

## **SUBJECT: FOOD ALLERGIES & FOOD INTOLERANCES**

### **1. INTRODUCTION**

- 1.1 Harrison Catering Services recognise the fact that a relatively small number of its customers may suffer allergic reactions or may be intolerant to one or more of the commonly eaten foods and that the transfer of accurate information between the Catering Manager and the customer about the ingredients of any food on display for sale or being served is the best method of managing the risk
- 1.2 The Food Information Regulations require that information regarding the ingredients of any food offered for sale or service is made available to customers
- 1.3 Harrison Catering Services will offer the information orally to any customer that requests details about the ingredients of any food on display for sale or being served
- 1.4 The Food Standards Agency has issued a list of fourteen most common food allergens
- **celery** – includes celery stalks, leaves and seeds and celeriac. It is often found in celery salt, salads, some meat products, soups and stock cubes
  - **cereals containing gluten** - this includes wheat (such as spelt and Khorasan wheat / Kamut), rye, barley and oats. It is often found in foods containing flour, such as some baking powders, batter, breadcrumbs, bread, cakes, couscous, meat products, pasta, pastry, sauces, soups and foods dusted with flour
  - **crustaceans** – includes crabs, lobster, prawns, scampi and crayfish. It is often found in shrimp paste used in Thai curries or salads
  - **eggs** – often found in cakes, some meat products, mayonnaise, mousses, pasta, quiche, sauces and foods brushed or glazed with egg
  - **fish** – often found in some fish sauces, pizzas, relishes, salad dressings, stock cubes and in Worcestershire sauce
  - **lupin** – includes lupin seeds and flour, and can be found in some types of bread, pastries and pasta
  - **milk** – found in butter, cheese, cream, milk powders and yoghurt. It is often used in foods glazed with milk, powdered soups and sauces
  - **molluscs** – includes mussels, squid, whelks, clams, octopus, oysters and land snails. It is often found in oyster sauce or as an ingredient in fish stews
  - **mustard** – includes liquid mustard, mustard powder and mustard seeds. It is often found in breads, curries, marinades, meat products, salad dressing, sauces and soups
  - **nuts** – includes almonds, hazelnuts, walnuts, cashews, pecan nuts, Brazil nuts, pistachio nuts, macadamia or Queensland nuts. These can be found in breads, biscuits, crackers, desserts, ice cream, marzipan (almond paste), nut oils and sauces. Ground, crushed or flaked almonds are often used in Asian dishes such as curries or stir fries
  - **peanuts** – can be found in biscuits, cakes, curries, desserts and sauces such as for satay. It is also found in groundnut oil and peanut flour
  - **sesame** – can be found in bread, breadsticks, houmous, sesame oil and tahini (sesame paste)
  - **soybeans** – found in beancurd, edamame beans, miso paste, textured soya protein, soya flour or tofu. It is often used in some desserts, ice cream, meat products, sauces and vegetarian products
  - **sulphur dioxide** (sulphites) preservatives found in some dried fruit, meat products, soft drinks and vegetables as well as in wine and beer

- 1.5 Some of the above foods, in particular peanuts, are known to trigger acute allergic reactions such as anaphylactic shock which in some instances can be life threatening

## 2. CATERING MANAGER RESPONSIBILITIES

- 2.1 All contracts apart from those in a Group School Contract:

To produce and maintain an up to date Ingredient List for all dishes and foods produced and served from the kitchen apart from single vegetables and fruits to which nothing is added:

- all ingredients and components of the dish must be listed irrespective of the amount used
- it is not a recipe and the amount used does not have to be recorded
- if any of the composite ingredients are branded items, the brand name must be included in the list
- if any of the common food allergens are present in the dish, the appropriate box in the table at the bottom of the list should be ticked in order to make it easier to give accurate information to answer a question from a customer
- the label of any component of the dish which contains numerous ingredients must be checked to see if any of the common allergens are present
- if a different brand name to what is recorded on the Ingredient List is used, the list of ingredients on the label must be checked and the new brand name must be listed
- the presence of a common food allergen in a list of ingredients on the label will normally be in bold print but it can also be underlined, highlighted or in italic print
- the Ingredient List must be referred to each time the dish or food is prepared and if there are no changes or additional ingredients used and the brand name of any composite ingredient remains the same, the Ingredient List remains unaltered
- if the recipe is changed and additional ingredients are used then the Ingredient List must be amended and the changes must be recorded at the bottom of the page and the boxes in the table ticked as appropriate

