



Staffordshire University

ALLERGEN POLICY

POLICY

&

DOCUMENTATION

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STATEMENT OF POLICY

Staffordshire University is committed to reducing the risk to students, staff and visitors with regard to the provision of food and the consumption of allergens in food, which could lead to an allergic reaction.

This policy will be available on the Staffordshire University website and will be reviewed annually.

Whilst Staffordshire University is unable to guarantee a completely allergen free environment, we will minimise the risk of exposure, by providing clear information and signposting, developing communication between catering staff and customers, and encourage self-responsibility and plan for effective response to possible emergencies.

OBJECTIVES OF THIS POLICY

- To promote food allergen awareness to staff, students and visitors at Staffordshire University
- To provide clear guidance to all catering staff on their responsibilities for the provision of food to anyone using the catering facilities who may have a food allergy, food intolerance or coeliac disease.
- To ensure that relevant food allergy training and food hygiene training are provided for all catering staff.
- To ensure appropriate information and support is available for catering staff and customers.

COMMITMENT

Staffordshire University acknowledges the important role played by its catering services and is fully committed to complying with the following legislation:

- ***European Directives 2003/89/EC,***
- ***European Directives 2006/142/EC,***
- ***Food Information for Consumers Regulations (EU FIC) No. 1169/2011,***
- ***Food Information Regulations 2014 (SI 2014/1855),***
- ***UK Food Information (Amendments) Regulation 2019, (Natasha's Law)***

It has been approved and ratified by the Catering Manager and the Executive Head Chef who has overall responsibility for its implementation.

All managers, chefs, supervisors, and staff are responsible on a day-to-day basis for its implementation.

The policy requires that all food supplied within and by Staffordshire University is fully compliant with the legislation and the process and procedures laid out within this policy are

designed to ensure that the information supplied to all customers is Accurate, Consistent and Verifiable and compliant with all requirements.

Staffordshire University has committed itself to ensuring that resources, both in staffing and finance, will be available to comply with this policy.

RESPONSIBILITIES

The Head of Catering along with the Executive Chef are responsible for ensuring that the standards laid out in this Policy.

The Policy requires that standards are upheld and that the procedures in place to protect customers with food allergies, intolerances and coeliac disease are regularly reviewed and updated.

If customers need further information, they are encouraged to meet with the Catering Managers to identify any specific requests.

This policy will be reviewed annually, or more regularly if polices.

Signed: **Louise Chatfield,**

Catering Operations Manager

Date:12/6/24

Signed:**Philip Olivant,**

Executive Head Chef

Date 12/6/24

1. The Legislation

1a. European Directives 2003/89/EC and 2006/142/EC

Labelling rules in **European Directives 2003/89/EC and 2006/142/EC** ensure that all consumers are given **comprehensive ingredient listing information** and make it easier for people with food allergies to identify ingredients they need to avoid.

1b. Food Information for Consumers Regulations (EU FIC) No. 1169/2011 &

1c. Food Information Regulations 2014 (SI 2014/1855)

'Sets out the general requirements for information to be provided by food business operators, so that consumers have the information they need to make informed, safe and healthy food choices' **Food Standards Agency**

Following the implementation of the **Food Information for Consumers Regulation (EU) No. 1169/2011**, **allergen labelling rules changed in December 2014**. The regulation, which was published in October 2011 and built on existing allergen labelling provisions for prepacked foods and introduced a requirement for allergen information to be provided for foods sold **non-packed or prepacked for direct sale**.

1d. UK Food Information (Amendments) Regulation 2019, (Natasha's Law)

Legislation was amended by the government in September 2019 & will apply to all food prepared & packed for future sale from 1st October 2021 and will make it a **legal** requirement for all **food** retailers and operators to display full ingredient and allergen labelling **information** on every **food** item they sell '**pre-packed for direct sale**'. (PPDS)

2. Outline of the Requirements

2a. Food Information for Consumers Regulations (EU FIC) No. 1169/2011 &

2b. Food Information Regulations 2014 (SI 2014/1855)

From **13th December 2014** it became mandatory for food business operators **to inform customers of the 14 key allergens that are in their food**. These are detailed in **Fig 1**.

