

# Allergens

Good Hygiene Practice  
Guide No 13

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# Allergens

Good Hygiene Practice Guide No: 13



HACCP Chart Reference

Receipt / Storage / Preparation / Cooking /  
Counter Service / Bar / Hospitality

## Legal Requirements

Under the Food Information Regulations 2014 food businesses are required provide allergy information for known ingredients within food sold unpackaged; for example, in catering outlets, deli counters and bakeries. In Ireland the allergen information must be displayed for the customers at the point of sale or service.

## Definitions

### Allergy

A food allergy happens when the immune system triggers a reaction to a food or ingredient (allergen) that is harmless for most people, causing symptoms such as rashes and hives, swelling and in some cases difficulty in breathing. These symptoms can develop very quickly. The severity of the reaction varies from person to person and can be fatal to some people.

### 14 Major Food Allergens

- **Peanuts** - Including peanut butter, peanut oil and paste. Often found in curries, sauces and cakes.
- **Nuts** - including almonds, brazil, cashew, hazelnut, pecan, walnuts, macadamia and pistachio. Often used in curries, sauces, bread, crackers, deserts, ice cream and marzipan.
- **Crustaceans** - such as prawns, shrimps, langoustines, lobster, crab and scampi. Also found in stock and seafood dressings.
- **Molluscs** - Such as mussels, oysters, whelks, snails and squid. Often used in fish sauces and stock.
- **Fish** - All species and including fish sauce, paste, oil and stock. Also an ingredient of Worcestershire sauce.
- **Eggs** - Fresh, powdered, dried or pasteurised. Used in cakes, sauces, mousse, pasta, some meat products and mayonnaise
- **Milk** - Used in yoghurt, cream, cheese, butter, ghee. Can be found in powdered soup, sauces, chorizo sausage and used as a glaze.
- **Cereals Containing Gluten** - Such as wheat, rye and barley, flour and bran found in bread and breadcrumbs, pasta, pastries, cake, some meat products, sauces, soups, batter, stock, semolina and couscous.
- **Soya** - Including tofu, bean curd, soya flour and milk. Found in Soy sauce, some ice cream, sauces, deserts, meat and vegetarian products.
- **Sesame Seeds** - Including sesame oil and paste. Found in bread, breadsticks, Humous, Tahini, and Halva
- **Celery / Celeriac** - Including celery stalks, leaves, seeds and powder. Often in soup, stock powder, Marmite, ketchup and some meat products.
- **Mustard** - including mustard paste, powder and seeds. Used in stock, soup, salad dressings, curry and curry sauces, pickles, ketchup, mayonnaise and other condiments, some fish and meat products
- **Lupin** - Used in some types of bread and pastries as well as an alternative to soya in some vegetarian products.
- **Sulphur Dioxide** - Preservative used in some meat products, fruit juice, dried fruit, wine and beer.



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## Intolerance

A food intolerance is an adverse reaction to food or ingredients which doesn't involve the immune system. Symptoms usually include stomach upsets, bloating and headaches. These symptoms tend to develop more slowly than food allergies and are unlikely to be fatal.

## Gluten Free

Gluten free foods must not contain more than 20 parts per million (ppm) of gluten and this applies to any packaged food or foods sold open in catering outlets.

To advertise food on a menu as 'Gluten Free' certain testing should be undertaken in order to determine that the food does not contain more than 20ppm of gluten.

Due to potential cross contamination risks present within most operational kitchens, and the absence of any testing method we **should not** be advertising food as 'Gluten Free'

### Food Preferences

**Reaction:**

None

**Symptoms:**

Bad Taste  
Annoyance

### Food Intolerances

**Reaction:**

Delayed

**Symptoms:**

Bloating  
Lethargy  
Diarrhoea

### Food Allergies

**Reaction:**

Immediate

**Symptoms:**

Rash / Hives  
Breathing difficulty  
Potentially fatal

Colleagues should be aware of the different reactions and symptoms potentially exhibited by customers and seek immediate and appropriate medical attention if required.

