

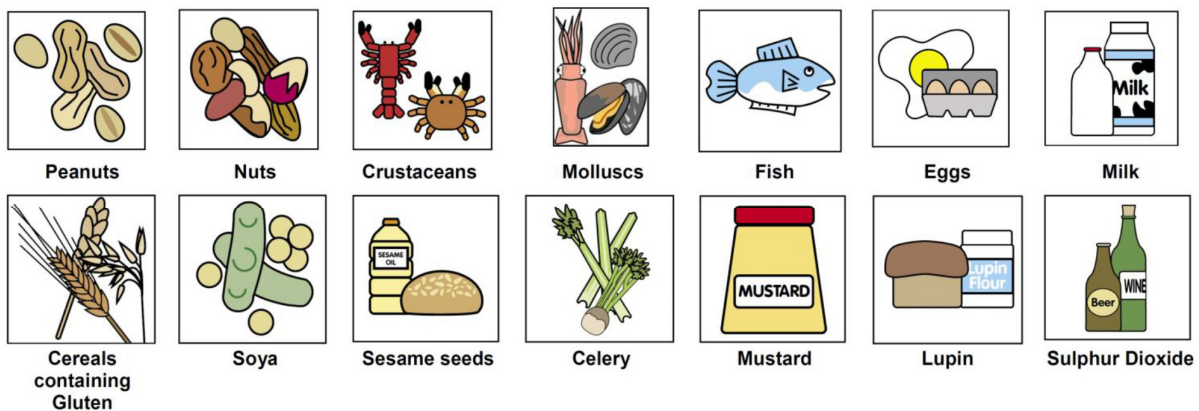
Food Allergen / Intolerance Risk Assessment for Caterers

People with food allergies or intolerances 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.

This leaflet provides information on the legal requirements and good practice for food businesses on the points to include as part of your allergen management procedures. It will assist you in 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.

Main Food Allergens:

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



You must know which of the 14 allergens are in the different foods you provide and you must ensure this information is correct and up to date. 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.

Consumers may also ask about other ingredients in your dishes which they are allergic to. Where you provide information about such ingredients, it must also be accurate and not mislead the customer.



This leaflet covers Allergen Management & Training, Front of House Procedures, Kitchen Procedures, Telephone & Internet Orders (including home delivery) and Buffets, Event Catering and Self-Service. It includes both legal requirements and advice on good practice which you may wish to include in 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 in the leaflet you must not assume that your business is fully compliant with the 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 an effective 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 need to 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 staff member trained in allergens on site at all times. ▪ Ensure that all staff are provided with suitable information, instruction, training & supervision in allergens. ▪ 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 all 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? How?</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>Free online training is available on the Food Standards Agency website at: 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 document the training staff have received specifically on food allergies (see example record sheet in Appendix 2 to this note). |

| | |
|---|---|
| <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Do staff understand that they should never guess whether or not an allergen is present in food, that they should always be honest with the customer, if they do not know the answer?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> | <ul style="list-style-type: none"> ▪ Staff should understand the kitchen procedures to prevent cross-contamination during storage, preparation, service and delivery of food. ▪ Staff should know how to identify customers with food allergies, when they book a table or when staff take orders (eg menu reminders, in person, over the phone or online). ▪ Staff should know your system for alerting kitchen staff that the food they are about to prepare is for someone who is allergic to certain ingredients. ▪ You should test staff knowledge on the procedure to be followed and undertake refresher training regularly |
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| | |
|---|---|
| <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> <div style="display: flex; justify-content: space-around; align-items: center;"> <div data-bbox="170 846 462 1052" style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">FOOD ALLERGIES and INTOLERANCES</p> <p style="text-align: center; font-size: small;">Please speak to our staff about the ingredients in your meal, when making your order. Thank you.</p> </div> <div data-bbox="532 850 716 1066" style="background-color: black; color: white; padding: 5px; font-family: monospace;"> <p style="text-align: center;">MENU</p> <p style="text-align: center;">Egg sandwich contains: egg, wheat, soy and milk</p> <p style="text-align: center;">Tuna salad contains: fish, celery and mustard</p> <p style="text-align: center;">Chicken couscous contains: wheat and celery</p> </div> </div> | <p>Information can be provided on your menu, on chalk boards, tickets etc.</p> <p>Alternatively, you can display a sign advising customers how to ask for allergen information ("signposting"), for example:</p> <p style="text-align: center;">"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"</p> <p>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.</p> |
|---|---|

