

Overall Management & Training

Assessment Questions

Action Points

Management

1. Do you have a written policy on food allergies and intolerances?

☐ Yes ☐ No

You should consider the following:

- Identify the allergen risks in the food you serve.
- Decide who is to have overall management responsibility for allergens and food safety.
- Ensure training is given to all staff (both permanent and temporary)
- Ensure there is always a trained member of staff on duty during opening hours
- Display notices to remind staff of the risks.
- Plan how to communicate the risk between members of staff, and to customers.

Good Practice

You should consider how you would be able to demonstrate what steps you have taken to ensure allergen information is available to consumers and how you will prevent allergen cross contamination. For example:

- Written records
- How frequently are records made?
- Who checks information is being recorded correctly?

Training

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

☐ Yes ☐ No

3. Have front of house staff received food allergen awareness training?

☐ Yes ☐ No

4. Is there always a member of staff available who knows what allergens are in which meals?

☐ Yes ☐ No

Training should include the following:

- Train staff about the risks of providing the wrong information or serving food containing an ingredient that a customer is allergic to.
- Ensure Staff have access to and know where to find information on which foods contain allergens.
- Implement Kitchen procedures to prevent cross-contamination during storage, and preparation of food.
- Develop a system for staff to alert kitchen staff that the food they are to prepare is for somebody who is allergic to certain ingredients.
- Have procedures in place to deal 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 the dish and send it back, because traces of the allergen will remain.

Good Practice

Ensure all training given to staff is recorded and kept on file and that refresher training is given on a regular basis.

Kitchen Procedures

Allergenic Ingredient Identification

5. Which food allergens do you handle?

☐ Peanuts

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

☐ Sesame Seeds

☐ Fish

☐ Eggs

☐ Milk

☐ Crustaceans

☐ Molluscs

☐ Mustard

☐ Sulphur dioxide and sulphites often expressed as SO₂, used as a preservative and often found in wine and dried fruit.

☐ Soya

☐ Lupin

☐ Celery

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

- a) Check the labels of the ingredients you use to see if they contain any of the 14 allergens. Use trusted brands which clearly display the allergen information like below:



AS SOLD	
	per 100g
Energy (kJ/kcal)	248
Fat (g)	1.2
of which saturates (g)	0.2
Carbohydrate (g)	76.1
of which sugars (g)	2.5
Protein (g)	12.7
Salt (g)	1.8

Allergenic Ingredient Identification *continued*

6. Have you checked for allergens in ingredients you use? Including checking the labels of prepared food, sauces, and seasoning mixes

☐ Yes ☐ No

7. Do you check to see if any substituted items that have been delivered contain allergenic ingredients?

☐ Yes ☐ No

- b) Prepare a list of all of the meals that contain those allergenic ingredients
- c) Think about how you can make staff remember to check for allergenic ingredients in new or replacement ingredients.
- d) Make a folder containing information for each item on the menu and the allergens it contains including the source of the allergen (i.e. the ingredient)
- e) If you change your recipe or the ingredients used, ensure you update your allergen information and communicate this to all your staff.

Important

It is important to think about all of the ingredients that are used i.e. what garnishes are used, what is used to thicken sauces, what oils are used such as sesame oil and nut oils.

You need to take steps to ensure this is carried out so you can comply with the legislation. You need to be able to provide this information to consumers.

Storage

8. Do you have a storage system to prevent cross-contamination of ingredients with other ingredients containing allergens?

☐ Yes ☐ No

9. 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

☐ Yes ☐ No

- a) Store ingredients containing allergens in a separate area, or if this isn't possible, on lower shelving.
- b) Have a spillage plan in place to clean up allergenic ingredients.
- c) Ensure that if any ingredient is decanted into a separate container that all the product information including allergens is also transferred.

Preparation

10. Do you follow any procedures when preparing food for a customer with a food allergy?

☐ Yes ☐ No

11. If yes, have you considered all aspects listed in the right hand column?

☐ Yes ☐ No

- a) Check ingredient labelling/storage containers for allergenic ingredients.
- b) When preparing all foods, ensure care is taken to prevent any cross contamination occurring between foods containing allergens and foods which are allergen free.
- c) Where possible, use separate equipment, utensils and preparation areas for allergen and allergen free foods. If not possible, thoroughly clean equipment/utensils/ surfaces between uses.
- d) Make sure that thorough cleaning takes place before and after handling and preparing different foods.
- e) Verify that all food handlers follow adequate hand-washing procedures.
- f) Don't re-use cooking oil, if there is a possibility that nut proteins/fish proteins/gluten will still be present. If possible have a separate pan or fryer for allergen and allergen free foods.
- g) Take steps to prevent cross-contamination when food is served in a buffet style.

Front of House

12. Do you have procedures for informing customers about dishes that contain particular allergens?

☐ Yes ☐ No

13. Do you ensure that information is available and customers know where to find it?

☐ Yes ☐ No

- a) Decide how you will communicate allergen information to your customers menu; chalkboard; verbally.
- b) If all the information is to be provided next to each dish on the menu, make sure that this includes all of the allergens as per your specification folder and have a system to ensure it is always up to date.
- d) If you are relying on your front of house staff to communicate allergen information to customers, ensure that your staff have full access to all the information they need.
- e) Have a system in place to make sure you communicate any changes to your staff and that the place where they are getting the information from is also up to date and accurate.

Look out for these FSA chef cards as customers may show them to you



Important

It is a legal requirement to provide information on foods that contain allergens. You need to decide whether you are putting all the information on your menus, a notice or having the information available from members of staff.

You could also consider putting the information on your website as well.

More Advice?

For more information on the changes, and what you need to do, visit: www.food.gov.uk/allergen-resources

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