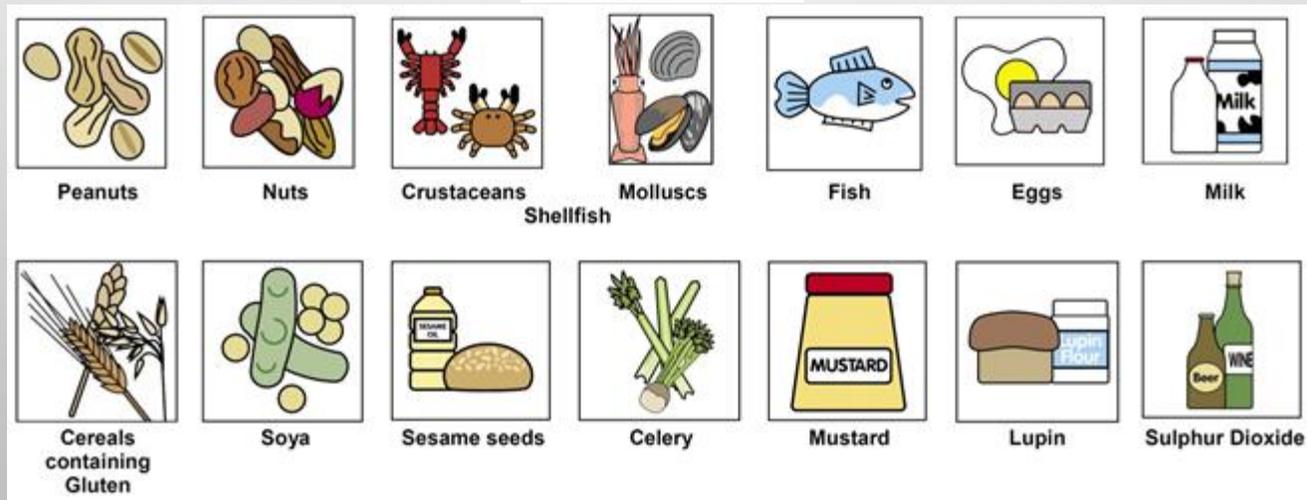


ALLERGEN TEAMTALK

2020



Background:

- In the UK about 7-10 people die every year from eating a food allergen
- There are about 1500 asthma deaths a year; some may be triggered by a food allergy
- For those at risk, the tiniest trace of food allergen could trigger severe symptoms
- Teenagers and young adults seem to be at the greatest risk
- Living with the unpredictability of food allergies is stressful

THE LAW

- All food outlets
- 14 allergens to identify
- Information must be on display for customers, or readily available for them to view
- If the information is being kept elsewhere, there must be a clear sign telling people that this information can be accessed on request
- Failure may result fines from £5000 to £3 million

DISHES MAY CONTAIN
ALLERGENS. IF YOU
HAVE ANY DIETARY
REQUIREMENTS
PLEASE SPEAK TO A
MEMBER OF STAFF.

How to provide information to our customers

- Must be clearly listed in an obvious place
 - Menu
 - Chalkboard
 - Information pack
 - Ask the customer on arrival:
 - “Do you have any allergies we should know about” and record it!
- Menu contains disclaimer on where to find information

Ignorance is no excuse!

Change in law means:

You have to know what is in the food you are serving, cannot say

“I Don’t Know”, you also cannot say that *“all the foods served contain an allergen”*.

IGNORANCE

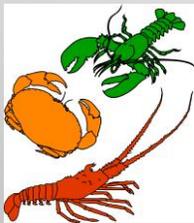
WHAT ARE THE 14 ALLERGENS?



Celery: includes stalks, leaves, seeds and celeriac.



Cereals: this includes wheat, barley, rye and oats. Gluten is also found in flour, and products made from it. Cereals need to be declared.



Crustaceans: includes crab, lobster, prawns, and scampi. Often found in Shrimp paste used in Thai Curry

WHAT ARE THE 14 ALLERGENS?



Eggs: often found in cakes, some meat products, mayonnaise, mousses, Pasta, quiche, sauces, as a glaze



Includes Lupin seeds, and flour, found in some pasta bread and pastries. Very rarely used in UK.