- 2.2 Schools which form part of a Group School Contract:

- to follow the Company Recipe Card which gives the ingredients, food safety instructions and food allergen information for each dish produced
- to check the label of any component of the dish which contains numerous ingredients to ensure that it is the same brand as recorded on the Recipe Card
- to ensure that if a different brand name to what is recorded on the Recipe Card is used, the list of ingredients on the label of the new brand is the same
- the presence of a common food allergen in a list of ingredients on the label will normally be in bold print but it can also be underlined, highlighted or in italic print

- 2.3 To display at least one copy of the Company Food Allergy and Intolerance Notice which is available from the Company Media Hub (see page 10 below for details) in a prominent position in the servery, or near to the till or in the dining area where it can be easily seen and read by customers before they decide on their food selection

- 2.4 To display a copy of the Company Food Allergens Notice in the kitchen to remind staff about the common food allergens

- 2.5 To ensure catering staff are informed and understand about the potentially life-threatening risks to those customers who suffer from food allergies or food intolerances
- 2.6 To ensure that all new catering staff are informed on their first day of employment and understand about the potentially life-threatening risks to those customers who suffer from food allergies or food intolerances
- 2.7 To ensure that all agency staff that are employed to work in the kitchen or servery are informed and understand about the potentially life-threatening risks to those customers who suffer from food allergies or food intolerances
- 2.8 To ensure that all agency staff who are employed to prepare or produce food are instructed to use the written recipes and ingredient lists and that they must only use the ingredients in the recipe or list and that any changes or additions are recorded with the approval of the Catering Manager
- 2.9 To ensure that all catering staff refer all customer requests for information about the ingredients of food on display to the Catering Manager and for the Catering Manager to give the information to the customer
- 2.10 To use the Ingredient List or the Company Recipe Card to check if the food referred to by the customer contains any of the food allergens listed in paragraph 1.4 above.
- 2.11 To keep up to date records or documents and use working procedures as in 3.5 and 3.6 below so that the presence of food allergens can be easily identified
- 2.12 To ensure that when a request is received from a customer, the information offered about the ingredients of the food is accurate. Taking into account the inescapable human fallibility factor, if the person who made the food is not available to give the answer or if there is any doubt about any of the ingredients or if there is any possible risk that consuming it could cause the customer to suffer an allergic reaction, the advice offered should be **NOT** to consume the food item in question
- 2.13 To ensure that if it is suspected a customer is suffering from an allergic reaction to food while they are in the catering area and no-one from the client organisation is dealing with the matter, the emergency services are summoned immediately and they are informed that the customer may be suffering from anaphylactic shock

### **3. WORK PROCEDURES**

- 3.1 Some establishments will have a "Peanut and Nut Free" policy and therefore peanuts and nuts must not be used as an ingredient in any food produced in the establishment and all bought-in ingredients should not contain peanuts or nuts
- 3.2 Some establishments will produce foods that contain peanuts and/or tree nuts as an ingredient. Examples of food that could contain peanuts or nuts are:
- establishment made biscuits, cakes, pastries and gateaux
  - some vegetarian dishes and curries
  - chopped nuts in a prepared or composite salad (e.g. Waldorf salad)
  - chopped or ground nuts in an establishment made sauce
  - purchased sauces used as an ingredient (e.g. satay or pesto sauce)
  - peanut butter used as an ingredient in sweet and savoury items
  - ground nuts in a meringue
  - speciality breads

