

Allergens for Food Businesses

Today's Session....

- Allergens and allergic reaction
- What the law says
- The 14 Allergens
- How to deal with this in your premises?
- Cross Contamination
- Passing on the message to your customers
- Keeping customers safe
- Workshop

Why are we here?

- 1 in 3 people have a diagnosed food allergy
- Allergies aren't just to food... also medicines, cosmetics, environmental
- Sadly, up to 10 deaths a year from allergic reactions to food
- Recent fatality in Lancashire
- Evidence that food businesses aren't fully considering allergens in their food production and messages to consumers

Living with Allergies

A DAY IN THE LIFE OF CHLOE

What the law says...

Food Information Regulations

2014

- Implement European legislation 'Food Information for Consumers Regulations'
- Brought about changes to prepacked food labelling
- Require allergens to be declared on all non prepacked and catering food
- Criminal offence to not do so – Penalty of up to £5000 fine

Food Safety and Hygiene (England) Regulations 2013

- Criminal offence to place unsafe food on the market
- Food may be deemed unsafe if it is provided containing an allergen, when the consumer has specifically requested it to be allergen free
- Maximum penalty – unlimited fine and up to 2 years imprisonment

Health and Safety at Work etc Act 1974

- Employers/Self-employed people have a duty of care for employees and other people to ensure that their health and safety isn't compromised
- Criminal offence to contravene this duty of care
- Penalty – unlimited fine or up to 2 years imprisonment

14 Allergens in Food

1. Cereals (Gluten)
2. Crustaceans
3. Eggs
4. Fish
5. Peanuts (ground nuts)
6. Soybeans (soya)
7. Milk
8. Nuts
9. Celery
10. Mustard
11. Sesame seeds
12. Sulphur dioxide
13. Lupin
14. Molluscs

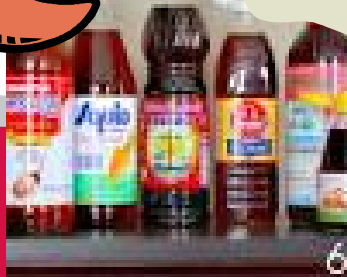
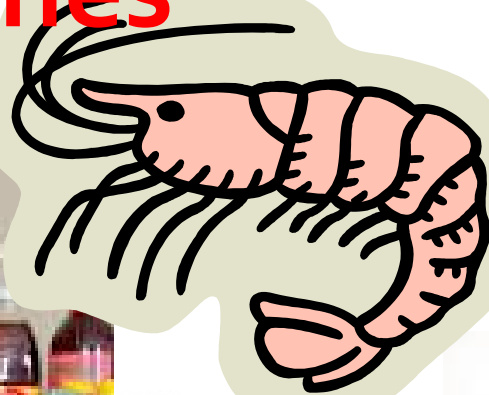
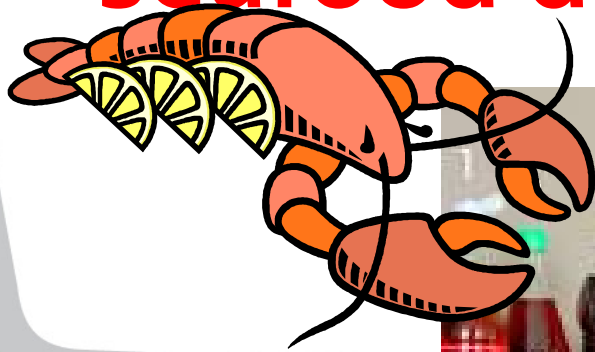
Cereals containing gluten

- Wheat, barley, bulgar wheat, couscous, Durum wheat, Einkorn, Emmer, Kamut, Pearl Barley, Rye, Semolina, Spelt, Triticale
- May contain gluten: Barley Malt extract, Oats
- **Think! Foods containing flour, some baking powders, batters, breadcrumbs, soups, sauces, foods dusted with flour**
- On line training from Coeliac Uk
<http://www.coeliacuktraining.org.uk/>



Crustaceans

- Crabs, Lobster, Prawns, Scampi, crayfish, shrimp
- **Think! Shrimp paste, fish sauce, fish stock, pizza toppings, seafood dishes**



Eggs

- Think! Cakes, Mousses, Pasta, some meat products, quiche, sauces, glazes on pastry, mayonnaise
- Egg Fried Rice, Omelettes, Biryani, English breakfasts



Fish

- **Think! Fish Sauce, Oyster Sauce, Worcestershire sauce, Caesar Salad dressing, stock cubes, relishes**
- Pizza toppings and sauces, Fish Curry, Special Fried rice, Thai curries, fish dishes, sandwich and jacket potato fillings, salads



Peanuts



- Also known as groundnuts or ground nuts
- Biscuits, cakes, curries, sauces, desserts, peanut flour
- **Think! Satay sauce, groundnut oil, salad dressings, peanut shoots (instead of beansprouts)**
- Problem with Almond powder substitution
- Cross Contamination is very easy as it is impossible to eradicate!