| | |
|--|---|
| <p><u>Allergenic Ingredient Identification</u></p> <p>Have you identified the allergens in all the foods and drinks you serve?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Is your allergen information accurate, up to date and verifiable?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Example Allergen Matrix:</p> | <p>You must assess the ingredients in your dishes using the labels on the products or information provided to you by your supplier, to determine the allergens present in each of your food dishes, including any allergens in the garnishes, dressings, stocks, cooking oils and others that you use.</p> <p>You must check that all the food you receive is supplied with allergy information.</p> <p>You may wish to prepare an Allergen Matrix or Recipe Cards (see left for examples) to record the allergens present in your dishes.</p> <p>You must check for any changes of ingredients on the products you buy in on a regular basis. It is recommended this is done each time you buy a product, especially where the product states "new recipe" on the label. Also where there is a change of supplier, a product substitution (different brands of the same product may have different allergens present) etc.</p> |
|--|---|

DISHES AND THEIR ALLERGEN CONTENT - (INSERT THE NAME OF YOUR FOOD BUSINESS HERE)

| DISHES | Celery | Cereals containing gluten | Crustaceans | Eggs | Fish | Lupin | Milk | Molluscs | Mustard | Nuts | Peanuts | Sesame seeds | Soya | Sulphur dioxide |
|----------------------|-------------------------------------|---------------------------|-------------|-------------------------------------|-------------------------------------|-------|-------------------------------------|----------|---------|-------------------------------------|---------|--------------|------|-----------------|
| Tuna Salad (example) | <input checked="" type="checkbox"/> | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | | <input checked="" type="checkbox"/> | | | <input checked="" type="checkbox"/> | | | | |
| | | | | | | | | | | | | | | |
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Example Recipe Card:

ALLERGENS: CHEF RECIPE CARDS

Dish/ingredient: _____

Date: _____ Chef: _____

| | | | | |
|----------------------------------|--|--------------------------------------|--|---|
| Celery <input type="checkbox"/> | Cereals containing gluten <input type="checkbox"/> | Crustaceans <input type="checkbox"/> | Eggs <input type="checkbox"/> | Fish <input type="checkbox"/> |
| Lupin <input type="checkbox"/> | Milk <input type="checkbox"/> | Molluscs <input type="checkbox"/> | Mustard <input type="checkbox"/> | Nuts <input type="checkbox"/> |
| Peanuts <input type="checkbox"/> | Sesame seeds <input type="checkbox"/> | Soya <input type="checkbox"/> | Sulphur dioxide <input type="checkbox"/> | TICK THE ALLERGENS WHICH ARE IN THE DISH |

Notes: _____

Reviewed and checked by: _____

You can find this template and others, including more information at www.food.gov.uk/allerg

Your allergen record must also be regularly reviewed and kept up to date, taking into account any changes which may affect the allergen information.

You must also inform staff members of any changes to the allergy information.

Ensure staff know where the allergy information is kept.

Example Food Label

Ingredients: Glucose (yellow green dyed corn, brown sugar, whole rice bran flour, grain milled wheat, soybean oil, whole wheat flour, vegetable shortening, low moisture rice crisp (whole grain brown rice, sugar, malted barley flour, salt), peanut butter & syrup, semisweet chocolate chips (sugar, chocolate liquor, cocoa butter, soy lecithin), palm kernel and palm oil, partially defatted peanut flour, lactose, dry whey, salt, vanilla (artificial flavor), oligofructose, polydextrose, glycerin, water. Contains calcium carbonate, salt, soybean oil, natural and artificial flavor, sucralose.