- 3.3 Foods containing nuts should be produced in such a manner and by taking all reasonable precautions and exercising due diligence so as to reduce, to a minimum, the risk of contamination of other food with nuts. Areas where accidental contamination can occur are:
- new recipe that has not been fully assessed
  - changing a standard recipe to one that contains nuts or different ingredients
  - not washing hands thoroughly after producing a dish containing nuts
  - work surfaces and utensils (whisks, spoons, knives) where nuts have been used
  - oven trays used for baking items containing nuts
  - cross over of spoons or serving utensils on the service counter between products that contain nuts and those that do not contain nuts
  - nut pieces falling from one gateaux to another on the dessert counter
  - nut pieces or seeds falling from bread and rolls on the sandwich counter
- 3.4 Other recipes and dishes produced in the establishment may contain some of the foods listed in 1.4 above and the following are examples where accurate information should be given to the customer when requested:
- thickened sauces may contain milk (butter and cream) and gluten (flour)
  - some soups, stocks, spice mixes, gravy granules may contain gluten (flour)
  - some stocks, gravy mixes and sauces may contain celery
  - salad dressings may contain unrefined nut oils
  - toppings and garnishes may contain any of the items listed in 1.4 above
  - cakes and desserts may contain marzipan or frangipane (almonds)
  - praline may contain hazelnuts, eggs, milk and gluten (flour)
  - baked pastry products may have been brushed or glazed with egg or milk
  - some Indian dishes may contain ground almonds or peanut flour as thickening
  - some Greek and Turkish dishes such as houmous may contain tahini (made from sesame seeds)
  - some burgers and sausages will contain gluten (rusk made from wheat flour)
  - some burgers, sausages, cakes, pastries and biscuits may contain soy bean flour
  - some vegetarian products such as vegetarian mince may contain soy bean
  - some Oriental dishes may contain soy bean (soy sauce, tofu and miso are made from soy beans)
  - some sauces (e.g. Worcester Sauce) may contain fish extract
  - some dressings may contain mustard
- 3.5 Good control over food purchasing and stock control are essential in management of food allergies and food intolerance for the benefit of customers:
- check that what is delivered is what was ordered
  - if a different brand of product to normal is delivered, check the list of ingredients
  - keep ingredients in original containers or keep a copy of the labelling information and retain the container or the information until the food has been used and consumed
  - if bulk ingredients are used and decanted into smaller containers, they should be stored in lidded containers with the container accurately labelled with the product and its ingredients
  - If additional date labels are used to assist stock rotation, ensure that the label is not placed over the list of ingredients
- 3.6 Good control of recipe management and food production are essential in management of food allergies and food intolerance for the benefit of customers:
- A written Company Recipe Card or Ingredient List which lists all the ingredients should be used for all dishes produced in the kitchen

- Use the same Company Recipe Card or Ingredient List each time and if there is any deviation or addition to the Recipe Card or Ingredient List it should be recorded
- Production of dishes which contain any of the ingredients listed in 1.4 above should be undertaken so as to prevent accidental cross contamination to other foods which would not be expected to contain these ingredients – examples of how this could happen with any ingredients are given in paragraph 3.3 above
- Keep a copy of the ingredient information on labels of any pre-packed ready to eat foods that are served

3.7 The following items and ingredients are some examples of those in common use in Company establishments and the food allergens they contain are shown in bold print in the same way that they are shown on the ingredient list of the product. It is not an exhaustive list of ingredients in common use in the Company and all product labels must be checked before use

- Sweet Chilli Sauce – **Celery, Mustard, Wheat, Soya**
- Sweet Chilli Dipping Sauce – **May contain peanuts**
- Stir Fry Sauce – **Wheat, Soya, Molluscs, Celery, Mustard**
- Green Curry Paste – **Fish Sauce**
- Dark Soya Sauce – **Soya, Wheat**
- Hot Bean Sauce – **Soya Beans, Wheat, Sesame Oil**
- Worcestershire Sauce (Lee & Perrins) – **Anchovies (fish)**
- Hamburger Relish – **Mustard**
- Spiced Tomato & Caramelised Onion Chutney – **Mustard** (Made in premises where nuts, mustard, eggs, milk, soya, celery, fish, sulphites and gluten are used)
- Tomato Sauce – **Celery**
- Brown Sauce – **Mustard, Barley, Rye/Gluten**
- Vegetarian Gravy Granules – **Wheat/Gluten, Soya, Celery**
- Beef Stock Granules – **Wheat/Gluten**
- Fish Stock Granules – **Fish, Celery Seed**
- Mayonnaise – **Eggs, Cream, Mustard**
- Salad Cream – **Eggs, Mustard**
- Pesto – **Nuts, Cheese, Egg, Yoghurt**
- Dried Fruits such as raisins, sultanas, currants, apricots – **Sulphites**
- Vegetable Fat Spreads – **Milk (Buttermilk)**

