

## 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. There is, from December 2014, now a legal requirement to provide information to consumers about allergenic foods sold unpackaged, you should be able to provide information on allergenic ingredients when asked. You may provide it by talking to your customers, as long as you have signs saying so, and that you have staff who can do this at all times.

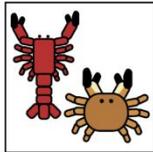
### Main Food Allergens:



Peanuts



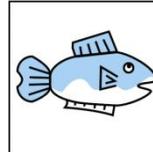
Nuts



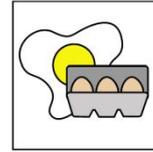
Crustaceans



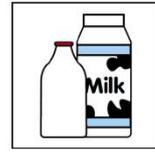
Molluscs



Fish



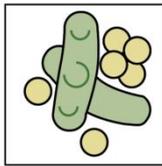
Eggs



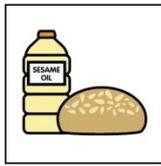
Milk



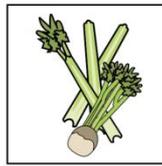
Cereals  
containing  
Gluten



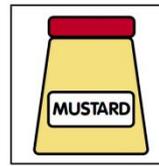
Soya



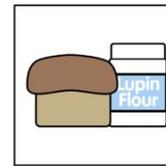
Sesame seeds



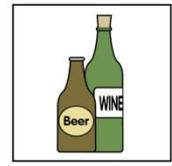
Celery



Mustard



Lupin



Sulphur Dioxide

The risk assessment has been divided into three sections covering Overall Management & Training, Kitchen Procedures and Front of House. This will allow you to assess whether the controls you currently have in place are effective and if any improvements can be made to ensure that the food you serve is safe.

If you are not certain that you can provide food that is suitable for someone with a food allergy then you should tell them so, they can then decide whether or not to eat the foods you provide.

More guidance and online training can be found on the Food Standards Agency at <http://www.food.gov.uk/business-industry/guidancenotes/labelregsguidance/nonprepacked>

## Allergen Management & Training

<u>Question</u>	<u>Notes to consider</u>
<p>1. Do you have a written policy on food allergies and intolerances?</p> <p><input type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p>2. Are your first aid emergency procedures up to date and rehearsed?</p> <p><input type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p>(Please see guidance at end)</p>	<p>You should consider the following:</p> <p>a) Read the Food Standards Agency Guidance (see the link above)</p> <p>b) Identify the allergen risks</p> <p>c) Decide who is to have overall management responsibility for allergens and food safety.</p> <p>d) Ensure training is given to all staff (both permanent and temporary) and that there is always a trained member of staff on duty during opening hours</p> <p>e) Plan how to minimise the risks</p> <p>f) Display notices to remind staff of the risks.</p> <p>g) Plan how to communicate the risk between members of staff, and to customers.</p>

## Training

3. Have all kitchen staff received food allergen awareness training?

Yes  No

4. Have front of house staff 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.

5. Have your staff demonstrated to you that they understand and can follow the training?

Yes  No

Training should include the following:

- a) Online training is available at <http://www.food.gov.uk/business-industry/allergy-guide>
- b) Staff should be warned of the effect of providing the wrong information or serving food containing an ingredient that a customer is allergic to.
- c) Kitchen procedures to prevent cross-contamination during storage, and preparation of food.
- d) Identifying customers with food allergies when they book a table, or when staff take orders (e.g. menu reminders).
- e) Consider providing a checklist or guidance that staff can refer to whilst taking orders that highlights which dishes contain what type of allergenic ingredient.
- f) A system for waiters to alert kitchen staff that the food they are to prepare is for somebody who is allergic to certain ingredients.
- g) 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.
- h) Ask your staff to explain what they must do when a request for a meal without allergens is received

## Kitchen Procedures

### Allergenic Ingredient Identification

6. Which food allergens do you handle?

✓ (see diagram on page 1)

Cereals containing gluten: wheat, rye, barley, oats, spelt, kamut and their hybridised strains.

Crustaceans (– eg prawns)

Molluscs ( – eg mussels)

Eggs

Fish

Peanuts

Soybeans/soya

Milk

Nuts: almonds, hazelnuts, walnuts, cashews, pecans, Brazil nuts, pistachios, macadamias, and Queensland nuts

Celery

Mustard

Sesame seeds

Sulphur dioxide and sulphites often expressed as SO<sub>2</sub>, used as a preservative and often found in wine and dried fruit.

Lupin

Prepare a list and how you will control their use, and prevent cross-contamination.