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## Gluten Free Guidance:

- Provide accurate allergen reports for all menu items, listing the specific allergens (including cereal type) contained within each food item.
- Use a 'No Gluten Containing Ingredients' (NGCI) recipe within your menu. NGCI is a statement that can be used when it cannot be guaranteed that dishes are gluten free, but contain no added gluten containing ingredients
- If advertising a No Gluten Containing Ingredients dish on your menu the following disclaimer must be provided:  
*Whilst every care has been taken to ensure the cross contamination is minimal within our kitchens, circumstances may arise which are out of our control and could alter the accuracy of the allergen information provided. We would therefore recommend that you do not rely solely on this information. This does not affect your statutory rights. Compass Group 2018.*
- Gluten Free food can be identified and sold as 'Gluten Free' when the product is clearly identified by the manufacturer as gluten free and is sold within its original wrapper or container.
- Any 'Gluten Free' food which is then opened and subject to any handling or preparation within the unit cannot be sold as gluten free.
- Use separate kitchen equipment and utensils where possible (chopping boards, knives, pans and other complex equipment) when making a non-gluten containing ingredient foods.
- Clean down and sanitise work surfaces, equipment and your hands between preparation of non-gluten containing ingredient foods.



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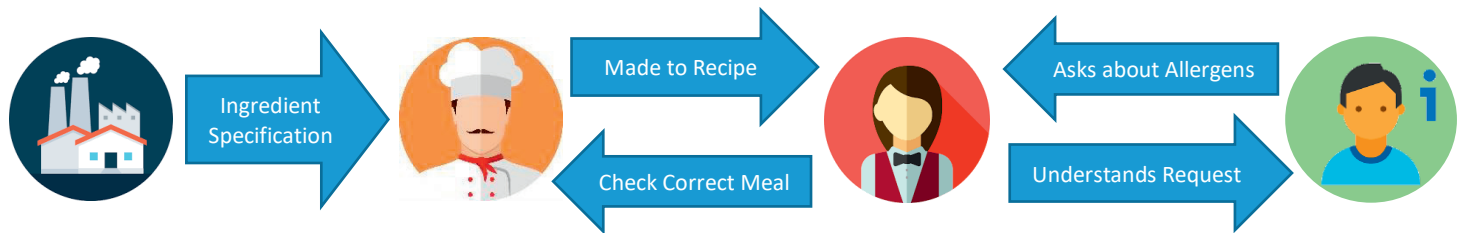
HACCP Chart Reference

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## Responsibilities

It is vitally important that everyone within the catering unit understands their role and responsibilities regarding the provision of accurate allergen information to the customer.

Good knowledge and understanding throughout the food chain is important to allow the customer to trust that the food they have requested is safe to eat.



Role	Responsibility
Operations Manager / Operations Director	<ul style="list-style-type: none"> <li>Audit to confirm the allergen procedures are in place and being adhered to as part of their operational visits</li> </ul>
Unit Manager / Head Chef	<ul style="list-style-type: none"> <li>Procure food from the Compass approved vendor list</li> <li>Ensure that all Compass colleagues and agency staff are suitably trained in allergen awareness</li> <li>Ensure all Compass colleagues and agency staff understand the Compass procedures for managing allergens</li> <li>Ensure accurate allergen information is provided daily to the front of house service team</li> <li>Ensure the daily allergen report is accurate to the day's menu and available in a customer facing location</li> </ul>
Chef / Catering Assistant	<ul style="list-style-type: none"> <li>Where relevant, follow the Source recipe implicitly to ensure that correct allergen information is presented for the menu item prepared</li> <li>Where a bespoke recipe is used or the Source is not available, produce a manual allergen report for each menu item</li> <li>Avoid where reasonably possible allergen cross-contamination within the kitchen during food preparation</li> <li>Take specific precautions if making a known allergen free meal</li> <li>Accurately brief and inform the front of house service team regarding the ingredients and allergens used within each daily menu</li> </ul>
Front of House Service Team	<ul style="list-style-type: none"> <li>Complete the Compass allergen e-learning training provided</li> <li>Always refer to the allergen reports when asked by a customer about the specific contents of a dish / menu item.</li> <li>Do not advise the customer on their choice</li> <li>Never guess the answer to a specific allergen question</li> <li>Always seek the advice of your Head Chef / Unit Manager if in doubt</li> <li>Be open and approachable to encourage customers to ask about allergens</li> </ul>

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## Back of House Process

### Food Supply Chain

- Ensure that all foods and food ingredients are purchased through the company's approved vendor listed suppliers.
- All Compass approved suppliers provide accurate allergen information for all approved products and listed ingredients via Foodbuy Online, which automatically links to any recipes within the Source recipe database and is updated every 24hrs.
- Food manufacturers are required to ensure this information is kept up to date and accurate.
- Should ingredients come via alternative means then the allergen information must be obtained directly from the product information contained on the packaging, tin or wrapper.