Milk: Found in butter, cheese, cream, milk powders, yoghurt, glaze etc.



Molluscs: includes mussels, land snails, squid, and whelks. Found in oyster sauce and fish stews

WHAT ARE THE 14 ALLERGENS?



Mustard: includes liquid, powder and seeds. Found in variety of foods.



Nuts: whole, crushed, oil, and flaked. Found in a variety of foods



Peanuts: found in biscuits, cakes, curries, deserts. Also used as oil and flour



Sesame: found in bread, breadsticks, and hummus. Also used as oil and Tahini [Sesame Paste]

WHAT ARE THE 14 ALLERGENS?



Soya: found in a variety of foods also as a paste, flour and Tofu

SO_2

Sulphur Dioxide: used as a preservative in dried fruit, meats salads. Also found in Soft Drinks, Vegetables as well as wine

Food Allergy -V- Food Intolerance

FOOD ALLERGY:

When the body immune system reacts with a specific foods.

They are often mild but can sometimes be very serious

FOOD INTOLERANCE:

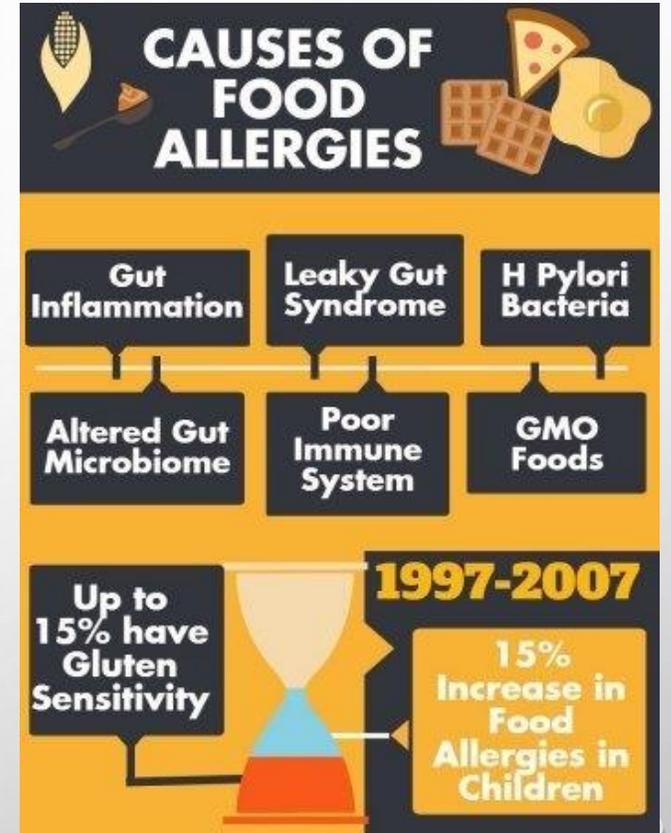
Food intolerance is never life threatening, need to eat a

larger amount to trigger the intolerance, and occurs several hours after eating the foodstuff

Food Allergy	VS	Food Intolerance
Estimated to affect 2% of the UK population		Estimated to affect 45% of the UK population
 Food allergy is mediated by food-specific IgE reactions		 Food intolerance is mediated by several different types of reactions, including IgG
Symptoms could begin within 2 hours of exposure		Symptoms could begin between 2 hours to 72 hours
 Symptoms can be severe and are potentially fatal		 Symptoms can be distressing but are NOT life-threatening
Course of action: avoiding triggers, use of antihistamines and EpiPen		Course of action: food-specific IgG testing and avoiding triggers
		

What causes Food Allergies?

- Body mistakes proteins in foods as a threat
- Chemicals are released
- Chemicals cause the symptoms
- Almost any food can cause allergic reaction
- 14 foods are mostly responsible for the allergic reaction
- Severe reaction is called “Anaphylaxis”
- Anaphylaxis is a medical emergency.

