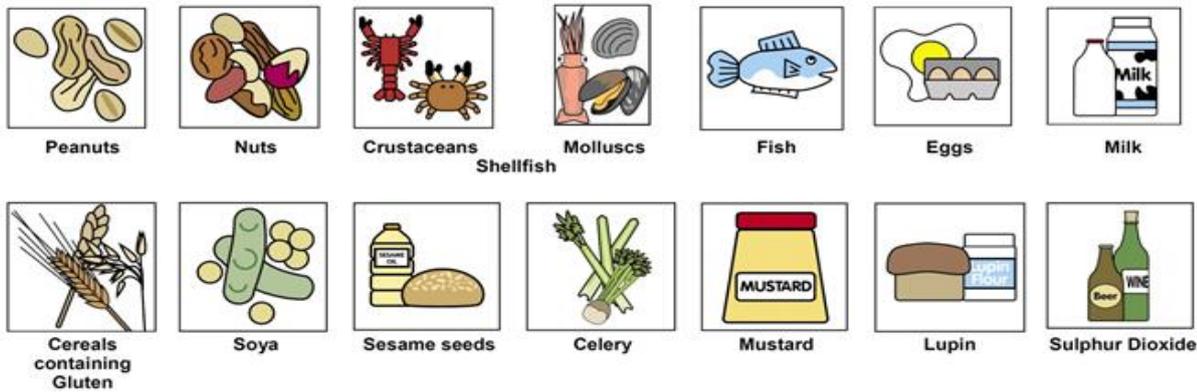


Food Allergen Information and Controls for Caterers

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**. This is so they can make an informed choice about what to eat.

You have a **legal obligation to provide information to consumers on the allergens that are in the food that you supply.**



These are the 14 allergens that you need to find out whether they are in the food that you make. Consumers may ask about other ingredients, but these are the ones you must know whether or not they are in the foods that you provide, by law.

The information can be supplied on the menu, on chalk boards, tickets or provided verbally by an appropriate member of staff. It must be clear and conspicuous, not hidden away, easily visible, and legible.

If the information is to be provided verbally by a member of staff then it is necessary to make it clear that the information can be obtained by asking a member of staff by means of a notice, menu, ticket or label that can easily be seen by customers. **You must then still be able to clearly advise of all 14 allergens present in all your menu items.**

An example of suitable wording:

Food Allergies and intolerances: Please ask a member of staff if you require information on the ingredients in the food we serve.

It is no longer enough for businesses to say that they do not know whether or not a food contains an allergen and nor is it enough to say that all their foods may contain allergens. Allergen information must be specific to the food, complete and accurate.

As a food business operator you cannot refuse to provide specific allergen information on foods served. You also cannot give incorrect or misleading information on a menu or through verbal communication. This is a criminal offence under the Food Information Regulations 2014, punishable by an unlimited fine.

How do you do this? Control of allergens in the kitchen - Management

Control	What do you do?
<p>You need to know if any of the 14 specified allergens are in any of the dishes/ open food you sell.</p>	<p>Check ingredient labels and information? Record details of allergens for your dishes and or ingredients on an allergen matrix?</p>
<p>Any foods/dishes with any of these 14 allergens in must be carefully stored and handled in your kitchen, so to prevent the risks of cross contamination. See storage and handling section.</p>	<p>Write down how you do this.</p>
<p>All staff, including managers, food handlers, service staff and staff taking orders in person or over the phone etc., must be aware of the risks posed by allergens and of providing wrong information to customers. All telephone orders taken must confirm if anyone has any allergies.</p> 	<p>Who has overall responsibility for allergens and food safety?</p> <p>Display notices reminding staff of the risk</p>
<p>Display notices advising customers to ask for information on allergens or signpost them to where this information is displayed.</p> <p>If your menu doesn't change often and you use the same recipes and suppliers all the time, allergen information could be contained in menus, to assist customers choosing meals. You could also place allergen information on your website.</p>	<p>Display advisory signs where they will be seen by customers looking at the menu and ordering.</p> 
<p>Do/can kitchen staff make recipe changes without informing front of house staff? Front of house staff must be advised of any recipe changes.</p>	<p>What is your procedure for dealing with this?</p> <p>What happens to allergen information in this instance?</p>
<p>Could recipes and menus be revised to exclude allergic ingredients and so possibly completely removing them from the kitchen?</p>	<p>Identify the changes that can be made.</p>
<p>Could some recipes be revised to provide</p>	<p>Do you do this? If so:</p>

allergen free food alternatives, which could be made in advance, covered and stored safely. This would remove the need to prepare allergenic free meals during a busy kitchen service period.

