

Newnham College

University of Cambridge

FOOD ALLERGEN POLICY

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Other related information:

- Newnham College Food Safety Policy
- HACCP procedures <https://www.food.gov.uk/business-guidance/hazard-analysis-and-critical-control-point-haccp>

FOOD ALLERGEN POLICY



Aim of the Policy:

Newnham College is committed to reducing the risk of allergic reaction to members of the College, its' guests and visitors from the food it provides. It is therefore the intent and responsibility of the College to provide accurate allergen information to all College members, guests and visitors. The College also has a legal obligation to ensure that any food produced or prepared is safe. This policy and the associated staff training seek to ensure the effective management of food allergens, to alleviate any concerns and limit the impact on the health of consumers.

Scope of the Policy:

This policy covers all food purchased, prepared and served in the Buttery, College Hall, Iris Café and at all other College events catered by the College Catering Department.

For students who have severe food allergies, please refer to Appendix A at the end of this document which provides a checklist of things for you to do to ensure safe access to College Catering.



1. Food Allergen Policy

The Food Information Regulations 2014 requires food businesses to provide allergy information on food sold unpacked.

College Staff can find more information about food labelling on the website below:

<https://www.food.gov.uk/document/food-allergen-labelling-and-information-technical-guidance>

It is essential that the College Catering Department follows all the steps necessary to ensure that all information regarding allergens is clear and accessible to all.

2. Definitions: Food Intolerance and Food Allergy:

FOOD INTOLERANCE:

Is difficulty digesting certain foods and having an unpleasant physical reaction to them.

It causes symptoms, such [tummy pain](#), bloating, [wind](#) and/or [diarrhoea](#), which usually happen a few hours after eating the food.

For more information: <https://www.nhs.uk/conditions/food-intolerance/>

FOOD ALLERGY:

Is when the body's immune system reacts unusually to specific foods. Although allergic reactions are often mild, they can be very serious.

Symptoms of a food allergy can affect different areas of the body at the same time.

Some common symptoms include:

- tingling or itching in the mouth.
- a raised, itchy red rash ([hives](#)) – in some cases, the skin can turn red and itchy, but without a raised rash.
- swelling of the face, mouth ([angioedema](#)), throat or other areas of the body.
- difficulty swallowing.
- wheezing or shortness of breath.
- feeling [dizzy](#) and lightheaded.
- feeling sick (nausea) or vomiting.
- abdominal pain or [diarrhoea](#).
- [hay fever](#)-like symptoms, such as sneezing or itchy eyes ([allergic conjunctivitis](#))
- **In the most serious cases, a person has a severe allergic reaction ([anaphylaxis](#)), which can be life threatening.**