This is **any** food you sell and includes **pre-packaged and homemade foods**.

Pre-packaged

The labels on **pre-packaged** changed to enable you to identify the allergens more easily. Examples are included in **Fig 2**.

Pre-packaged products refer to any food put into packaging before being placed on sale:

Food is prepacked when it:

- Is either fully or partly enclosed by packaging;
- Cannot be altered without opening or changing the packaging;
- Is ready for sale

Prepacked foods must have an ingredients list present on the packaging.

Allergens must be emphasised each time they appear on the ingredients list

Homemade foods

This communication for homemade foods can be verbal or written on the menus. However, it is communicated it must be:

- **Accurate**
- **Consistent**
- **Verifiable**

2c. UK Food Information (Amendments) Regulation 2019, (Natasha's Law)

From October 2021, food pre-packed for direct sale (PPDS) **must list all ingredients on food labels of individual products.**

Prepacked Foods for Direct Sale' (PPDS)

PPDS depends on whether, where and when it is packed in relation to the point it is offered for sale

These include:

- Foods packed on the same premises/site from which they are being sold
- Any food that is in the packaging **before it is ordered or selected**

Labelling requirements

PPDS food will have to clearly display the following information on the packaging:

- the **name of the food**
- **full ingredients list**- In descending weight order
- with **allergenic ingredients emphasised every time they appear in the list**
- Composite ingredients – expanded within brackets
- Use an **allergy advice statement** on the product label to explain how allergens are emphasised within the ingredients list (for example in **bold**, *italics* or a different colour)

All written mandatory allergenic information should be:

- easily visible
- clearly legible
- not obscured in any way e.g., not hidden under a flap or across a fold or crease
- Indelible (cannot be erased)

3. The 14 Allergens

Figure 1 - The 14 Allergens

14

Allergens

Coming to a food label near you



Food Standards Agency

food.gov.uk

The way allergens are labelled on prepacked foods is changing because of new regulations. The Food Information Regulation, which comes into force in December 2014, introduces a requirement that food businesses must provide information about the allergenic ingredients used in any food they sell or provide.

There are 14 major allergens which need to be mentioned (either on a label or through provided information such as menus) when they are used as ingredients in a food. Here are the allergens, and some examples of where they can be found:

1	 <p>Celery This includes celery stalks, leaves, seeds and the root called celeriac. You can find celery in celery salt, salads, some meat products, soups and stock cubes.</p>	
	<p style="text-align: center;">Cereals containing gluten</p> <p style="font-size: small;">Wheat (such as spelt and Khorasan wheat/Kamut), rye, barley and oats is often found in foods containing flour, such as some types of baking powder, batter, breadcrumbs, bread, cakes, couscous, meat products, pasta, pastry, sauces, soups and fried foods which are dusted with flour.</p>	2
3	 <p>Crustaceans Crabs, lobster, prawns and scampi are crustaceans. Shrimp paste, often used in Thai and south-east Asian curries or salads, is an ingredient to look out for.</p>	
	<p style="text-align: center;">Eggs</p> <p style="font-size: small;">Eggs are often found in cakes, some meat products, mayonnaise, mousses, pasta, quiche, sauces and pastries or foods brushed or glazed with egg.</p>	4
5	 <p>Fish You will find this in some fish sauces, pizzas, relishes, salad dressings, stock cubes and Worcestershire sauce.</p>	
	<p style="text-align: center;">Lupin</p> <p style="font-size: small;">Yes, lupin is a flower, but it's also found in flour! Lupin flour and seeds can be used in some types of bread, pastries and even in pasta.</p>	6
7	 <p>Milk Milk is a common ingredient in butter, cheese, cream, milk powders and yoghurt. It can also be found in foods brushed or glazed with milk, and in powdered soups and sauces.</p>	
	<p style="text-align: center;">Molluscs</p> <p style="font-size: small;">These include mussels, land snails, squid and whelks, but can also be commonly found in oyster sauce or as an ingredient in fish stews</p>	8
9	 <p>Mustard Liquid mustard, mustard powder and mustard seeds fall into this category. This ingredient can also be found in breads, curries, marinades, meat products, salad dressings, sauces and soups.</p>	
	<p style="text-align: center;">Nuts</p> <p style="font-size: small;">Not to be mistaken with peanuts (which are actually a legume and grow underground), this ingredient refers to nuts which grow on trees, like cashew nuts, almonds and hazelnuts. You can find nuts in breads, biscuits, crackers, desserts, nut powders (often used in Asian curries), stir-fried dishes, ice cream, marzipan (almond paste), nut oils and sauces.</p>	10
11	 <p>Peanuts Peanuts are actually a legume and grow underground, which is why it's sometimes called a groundnut. Peanuts are often used as an ingredient in biscuits, cakes, curries, desserts, sauces (such as satay sauce), as well as in groundnut oil and peanut flour.</p>	
	<p style="text-align: center;">Sesame seeds</p> <p style="font-size: small;">These seeds can often be found in bread (sprinkled on hamburger buns for example), breadsticks, houmous, sesame oil and tahini. They are sometimes toasted and used in salads.</p>	12
13	 <p>Soya Often found in bean curd, edamame beans, miso paste, textured soya protein, soya flour or tofu, soya is a staple ingredient in oriental food. It can also be found in desserts, ice cream, meat products, sauces and vegetarian products.</p>	
	<p style="text-align: center;">Sulphur dioxide (sometimes known as sulphites)</p> <p style="font-size: small;">This is an ingredient often used in dried fruit such as raisins, dried apricots and prunes. You might also find it in meat products, soft drinks, vegetables as well as in wine and beer. If you have asthma, you have a higher risk of developing a reaction to sulphur dioxide.</p>	14

For more information, visit: food.gov.uk/allergy or nhs.uk/conditions/allergies

Sign up to our allergy alerts on [food.gov.uk/email](mailto:food.gov.uk@email), or follow [#AllergyAlert](https://twitter.com/AllergyAlert) on Twitter and Facebook

Let's keep connected at [food.gov.uk/facebook](https://www.facebook.com/food.gov.uk)

Join our conversation [@food.gov.uk/twitter](https://twitter.com/food.gov.uk)

Watch us on [food.gov.uk/youtube](https://www.youtube.com/food.gov.uk)

3.1 The 14 Allergens in Greater Detail

1 – Celery and products thereof. This includes celery stalks, leaves, seeds and the root called celeriac. You can find celery in celery salt, salads, some meat products, soups and stock cubes.

2 – Cereals containing gluten, namely wheat (such as spelt, Khorasan wheat, Kamut), rye, barley, oats and their hybridised strains and products thereof, except:

- a) Wheat based glucose syrups including dextrose
- b) Wheat based maltodextrins
- c) Glucose syrups based on barley
- d) Cereals used for making alcoholic distillates including ethyl alcohol of agricultural origin.

Cereals containing gluten can often be found in foods containing flour, such as some types of baking powder, batter, breadcrumbs, bread, cakes, couscous, meat products, pasta, pastry, sauces, soups, and fried foods which are dusted with flour.

3 – Crustaceans and products thereof (for example prawns, lobster, crabs and crayfish) Shrimp paste, often used in Thai and South-East Asian curries or salads is an ingredient to look out for.

4 – Eggs and products thereof. Often found in cakes, some meat products, mayonnaise, mousses, pasta, quiche, sauces and pastries or foods brushed or glazed with egg.