Soybeans

- Soya, tofu, beancurd, edamame beans, miso paste, soya oil, soya lecithin (emulsifier)
- **Think! Desserts, ice creams, sausages and burgers, vegetarian products, soy sauce, bread and baked goods, baked beans, margarines and spreads**



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Milk

- Butter, cheese, yogurt, milk powders, cream, crème fraiche, soured cream, additives such as: casein, whey, sodium caseinate, calcium caseinate
- **Think! Foods glazed with milk, powdered soups and sauces, ice cream, chocolate, batters, 'added protein' products**



Nuts

- Also known as tree nuts
- Almonds, hazelnuts, walnuts, cashews, pecans, pistachios, brazil nuts, macadamia nuts
- **Think! Nut oils, sauces, ground almonds, cashew nut dishes, marzipan, praline, pesto, salad dressings, baked goods**



Celery

- Celery, celery stalks, celeriac
- **Think! Celery salt, stock cubes, salads, soups, pasta sauces, casseroles, meat products, celery seeds, curry powder, spice mixes**



Mustard

- Liquid mustard, mustard powder, mustard seeds
- **Think! Sauces, curry powder, spice mixes, breads, processed meats, soups, mayonnaise, barbecue sauce, fish paste, ketchup, marinades, salad dressings, salad oil, sauces for steaks**



Sesame Seeds

- Think! Bread, breadsticks, sesame oil, houmous, tahini, stir fries, prawn toast, noodles, dips, spice mixes, burger buns



Sulphur Dioxide

- Preservative in dried fruit, meat products such as sausages and burgers, soft drinks and vegetables. Also in wine and beer
- **Think! Sausages, burgers, pepperoni, sultanas, raisins, cooked meats, pizza toppings**



Lupin

- Lupin seeds, lupin flour, lupin bean, lupine
- **Think! Bread, pre-prepared bakery mixes i.e scone mix, pastries, breadcrumbs, pizza bases, batters, southern fried coatings, pasta**



Molluscs

- Mussels, scallops, snails, squid, whelks, clams, octopus, oysters
- **Think! Fish stews and dishes, oyster sauce, fish sauce, seafood dishes**



How to deal with it in your premises!

How to deal with it in your premises

- 3 stages
 - Identifying allergens in your dishes
 - Passing this information on to the consumer
 - Producing safe food

The Basics!

- **Basic background information and training for you and your staff**
- **Have you and your team/staff:**
 - Completed FSA online allergen training?
<http://allergytraining.food.gov.uk/english/>
 - Completed and retained training records to verify that staff understand their duties to give accurate allergy information and produce safe food?

The Basics!

Are you and your team:

- Checking ingredients in a systematic way?
- Separating foods in storage?
- Separating foods in preparation?
- Separating foods in service?
- Always using the same recipe for dishes?
- Maintaining an up to date allergen matrix?

How do you know what's in your dishes?

- Buying your ingredients
 - Check fresh and prepacked ingredients and labelling on products when you receive them
 - Note any allergens in each ingredient
 - Don't assume the product hasn't changed since the last time you ordered it – review your allergen information every time you get a new delivery
 - Using this information, for each dish go through your recipes and work out your allergenic ingredients

How do you know what's in your dishes?

- Recipes
 - Write down your recipes, so the same food is produced every time
 - Set up a record which shows which allergens are in which dishes and make regular checks on it
- Review your recipes regularly to make sure allergens used are accurately recorded and that the correct recipe is being used every time

Useful resource

Allergen recording software

- <https://www.menucalni.co.uk/Account/LogOn?ReturnUrl=%2f>

Minimising Cross Contamination

- Storage
 - Make sure stored foods are easily identifiable (labelled!)
 - Allergens or specific ingredients for 'allergenic customers' should be placed in dedicated containers that aren't used for anything else and labelled
 - Allergens should be kept in containers with secure lids and with their original labels
 - Store allergens on lower shelves, in case of spillage
 - Clean up spillages immediately

Minimising cross contamination

- Cooking and preparation
 - Consider cooking and preparation surfaces that aren't easy to clean – griddles, tandoor ovens, microwaves, oven/baking trays, porous surfaces
 - Cooking mediums such as oils should be changed for allergic customers
 - Always wash preparation and cooking surfaces, utensils and equipment thoroughly with clean, hot soapy water, after using allergens – don't reuse the water to wash anything else.

Minimise cross contamination

- Cooking and preparation
 - Use separate clean utensils for allergenic customers
 - Cook foods for allergenic customers at the beginning of service after a proper clean down of all cooking equipment and preparation surfaces
 - Food handlers should wash their hands thoroughly after handling allergens
 - Consider all cooking practices, size of kitchen, ventilation, available equipment – can you produce a safe meal for someone with an allergy?

Minimising cross contamination

- Keep dishes produced for allergenic customers as separate as possible from other dishes at all stages of preparation, cooking and service – think time and space
- Any powdered allergen is particularly potent and can hang around in the air - it would be unlikely that you can eliminate any powdered allergens from dishes if you use it elsewhere in your premises- e.g. flours, nut powders, mustard/celery powder

Recap!