### Menu Planning

- Menu and production planning must take place on the Source or other similar menu system in order to utilise the allergen information for each ingredient / product.
- The recipe card must be checked immediately prior to production of the dish to ensure the most up to date allergen information is contained.
- The recipe should be followed exactly as described on the recipe card with no deviations.
- If the Source database cannot be accessed or the recipe cards unable to be printed then the manual allergen builder must be used.
- Ensure menu labelling is clear and concise, ensuring that foods which may cause an allergic reaction are properly labelled within the name of the dish or on the menu. Example: strawberry mousse with almond shortbread.
- Remember to update the menu when recipes change.
- Never declare a dish to be free from a particular food unless this has been specifically labelled so by the manufacturer and is sold unopened.

### Manual Allergen Builder

- Used when access to the Source is not available or bespoke recipes are used.
- The Manager or Head Chef must be responsible for completing the manual allergen log.
- A manual allergen log must be completed for each dish on the menu.
- Read the label or packaging of every ingredient to identify what known allergens it contains.
- Complete the log manually and keep within the front of house allergen folder for reference if needed
- Keep on record for 1 month

The image shows a 'Manual Allergen Builder' form. At the top, there are fields for 'Unit Name', 'Unit Number', 'Date', and 'Menu'. Below this is a table with columns for 'Recipes' and 'Allergens'. The 'Allergens' column contains 14 icons representing different allergens: Cereals, Cow's milk (Dairy), Eggs, Fish, Gluten, Nuts, Peanuts, Soy, Tree Nuts, Sesame, Sulphur Dioxide, and Other (See Supplier). The table has multiple rows for recording allergen information. Callout boxes provide instructions: 'List the recipe title' points to the 'Recipes' column; 'List every ingredient used in the dish' points to the rows; 'List of 14 major allergens' points to the 'Allergens' column; 'Tick (✓) to indicate a known allergen ingredient' points to the cells in the table; and 'Use the letters MC to indicate a May Contain allergen risk from packaging information' points to the cells in the table.

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### Receipt & Storage

- Check deliveries to ensure that the product delivered is the product you ordered. It may not be immediately evident that food delivered is different to that which you normally use.
- Check for discrepancies between product packaging information and the Source recipe. Please report discrepancies immediately by logging a helpdesk ticket on Foodbuy online under 'Source Discrepancy'.
- Check whether the supplier has information about any changes in the ingredients of foods delivered.
- Keep ingredients in original containers whenever possible.
- If food is decanted, you must accurately re-label it, using the new combined BOH food information and allergen sticker. (Linney Order Code:CO20\_LAB\_STCK\_024074).
- Ensure you clearly identify the known allergens from the original packaging as well as opening / decanting dates and shelf life.
- Store dry goods separately where possible in closed containers. Small amounts of allergen containing foods can contaminate other food products through improperly sealed containers, or during transit from the store to the food preparation area.
- Clear up any spillages immediately and keep shelving free from loose food debris as this can easily transfer onto other products and food preparation surfaces



Product:	DATE	TIME	DISCARD ON DATE	DISCARD ON TIME	INITIALS
DECANTED/ OPENED					
REFRIGERATED					
FROZEN					
DEFROSTED					

This item contains the following allergens

<input type="checkbox"/> Peanuts	<input type="checkbox"/> Fish	<input type="checkbox"/> Soya	<input type="checkbox"/> Mustard
<input type="checkbox"/> Nuts	<input type="checkbox"/> Eggs	<input type="checkbox"/> Sesame Seeds	<input type="checkbox"/> Lupin
<input type="checkbox"/> Crustaceans (shellfish)	<input type="checkbox"/> Milk	<input type="checkbox"/> Celery	<input type="checkbox"/> Sulphur
<input type="checkbox"/> Molluscs	<input type="checkbox"/> Cereals Containing Gluten		

### Preparation & Cooking

- Always prepare and cook an allergen free meal separately from or before allergen containing foods being prepared.
- Ensure good standards of cleanliness and personal hygiene are adopted to help minimise any potential allergen cross contamination
- Don't rely on your knowledge of product ingredients. Check the ingredients of any bought in ready-made foods, such as desserts, pies or breads.
- Carry out periodic checks of product ingredient labelling versus the allergens declared on the Source recipe. Record these checks on your Food Delivery Record Form and escalate to the Unit Manager.
- Ensure any discrepancies between the Source allergen report and your ingredients used are noted and recorded on the allergen report for that dish.
- Follow the steps below when working to a managed menu offer:



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## Labelling

### Bought In Food Ingredients

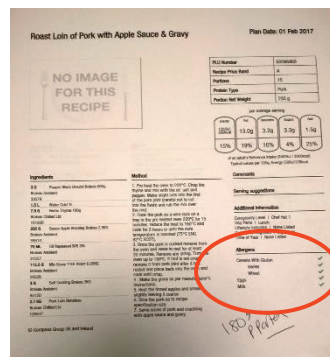
- Allergen information labelling for bought in food may vary slightly from one product to the next.
- Known allergen ingredients should be highlighted in bold.
- Check packaging information carefully for all ingredients used when creating a bespoke recipe to understand both the known allergens and any other allergen advisory information given about the product

**12 Breaded mozzarella sticks.**  
**Ingredients** Mozzarella Cheese Filling (65%), Breadcrumbs Coating, Batter. **Mozzarella Cheese Filling** contains: Mozzarella Cheese (**Milk**), Water, Dried Potato, Potato Starch, Stabiliser (Methyl Cellulose). **Breadcrumbs Coating** contains: Breadcrumbs, Intermediate Breadcrumbs, Sunflower Oil, Batter, Water. **Breadcrumbs** contains: **Wheat** Flour, Water, Yeast, Salt. **Intermediate Breadcrumbs** contains: **Wheat** Flour, Water, Yeast, Salt, Sunflower Oil. **Batter** contains: **Wheat** Flour, **Wheat** Starch, Cornflour, Rice Flour, Salt, Paprika, Dried **Egg**. **Wheat Flour** contains: Wheat Flour, Calcium Carbonate, Iron, Thiamin, Niacin.

**Allergy advice** For allergens, including cereals containing gluten, see ingredients in **bold**. Also, may contain nuts.

### In-Unit Made Foods

- When food has been prepared in advance of service and stored in a refrigerator or frozen down for use at a later date, a green allergen label must be applied to the food, clearly marking which allergens the dish contains. This information should be obtained from the Source recipe sheet or allergen report or directly from any ingredient packaging



Product: **Roast Loins of Pork**

	DATE	TIME	DISCARD ON DATE	TIME	INITIALS
DECANTED/ OPENED					
REFRIGERATED					
FROZEN					
DEFROSTED					

This item contains the following allergens

Peanuts  Fish  Soya  Mustard  
 Nuts  Eggs  Sesame Seeds  Lupin  
 Crustaceans (Shellfish)  Milk  Celery  Sulphur  
 Molluscs (Shellfish)  Cereals Containing Gluten

## Healthcare Allergen Labelling

Within patient dining situations it is important to clearly communicate to the patient and ward nurse what allergens the patient can not eat and therefore we require to use a bespoke allergen label. This will identify what allergens are **excluded** within their meal.

Date: \_\_\_\_\_

Product/Dish: \_\_\_\_\_

Guest Name: \_\_\_\_\_ Room No.: \_\_\_\_\_

**ALLERGEN**

This item has been prepared to remove the following allergen/intolerance risk

Peanuts  Fish  Soya  
 Nuts  Eggs  Sesame Seeds  
 Crustaceans (Shellfish)  Milk  Celery  
 Molluscs (Shellfish)  Cereals Containing Gluten  Mustard  
 Sulphur  
 Lupin

Other (diet grid / patient specified): \_\_\_\_\_

## Pre-Packaged Food for Direct Sale (PPDS)

- The new Food Information (Amendment) Regulations came into force on the 1st October 2021 and require **allergen and ingredient** labelling of certain in unit made, pre-packaged foods.
- Pre-Packaged for Direct Sale (PPDS) includes in unit made food which is placed into packaging, sealed and sold to the customer from a 'grab & go' style retail offer. This typically includes sandwiches, boxed salads, and protein pots.
- Please refer to GHP21: Natasha's Law for further information





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## Allergen Cross-Contamination

Allergens may also be present in food due to cross-contamination within the catering environment. This can happen during the food storage, production, cooking or display stages.

Allergen cross-contamination happens when one food comes into contact with another food and their proteins mix. As a result each food then contains small amounts of the other food, so small that they usually can't be seen. However, even the smallest amount can cause reactions in people with food allergies!