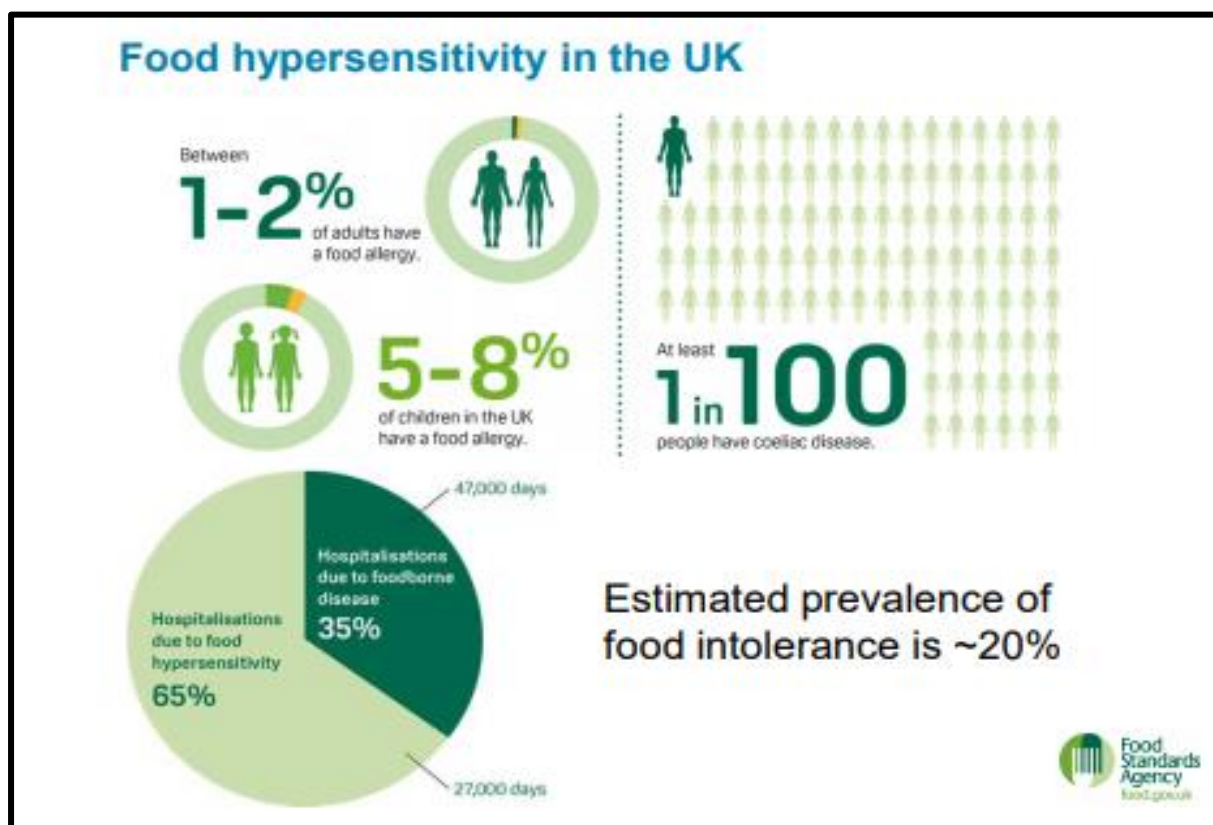
For more information: <https://www.nhs.uk/conditions/food-allergy/>

For more information on the difference between food intolerance (sensitivity) and allergy:

<https://www.fix.com/assets/content/19746/difference-between-food-sensitivity-and-allergy.png>

3. Identifying those in College with severe food allergies:

Anybody can develop a food allergy or intolerance at any time in their life. A person with an allergy is at risk even if they consume a small amount of the food allergen.



The College does the following to identify those with a severe food allergy, but it will not always be possible to identify in advance all those who may consume items on the College premises, and this is why it is crucial to develop a system of food allergen management and train the staff on good practices.

3.1 Students with severe food allergies:

All students with severe allergies are required to check in with the College Nurse before or within 48 hours of arrival in College, so that their individual needs can be registered. The list of students with Adrenaline Auto-injectors (AAI)/severe food allergies who have been identified by the College Nurse is kept at the Porters' Lodge and another copy is displayed in the main College Kitchen.

Once a list of students with AAI/severe food allergies has been compiled, the individuals identified will be expected to attend a meeting with the College Nurse, the Catering Operations Manager and the Executive Head Chef, to discuss the College Food Allergen Policy and procedures. This meeting will normally be held during Freshers' Week at the start of Michaelmas Term and will help to ensure safe access to College catering.

3.2 Staff and Senior Members with severe food allergies:

In the College Policies and Procedures Booklet (both the Staff and Senior Members versions) under the "Food Allergies" section it states: "A member of staff or Senior Member with a medical condition should ensure that the College Nurse is informed". The College Nurse would then inform the Catering Operations Manager (as with the procedure for the students).

The College HR Manager sends a "New Starter Form" to all staff, including casuals and this includes a question on underlying health conditions. The College Information and

Support Office send a “New Starter Form” to all Senior Members joining the College and this form asks for the details of any allergies to be noted. Once identified, this allergy information would be shared with the College Nurse and Catering Operations Manager (once permission is received to do this) and will be added to the list of students with Adrenaline Auto-injectors (AAI)/severe food allergies, kept at the Porters’ Lodge and displayed in the main College Kitchen.

