



Café

# YOUNG SOMERSET

---

## Allergen Policy

1. Introduction
2. Objectives of this Policy
3. Background
4. Common Food Allergens
5. Responsibilities
6. General Food Production and Services
7. Hospitality Catering
8. Allergen Investigation
9. Allergen Policy and Procedures

## 1. Introduction

Young Somerset firmly believes in providing high quality food to our customers that is safe to eat. We are therefore committed to reducing the risk to our customers with regard to the provision of food and the consumption of allergens which could lead to an allergic reaction.

Young Somerset accepts its duty to comply with all relevant Food Regulations, which states that allergen information must be provided on all food sold that is pre-packaged. Young Somerset is not in a position to guarantee a completely allergen free environment, but rather to minimize the risk of exposure, encouraging self-responsibility, and plan for effective response to possible emergencies.

## 2. Objectives of this Policy

To promote awareness of the nature of food allergies and bring these to the attention of staff and customers.

To provide clear guidance to all catering staff on their responsibilities for the provision of food to members of the public and visitors with confirmed food allergy.

To ensure that appropriate education/training is available and implemented for any catering staff involved in providing food to customers with food allergies.

## 3. Background

### What is a food allergy?

Food allergens involve the body's immune system. The body reacts to certain allergens in food by producing antibodies, which can cause immediate and sometimes severe symptoms such as: itching, or strange metallic taste in the mouth; swelling of the throat and tongue; difficulty in swallowing or speaking; abdominal cramps, nausea, and vomiting; skin hives (nettle rash) anywhere on the body; and in most extreme cases difficulties in breathing and severe fall in blood pressure (anaphylactic shock). In extreme cases this can prove fatal.

### What is food intolerance?

This does not involve the immune system in the same way and is not usually as severe as a food allergy. Symptoms usually take longer and may include headaches, fatigue, and digestive problems.

Food intolerance is harder to diagnose than a food allergy. The person with a known allergen trigger may know what food ingredients will provoke a reaction. However, they may well have eaten this food or a specific dish previously and had no reaction.

## Who are at risk?

Anybody can develop a food allergen or intolerance at any time in their life irrespective of whether they have consumed the food previously. A person with an allergy is at risk even if they have consumed a small amount of the food allergen.

The proportion of the UK population with a true food allergy is approximately 1 – 2% of adults and 5 -8% of children which equates to around 1.5million in the UK. In addition, 1:100 of the UK population has coeliac disease and needs to avoid gluten.

## 4. Common Food Allergens

- Celery
- Crustaceans
- Eggs
- Fish
- Gluten containing cereals (i.e. wheat, rye, barley, oats, spelt, kamut or their hybridized strains)
- Milk (including lactose)
- Tree nuts i.e. Almonds, hazelnuts, walnut, cashews, pecan nuts, Brazil nuts, pistachio nuts, macadamia nuts and Queensland nuts
- Lupins
- Molluscs
- Peanuts
- Mustard
- Sesame seeds
- Soyabeans
- Sulphur dioxide and sulphites at concentrations of more than 10mg/kg or 10 mf/litre expressed as SO<sub>2</sub>

An allergen identification table is set out in Appendix 1

People may report allergies to other foods not on the above list. Most common in the UK are kiwi, peas, other legumes (beans etc), other seeds and other fruits and vegetables. In some cases, people may only need to avoid these when raw and can have them cooked.

## 5. Responsibilities

### **The Senior Leadership Team will:**

Ensure the development and review of the Allergen Policy

Ensure that the necessary resources are available for implementing the Allergen Policy and detailed arrangements, as well as the subsequent monitoring of performance.

Ensure that appropriate information, training, and supervision is provided to all employees.

### **The Operations Manager will:**

Develop the Allergen Policy and procedures to ensure that it is legal and moral obligations are met.

Ensure that the policy and procedures are communicated to all staff to ensure its effective implementation.

Provide relevant training material to ensure effective implementation of the policy.

Ensure that the menu is clear with accurate allergen information.

Work closely with all suppliers to ensure accurate information on all products that may contain allergens.

Maintain a record of all ingredients for all products sold in the café, highlighting any allergens.

Ensure that any changes to products are communicated to all relevant staff.

Work with the Café Supervisor to review and update the policy and procedures when necessary.

### **The Café Supervisor will:**

Ensure display signs that encourage customers to ask about allergens in foods being served.

Complete a level 3 in food hygiene and refresher training at least twice a year.

Complete first aid training to the required standard as expected within Young Somerset.

Ensure that all staff and those on work experience have the necessary allergen training

Ensure all staff and those on work experience have accurate guidance on allergens to provide to customers if needed.

Through good hygiene practices, reduce the risk of cross contamination in the Café.

Checking product packaging for any allergens and add to the allergen matrix.

Check all staff and those on work experience if they have any allergens which may affect their work in the Café and alerting the Operations Manager.

Completing the allergen matrix when producing dishes, using information from ingredient packaging.

Ensuring all allergen matrices are signed and dated when completed and/or reviewed.

Immediately report any concerns or issues to their Operations Manager.