Labelling requirements under the FIR Regulations do not cover allergens present during accidental cross-contamination but minimising cross-contamination is an important part of our food safety procedures.

### Back of House Guidance:

The following measures should be adopted within a kitchen to minimise allergen cross contamination:



#### Colleagues

- Ensure good personal hygiene, including clean uniform / overalls
- Always wash hands between handling known allergen containing foods
- Wear disposable apron / gloves when preparing allergen free foods to protect the food from potential sources of cross contamination, e.g. dirty hands / uniform, and dispose of them once used



#### Storage

- Once opened store dry goods in sealed plastic containers to minimise accidental spillage
- Clearly label all food containers
- Ideally store any allergen "free from" food ingredients or products separately
- Adopt good housekeeping and cleanliness standards within dry goods storage areas



#### Preparation

- Clean and sanitise the worksurface before preparation of each dish
- Thoroughly wash hands before commencing each task
- Consider use of disposable gloves / apron between preparation of each dish
- Always use separate utensils / equipment between preparation of each dish
- Leave ingredients within their original packaging or lidded containers until ready for use
- Re-seal and put away any allergen containing ingredients immediately after use
- Do not store chopping boards or other cooking utensils underneath food preparation work surfaces where known allergens are being handled in case food debris falls onto them



#### Cooking

- Cook any known allergen free meals separately
- Always use clean pans / cooking equipment for each dish being made
- Do not use shared equipment e.g. stirring spoons / ladels between different dishes
- If possible use separate fryers or clean oil for any allergen free items being cooked
- If possible cover food during cooking to prevent accidental splashing from other food



#### Cleaning

- Thoroughly clean down and sanitise all work surface between preparation of each dish
- Wash all equipment through a dishwasher to effectively removing food particles.
- Dismantle complicated equipment and clean via a dishwasher cycle
- Undertake an additional thorough clean after 'dusty' or powder based preparation methods

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## Barista Guidance:

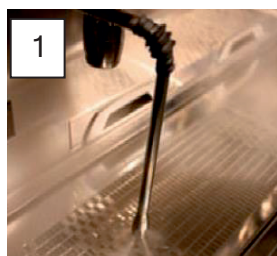
Where barista coffee machines are used for cows' milk as well as alternative milks, such as oat, soy and almond milk, there is a risk of cross-contamination between equipment and cleaning cloths.

Follow the below colour coding of cloths and jugs to minimise this risk.

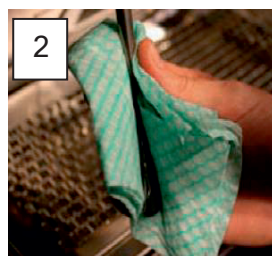
	Green - Dairy	Yellow – Oat & Soya	Red – Nut Based	Blue – Lactose Free
Colour Coded Steaming Jugs				
Colour Coded Bar Towels				
Iced Blender J2 Pitchers				

### A) Hot Beverages:

- Ensure the correct coloured jug is selected for the type of milk being used for a drink.
- Select the correct coloured cloth for the type of milk being used. Coloured cleaning cloths should only be used for wiping the steam wand after making each drink and not for general cleaning.
- Purge the steam arm before use to expel any moisture / milk residue that inside the steam wand
- Open the valve and release steam for approx. 4 seconds in order to properly flush out any residue
- Immediately after steaming the milk, wipe down the arm with the appropriate coloured cloth the type of and then purge the steam arm for a further 4 seconds.



1  
Purge the steam arm  
before steaming milk for  
4 seconds



2  
Wipe with correct  
colour coded cloth  
immediately



3  
Purge the steam arm  
for an additional 4  
seconds



4  
Make drink & pour into  
customer's cup

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- All colour coded cloths must be stored in clear Perspex container, clearly marked for the relevant colour / product, and kept on top of the barista machine



- Cleaning cloths should be replaced approximately every 4 hours to avoid build-up of milk residue on the cloth and thoroughly washed prior to re-use
- All cleaning cloth Perspex containers should be washed at the end of every day
- All milk jugs should be cleaned after used and stored separately from one another
- Each type of milk should be stored in a sealed container and clearly labelled

## B) Blended Drinks:

- Blender jugs must be washed in a dishwasher before and after being used for alternative milks. This will remove milk residues.
- Alternatively colour coded blender jugs (available through Bunzl Lockhart) can be used in-line with colour coding for barista jugs and cloths (use a clear jug for dairy milk drinks).