All Staff and Senior Members who have “shared” their allergen information ie having an AAI/severe food allergies, with the College, will be invited to attend a meeting with the Catering Operations Manager and the Executive Head Chef to discuss the College Food Allergen Policy and procedures, as soon as possible after their start date.

3.3 Individuals, with severe food allergies, using the Iris Café/Buttery:

Signs are clearly displayed and visible in all catering outlets, inviting customers to ask about allergenic ingredients and this information is also included on dinner menus at which there may be members of the public, guests and visitors attending.

3.4 Individuals, with severe food allergies, attending dinners or events:

Most of the internal events, such as Formal Halls and Friday Night Dinners, have an online booking system where members of the College can add any information regarding their own and their guests, dietary requirements and food allergies. This booking form is used by the chefs to prepare the meals according to the attendance and takes into consideration all the dietary information.

Events held by invitation such as Subject Formal Halls, Congregations, or Alumni Events, either the Tutorial or Development Office manage the booking and collect all the information regarding allergies and intolerance. This is then passed on to the Catering team to plan and prepare the event.






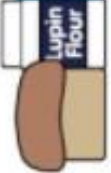









External visitors booking via the Conference Office, provide all the information regarding dietary requirements of the delegates during the booking process.

Once the information on dietary requirement is gathered to be able to prepare the correct food, we have to be able to serve it to the right person. For this we have different ways of service according to the event:

- **For events held in College Hall with a table plan:** the Duty Catering Manager will highlight the table and seat for any individuals with a declared food allergy to the staff working. It is therefore important that those attending events do not swap seats without informing the Duty Catering Manager.
 - Additional allergen signage is now placed on the table (Dec 2024)
- **For events held in College Hall without a table plan:** individuals will be able to collect an allergen card, to put in front of their place setting on the table, to identify them as having an allergen to the staff serving them.
 - Additional allergen signage is now placed on the table (Dec 2024)

4. The 14 food allergens

There are 14 food allergens controlled by legislation shown below:

 1	 2	 3	 4	 5
Celery	Cereals containing gluten	Crustaceans	Eggs	Fish
 6	 7	 8	 9	 10
Lupin	Milk	Molluscs	Mustard	Nuts
 11	 12	 13	 14	
Peanuts	Sesame Seeds	Soya	Sulphur Dioxide (Sulphites)	Food Standards Agency food.gov.uk

Since December 2014 The Food Information Regulation requires that food businesses must provide information about the allergenic ingredients in any food sold or provided.

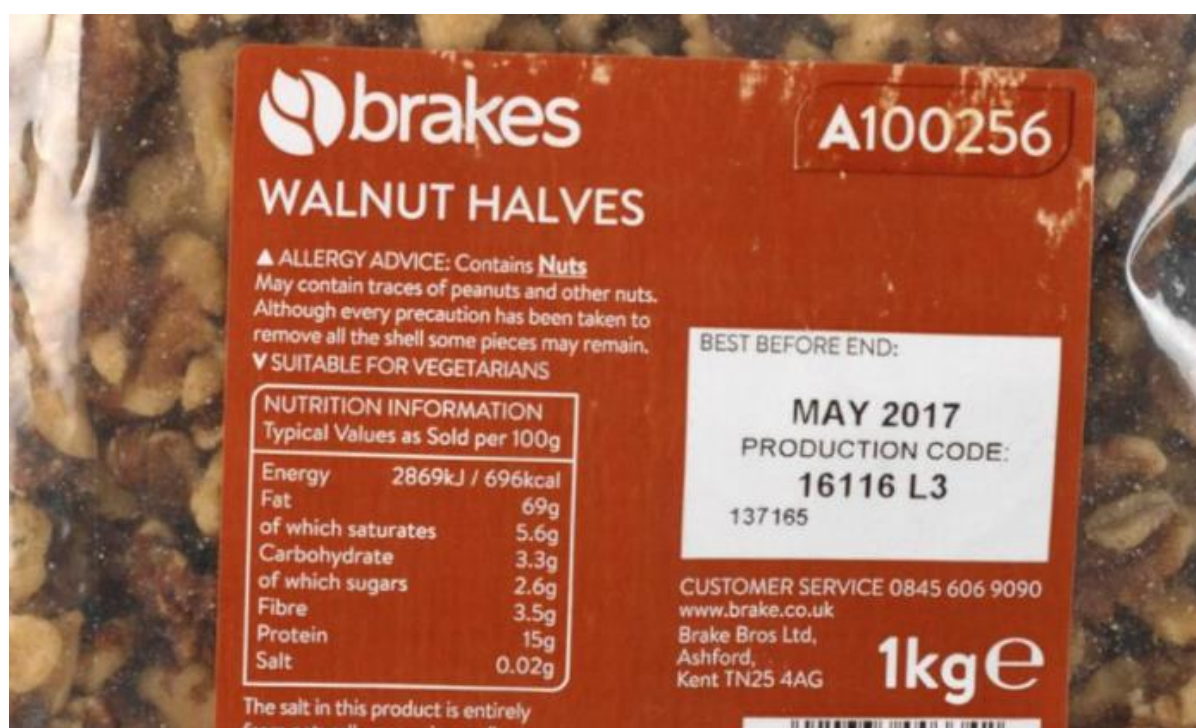
These 14 major allergens must be mentioned (either on a label or through provided information such as menus).