CONTAINS WHEAT, PEANUT, SOY AND MILK INGREDIENTS. MAY CONTAIN TRACES OF TREE NUTS.

*Sugar Content (on 40 gram basis): Regular Peanut Butter Chocolate Chip Quaker Chewy Granola E

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.

If you buy loose or open breads, cakes, pies and others, make sure you obtain up to date allergy information from the supplier. You will need to ensure you are given any updated allergy information sheets for loose foods.

Do you have allergy information for all the foods you buy?

- Yes No

Do all the foods you buy have the ingredients listed in English?

- Yes No

Have you included any risk statements on allergens in your allergy records?

- Yes No

Example risk statements used by manufacturers:

May contain

May contain traces of

Packed in an environment where may be present

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





Remember to include the drinks you make (eg shakes), dressings, cooking oils, garnishes, toppings and others.

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

Produced in a factory which handles

Produced on shared equipment which also processes ...

Made on the same production line as


| 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.




Describe your allergen management system:

2. Front of House Procedures

| Question | Points to Consider |
|--|--|
| <p>How do you inform customers about the allergens in the dishes you serve?</p> <p><input type="checkbox"/> Separate allergen menu</p> <p><input type="checkbox"/> Signposting - see section 1: Allergen Management and Training for more information.</p> <p><input type="checkbox"/> Other</p> <p>Specify how you do this:</p> | <p>You should consider the following:</p> <p>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.</p> <p>Are all staff aware of where to find the allergen matrix? You could have a dedicated location for your allergen matrix.</p> <p>If you do, are all staff aware of where to locate the allergen matrix?</p> <p>Staff should not be required to memorise allergen information but should refer to accurate written information. (See Section 1).</p> |
| <p>Do you have a procedure to be followed when taking orders from customers with an allergy or intolerance?</p> | <p>You should consider the following:</p> |

| | |
|---|---|
| <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>You must ensure that your procedure considers how a customer's allergies are recorded and communicated to kitchen staff and any other relevant staff, to avoid any miscommunication.</p>  | <ul style="list-style-type: none"> ▪ Ensure staff have been trained on the procedure to follow when dealing with allergenic customers. ▪ Ensure that a Manager is available on each shift to manage/oversee customer allergy requests. ▪ Consider how you record a customer's allergies - written on an order ticket, or typed onto electronic devices. ▪ Ensure any on-line ordering systems you use request information from customers on their allergies and that this information is passed to all relevant staff. ▪ Decide how you will alert the kitchen that the food they are about to prepare is for someone who has an allergy. ▪ Ensure any allergy requirements or questions are discussed with the manager, kitchen staff, service staff and delivery staff. ▪ Ensure any cross contamination risks that may arise during the preparation, storage, service or delivery of the food are communicated to the customer. ▪ Ensure the correct food/dish is provided to the allergenic customer (deliveries to someone with an allergy must be labelled to ensure they get the correct food). ▪ Staff must be supervised to ensure they are following your procedure when dealing with allergen requests. |
| <p>Do you have a procedure to follow if a customer is concerned that their food may be contaminated with an allergenic ingredient?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> | <p>Staff should not just remove the “offending” allergen from the prepared dish and send it back on the same plate, because traces of the allergen will remain which could cause a reaction.</p> |
| <p>Do you have a procedure to be followed when taking orders for group or advanced bookings?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> | <p>To assist with planning in the kitchen, for group and advanced bookings, you should ask your customers in advance if they suffer from any food allergies, and identify any dishes that they will not be able to eat.</p> |
| <p>Describe your front of house procedures:</p> | |