5 – Fish and products thereof, except;

- a) Fish gelatine used as carrier for vitamin or carotenoid preparations.
- b) Fish gelatine or Isinglass used as a fining agent in beer and wine.

Fish is often found in fish sauces, pizzas, relishes, salad dressings, stock cubes and Worcestershire sauce.

6 – Lupin is a flower but is also found in flour. Lupin flour and seeds can be used in some types of bread, pastries and pasta.

7– Milk and products thereof (including lactose) except:

- a) Whey used for alcoholic distillates including ethyl alcohol of agricultural origin.
- b) Lactitol Milk is a common ingredient in butter, cheese, cream, milk powders and yoghurt. It can also be found in foods brushed or glazed with milk, and in powdered soups and sauces.

8 – Molluscs including mussels, land snails, squid and whelks but can also be commonly found in oyster sauce or as an ingredient in fish stews.

9 – Mustard and products thereof including liquid mustard, mustard powder and mustard seeds. This ingredient can also be found in breads, curries, marinades, meat products, salad dressings, sauces and soups.

10 – Nuts not to be mistaken with peanuts (which are actually a legume and grow underground). This ingredient refers to nuts that grow on trees, such as hazelnuts, cashew nuts, almonds, walnuts, Brazil nuts, pistachios, macadamia nuts (Queensland nuts). Except for nuts used in alcoholic distillates including ethyl alcohol of agricultural origin.

11 – Peanuts and products thereof. Often used as an ingredient in biscuits, cakes, curries, desserts, sauces (such as satay sauce), as well as in groundnut oil and peanut flour.

12 – Sesame Seeds and products thereof. These seeds can often be found in bread (sprinkled on hamburger buns for example) breadsticks, houmous, sesame oil and tahini. They are sometimes toasted and used in salads.

13 – Soya is often found in bean curd, edamame beans, miso paste, textured soya protein, soya flour, or tofu. Soya is a staple ingredient in oriental food. It can also be found in desserts, ice cream, meat products, sauces and vegetarian products. All soybeans except:

- a) Fully refined soybean oil and fat.
- b) Natural mixed tocopherols (E306), natural D-Alpha tocopherols, natural D-Alpha tocopherol acetate, and natural D-Alpha tocopherol succinate from soybean sources.
- c) Vegetable oils derived phytosterol and phytosterol esters from soybean sources.
- d) Plant stanol ester produced from vegetable oil sterols from soybean sources.

14 – Sulphur Dioxide (sometimes known as sulphites) at concentrations of more than 10mg/kg or 10mg/Litre in terms of the total SO₂ which are to be calculated for. This is an ingredient often used in dried fruit such as raisins, dried apricots and prunes. You might also find it in meat products, soft drinks, vegetables as well as in wine and beer.

4. The Processes

The following management process has been introduced to ensure that customers are given **Accurate, Consistent and Verifiable** information.

4.1 Procurement

4.1.1 Suppliers

The University uses reputable suppliers (Please refer to the **University's Food Safety Policy**)

All suppliers are required to comply with the legislation.

4.1.2 Change in ingredients/ supplier

If any of the ingredients change (not available, replaced) or a supplier is changed, then the menus and production sheets must be updated to reflect any changes.

4.2 Deliveries

4.2.1 Pre-packaged bought in products

All deliveries are checked to ensure that they are labelled with the contents and required allergy information. **Fig 2** below gives an example of a label.

Manufacturers are required to highlight any of the key allergens that appear in their food. This may be by highlighting the allergen in **bold**, underlined or in other ways that make these easy to identify.

The allergen information must also be in one place only, i.e., in the main ingredients, list and no longer in an allergen 'box'.

4.2.2 Allergy labelling

Accepting or rejecting deliveries of produce:

If the labelling information is not available, the person taking delivery will -

Reject and inform one of the 'Key Personnel' OR if the delivery is required, speak to one of the Key Personnel who must contact the supplier and ask them to email through the missing information.