We expect ALL members of the Catering Staff to know if any of these 14 allergens are present in any of the food prepared or served, and they must be able to provide this information to customers.

People may report allergies to other foods, not on the above list of 14 allergens, and therefore the Front of House Staff must ask the Duty Chefs, Catering Duty Manager, or Supervisor about the ingredients in the food – **see more in Section 5 below.**

Identifying which of the 14 allergens are present is a legal obligation. **In order to find out the allergens, members of the Catering Staff must look at the ingredient list on any packages.**

If the food is supplied without an ingredient list, the Catering Staff are instructed to ask the supplier to provide the College with the allergen information before using the product in case the ingredients have changed.



The Catering Staff are instructed to keep this information, saving the label, transferring the information to an **Allergen Matrix** (a copy of this matrix is shown below in 6.5) and adding or subtracting from recipes, should any of the ingredients change.

The Catering Staff are also instructed to take into account all ingredients used when preparing a meal, including ingredients hidden in sauces, garnishes, oils, etc. If a member of Staff changes a recipe or uses a different supplier for an ingredient, they are instructed to make sure that the information is updated if necessary.

The Catering Staff are instructed to substitute unnecessary allergens - for example don't use nut oil when other oils can be used without affecting the recipe.

5. Other Food Allergens (not part of the 14 food allergens)

The College is aware that some individuals are seriously allergic to food items that are NOT controlled by legislation, ie not part of the 14 allergens, and thus not highlighted on the **Allergen Matrix**, menus, or local notices.

Therefore those individuals who are allergic to specific items, not part of the 14 allergens, need to ask for more information on the ingredients in the food on offer, and the Catering Staff need to ensure they are able to provide the full list of ingredients in each item.

It is also important to note that suppliers of pre-prepared food, for example fishcakes, may change their recipes from time to time, or use substitute items on a certain batch of products, and so it should never be assumed that there are no potential allergens in an item, just because it did not have them the last time it was served.

It is also important that the individuals with allergies know about all the other ingredients that are derivatives of their food allergen. Some examples are shown below [this list is not exhaustive and individuals with specific allergens need to research their own food allergen]:

- Gram flour and Hummus are made from Chickpeas.
- Chickpeas are also known as Garbanzo Beans.
- Some white chocolate contains mango extract.
- Some smoothies may have banana in them but this fact may not be mentioned in the name of the drink and only shown in the list of ingredients.

6. Food allergen management from delivery to service

In accordance with Regulation (EC) 852/2004 which is implemented in the UK under the Food Safety Regulations 2013, we have to adopt a food safety management system based on the principles of Hazard Analysis and Critical Points (HACCP).

<https://www.food.gov.uk/sites/default/files/media/document/the-food-safety-and-hygiene-england-regulations-2013-as-amended-pir-draft-report.pdf>

Food safety management has to include food allergens as a hazard and seek to control the risks.