## Preventing Cross-Contamination - Service & Display

- When displaying or serving foods it is important that good segregation is achieved in order to minimise allergen cross-contamination
- Display known allergen containing foods on separate plates or boards.
- Where possible use separate tongs and equipment to handle each food items.
- Ensure equipment is washed before re-use
- If handling food directly wash hands before each service
- Always use clean crockery to serve food on.



## Preventing Cross Contamination - Hospitality

- Provide service cutlery for each self-service item to prevent cross contamination is avoided from one food item to another.
- If customers are seen to use service cutlery for different food items, this must be removed and replaced.
- Ensure any specific allergen free foods are separately plated, covered and clearly labelled with their contents, e.g. Dairy Free
- Where possible plate up individual buffet menu items separately to further reduce the risk of cross contact from one food type to another.
- Remember: Always ensure the allergen information for all food items is readily available within proximity to the hospitality / buffet offer.



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## Front of House Process

It is a legal requirement under the Food Information Regulations to provide accurate information to a customer **upon request**. It is the customer's responsibility to inform you if they have any particular food allergies.

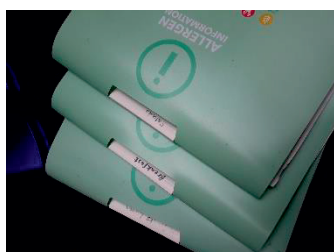
### Food Service:

- A full pre-service brief to the front of house team identifying which allergens are present in which food items must be provided by the head chef or equivalent and recorded at the top of the **Food Service Temperature Record Form**.
- This must be cross referenced to the information contained within the allergen folder and/or customer menu's / boards, before service.
- The allergen folder must be located at the point of service for easy access and reference.
- We must advise customers to ask about the presence of allergens, via the Compass Allergen Information Poster which is to be displayed on the restaurant notice board or at the point of service.
- Service colleagues must use separate chopping boards and utensils when preparing or handling known allergens.
- Where possible set up separate customer service stations to enable the segregation of allergens via separate boards, knives and other self-service equipment.

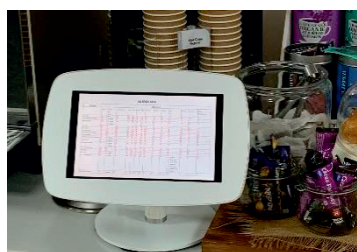


### Customer Allergen Reports

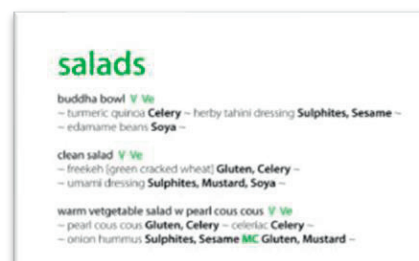
- Customer allergen reports can be displayed using either of the following options:



Paper Reports



Digital Tablets



On Menu

- Allergen reports must be accurate to the menu plan / cycle and checked by a senior manager before service.
- Paper reports and tablets should be positioned in a suitable customer facing location.
- The allergen report will be in the form of a matrix indicating known allergen ingredients with a tick (✓) or the letter MC where a manufacturer of an ingredient has indicated a risk of allergen cross-contamination.
- Allergen logs should be kept for a minimum of 2 weeks or the period the menu is 'live'.

Recipe	Allergens													
	Eggs	Gluten	Milk	Nuts	Shellfish	Soya	Sulphites	Vegetables	Wheat	Cereals	Fish	Peas	Mustard	Other
Buddha Bowl	✓	✓												
Clean Salad		✓												
Warm Vegetable Salad		✓												

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## Hospitality Buffets / Conferencing

- The person taking the booking must ensure they ask if any guests suffer from any food allergies or intolerances and inform the catering team accordingly.
- The hospitality order form must list the name of the guest and the specific food allergy or intolerance they are sensitive to.
- At the start of the event the front of house supervisor must make contact with the guest who has identified as having an allergy or intolerance and check the information is correct.
- The catering team must prepare a separate plated dish wrapped and labelled with the details of the product and the absence of any specific allergens, e.g. chicken salad (no gluten).
- The front of house supervisor must retrieve the dish and take it directly to the customer, again confirming the product and ensuring it meets their needs
- The hospitality menu should either state the allergen information for each dish or a separate allergen folder is provided with the hospitality food offer in the room it is to be consumed.

