



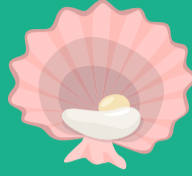
ACT ON ALLERGENS

WEEK 2 – ALLERGEN INFORMATION AND ALLERGEN REPORTS

PREPARING AHEAD

HAVE THE FOLLOWING THINGS READY:

- **Manual Allergen Report** template
- An **allergen report from the Source**. You will need to hold this up when explaining what these are.
- Have **2 or 3 store cupboard ingredients/products** from your APL to hand. Print copies of the manual allergen report for the team to complete in the activity (enough for 1 each or in pairs).



INTRODUCTION

In this session we will be looking at the documents within your allergen folder, primarily focussing on the **legally required documents**, such as **allergen reports**.

We will also talk about the different varieties of allergen report (eg. Source, manual allergen reports), **when they are used** and **how to find them**.

Today we will cover what our responsibilities are within the unit, in terms of allergen report completion.

We will also be reviewing some examples of **real life incidents** caused by **allergen mis-information** and reflecting on how these could have been prevented.

We will then **re-cap** with a **short quiz**.

TRAINING CONTENT

DOCUMENTS REQUIRED IN CUSTOMER FACING ALLERGEN FOLDER:

- Allergen reports
- Manual allergen report
- Nutrient counts

There are **14 allergens** which we must legally declare to our consumers (e.g. milk, soya, fish etc) whenever they are contained in our recipes.

It is a **legal requirement** to present the 14 listed legal allergens for every recipe and dish served. To do this, we display the information on an allergen report (sometimes called allergen cards). Allergen reports can be printed from 'the Source', Chartwells recipe & menu system, for every recipe. The allergen reports must be easily accessible in the unit allergen information folder and/or on a digital display such as a tablet.



WHY WOULD A CUSTOMER WANT TO LOOK AT ALLERGEN REPORTS?

- They may have an allergy or intolerance and need to look up the ingredients in the dish to check if it is safe to eat
- To ensure we are compliant to food information laws

WHOSE RESPONSIBILITY IS IT TO COMPLETE THE MANUAL ALLERGEN REPORT?

Unit Manager or Chef responsible for creating the dish.



WHAT ABOUT A MANUAL ALLERGEN REPORT?

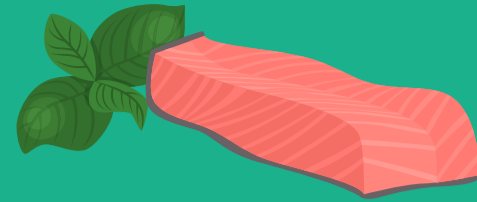
- If you are not able to follow a Source recipe exactly, for example in the event of a **product switch**, then the Source allergen report will be **inaccurate**. Instead, you must complete a manual allergen report. (Remember: you should check deliveries when they arrive, using VMC codes, to ensure they are the correct products you ordered.)
- Manual allergen reports must **list every ingredient** included in a recipe and any **allergens should be marked with a tick** in the relevant box.
- If the product packaging states '**May contain**' for an allergen (eg. may contain nuts), you must also add this onto the allergen report by writing '**MC**' in the relevant allergen box.
- **Always** ask a team member to **double check your work** after completion of a manual allergen report.

REMINDER!

NEVER verbally communicate allergen information, **ALWAYS** present the consumer with the allergen reports.

If you're being asked for information by a child, make sure you show the allergen report to a responsible adult.

INCIDENTS: REAL-LIFE EXAMPLES



EXAMPLE 1

What happened:

Unit manager bought a cookie mix from a supermarket and completed a manual allergen report based upon the allergens in bold on the packaging.

The packaging also stated to **'ADD EGG'** to the mixture in the methods, which the chef did, but the unit manager failed to declare the egg on the manual allergen report.

Consequence:

The child had one bite of the cookie and had tingling and swelling of the lips, he was then taken to hospital.

How could this have been prevented?

- Only use Source recipes
- Only buy approved products on the unit's approved product list
- Ensure all ingredients are listed on a manual allergen report for a recipe and double-check with a colleague.

EXAMPLE 2

What happened:

Chef added an egg wash to a pie which was not part of the recipe and not declared on the allergen report

Consequence:

A pupil with an egg allergy had to be given medication after eating the pie to stop a serious allergic reaction occurring.

How could this have been prevented:

- Follow Source recipes exactly
- Complete a **manual allergen report** if ingredients change in a recipe



SUMMARY

ALLERGEN REPORTS ARE A LEGAL REQUIREMENT

- **NEVER** declare any allergen information verbally. Allow the consumer to look for themselves (or if being asked by a child, show the allergy reports/reports to a responsible adult).
- Manual allergen reports should be completed and **double checked by another member of your team** in the event of a product switch or substitution.

INTERACTIVE ACTIVITY

COMPLETE A MANUAL ALLERGEN REPORT:

Unit team to practice completing a manual allergen report based on the 2/3 products the manager has provided (either individually or in pairs)

Ask someone at the end to volunteer and discuss how they completed the manual allergen report to the group.

How should they have completed this?

- Read packaging ingredients, identified allergens declared in bold and ticked the manual allergen report for those allergens.
- Identified and marked any 'may contain' allergens as 'MC' on the manual allergen report.

Butter

QUICK FIRE QUIZ

Quiz the team on the below questions. Read out the multiple choice answers.

Correct answers are in bold.

1. ARE ALLERGEN REPORTS A LEGAL REQUIREMENT?

a) **Yes**

b) No

2. WHICH OF THE FOLLOWING IS A REASON TO COMPLETE A MANUAL ALLERGEN REPORT?

- a) A product switch
- b) A change to a recipe
- c) You do not have an allergen report from the Source for a recipe
- d) All of the above**

3. YOU CAN VERBALLY COMMUNICATE ALLERGEN INFORMATION; TRUE OR FALSE.

a) True

b) False

4. A PRODUCT CONTAINS EGG & WHEAT AND STATES 'MAY CONTAIN PEANUTS' ON THE PACKAGING. HOW WOULD YOU COMPLETE A MANUAL ALLERGEN REPORT?

- a) Tick egg & wheat only
- b) Tick egg, wheat & nuts
- c) Tick egg & wheat and write 'MC' for peanuts**

5. IF A PRODUCT IS NOT ON THE APPROVED PRODUCT LIST (APL) AND/OR BOUGHT FROM A SUPERMARKET, SHOULD A MANUAL ALLERGEN REPORT BE COMPLETED?

- a) Chef who made the product
- b) The product shouldn't be used**
- c) Any chef in the unit that day