See separate grid you can use for ingredients and for menu dishes

You must tell the customer the allergen present using the terms listed left

**You need to take steps to ensure this is carried out so you can comply with legislation to supply safe food.**

<p>6. Have you checked for allergens in ingredients you use? Including checking the labels of prepared food, sauces, and seasoning mixes?  <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>7. Does your supplier provide you with adequate labelling information?  <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>8. Do you check to see if any substituted items that have been deliveries contain allergenic ingredients?  <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>9. Do you re-check for allergens if you have to change supplier?  <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>You should consider the following:</p> <p>a) If receiving food not prepacked or without full labelling information: Contact your supplier for the information, and make sure they understand why you need the information.</p> <p>b) Ensure they provide you with clear information and that they update you should the ingredients or their processing change. <u>They are required by law to do this.</u></p> <p>c) Think about how you can make staff remember to check for allergenic ingredients in new or replacement ingredients, for example a delivery checklist.</p> <p>d) All food should be labelled in English, if it is not you should ask that your supplier provides ingredients details in English. You can then show customers what the food contains if needed.</p>
<p>10. Do you record any of the above checks?  <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>You should consider how you would be able to demonstrate what steps you have taken to prepare safe food. For example,</p> <p>a) Written records  b) How frequently are records made?  c) Who checks information is being recorded correctly?</p> <p>See separate grid you can use for ingredients and for menu dishes</p>
<p><b>STORAGE</b></p> <p>11. Do you have a storage system to prevent cross-contamination of ingredients with all allergenic ingredients?  <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>12. If you transfer ingredients from packaging into storage containers or fridges/freezers, do you have a procedure for retaining product information such as date codes, batch codes, allergen information?  <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>You should consider the following:</p> <p>a) A colour code for allergenic ingredients.  b) A spillage plan to clean up allergenic ingredients.  c) How do you control transfer of ingredients and foods so that labelling is retained, so that all foods are clearly identified so that staff can check what allergens are in it?</p>
<p><b>PREPARATION</b></p> <p>13. Do you follow any procedures when preparing food for a customer with a food allergy?  <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>You should consider the following:</p> <p>a) Check ingredient labelling for allergenic ingredients.  b) Consider dish preparation, separate equipment &amp; utensils, storage, cooking/reheating, separate preparation area.  c) Thorough cleaning before and afterwards.</p>

<p>Are the procedures clear to staff?</p> <p>14. If yes, have you considered all aspects listed in the right hand column?</p> <p><input type="checkbox"/> Yes   <input type="checkbox"/> No</p>	<p>Surfaces, containers, utensils, storage and preparation areas all must be regularly cleaned.</p> <p>d) Adequate hand-washing.</p> <p>e) If you re-use cooking oil, there is a probability that allergens such as nut proteins/fish proteins/gluten will still be present.</p> <p>f) Serving Procedures; for example, garnishes, topping a dessert with almonds, preventing cross-contamination when food is served in a buffet style</p>
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## Front of House

<p>15. Do you inform customers about dishes that contain particular allergens, and ensure that information is available and clearly displayed?</p> <p><input type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p><b>*Legally required from December 2014 to provide all allergen information on menu</b></p> <p><b>or</b></p> <p><b>display a sign inviting customers to ask a member of staff. See sign on page 5.</b></p> <p>Look out for these FSA chef cards</p>  <p>Customers may show you them  <a href="http://www.food.gov.uk/multimedia/pdfs/chefcard.pdf">http://www.food.gov.uk/multimedia/pdfs/chefcard.pdf</a></p>	<p>The sign must be prominent and where customers make their choices – at the bar, at waiting and eating areas, on all menus, blackboards</p> <p>You should:</p> <p>a) <b>Ask your customers</b> if they suffer from any food allergies, and identify any dishes that they will not be able to eat. (Including for advance or group bookings and telephone orders)</p> <p>b) Highlight on menu by including the allergenic ingredient in the name of the food description if not obvious.</p> <p>c) What about garnishes of nuts/breadcrumbs / croutons / sesame seeds etc: Are they stated on the menu?</p> <p>d) Providing allergenic information on notices detailing the name of food at self-service counters, salad bars. Ensuring foods containing no allergenic ingredients are sufficiently separated from food containing allergenic ingredient, and in a way to prevent any falling food contaminating it. Do you provide enough utensils to prevent cross contamination?</p> <p>e) Guide/Symbols to indicate which dishes contain certain allergenic ingredients are only allowed if full details are given</p> <p>f) Notices/details in menus (see suggested wording below)</p> <p>g) Is any information available on your website?</p>
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## Phone & Internet Orders, Home Delivery