Products can only be used if they have the correct labelling. **It is a criminal offence for a supplier not to supply this information.**

4.2.3 Decanting

Where possible all ingredients should remain in their original packaging with all allergen information attached.

If this is not possible, the label is removed from the box and placed in the decanted box with the product. A file must be kept in the kitchen with the original labels stored alphabetically as reference. In this instance, it is important that the decanted goods must be labelled to ensure they can be identified.

Figure 2 - Example labels to meet requirements

INGREDIENTS
Water, Carrots, Onions, Red Lentils (4.5%) Potatoes, Cauliflower, Leeks, Peas, Cornflower, Wheat flour, Cream (milk), Yeast Extract, Concentrated Tomato Paste, Garlic, Sugar, Celery Seed, Sunflower Oil, Herb and Spice, White Pepper, Parsley
ALLERGY ADVICE
For allergens, see ingredients in bold



CHEESE AND PICKLE SANDWICH

Mature Cheddar cheese, pickle and butter in sliced malted bread

INGREDIENTS: Malted bread (**wheat** flour (**wheat** flour, calcium carbonate, iron, niacin, thiamin), water, malted **wheat** flakes, **wheat** bran, **wheat** protein, yeast, malted **barley** flour, salt, emulsifiers (mono- and diglycerides of fatty acids, mono- and diacetyl tartaric acid esters of mono- and diglycerides of fatty acids), spirit vinegar, malted **wheat** flour, rapeseed oil, flour treatment agent (ascorbic acid), palm fat, **wheat** flour, palm oil, **wheat** starch), mature Cheddar cheese (**milk**), pickle (carrots, sugar, swede, onion, **barley** malt vinegar, water, spirit vinegar, apple pulp, dates, salt, modified maize starch, rice flour, colour (**sulphite** ammonia caramel), onion powder, concentrated lemon juice, spices, spice and herb extracts), butter (**milk**).

4.3 Preparation

4.3.1 Recording of Allergens

The key to the success of the policy and process is that the person preparing any food item for sale **must accurately record all of the allergens they include in a dish. This must be recorded on the Allergy Food Production Sheet. (Appendix 1.)**

Everything that is produced (see list below) **MUST** be recorded on a food production sheet. A sheet must also be completed for food that is not homemade **BUT** is removed from their original packaging before sale- i.e., sandwiches, sausage rolls, pies, biscuits for tea and coffees, etc.

These completed sheets are stored in the production file, which is stored in the kitchen and available for reference for service and production staff. **Only the current week's sheets are kept in this file, with the previous 12 week's sheets archived.**

From these sheets, the information is added to the blackboard labels. The name of the dish or item is displayed on one side, customer-facing and allergies on the reverse. This is for all foods- hot meals, deli bar, daily specials, and coffee shops.

This sheet **MUST** be completed for each and every food item that is produced in the kitchen.

This includes-

- Soup
- Main courses
- Salads
- Desserts
- Buffet items
- Hospitality items
- Nursery items

Exceptions

Burrito bar: There is a static menu that is reviewed at least every 6 months to ensure that the allergy information remains up to date. The allergy information is stored on an allergy matrix and customers are informed verbally of allergy information, on request.

Nursery: There are some static menus prepared in advance for the nursery and this is communicated in advance to parents. If a menu changes, then a production sheet is completed and sent with the delivery. Allergen information is sent daily using the following process - **Allergy Food Production Sheet. (Appendix 1.)**, this sheet is modified so that final cooking/reheating temperatures are written in the 'initial' column. The sheet

is still signed off by the chef responsible for the food being sent. Purple allergy stickers are added to dishes that contain relevant allergens.

PPDS

No PPDS production takes place on site.

4.3.2 Voluntary information – may contain

There are a number of products that have 'may contain' in their ingredients list. This information is voluntary. If these ingredients are used, we will pass this information on to customers.