## School Meals

- When pupils have been specifically identified as having a food allergy or intolerance, special arrangements should be in place involving parents, the school and the catering manager.
- Please refer to the Chartwells sector specific allergen policy and pupil medical diet procedure.

## Patient Dining

- Please refer to separate sector specific guidance for the agreed protocol regarding allergen information & identification of patient meals within a healthcare setting.

## Customer Enquiries

Customers may ask service colleagues directly for allergen information or require additional help. In such cases the following rules must be followed:

- When asked for allergen information provide the customer with the Allergen Information Folder or direct them to the allergen tablet both of which will contain a specific allergen summary report for each individual menu item.
- Colleagues must not recommend or advise the customer on their choice.
- Should the customer seek further guidance they must be referred directly to the chef responsible for preparing / cooking the item
- NEVER guess the answer - always seek clarification.



I have a nut allergy  
Is this safe for me to eat?

Here is the Allergen Report. It indicates that there is a May Contain risk of nut cross contamination in one of the ingredients which may cause an allergic reaction dependent upon the severity of your allergy



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## Vending

Compass Rules:

### a) In Unit Made Food

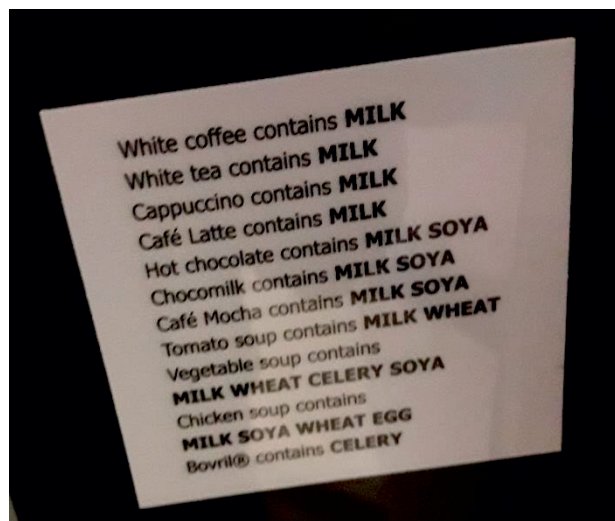
- Where in unit made food (e.g. sandwiches) are sold through an unmanned vending machine situated away from the main kitchen each product must be suitably labelled with the relevant allergens listed on the food product.
- The label must be suitably placed on the food to enable the customer to easily read the information listed.
- Alternatively, a fixed notice identifying the allergens for each food item sold in the vending machine must be attached to the machine in a prominent place to enable the customer to read and understand the information.
- This information notice must be checked daily for accuracy as part of the machine replenishment.

### b) Retail Ready Items Only

- There is no legal requirement to provide additional allergen information on the vending machine as the manufacturers of each retail product will have listed the allergens on the packaging.
- Good practice would be to have an allergen report available within the unit for all retail items sold within a remote vending machine should a customer require additional information before purchasing.

### c) Hot Drinks

- Hot drinks sold in Klix's style vending machines should have a notice displayed on the side of the machine indicating any allergens contained within the drink powders or syrups used in making the drink, e.g. traces of nuts in the cocoa powder for a hot chocolate drink.
- This notice must be kept up to date should there be any changes to the drink mixes used.
- The notice should be displayed in a prominent place to enable the customer to see and read the notice before purchase



# Allergens

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HACCP Chart Reference

Receipt / Storage / Preparation / Cooking /  
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## Allergen Champion Role

Some Compass venues who run larger functions, banquets or weddings may choose to adopt the role of Allergen Champions. The Allergen Champions will have a key role in ensuring customers with special dietary needs are adequately looked after and ensure they receive the correct meal.

### Role:

1. Where the venue has prior knowledge of the customer's allergy or dietary requirements via the event booking form, then this should be shared with the Event Manager must share this with the Allergen Champion.
2. The Event Manager should introduce the Allergen Champion to the Event Organiser and then ensure the information we have is correct.
3. Where possible the Allergen Champion should make themselves known to the delegates with allergies or dietary requirements. If they cannot be introduced at the beginning of the event, then the organiser should be instructed that the Allergen Champions will be available throughout food service and can be identified by their Allergen Champion badge / logo.
4. Where a customer has not pre-arranged a specific meal or advised of dietary requirements that customer can contact one of the Allergy Champions, who will then use the Allergy and Dietary Requirements Form to take the required information regarding dietary requirement from the customer.
5. The Allergen Champion would then go and consult with the chef, ensuring the information is communicated to the catering team preparing the meals
6. The Allergen Champion then personally delivers the special meal to the guest, again checking that the meal about to be served matches their dietary needs.
7. Allergen Champions should also ensure that the correct allergen information is provided with any buffet or non-service food offer and advise guests they should contact them directly if anyone has any further allergen or dietary questions.