#### 4. **MENUS & LABELLING**

4.1 Food products on display for sale or served in establishments operated by Harrison Catering Services will not be individually labelled to indicate if they contain nuts or any other common allergens listed in 1.4 above

4.2 Menus should give an accurate description of the dish on offer and should be updated if there is any change to the recipe or ingredient list which changes the description of the dish

4.3 Menus should not indicate if any dish contains nuts or any other common allergens listed in 1.4 above and dishes should not be labelled as “Free From” any of the common allergens listed in 1.4 above

4.4 Foods which are supplied to the Company in a pre-packed ready to eat form should be labelled by the manufacturer with information that indicates to the customer if it contains any of the ingredients listed in 1.4 above

#### 5. **COMMUNICATION (In respect of children in Year 6 and below)**

- 5.1 A letter (page 7 below) should be given to the parent of a child with a food allergy or food intolerance as soon as the Company is informed and before the child is served for the first time
- 5.2 The form on pages 8 and 9 below should be completed and signed by all parties to confirm that accurate information has been relayed between and understood by all parties

Date

Dear Parent

### **Managing Food Allergies and Food Intolerance**

As a leading and responsible catering Company, Harrison Catering Services has the responsibility to comply with food safety requirements and we want to be able to serve all the children at the school with high quality freshly produced food which meets food safety and hygiene standards and is enjoyable, nutritious and safe for them to eat.

We recognise that a small number of children can get an allergic reaction or intolerance to a commonly eaten food and we are obviously concerned about this and try to make sure they are served with food which is safe for them to eat. We follow guidance from the Food Standards Agency and we consider that proper communication and exchange of accurate information between everyone concerned is the key area to allow the food allergy or intolerance to be managed in the best interests of these children.

We have to make sure that information regarding the ingredients of any food being served to children is made available. We follow these requirements and keep an up to date ingredient list or recipe card for each dish produced in the school kitchen so we can identify if any of the fourteen common food allergens are present in the food and the correct choice can be made as to which food those children who have a food allergy or intolerance can safely be served with.

We take all reasonable care and precautions to identify and control the ingredients being used but, there can be no absolute guarantee that any dish will not contain any of the fourteen common food allergens as this can occur as a trace from an ingredient, as a result of the list of ingredients from the supplier not declaring its presence or as a result of accidental cross contamination in the kitchen or counter from something as simple as serving spoons being used for more than one item.

If you have a child who has a food allergy or food intolerance and in order for us to serve them with food that is prepared in the school kitchen and to manage the situation in their best interests, it is recommended that a joint meeting is arranged by the school between yourself, the school and Harrison to:

- Identify and confirm the type of food allergy or food intolerance your child has
- Make sure the severity of the risks involved are understood by everyone

We look forward to meeting with you and working together to make sure that it is managed in the best interests of your child. If for some unavoidable reason you are unable to attend a meeting then we will attempt to make contact with you by telephone and complete the necessary documentation. This will then be sent by email for you to check, agree or amend and sign and return to the sender of the email. Please be assured that any personal data will be processed in accordance with our privacy policy which can be found on the company's website [www.harrisoncatering.co.uk](http://www.harrisoncatering.co.uk)