<p>16. On taking orders do your staff ask if anyone has any allergy or intolerance to foods?</p> <p>17. Do you use internet websites to advertise and take orders? How is the</p>	<p>Invite the discussion with your customers when they contact you.</p> <p>a) Staff must know how to provide the information over the phone or on email/website orders.</p> <p>b) Do the staff have access to correct up to date list</p>
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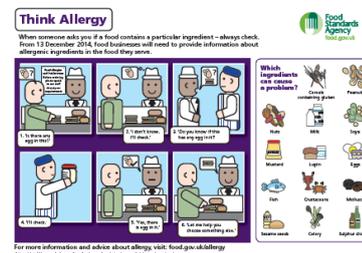
<p>allergen information made available to customers making their food choices? Does the website clearly provide allergen information, or does it ask customers to say if they have a food allergy or intolerance?</p> <p>18. How do you ensure that the kitchen staff receive understand and act on the request for meals without a particular allergen?</p> <p>19. Are there any particular language &amp; communication difficulties? From the consumer? Between staff?</p>	<p>of allergen information?</p> <p>c) Do your menus clearly show that customers should tell a member of staff if they have a food allergy or intolerance? What about the flyers and menus delivered to houses, given out to customers?</p> <p>d) Do you use other businesses that take food orders on your behalf? How do they manage allergen information?</p> <p>e) <u>Buffets, food platters and outside catering (See below)</u></p> <p>f) How do consumers get allergen information about the foods? How will you provide information that will be available to people about to choose and eat the food?</p> <p>g) Allergen information will always need to be very clear because you will not know allergen requirements for all those eating the food.</p> <p>h) Prepared specific food in request for food without an allergen to be provided apart from other foods</p>
<p><b>Delivery</b></p> <p>When delivered the food must be identified in writing with the allergen information.</p> <p>20. Are meal containers clearly labelled to say which contain specific allergens?</p> <p>21. You may, in addition, identify clearly which container has food made without a named allergen.</p>	<p>a) The allergen information must be available to the customer at the moment of delivery of the food.</p> <p>b) How do you ensure allergen labelling on home delivery containers?</p> <p>c) Examples could include</p> <ul style="list-style-type: none"> <li>• Stickers applied to each container when filled in the kitchen Coloured stickers with the allergen name on it</li> <li>• Pre-printed list on containers</li> <li>• Handwritten in permanent ink – it must be readable</li> <li>• A separate sign/menu/sheet of paper – but it must be possible to clearly identify what allergen information relates to which food product, and it must not be confusing.</li> </ul>
<p><b>Buffets &amp; Platters &amp; Event Catering etc</b></p> <p>22. Are food displays clearly labelled?</p> <p>23. How will you clearly identify the allergens with specific foods across the food display?</p> <p>24. Any instructions required for the person setting out the food?</p> <p>25. Event catering – any other person (including non-professional) providing food? How is that to be labelled?</p>	<p>a) Labels/signs must be clear and with the food at all times, whilst consumers are serving themselves</p> <p>b) Think how you group food platters etc – segregate by allergens?</p> <p>c) What controls help prevent cross-contamination?</p> <ol style="list-style-type: none"> <li>a. Separate serving utensils</li> <li>b. Segregation of particular foods depending on the allergen(s) present</li> <li>c. Layout of buffet food, for example salads presented first, dressings containing allergens offered at after</li> <li>d. Specific allergen-restricted food identified, separated and protected</li> </ol>

It is suggested you display one of these posters in staff areas:  
The top poster is available from Northamptonshire Trading Standards.  
[www.northamptonshire.gov.uk/TSBusiness-support](http://www.northamptonshire.gov.uk/TSBusiness-support)



Copies of the second poster are available in different languages,  
and lots more resources are available from the Food Standards Agency  
website  
<http://www.food.gov.uk/business-industry/allergy-guide>

For **online training** and more advice please see  
<http://allergytraining.food.gov.uk/>



## Information for Customers with Food Allergies

Benefits of using the signs like the ones below:

- Use the words 'Food Allergies & Intolerances' - so only customers who do have an allergy or intolerance need to read it.
- It invites the customer to share their problem – “we’ll help if we can, and if we can’t, we’ll say so”.
- It says to your customers
  - “We have a system in place - please ask and we’ll listen to you too”.
  - “We are quite entitled to use these things in our products and only use them when appropriate, but also recognise that for some people they are very dangerous. So we will take care”
- Having the notices raises awareness amongst the general public, and particularly acts as a reminder to all staff - including new or temporary.
- It can be very useful to change these notices regularly. Using different colours and images helps to keep staff and customers alert to the problem.

**Display on your premises everywhere that your customers choose food & drink,  
include on your menus:**

# FOOD ALLERGIES & INTOLERANCES

Please speak to a member of staff  
about the ingredients of your meal  
before ordering.

Thank you

# ***ALLERGIC REACTION***

## ***Emergency Action***

If an allergic 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: **XX## #XX**.**

- 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**