For products that say 'may contain' on the label, they should be noted on the allergy sheet as **'*'**

This information can then be shared verbally with any customers when asked. This would generally mean that the factory that makes the products uses the 'may contain' ingredients and there is a possibility of these getting into the product accidentally, they have not intentionally been put into the product.

Black chalkboards have the **'*'** may contain allergies on the reverse. This is for all foods- hot meals, deli bar, daily specials, and coffee shops.

4.3.3 Cross-contamination during preparation and service

Cross-contamination of products is not covered in legislation, as the legislation only covers foods that are 'intentionally' added to a dish. However, the University has carried out a risk assessment to reduce risk where possible.

Allergen production kit: Purple chopping boards, tongs, and knife

To help control the cross-contamination of allergens, all preparation areas/kitchens have purple chopping boards, knives and tongs for use in preparing dishes including any allergies, including but not limited to one of the 14 allergens.

In addition, when any preparation of allergens take place, a thorough cleaning regime of equipment and workstations takes place before and after the preparation of allergenic ingredients.

Customer information will explain the extent of the law and exemptions but explain that the University is doing all it can to avoid this.

There are areas where cross-contamination is very difficult for the University to control.

Server notices will be displayed explaining that there is a risk of cross-contamination in this area and to avoid if you have a particular allergy. They will say ***'Because of the diverse nature of our business there is a risk of cross-contamination of allergens between foods. If you have a particular allergy, please speak to us and we will advise you.'***

4.3.4 Single ingredients items

Where the product is a single ingredient product i.e., eggs, milk, cheese, etc and the title of the product is obvious and indicates the allergen, the item of food does not need to be labelled as the item is a sufficient description.

However, if this is unclear with items such as tahini (sesame) edamame beans (soya) etc, these should be labelled.

4.3.5 Preparation for future service and re-use of food

Where food is prepared for future service, or there is food to be kept following service for future re-use, it is vital that it is labelled to ensure it can be identified at a later time. This is vital for the identification of allergens. **If there is no identification label, then the product must not be used.**

Blast chilling

When preparation for future service involves blast chilling, the blast chiller form on the front of the chiller is completed **with the date and name of the dish.**

This allows for the product to be identified and labelled with the allergens it contains when it is removed from the chiller for further storage.

Freezing & refrigeration

If a product is to be frozen or chilled and not for immediate consumption, these are stored in the walk-in freezer or fridge. **These are labelled with the Allergy sticker that contains details of all the allergens. This label must include the date of production, product name and all relevant allergies must be ticked. Care must be taken when copying the allergy information from the allergy production sheet to the label. If a label is not used then a permanent pen is used to write on the packaging.**

Where food is prepared for future service, or there is food to be kept following service for future re-use, it is vital that it is labelled to ensure it can be identified at a later time. This is vital for the identification of allergens. **If there is no identification label, then the item of food must not be used.**

4.4. Service & Customer Information

It is vital prior to any service that all staff are fully aware of what allergens are present in the food they are serving. The following measures have been introduced to ensure that this happens-

- **Handover from kitchen to front of house for service**
- **Including writing allergies on to blackboards: *the allergens are recorded on the reverse of the blackboards and are communicated verbally to customers on request.***
- **If there is ANY doubt speak to the senior chef on duty**

See communication sections in this policy for further details of these methods.

4.4.1 Cafeteria Service

Server notices

There are notices throughout the server informing customers to ask a member of staff if they require allergy information- ***‘Please speak to a member of the catering staff if you require any allergy information’***

Risk of Cross Contamination server notices

Server notices will be displayed explaining that there is a risk of cross-contamination in this area and to avoid if you have an allergy. They will say ***‘Because of the diverse nature of our business there is a risk of cross-contamination of allergens between foods. If you have a particular allergy, please speak to us and we will advise you of the specific risks.’***

Served Food

Where customers are served food at the counter, customers should ask about allergy information (including ‘may contain’ ingredients).

Self Service Pre-packed

Pre-packed products will be labelled on their packaging, by the manufacturer.