- Check all ingredients and recipes and record the allergenic ingredients on your allergens record
- Store ingredients in lidded containers, in separate storage areas
- Minimise cross contamination in the preparation, cooking and serving

**How do your customers know
what's in your dishes?**

Ensuring your customers know what's in your dishes

- Clear menu descriptions
- Posters indicating that allergenic customers should ask you about allergens
- Add allergen warnings to menu boards
- Take away menus – add a note advising customers to ask about dishes if you have allergies
- Take away menus – add the allergens present in each dish alongside it on the menu?

Ensuring your customers know what's in your dishes

- If a customer tells you they are allergic to something use your allergen record, to check if there is an allergen in a certain dish
- Ensure your staff know what to do when a customer asks!
- Mark delivery containers to indicate which allergens are present
- Ensure on line menus are up to date and have an indication of the allergens present in all dishes

Telephone & On Line Sales

- When taking a telephone order – your member of staff must check if the order is for any allergic customers – every time!!!
- Delivery of telephone or internet ordered dishes must be delivered with an indication of the allergens either via an up to date printed menu given with the dishes or an indication on the cartons that the dishes are delivered in, or by some other clear means

How to keep your customers safe

- Do you have clear messages from counter/order point to kitchen staff?
 - Written and highlighted notes on the order for the kitchen
- Production by dedicated member of staff, following procedures to avoid inclusion of allergen and minimise cross contamination

How to keep your customers safe

- Delivered to table/customer separately, server must be clearly aware of which is the allergen free dish and who is the customer with allergy
- Have you considered free items? Sundries? Condiments?
- Do you have self serve foods – how do you keep allergenic customers safe here?

How will you ensure all this happens when you aren't there?

Better safe than sorry!

- Think carefully about the processes, ingredients, equipment and space available in your kitchen.
- If after proper consideration you aren't confident enough to produce an allergy free meal, say so!

Better safe than sorry!

- You may wish to use signage such as this (or a variation):

FOOD ALLERGY WARNING















PLEASE BE ADVISED DESPITE OUR BEST EFFORTS WE CANNOT GUARANTEE THAT OUR FOOD IS FREE FROM THE FOLLOWING ALLERGENS: CELERY, CEREALS (GLUTEN), CRUSTACEANS, EGGS, FISH, LUPIN, MILK, MOLLUSCS, MUSTARD, NUTS, PEANUTS, SESAME SEEDS, SOYA AND SULPHUR DIOXIDE (SULPHITES)

Workshop

Exercise 1: Complete the Allergen Matrix

DISHES AND THEIR ALLERGEN CONTENT

(Note – Please state the name of the cereal(s) containing gluten** in that column AND/OR the name of the nut(s)* in that column)

DISHES	 Celery	 Cereals containing gluten**	 Crustaceans	 Eggs	 Fish	 Lupin	 Milk	 Molluscs	 Mustard	 Nuts*	 Peanuts	 Sesame seeds	 Soya	 Sulphur dioxide
Tuna Salad [example]	✓			✓	✓		✓		✓					

Review date:

Reviewed by:



You can find this template, including more information at www.food.gov.uk/allergy

Exercise 2: Scenario

- A customer comes in to your establishment and tells the person serving that they are a coeliac, so they must avoid gluten. Consider this as if it is in your premises...
 - What should the server say/do?
 - How will they find out if any foods are suitable for a coeliac?
 - Think about your processes – what would your kitchen staff need to do to produce a safe food. Could they produce safe food?
 - What would happen if you, the business owner/manager wasn't there?
 - How can you be sure your staff know what to do?

Exercise 3: Scenario

- A customer telephones your establishment to place a telephone order. Consider this as if it is in your premises...
 - What should the server say/do?
- The customer reveals they have an allergy to crustaceans
 - What should the server say/do?
 - Think about your processes – can you produce a safe food for this person?
 - How will you ensure that the kitchen staff are fully aware of the persons allergy?

Exercise 4: Scenario

- A trading standards officer/environmental health officer comes to inspect your business - They have received a complaint that a person has suffered an allergic reaction after eating food from your business after advising the server of their allergy. They have spent two days in hospital after being treated for anaphylaxis and now have to take 2 weeks off work to get better.
 - How will you prove that you have done all you can to prevent this reaction from occurring?
 - Consider training of staff – records, written matrix, written procedures, written recipes, records of checks, records of order from customer

10 TOP TIPS!

1. Display the poster in your premises and on your menus
2. Carry out the audit of ALL your dishes, sundries and ingredients to find out the allergens – review it regularly!
3. Complete your allergen record and review it regularly
4. Update any websites, 'just eat', etc, with all allergen details
5. Telephone orders – ask **ALL** customers if anyone in their party has an allergy
6. Deliveries for allergenic parties – ensure all dishes are marked up with relevant allergens
7. Train staff to check the allergen record if a customer asks
8. Keep allergens in separate storage
9. Take care in preparation of products – using separate utensils to avoid cross contamination
10. Always be honest with your customers – if you aren't sure that something is allergen free – say so! Especially if there is a risk of cross contamination

**Thank you for your attendance
and co-operation, please contact
us if you need any help!**