Kitchen Procedures

Question

Storage

Have you considered the risks of cross-contamination of ingredients with all allergenic ingredients when foods are in storage?

- Yes
- No





If you transfer/decant ingredients from their original packaging into your own containers, do you have a way of identifying the allergens present in the product?



- Yes
- No

Points to Consider

You should consider the following:

- How cross contamination of ingredients can occur e.g. spillages.
- Placing opened ingredient packaging into a sealed container where appropriate.
- A spillage policy to deal with spillages of one product onto another product.
- Ensure that all staff are provided with suitable training and they are effectively supervised.




<p>Preparation</p> <p>Do you follow a procedure when preparing dishes for customers with an allergy or intolerance?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>  <p>If yes, briefly describe your procedure in the space beneath.</p> 	<p>You should consider the following:</p> <ul style="list-style-type: none"> ▪ Consider dish preparation - use of separate equipment and utensils, storage of ingredients, cooking/reheating process (e.g. reuse of oils) and separate preparation area. ▪ Thorough cleaning before you prepare the dish - there must be no visible food debris/crumbs or food residue on surfaces/utensils/equipment etc. ▪ Strict personal hygiene practices - hand washing. ▪ Any garnishes/toppings/sauces & dressings put on the dish prior to serving. ▪ Ensure that all staff are provided with suitable training and they are effectively supervised. ▪ You may wish to designate preparation of a dish for a customer with an allergy to one member of the kitchen staff so they can take the necessary care in preparation. <p>Note: allergens are always present in the food. Unlike bacteria, cooking will not "kill" or eliminate the allergen, and in some cases it may make it more powerful.</p>

<p>Describe your kitchen procedure to be followed when preparing a dish for a customer with an allergy or intolerance.</p>	
<p>Do you consider cross contamination risks when preparing a dish for a customer with an allergy or intolerance?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>   <p>Do you communicate cross contamination risks to customers with an allergy or intolerance?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If you are unsure that you can safely prepare a dish without preventing cross contamination, then you must advise the customer of such and politely advise them that you cannot serve them.</p> <p style="text-align: center;"><u>**NEVER GUESS**</u></p> <p>Failure to adequately control cross contamination risks may lead to your Food Hygiene Rating being marked down.</p>	<p>If a staff member advises of an order for a customer with an allergy or intolerance, kitchen staff need to assess if they can safely prepare that dish taking into account cross contamination risks.</p> <p>You should consider the following:</p> <ul style="list-style-type: none"> ▪ Size and layout of your kitchen and the potential for cross contamination when staff work close to one another. ▪ Staff practices of effectively washing hands and double dipping into several ingredients using the same utensils. ▪ Where you have fryers where other foods are cooked in which may have contaminated the oil. ▪ Cross contamination from hotplates/panini grills etc. <p>It is good practice to have dedicated equipment for preparing a dish for a customer with an allergy or intolerance - this should be kept in a separate location in the kitchen and thoroughly washed between uses.</p>



Briefly describe how you communicate cross contaminate risk to customers?

4. Phone, Internet Orders (including home delivery)

Question	Points to consider
<p>Do you use a website to advertise and take orders (either for collection in person or home delivery)?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div> <p>The law requires that you provide allergen information before the order is placed AND at the point of delivery to the customer.</p>	<p>You should consider the following:</p> <ul style="list-style-type: none"> ▪ Do you have a statement on your website (or third party website) to advise customers where they can obtain allergen information before they place their order? ▪ Are all staff aware of how to take orders over the phone or via your own website/other websites e.g. Just Eat / Deliveroo? ▪ Do staff have access to an up to date allergen matrix? ▪ Do you have printed flyers/menus? If yes, do you have a statement on these to advise a customer how they may obtain allergen information on your dishes? ▪ Allergen information will need to be very clear, because you will not always know allergen sensitivities for those who will receive the food. <p>Where you use online ordering sites such as Just Eat, Deliveroo to take orders on your behalf, then you must work with them to decide how you will provide allergen information to a person who is considering placing an order with you.</p>
<p>Delivery</p> <p>Do you have a system in place to identify a meal which has been prepared for a customer with an allergy or intolerance at the point of delivery?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Briefly describe how you do this below.</p> <div style="text-align: center;">  </div> <p>Have you considered any cross contamination risks during transport from your business to the customer?</p>	<p>You should consider the following:</p> <ul style="list-style-type: none"> ▪ At the point the food is handed over to the customer, they must be able to identify which meal has been prepared specific to their allergy. ▪ Whatever method you use, it must be possible to clearly identify what allergen information relates to what food product and must not confuse the customer. <p>Examples include:</p> <ul style="list-style-type: none"> ▪ Stickers applied to each container when filled in your kitchen noting the relevant allergen. ▪ Handwritten note - must be readable and not fade e.g. use permanent marker. This can either be applied to the containers or written on an outer bag.

Yes No



You must consider any risks of cross contamination which may take place during transport from your food business to the customer's home.

You may wish to double bag foods which have been prepared for a customer with an allergy or intolerance.

Equally, you will need to explain to the delivery driver any special transport requirements you want them to follow.

I provide allergen information to the customer at the point of delivery by:

Buffets, Platters and Event Catering

Do you clearly label food displays (e.g. buffets) with the allergen content of each dish?

Yes No



Are instructions given to the person who sets out the food?

Yes No

What are they?

You should consider the following:

- Labels/signs must be clear and with the food at all times whilst customers serve themselves.
- Think about how you group food items - can you reduce cross contamination by having similar dishes together?
- Do you have cross contamination controls in place?

You may think about:

- Separate serving utensils.
- Supervision of customers who may use the same spoon / tongs for various food items and place them down in a different location to where they picked them up.
- The layout of buffet foods e.g. try to have dressings / garnishes in a separate location to the main buffet area.

Event Catering

Do you have a system in place to record any allergies you are notified of for event catering?

Yes No



You should consider the following:

You must have a system in place to record any information you are provided about any individual in a group who suffers from an allergy.

You may wish to include a section in your booking form to record any allergies which an individual may suffer from (this can either be completed by you or by the event organiser).

It would be considered good practice to prepare a separate plate sized platter for anyone attending an event who suffers from allergies (this should be labelled appropriately).

Display this in your staff areas in a prominent position and train your staff



ALLERGIC REACTION

EMERGENCY ACTION



If an allergenic customer becomes ill, it is likely that person – or someone with them – will say that he/she is suffering an allergic reaction.

They may use the word

“ANAPHYLAXIS”

This is what to do.....

Immediately send someone to dial 999 giving the following information:

“THIS IS AN EMERGENCY. A CUSTOMER HAS COLLAPSED AND WE BELIEVE THEY ARE SUFFERING FROM ANAPHYLAXIS”
(Pronounced ANA-FILL-AXIS)



ASK FOR AN AMBULANCE WITH A PARAMEDIC

SPEAK CLEARLY SO THAT THE AMBULANCE CREW WILL KNOW EXACTLY WHERE TO COME. TELL THEM THE POSTCODE *(insert postcode here)*

Someone should stand at the entrance to direct the ambulance crew to the patient.

Any staff trained in First Aid should learn what to do if someone has an Anaphylactic reaction.
Ask other customers if there is a Doctor in the restaurant.



REMEMBER DEATH CAN TAKE PLACE WITHIN 10 MINUTES.

PROMPT AND IMMEDIATE ACTION IS VITAL