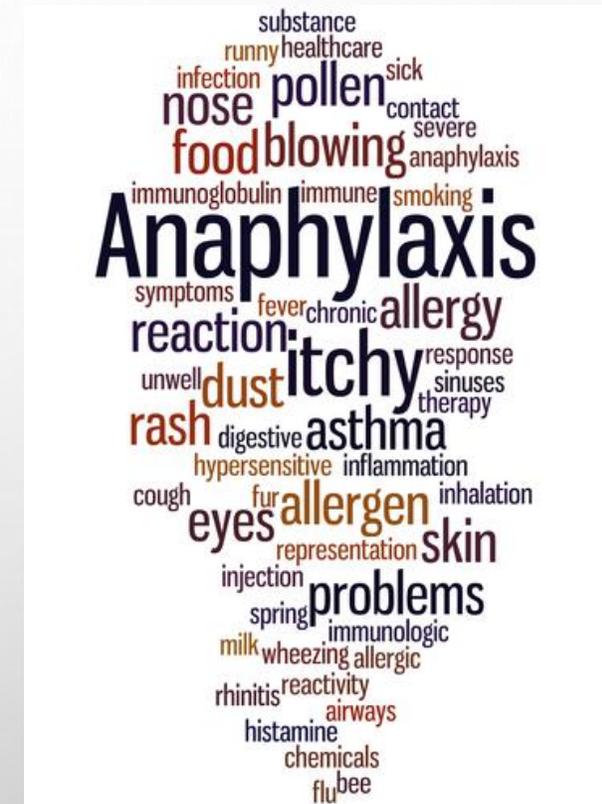


Symptoms of Food Allergy and Anaphylaxis

Anaphylaxis:

Initial symptoms like food allergy but can lead too:

- Increased breathing difficulties
- Rapid heartbeat
- Sudden drop on blood pressure
- Unconsciousness



Treating a Food Allergy

Two main types of medication:

Antihistamines:

- Works by blocking the effects of histamine in the body
- Used in mild to moderate attacks

Adrenaline:

- Works by narrowing the blood vessels to counter the effects of low blood pressure and open airways to help breathing.
- Auto injector pen
- Used in severe attacks

WHAT SHOULD WE DO IF CUSTOMER HAS A REACTION:

- **Do Not** Move the Customer
- **Tell** a member of Management
- **Call** 999 immediately and describe what is happening
- Ask the Customer if they carry and Adrenaline pen
- Send some outside to wait for the ambulance
- Ensure you have everything written down what the customer has consumed

RECORDING INFORMATION:

- Chefs have to record the ingredients going into a dish
- Check label on dried and tinned foods
- Identify allergens in the dish and record
- Ensure containers are clearly labelled
- Ensure the Allergen file is up to date
- Ensure that product can be traced back to source.
- Ensure that the product substitute information is up to date

PROVIDING INFORMATION TO OUR CUSTOMERS

- We as a Company are using written information
- File with all menu cards in
- Ensure you know where this is kept
- This is for the customer to look at
- Chefs MUST keep this up to date

REMEMBER:

WHEN HANDLING OR PREPARING FOODS THE RISK OF CONTAMINATION

Ensure:

You ask the customer on arrival if they have any allergies we should know about

PROVIDING INFORMATION TO OUR CUSTOMERS

Remember:

The customer will use the information you give to them to make the final decision as to whether or not to buy and eat the food you provide.

- Think carefully how you handle the request for allergen information
- Ensure you know the menu for the day
- Ensure you know what “Allergens” are in that menu
- Be confident in your answers to the request.

PROVIDING ALLERGEN INFORMATION TO CONSUMERS

- We are required to provide accurate allergen information.
- A written notice placed in a clearly visible position, explaining how customers can obtain this information, for example by speaking to a member of staff.
- When allergen information is provided as part of a conversation, there must be written information to back this up.

HANDLING FOOD ALLERGENS IN THE KITCHEN

- Know what allergens are in the food and record allergen information in a written format. Eg allergen matrix
- ‘Control the risk’ of cross contamination. Consider storage and separation of food, work surface and preparation areas, utensils.
- Consider food preparation process, to avoid cross contamination.