### **All staff and those on work experience will:**

Ensure that they follow the correct procedures detailed in the Allergen Policy to ensure the safety of customers.

Report any allergens management need to be aware of.

Complete all training to at least a level 2 in food hygiene and undertake refresher training at least twice a year.

Complete first aid training.

Report any concerns to their management.

## **6. General Food Production and Service**

It is important to reduce the risk of cross contamination with allergens in the general production and service of foods within the café. The following procedures are in place to reduce the risk:

- Cleaning work areas down, using 2 stage cleaning, in between preparing different foods
- Ensuring all equipment and utensils are cleaned in between usage
- Storing ingredients and foods in closed and labelled containers, this includes cupboards, fridges, and freezers
- Keep ingredients containing allergens separate from others
- Washing hands thoroughly between preparing different foods.

Cooking can also result in cross contamination. When cooking allergen free foods, the use of separate clean cloths in order to prevent potential cross contamination where relevant.

Due to the nature of the business, it is not possible to completely eliminate the risk of cross contamination.

Staff should also be aware and vigilant of cross contamination during service such as salad, unwrapped cake sharing a display until serving utensils and spillages.

It is a legal requirement that any bought in pre-packed foods containing any of the key allergens must be clearly labelled to identify them. Some products may also contain the statement 'may contain' which highlights the possibility of cross contamination from the factory or production. The products will not be suitable for customers with severe allergen risk to the risk of cross contamination.

It is important that all foods be labelled to identify if they contain any of the key allergens, therefore all in house produced food will be labelled with the appropriate allergens label when stored in the fridge, freezer, or cupboards. In addition, any foods that have been decanted from the original packaging will need to be labelled with the appropriate allergen label. Foods still in the original packaging do not need an allergen label as the manufacturer's information is available, even if opened, however they still need to be date labelled.

The Allergen Notice must be clearly displayed in the prominent position in all service areas instructing customers to ask a member of the Catering staff about allergens in food produced on site.

### 7. Hospitality Catering

Where possible it should be established at the time of booking if any persons attending have any allergies or special dietary requirements. If YES separate foods must be prepared and labelled. An allergen matrix needs to be completed for each booking to ensure that any allergen information can be accurately communicated upon request. This needs to detail each item being served. If the hospitality is taking place in normal service times, then the A5 allergen sign needs to be displayed.

### 8. Allergen Investigation

Any allergen incident or near miss must be reported by the supervisor to the Operations Manager immediately who needs to raise it immediately with Young Somerset Safeguarding lead. All incidents must be investigated within 24 hrs of the incident occurring by a member of Business and Innovation team in order to establish the root cause of the incident. This includes a review of procedures, employee knowledge and compliance with procedures. Once completed the findings will be communicated with all relevant parties and any required action taken.

Any allergen incident resulting in hospital treatment will be reported to Somerset Council.

Training. All employees must complete the relevant training necessary in order to keep our customers safe and support the effective implementation of the Allergen Policy. This includes:

- Allergen Induction Training
- All employees complete this on Day 1 of employment.
- Introduction to Allergens
- The importance of allergen management and controls
- How allergen information is provided with the café.

## 9. Allergen Policy and Procedures

This training is completed by all employees involved in the food production and service. The roles and responsibilities section will vary depending on who is being trained. This is completed during week 1 where necessary

- Young Somerset Allergen Policy and matrices.
- Role and responsibilities in dealing with allergens
- Risk of cross contamination when storing preparing and serving foods and relevant controls
- Supporting documentation

All staff must complete the online Allergen training with the first week of employment as part of the Food hygiene level 2 or 3 training. The training includes:

- The 14 food allergens
- Symptoms of an allergic reaction
- The law concerning allergens
- How to help someone suffering an allergic reaction.

Allergen Management Level 3

The café must have someone trained to level 3 food hygiene at all times.

Dealing with Severe Allergic Reaction

**When someone has an allergic reaction to a food it is important that all staff should know what to do.**

### **Important – Warning Signs**

It is not always clear if someone is having an allergic reaction because other serious conditions can have similar symptoms.

However, warning signs to look out for are:


- If they are finding it hard to breathe
- If their lips or mouth are swollen
- Itching around the mouth
- Wheezing
- Rashes
- Vomiting
- Diarrhoea
- May Collapse

If the above happens, this is what you should do:

- Do not move the customer. This could make them worse.
- Call 999 immediately and describe what is happening; explain that you think the customer may be having a serious allergic reaction or anaphylaxis. It is important to mention the word anaphylaxis to ensure that the urgency of the situation is communicated, and that appropriate medication will be available.
- Ask the customer if they carry an epi pin and, if necessary, help them to retrieve it.
- If a staff member or first aider is trained in administering adrenaline and the customer is struggling to self-administer then
- Offer to assist them
- Send someone outside to wait for the ambulance while you stay with your customer until help arrives.



## ALLERGEN POLICY

<b><i>Signed on behalf of Board with delegated authority: Nik Harwood</i></b>	
<b>Signature</b>	
<b>Date</b>	05.06.23
<b>Review Date</b>	01.06.25