When do you prepare them?

How do you identify them?

Space for your notes and actions taken below:

How do you do this? Control of allergens in the kitchen- Front of House

Control	What do you do
<p>When a request is received about an allergy, you must have procedures in place to meet this requirement.</p> <ul style="list-style-type: none"> • Who is trained to answer this query? <p>a) Where is the information stored on allergen content in your meals?</p> <p>b) Consider providing a checklist or guidance that staff can refer to whilst taking orders that highlights which dishes contain what type of allergic ingredients</p> <p>c) How is the kitchen alerted that the food they are about to prepare is for somebody who is allergic to an ingredient?</p>	<p>Name/s:</p> <p>What training have they had:</p> <p>Location of information:</p> <p>You could use an Allergen Matrix</p> <p>How do you do this? For example: It is written on the order and the chef is told directly.</p>
<p>To assist with planning in the kitchen, for group and advanced bookings, you could ask your customers if they suffer from any food allergies, and identify any dishes that they will not be able to eat.</p>	<p>Do you do this?</p>
<p>Dealing responsibly with a customer complaint over concerns that their food may be contaminated with an allergenic ingredient. Staff should not just remove the 'offending' allergen from a prepared dish and send it back on the same plate, because traces of the allergen will remain which could cause a reaction.</p>	<p>What do you do?</p>

Management

How do you do this: Control of allergens in the kitchen - Training

Allergen Control	Tick
Train all your staff in allergy awareness.	
Make sure that all staff understand that they should never guess whether or not an allergen is present in food. Always be honest with the customer. If you do not know, admit it.	
Allergen training is freely available online at: http://allergytraining.food.gov.uk/english/ It is good practice that this is undertaken by all staff , but any food handlers in particular.	
Staff should receive general allergen awareness training and training in your own allergen control procedures.	
Have all kitchen staff received food allergen awareness training? Yes/No	
Have front of house staff (bar staff, service staff, staff taking order over the phone, in person etc.) received food allergen awareness training? Yes/ No	
It is good practice to ensure all training given to staff is recorded and kept on file and that refresher training is given on a regular basis. This can be recorded in the table below and/or in your training records. There are extra blank copies at the back of this guidance for you to copy.	

Space for your notes and action taken below:

Space for your notes and action taken below:

How do you do this? Control of allergens in the kitchen - Suppliers

Control	What do you do
<p>Collect allergen information from all your suppliers, this may be data sheets or labels from pre packed foods or on a sheet for loose/open foods. E.g. if you get open pies/pasties, sausages etc. from a butchers.</p> <p>Once done, record these checks with your suppliers' records or in the table below, there are blank copies at the back of this document for you to photocopy.</p>	<p>Check that all food you receive is supplied with allergen information? Obtain any missing information so that you can comply with your relevant duties.</p>
<p>Do you often choose or are given substituted items, to those assessed on your allergen chart, if the item you want is not in stock or another product is cheaper etc.?</p> <p>If Yes, you must check the allergen information on this product, to see if it is different from your regular product</p> <p>If this information is changed, you must record this and advise staff members.</p>	<p>Do you accept substituted items from your suppliers?</p> <p>Do you check the allergens present and if they differ from your regular item?</p> <p>Where do you record it?</p> <p>And how do you advise staff members?</p>
<p>Ensure all food labels have the ingredients listed in English.</p> <div data-bbox="405 1294 738 1456" style="border: 1px solid black; padding: 5px; background-color: #e6f2ff;"> <p>INGREDIENTS: Water, Carrots, Onions, Red Lentils (4.5%) Potatoes, Cauliflower, Leeks, Peas, Cornflour, Wheatflour, Salt, Cream, Yeast Extract, Concentrated Tomato Paste, Garlic, Sugar, Celery Seed, Vegetable Oil (sunflower), Herb and Spice, White Pepper, Parsley.</p> </div>	
<p>You must check for any changes on the products you buy in on a regular basis. It is recommended that this is done each time you buy a product. At the very least it must be checked on a routine basis, and when products state 'new recipe' on the label.</p> <p>If this information is changed, you must record this and advise staff members.</p>	<p>Where do you record it? And how do you advise staff members?</p>

Space for your notes and action taken below:

How do you do this: Control of allergens in the kitchen - Storage

Control	What do you do
<p>A storage system should be in place to prevent cross contamination of ingredients with other ingredients containing allergens.</p> <p>Do you store food and ingredients containing allergens in a designated area or if this isn't possible, store on lower shelving, in dedicated sealed, labelled containers.</p>	<p>What is your storage system?</p>
<p>Is allergen labelling information kept with each product, or are they labelled with allergen information by you?</p>	
<p>Do you have a spillage plan in place to clean up allergenic ingredients: You should use disposable clothes / towels / blue roll, so preventing cross contamination.</p>	<p>What is your spillage plan?</p>
<p>It is best to keep food in its original container. But if food is decanted into another container (for dry, frozen or chilled storage), all the ingredient and allergen information must be kept with it.</p> <p>If decanting products:</p> <ul style="list-style-type: none"> • Always clean and dry any re-used containers first. • Use the same container for the same food type – e.g. ground nuts always go in the same container when decanted. <p>Do not put an allergen free food in to a container that may have previously held food that included that allergen as an ingredient.</p>	<p>Do you keep food in its original container, or decant?</p>
<p>Are all ingredients stored in lidded containers, or suitably enclosed to prevent cross contamination between products e.g. powders, grains etc.</p>	
<p>Are desserts or other foods e.g. cakes, tarts, gateaux's, ice creams and toppings containing allergenic ingredient's e.g. nuts, milk, stored separately in both storage and chilled and frozen display units? Ensure they do not touch and have separate service utensils.</p>	

Space for your notes and action taken below:

How do you do this: Control of allergens in the kitchen - Preparation, Handling and Service

Control	What do you do
<p>Procedures should be in place to prevent cross contamination when preparing food for a customer with a food allergy, which should include:</p> <p>Check ingredient labels for allergenic ingredients – marked in bold.</p> <p>Always read the labels! Remember that manufacturers will change recipes from time to time and may introduce other allergens</p>	<p>Do you write your procedures down for preparing food for a customer with an allergy?</p> <p>Where is it kept?</p> <p>Who knows about it?</p>
<p>When preparing all foods, care must be taken to ensure that no cross contamination can occur between foods containing allergens and foods which are allergen free. Some allergenic ingredients e.g. sesame seeds, nut powders, flour are easily spread around the kitchen and need extra care. It is best to use these in a separate preparation area where no other food is handled or handle these at a time when all other food is away.</p>	<p>Potential contamination via work surfaces, equipment, cloths, clothing and hands must all be controlled.</p> <p>Identify allergic ingredients you handle that can easily be spread and how you control them?</p>
<p>Where possible use separate pots, pans, chopping boards, knives and spoons and separate preparation areas for allergen and allergen free foods.</p> <p>If not possible, thoroughly clean equipment/ utensils/ surfaces between uses.</p>	<p>Do you have separate equipment? What equipment and what for?</p>
<p>Some pieces of equipment are inherently difficult to clean properly e.g.. Woks, griddles, tandoors, microwaves, pizza ovens, vacuum packer, blenders and mixers and other pieces of complex equipment.</p> <p>Do you have equipment like this? Can you clean it fully in between customers? Do you use the same piece of equipment for allergy containing and allergy free meals?</p> <p>It mustn't be assumed that residues can ever be removed from equipment with uneven, porous cooking surfaces or intricate parts.</p>	<p>Do you have separate equipment?</p> <p>What equipment and what for?</p>
<p>Make sure that thorough cleaning takes place</p>	<p>What cleaning products and/or equipment do</p>

<p>before and after handling and preparing different foods.</p> <p>Two stage cleaning must take place to remove allergenic residues from equipment and surfaces.</p>	<p>you use?</p>
<p>Verify that all food handlers follow adequate hand-washing procedures. Hands play a major role in allergen cross contamination so hand washing is very important.</p> <p>Soap provides better allergen removal than gel. Gels do not remove allergens!</p> 	<p>Do all food handlers follow adequate hand washing procedures? How do you check?</p>
<p>Cross contamination can occur via use of reusable cloths. Use single use/disposable cloths wherever possible.</p>	<p>Do you re-use cloths?</p> <p>How do you clean them?</p>
<p>Don't re-use cooking oil, if there is a possibility that nut proteins/fish proteins/gluten/sesame will still be present. If possible have a separate pan or fryer for allergen and allergen free foods.</p>	<p>Do you use a dedicated fryer for allergen free foods, or always use fresh oil?</p>
<p>If foods such as casseroles, pies, fruit tarts, scones etc. containing allergens are batch cooked, cooled and/or stored with ones not containing allergens, how are the different varieties identified?</p>	<p>How do you do this?</p>
<p>Consider the allergens that you are handling e.g. high risk allergens - those easily spread or those that can cause a severe allergic reaction (shellfish, nuts, powdered ingredients), and the way you are handling them. Think about the distribution of the allergens when handling them, and wear appropriate protective clothing to prevent cross- contamination.</p>	<p>Are disposable or separate aprons used for handling allergenic products, if so which are worn for what?</p>
<p>Garnishes, drizzling oils, dessert toppings etc. can also contain allergenic ingredients. Staff must be aware of their contents.</p>	<p>Are these covered in your allergen matrix?</p>