PREPACKED AND NON PREPACKED FOOD

- Pre-packaged food is enclosed by packaging and ready for sale and must display an ingredients list, highlighting the allergenic ingredients.
- Non-prepacked (loose) food is sold in retail outlets and restaurants and are required to supply allergen information on any of the 14 allergens.

“GLUTEN FREE”

- Strict rules apply to “Gluten Free” products
- Must not contain more than 20mg per kilo of Gluten
- ‘Chefs’ – be aware of cross contamination!
- If the process cannot be guaranteed or controlled we can use the more factual statement “no gluten containing ingredients” known as “NGCI”.

REMEMBER:

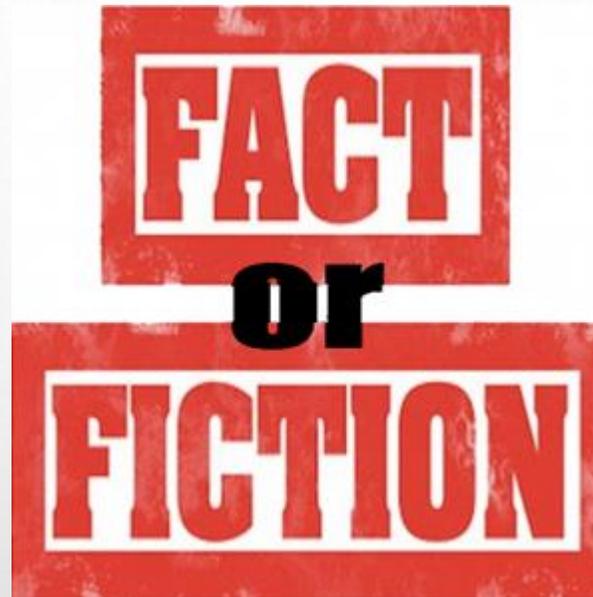
- Cross-contamination
- The words you use

QUICK CHECKLIST:

- Always check never guess
- Ask the guest on arrival if they have any allergies we should know about
- Always acknowledge the customers request show the file
- Chefs – ensure the file is kept up to date
- Chefs – record all ingredients and what they contain
- Chefs – if ingredients change then up date file
- If someone asks if a food can be prepared do not say yes unless you are absolutely sure that the ingredient will not be in the food
- Always control the risks
- **REMEMBER:** cross contamination!

QUESTIONS-





QUESTION ONE: ONLY CERTAIN FOODS CAUSE AN ALLERGIC REACTION?

QUESTION TWO:

FOOD ALLERGIES CAN BE FATAL?

APPROXIMATELY 10 PEOPLE
QUESTION THREE: IN THE UK DIE FROM
ALLERGIES PER YEAR?

IN THE EVENT THAT A CUSTOMER HAS
A REACTION TO AN ALLERGY WE
SHOULD:

NOT MOVE THEM

TELL A OF MANAGER

CALL 999 IMMEDIATELY AND DESCRIBE
WHAT IS HAPPENING

QUESTION FOUR:

ASK THE CUSTOMER IF THEY CARRY
AND ADRENALINE PEN

SEND SOME OUTSIDE TO WAIT FOR
THE AMBULANCE

ENSURE YOU HAVE EVERYTHING
WRITTEN DOWN WHAT THE

CUSTOMER HAS CONSUMED

QUESTION FIVE:

ALLERGIES CAN DEVELOP BEFORE YOU ARE BORN?

QUESTION SIX: MOST CHILDREN GROW OUT OF THEIR ALLERGY TO EGGS, MILK, SOYA AND WHEAT?

QUESTION SEVEN:

SYMPTOMS OF AN ALLERGIC REACTION WILL APPEAR IMMEDIATELY AFTER CONSUMPTION OF THE FOOD THAT CAUSED IT?

QUESTION EIGHT:

IT IS ILLEGAL NOT TO GIVE THE
CUSTOMER INFORMATION ON OUR
FOODS AND ALLERGIES?

QUESTION NINE:

WHERE IN THE HOTEL IS THE INFORMATION ON ALLERGIES FOR THE CUSTOMERS USE?

QUESTION TEN:

WHOSE RESPONSIBILITY IS IT TO
KEEP THE ALLERGEN INFORMATION
FILE UP TO DATE?