Daily Menus

Hot food

The daily menus & specials for foodservice outlets are produced every day following the **handover of information.**

The allergens are recorded on the reverse of the blackboards and are communicated verbally to customers on request.

Change in menu mid-service

If food runs out mid-service, the chef will produce an alternative from a prepared dish from the fridge. The dish will be identified with the label that relates it to the food production sheet, to be able to identify the allergens.

In such an event, the Food Production Sheet must be changed or updated.

4.4.2 Formal Dining including Lunches and Dinners, Conferences and Events

Preservice brief

Before every service, the supervisor is issued with the menu with allergies listed and staff are briefed on these.

All staff are informed to speak to one of the 'Key Personnel'/supervisors if a customer asks them about allergies.

Menus

All formal dining events include menus on the tables.

All banquets & plated dinners are pre ordered so dietary requirements including allergies are known in advance, so specific suitable meals are prepared for individuals with specific dietary requirements.

At the bottom of every menu, the following is written- ***'For ALLERGY information please ask a member of staff for further information'***

All staff are informed to speak to one of the senior chefs or supervisors if a customer asks them about allergies.

4.4.3 Buffet Service

With buffet table

Where there is a buffet table, there will be menu blackboards by each product, with allergy information on the reverse. This is communicated verbally to customers on request.

Notices are displayed informing customers – ***'For allergen information please speak to a member of waiting staff'***

In addition, on the bottom of each menu is a note which states ***'Due to the diverse nature of our business and that of our food suppliers there is a risk of allergy cross-contamination. Please speak to a member of staff if you have any concerns.'***

All staff are informed to speak to one of the senior chefs or supervisors if a customer asks them about allergies/allergens.

Without buffet table

Where food is served by staff on trays rather than via a buffet table (canapés, bowl food, etc) the following is introduced:-

- A sign is displayed by the entrance to the room informing customers – ***‘For allergen information please speak to a member of waiting staff’***
- In addition, a note which states ***‘Due to the diverse nature of our business and that of our food suppliers there is a risk of allergy cross-contamination. Please speak to a member of staff if you have any concerns.’***
- All staff are informed to speak to one of the senior chefs or supervisors if a customer asks them about allergies/allergens.
- During ‘hand passed’ canapes, if a customer informs a staff member of a dietary requirement or allergy, then this information will be passed to the chef who will prepare a separate plate for this individual that conforms to their requirements.

4.4.4 Tea and Coffee Service

For tea and coffee service biscuits are served in individual packaging which contains the allergen information.

4.5 Communications

4.5.1 Advance information

There are opportunities to find out what allergies the customers of the University have in advance. The catering department is taking the following steps to communicate with their customers.

Students

Before students arrive at University, the information they are sent includes asking them whether they have any food allergies. This asks them to contact the Catering Manager/Executive Head Chef via email to discuss their allergies and what the catering department can do to assist.

If the allergy is potentially fatal, the Executive chef may advise the student not to eat in any of the University operated catering outlets.

Conference & events

The conference and events team ask all organiser of events to provide details of guests who have allergies. These details are provided to the catering department as soon as possible so special arrangements can be made if required.

Handover for service

For every service, there will be a handover of all menu items produced and the allergens included in any dishes. This includes all services- cafeteria, functions and conferences.

The chef takes all the completed production sheets and runs through them with the front of house supervisor responsible for the service and menu production.

Signposting

If the information is not available at the point of sale, then signposting is required to instruct customers where to find the information or to ask if they are unsure.

Customer information

The signage in the servery will include the following information regarding allergens:

- Signposting to where information about allergens is available
- Information about the risk of cross-contamination
- Asking customers to ask a member of staff if they are unsure

In order to ensure that staff have a clear understanding of allergens and the requirements of the legislation, the University are committed to training all catering staff members about allergens.

4.5.2 Records

Allergen menu information is kept for 3 months.