3. Kitchen Procedures

| Question | Points to Consider |
|---|--|
| <p>Storage</p> <p>Do you have a storage system in place to prevent the cross-contamination of allergens (to protect non-allergenic ingredients from being contaminated with allergenic ingredients) when they are in storage?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>  <p>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?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Do you store food and ingredients containing allergens in a designated area, or if that isn't possible, store on lower shelving in dedicated sealed and labelled containers?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> | <p>You should consider the following:</p> <ul style="list-style-type: none"> ▪ Identify how cross-contamination of ingredients can occur and put controls in place to prevent it. ▪ Place opened ingredient packaging into a sealed container where appropriate. ▪ Have a spillage policy in place to deal with spillages of allergenic ingredients. ▪ Use disposable cloths to prevent cross-contamination. ▪ Ensure that all staff are provided with suitable training and they are effectively supervised. ▪ Keep allergen labelling information with each product, or label with allergen information. ▪ It is best to keep food in its original container, but if food is decanted into another container, all the ingredient and allergen information must be kept with it. ▪ If decanting products, always clean and dry any re-used containers first, use the same container for the same food type (for example ground nuts always go in the same container when decanted), do not put an allergen free food into a container that may have previously held food that included an allergen as an ingredient. ▪ Ensure ingredients are stored in lidded containers, or are suitably enclosed. ▪ Storage also includes ensuring that foods containing allergens do not touch and are not lifted over other foods in chilled and frozen display units and other storage areas. |
| <p>Preparation, Handling and Service</p> <p>Do you follow a safe procedure when preparing dishes for customers with an allergy or intolerance, including checking the ingredients for any allergens and risk statements (eg may contain etc)?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>   | <p>You should consider the following:</p> <ul style="list-style-type: none"> ▪ Write down your procedures for preparing food for a customer with an allergy and ensure staff are trained in it. ▪ Consider dish preparation - use of separate equipment and utensils, storage of ingredients, cooking/reheating process (e.g. do not reuse oils, fry in a separate clean pan) 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. ▪ Follow strict personal hygiene practices and hand washing. ▪ Remember to consider any cooking oils, garnishes, toppings, sauces & dressings for the dish. ▪ Ensure that all staff are provided with suitable training and they are effectively supervised. |

Note: Unlike bacteria, cooking will not "kill" or eliminate the allergen, and in some cases it may make it more powerful.

- You may wish to designate preparation of a dish for a customer with an allergy to the manager or one member of the kitchen staff so they can take the necessary care in preparation.

Do you consider **cross-contamination risks** when preparing a dish for a customer with an allergy or intolerance?

Yes No

Have you identified the allergenic ingredients you handle that can easily be spread and how you control them?

Yes No

Do you communicate cross-contamination risks to customers with an allergy or intolerance?

Yes No



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.

****NEVER GUESS****

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 tell them that you cannot serve them.



Failure to adequately control cross-contamination risks may lead to your Food Hygiene Rating being marked down.

You must consider the following:

- Cross-contamination can occur via work surfaces, equipment, utensils, cloths, clothing, hands, shared cooking oils (for example in deep fat fryers), storage units, display units and so on, and must all be controlled.
- The size and layout of your kitchen will affect the potential for cross-contamination.
- Staff working close to one another will increase the risk of cross-contamination.
- Hands can cause cross-contamination of allergens so effective handwashing is essential.
- Avoid "double dipping" into several ingredients using the same utensils, because this will cause cross-contamination.
- Some pieces of equipment are inherently difficult to clean properly (including griddles, tandoor ovens, microwaves, pizza ovens, woks, vacuum packers, blenders, mixers, meat slicers and other pieces of complex equipment) and can cause cross-contamination.
- Do not assume that allergy residues can be removed from equipment with uneven, porous cooking surfaces or intricate parts. Do not use such equipment for a customer with an allergy.
- Use separate pots, pans, chopping boards, knives, spoons and other equipment for allergen and non-allergen foods.
- The oil in fryers may be contaminated with allergens (including fish, gluten, nuts, sesame) so cannot be used for a customer with an allergy. If possible have a separate fryer or pan for allergen free foods.
- Cross-contamination can also occur on hotplates and panini grills and similar equipment.
- Some allergenic ingredients including sesame seeds, nut powders, flour are easily spread around the kitchen and need extra care. It is best to handle these in a separate preparation area where no other food is handled, or handle these at a time when all other food is away.
- Use single-use/disposable cloths for cleaning.
- If foods such as casseroles, pies, tarts, scones, lasagne, curries, sauces and others are batch cooked, cooled and/or stored with ones that do not contain allergens, how are the different varieties identified?
- If the preparation of drinks, desserts, cakes and other foods is carried out by service staff rather than kitchen staff, ensure all such staff are aware of allergen controls.
- When displaying food, foods containing no allergens must be sufficiently separated and easily distinguishable from food containing allergens, and





displayed in a way to prevent any food contaminating it.