6.1 Delivery: On delivery several checks have to be made:

- The goods delivered are the goods ordered, and no substitutes have been made without prior agreement.
- Checks are made for damaged packaging or spillages that could result in contamination with allergens.
- If ingredients are delivered not pre-packed, the Catering Staff need to ensure that the supplier gives the ingredient information, and this is communicated to all involved in food production.

6.2 Storage

- Storage areas need to provide conditions suitable to ensure products can be identified and to prevent cross contamination of food allergens.
- Food allergens are stored in clearly marked, sealed containers on dedicated shelves or dedicated areas of the stores, fridge or freezer.
- Ingredient labels can be clearly read.
- Care is taken in the transfer of ingredients from original packaging into storage containers and ingredient information is retained and clearly labelled on the new container.
- Any spillage are cleaned automatically.

6.3 Preparation

- All Catering Staff are trained on how to recognise the food allergenic ingredients on food labels.
- Standardised recipes are used to ensure consistency of dish ingredients.

- Meals containing allergens are prepared separately from other allergen free meals and surfaces are clean and sanitised.
- All surfaces and utensils are thoroughly cleaned.
- Personal hygiene, in particular hand washing is essential to avoid cross contamination.

6.4 Cooking

- The risk of cross contamination of food allergen is considered and controlled as part of HACCP.
- Where appropriate members of staff use separate fryers / toasters / ovens / grills / tools / temperature probes for food allergen.
- Special consideration is given to the use of cooking oil that is used, as these items may contain residues of nuts/fish/gluten.
- Unused foods are clearly labelled with their allergen content, date etc. and covered to allow identification for the next shift.
- All Catering Staff are trained to be aware that cooking will not make allergens **disappear** or reduce them to a safe level.

6.5 Service & Display

- It is mandatory to provide information of any of the 14 allergens contained in our food.
- The risk of cross contamination of allergens is considered and controlled as part of the food safety system in all areas that food is served. (Buttery, College Hall, Iris Café, meeting rooms, gardens, etc.).
- The Front of House Catering Staff are given the allergen information by the Duty Chefs, Catering Duty Manager or Supervisor, during an “Allergen Briefing” in advance of food service (except in the Iris Café where there is a folder containing all the allergen information for all the items sold in the café that do not contain ingredients on their original packaging already).
- Food is labelled both for served food, and self-service buffets, and extra utensils are provided to avoid cross-contamination.
- Menus clearly identify allergens on dishes.
- Signs are clearly displayed and visible in all catering outlets, inviting customers to ask about allergenic ingredients on dinner menus.
- **Staff are instructed to ask all customers “do you have any allergies?”**

Below is an example of allergen information displayed in the Buttery or on Buffets:



An **Allergen Matrix** is shown below.

DISHES AND THEIR ALLERGEN CONTENT - [INSERT THE NAME OF YOUR FOOD BUSINESS HERE]

[illegible]

Review date:

Reviewed by:



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

6.6 Natasha's Law

The UK Food Information Amendment, also known as Natasha's Law, came into effect from October 2021 and requires food businesses to provide full ingredient lists and allergen labelling on foods prepackaged for direct sale on the premises.

We have purchased a labelling system, Datecode Genie, in order to provide the full ingredient list on prepacked food. All food prepared in our kitchens and Iris Café that will be prepacked before sale, will be labelled with the full ingredient list and allergens.

7. Training

All the Catering Staff members attend a specific food allergen training course before working unsupervised. This is to make sure that all food handlers understand the legal requirements and the critical importance of adhering to this policy.

The Food Standards Agency states that the course to cover the following key elements:

- know the procedures when asked to provide allergen information;
- be trained to accurately deal with allergen information requests;
- be able to guarantee that allergen-free meals are served to the right customer;
- know the risks of allergen cross-contamination when handling and preparing foods and how to prevent this.

8. Casuals and Agency Workers

All temporary staff regardless of their position have to be trained on allergens prior commencing work.