### Training:

Allergen Champions will receive additional training on how to interact with customers. This will include awareness on coeliac disease, religious diets and the importance of getting it right.

### Identification:

Allergen Champions may wear a badge on their uniform identifying their role as an Allergen Champion.

Some contracts may wish to provide additional clothing to differentiate the Allergen Champion from other service team members



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## Allergy Incidents

### Emergency Procedures

If an allergic customer becomes ill or you suspect a customer may be suffering from an allergic reaction:

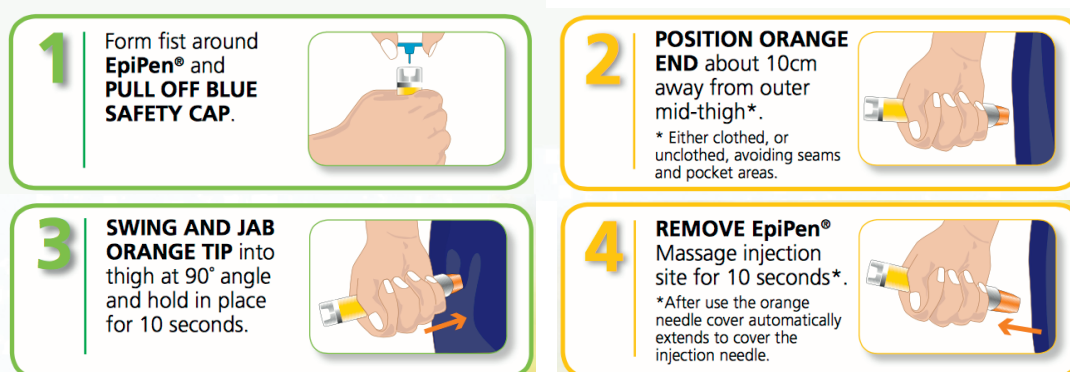
- Immediately call 999 to summon emergency assistance, or
- Follow your site approved emergency procedure.
- There may be a first aider or appointed person on site who will administer medication or take charge of the situation. Otherwise, advise the emergency services that you suspect your customer may be suffering from anaphylaxis.
- Do not move the customer.
- Make sure that a member of the catering team remains with them until help arrives.
- Contact your sector HSE team for further advice.

### Emergency Plans

For persons known to have allergic reactions, any delay in administering medication may be critical. In schools, emergency plans may have been agreed between parents, the school and key catering team members on what action is required. Schools may have nominated a First Aider or Appointed Person to administer medication or use an EpiPen to administer adrenalin to the casualty.

### EpiPen's

An EpiPen is a prescription medicine applied by injection and is issued only to the affected person or to the school under strict user guidelines from a medical practitioner. It must be applied only by authorised persons who have had full training and only applied in the circumstances agreed in the emergency plan.



### Reporting an Incident

- Inform your line manager and if required your HSE Manager for suitable advice & guidance.
- Any suspected or confirmed food allergy incident must be reported on the online Accident and Incident (AIR3) reporting system using the Food Safety online Form. Telephone both your HSE Manager and Line Manager to inform them of the suspected or confirmed allergy incident.
- Go to the HSE Connect page where you can access the Food Safety online form.
- An Alleged Food Poisoning/Food Allergy Reporting Checklist must be used when interviewing a customer making such an allegation and before completing the AIR3 online form.
- A General Guidance Document to assist in the completion of the AIR3 online forms for Alleged Food Poisoning / Food Allergy Incidents



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## Additional Guidance

1. Food Hygiene Training - Allergen Training
  - Refer to **Good Hygiene Practice Guide No: 1 - Food Hygiene Training** for guidance on what food handlers are trained upon within the Compass Food Safety E-learning training
2. Prevention of cross contamination
  - Refer to **Good Hygiene Practice Guide No: 4 - Cross Contamination** for guidance on how to minimise cross contamination risks
3. Natasha's Law
  - Refer to **Good Hygiene Practice Guide No: 21 - Natasha's Law** for guidance on what constitutes PPDS food and how to produce compliant labels via the Source