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 and rinsed between uses.

Describe your kitchen procedure to be followed when preparing a dish for a customer with an allergy or intolerance:

Describe how you communicate the 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>Do the websites advise the customers how to obtain allergy information and how to include it on their order, prior to placing their order?</p> | <p>You should consider the following:</p> <ul style="list-style-type: none"> ▪ Are all staff aware of how to take orders over the phone or via your own website/other websites e.g. Just Eat / Deliveroo to ensure the customer receives the correct allergy information? ▪ 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. |

Yes No

When taking telephone orders do you ask customers if they, or anyone else in the group, has a food allergy?

Yes No

The law requires that you provide allergen information before the order is placed AND at the point of delivery to the customer.

Where you use online ordering sites such as Just Eat or 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.

Delivery & Collection

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 collection or delivery?

Yes No

Briefly describe how you do this below.



Have you considered any cross contamination risks during transport from your business to the customer?

Yes No



You should consider the following:

- 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.

Examples include:

- 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.

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.

Describe how you provide allergen information to the customer at the point of ordering:

Describe how you provide allergy information at the point of delivery or collection:

Describe how you identify a meal which has been prepared for a customer with an allergy or intolerance at the point of collection or delivery:

5. Self-Service Counters, Buffets, Platters, Event Catering

| Question | Points to consider |
|---|--|
| <p>Self-Service Counters, Buffets, Platters and Event Catering</p> <p>Do you clearly label food displays (including buffets, platters, self-service counters and event catering) with the allergen content of each dish?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> | <p>You should consider the following:</p> <ul style="list-style-type: none">▪ 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, avoiding lifting allergen containing foods over non allergen foods?▪ Do you have cross contamination controls in place? |



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

Yes No

Do you provide sufficient serving utensils to prevent cross-contamination and are the utensils easily distinguishable?

Yes No

Are foods containing no allergenic ingredients sufficiently separated and easily distinguishable from food containing allergenic ingredients and displayed in a way to prevent any allergenic foods falling into non-allergenic foods?

Yes No


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 / toppings and similar foods in a separate location to the main buffet area.

Describe how you label food displays:

Describe how and what instructions are given to the person setting out the food:

Describe how you prevent cross-contamination of allergens during self-service counters, buffets, platters and event catering:

| | |
|---|--|
| <p>Event Catering</p> <p>Do you have a system in place to record any allergies you are notified of for event catering?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>  | <p>You should consider the following:</p> <ul style="list-style-type: none"> ▪ 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). |
| <p>Describe your system for recording any allergies you are notified of:</p> | |
| <p>Describe your system for preparing food for someone with an allergy at an event:</p> | |

Further 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 completed the assessment, if you are unsure whether 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.

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

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

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|--|--|--|--|
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| | | | |

USEFUL LINKS TO RESOURCES AND INFORMATION

Allergen information for loose foods guidance leaflet can be found on the Food Standards Agency Website:
<https://www.food.gov.uk/sites/default/files/multimedia/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/media/document/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/>

Allergen Information for Schools:
<https://www.allergyuk.org/information-and-advice/for-schools>

A day in the life of Chloe – schools awareness raising pack:
<http://www.lancashire.gov.uk/lancan/resources/a-day-in-the-life-of-chloe/>

EPI Pens in Schools:
<https://www.sparepensinschools.uk/>
<https://www.sparepensinschools.uk/teaching-videos/>

Teaching Videos:
A day in the life of Chloe – Allergy Awareness Film
<https://www.youtube.com/watch?v=7GzwBm6EeF0=>

Ben and Izzies Story – Allergy Awareness film:
<https://www.bbc.com/education/clips/zpdy6fr>