Yours sincerely

**FOOD ALLERGY & FOOD INTOLERANCE MANAGEMENT (PRIMARY & PREP SCHOOLS)**

School			
Address			
Telephone Number			
Name of Parent / Guardian			
Address			
Telephone Number		Email address	
Have you had a letter about managing Food Allergies and Food Intolerance		<b>YES</b>	<b>NO</b>
<b>Name of Child with food allergy or intolerance</b>			Year
Tick the box next to the foods to which your child is allergic or intolerant	Peanuts		Fish
	Nuts		Seafood, Crustaceans
	Milk		Seafood, Molluscs
	Sesame Seeds		Gluten (Wheat, Barley, Rye, Oats etc.)
	Eggs		Soya
	Celery		Lupin
	Mustard		Sulphur Dioxide / Sulphites
Is a copy of a medical diagnosis available for inspection		<b>YES</b>	<b>NO</b>
Has your child suffered a previous allergic reaction to any of these foods		<b>YES</b>	<b>NO</b>
Is the allergy life threatening		<b>YES</b>	<b>NO</b>
Is your child allergic to any other food item		<b>YES</b>	<b>NO</b>
If <b>YES</b> , to which other food item do they an allergy or intolerance			
<b>PARENT / GUARDIAN</b>			
<ul style="list-style-type: none"> <li>I understand that I am responsible for ensuring that accurate information about the food allergies or intolerances affecting the child named above is given to the school and the caterer and for the need to notify any changes in relation to the food allergies or intolerances suffered by my child.</li> <li>I consent to such information being shared between the school and the caterer (Harrison Catering Services Limited) <b>YES</b> <input type="checkbox"/> <b>NO</b> <input type="checkbox"/> (Tick as appropriate)</li> <li>I give permission for a photograph of my child to be displayed in the kitchen to assist in correctly identifying my child when being served <b>YES</b> <input type="checkbox"/> <b>NO</b> <input type="checkbox"/> (Tick as appropriate)</li> </ul> <p><b>Please note that whilst all reasonable precautions will be taken to make sure the food is safe for your child to eat, there can be no absolute guarantee that the food will not contain anything to which your child has an allergy or intolerance</b></p> <p>Signed.....Date.....</p>			
<b>If parent unable to attend the meeting due to an unavoidable reason</b>			
Telephone conversation held with parent <b>YES</b> <input type="checkbox"/> <b>NO</b> <input type="checkbox"/> (Tick as appropriate)			
Form sent by email to parent to check, agree or amend and sign and return to the sender of the email before the child is fed for the first time.			

**SCHOOL**

- Has informed the catering manager that the child named above is known to suffer from food related allergies or intolerance and has provided an up to date photograph and a list of the foods known to trigger a reaction in the child named above to be displayed in the servery
- The preferred method of operation is that a member of school staff should present the child at the servery and inform the member of catering staff which food they are to be served or which foods they are unable to eat
- If the preferred method is not possible, the child should be identified by wearing a lanyard, wristband, badge or similar means of identification supplied by the school which indicates their name and the nature of their food allergy or intolerance

School Decision (delete as appropriate)

- A member of school staff will present the child at the servery
- The child will be identified at the servery by wearing a lanyard, wristband, badge or similar means of identification

Signed..... Date.....

**CATERER**

- Has an up to date photograph of the child named above displayed in the kitchen / servery together with details of any food allergy or intolerance
- Examines ingredient lists and labels on any composite products used as ingredients for the declared presence or absence of any of the 14 common food allergens
- Completes an Ingredient List for each menu item before it is served for the first time or uses the Company Recipe Card which details the presence of any of the common food allergens
- Takes all reasonable care when producing food to avoid cross contamination of ingredients
- Liaises with the member of school staff who presents the child at the servery or takes detail from the lanyard, wristband, badge or similar means of identification which the child is wearing as to which of the food items on the counter should be served to the child
- Takes all reasonable care when serving food to avoid cross contamination between different foods and ensure that serving utensils are only used on one type of food
- If there is any doubt about the content or ingredients of any dish or product or if there is a chance that it could cause an allergic reaction or intolerance, it should not be served to the child

Signed..... Date.....

## **FOOD ALLERGY OR INTOLERANCE**

Harrison Catering is aware that some of its customers may have an allergy or intolerance to some foods and food ingredients which are used in the food service offered by the Company

If you have a food allergy or intolerance please speak to the member of staff who is serving you about your requirements and they will check with the Catering Manager or Chef about the ingredients in the food on display

Never try to guess the ingredients in a dish

(Copy available on the Company Media Hub)