	Are serving staff aware of them?
The preparation and service of cakes and desserts may not be done by kitchen staff, but by service staff, therefore ensure all staff are fully aware of allergen controls. Use separate equipment and utensils for service.	Are these covered in your allergen matrix? Who serves these, what controls are in place?
At self-service counters e.g. salad bars, buffets, carveries etc.:	Do you have a self-service counter?
a. There must be adequate signage providing customers with details of the foods and their allergenic contents.	How do you do this?
b. Foods containing no allergenic ingredients must be sufficiently separated and easily distinguishable from food containing allergenic ingredient and displayed in a way to prevent any falling food contaminating it.	How do you do this?
c. Provide sufficient utensils to prevent cross contamination. Are they easily distinguishable?	How do you do this?

Space for your notes and action taken below:

More Advice

Once you have completed this assessment and feel that your business needs more advice, please contact your local Environmental Health or Trading Standards Service.

Now you have considered the controls required, if you are not completely certain that you can provide food that is suitable for someone with a food allergy, then you must tell them, so that they can then decide if they want to eat the foods you provide. You can display a sign saying this.

Some of our menu items contain nuts, gluten, and other allergens. Due to our cooking environment there is a risk that traces of these may be in any other dish or food that we serve. We understand the dangers to those with severe allergies, so advise you to please speak to a member of staff who may be able to help you to make an alternative choice.

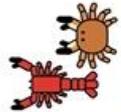
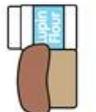
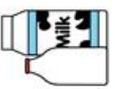
USEFUL LINKS TO RESOURCES AND INFORMATION

Allergen information for loose foods guidance leaflet can be found on the Food Standards Agency Website. This leaflet was developed in collaboration with food industry and consumer support organisations.	https://www.food.gov.uk/sites/default/files/multi-media/pdfs/publication/loosefoodsleaflet.pdf
Free online allergen training is available at the Food Standards Agency Website	http://allergytraining.food.gov.uk/english/
Other information from the Food Standards Agency	https://www.food.gov.uk/business-industry/allergy-guide
Think Allergens Poster; a quick glance reminder to staff of the importance of allergens. This has also been translated into four Asian languages Urdu, Punjabi and Bengali as well as simplified Chinese	https://www.food.gov.uk/sites/default/files/multi-media/pdfs/publication/thinkallergy.pdf
Allergen Signage; upfront signpost to direct customers on where and how to obtain allergen information.	https://www.food.gov.uk/sites/default/files/allergen-signage.pdf
Chefs Recipe Cards	https://www.food.gov.uk/sites/default/files/recipe-sheet.pdf
Allergen Table	https://www.food.gov.uk/sites/default/files/allergen-chart.pdf
Allergen matrix software	https://www.menucalni.co.uk/Account/LogOn?ReturnUrl=%2f
Summary Practical Guidance: Food preparation for a person with a food allergy	http://www.anaphylaxis.org.uk/food-preparation/

<p>Allergen Information for Schools</p> <p>A day in the life of chloe – schools awareness raising pack</p> <p>EPI Pens in Schools</p> <p>Teaching Videos</p>	<p>https://www.allergyuk.org/information-and-advice/for-schools</p> <p>http://www.lancashire.gov.uk/lancan/resources/a-day-in-the-life-of-chloe/</p> <p>https://www.sparepensinschools.uk/</p> <p>https://www.sparepensinschools.uk/teaching-videos/</p>
<p>A day in the life of Chloe – Allergy Awareness Film</p>	<p>https://www.youtube.com/watch?v=7GzwBm6EeF0=</p>
<p>Ben and Izzies Story – Allergy Awareness film</p>	<p>https://www.bbc.com/education/clips/zpdy6fr</p>

	Notes/Special Requirements:
Date Completed	
Name	
Date(s) reviewed	
Name	

DISHES AND THEIR ALLERGEN CONTENT - [INSERT THE NAME OF YOUR FOOD BUSINESS HERE]

DISHES	 Celery	 Cereals containing gluten	 Crustaceans	 Eggs	 Fish	 Lupin	 Milk	 Mollusc	 Mustard	 Nuts	 Peanuts	 Sesame seeds	 Soya	 Sulphur Dioxide
Tuna Salad (example)	✓			✓	✓		✓		✓					