8.1 Casual Staff

- All casual staff have to read and sign a **"Casual Staff Checklist"** (shown in Appendix C at the end of this document) prior commencing work.
- When recruited and before starting to work, all casual staff are to receive an induction, where an **Allergen Information Sheet** (shown in Appendix E at the end of this document) is given to them.

8.2 Agency Staff

- All agency staff have to read and sign an **"Agency Staff – Checklist"** (shown Appendix D at the end of this document) prior commencing work.
- Before starting to work, all agency staff are to receive an induction, where an **Allergen Information Sheet** (shown in Appendix E at the end of this document) is given to them.

9. Emergency procedures - Severe allergic reaction

In case of an emergency please follow the action plan below. A list of First Aiders is displayed in the Buttery.

At present, the law does not allow the College to procure or hold Adrenaline for un-specified persons, (even though Adrenaline can be administered to anyone in an emergency to save a life). Therefore we ask all students that have an auto adrenaline injector (AAI) if they would be prepared to get a spare AAI for themselves to be kept at the Porters' Lodge, with email permission for this to be administered to anyone in an emergency. Currently **(November 2023)** we have one AAI kept in the Porters' Lodge for use in an emergency.



Anaphylaxis Action plan – what to do in an emergency:

Ask: “Do you suffer from an allergy?”

“Do you have an Adrenaline Auto-Injector? (an EpiPen?)”



- An Adrenaline Injection should be administered as soon as a severe reaction is suspected in the upper outer thigh.
- Lie the person down flat and raise their legs (if pregnant, lie down on left side).
- If struggling to breathe you can prop their head up.
- Call 999. Say the person is suffering from anaphylaxis (anna-fill-axis). Give clear and precise directions (Newnham College, CB3 9DF, e.g. ‘outside the Buttery’ and the Porters’ Tel No: 01223 335 700)
- Inform the Porters’ Lodge so that the Porters can attend and direct the ambulance crew.
- Make a note of the time Adrenaline was given. If no improvement, a second dose can be given after 5 minutes.
- If the person deteriorates after making the 999 call, make a second call to make sure ambulance has been dispatched. Stay with the person.

A spare Adrenaline Auto-Injector is kept at the Porter’s Lodge for use in an emergency.

10. Commitment to investigating incidents and complaints

All allergen incidents or near misses must be reported immediately to the Catering Duty Manager or Supervisor, who will inform the Catering Operations Manager and Executive Head Chef.

All incidents must be investigated within 24 hours of the incident occurring. The investigation must include a review of procedures and employee knowledge and compliance with procedures; in order to identify the root cause of the incident.

Once completed the finding must be communicated to the relevant parties along with any recommendations.

11. Policy Review

This policy will be reviewed internally by the Catering Operations Manager, Executive Head Chef and Domestic Bursar annually. Any amendments will be forwarded to the Safety Committee to receive and then be forwarded to the College Council for information.

12. Policy Authorisation

As the undersigned, the Catering Operations Manager and Executive Head Chef take responsibility (with support from the Domestic Bursar, who is the College Fire and Safety Officer) for the implementation of this Food Allergen Policy and will ensure that working practices conform to the aim of this policy.

Signature:	Mr Daniel Rabaca – Catering Operations Manager	Date:
Signature:	Mr Rob King – Executive Head Chef	Date:
Signature:	Miss Wendy Evans – Domestic Bursar (College Fire and Safety Officer)	Date:

Non – Observance:

It is the duty of all staff to comply with all systems put in place at work to protect all those who consume items prepared by the College Kitchens. Members of staff found to be in breach of this policy are liable, therefore, to have disciplinary action taken against them.

APPENDICES:

- Appendix A: Checklist for students who have severe food allergies
- Appendix B: Poster put into student kitchens regarding allergies
- Appendix C: Casual Staff – Induction Checklist
- Appendix D: Agency Staff – Induction Checklist
- Appendix E: Allergen Information Sheet for casual and agency staff

Appendix A: (please note that this won't be in green but is shown in green as it is new to the policy document)

Checklist for students who have severe food allergies

A copy of this document will be added as a separate document in the Student Handbook under "Catering" and "Food Allergies" <https://newn.cam.ac.uk/student-life/student-information/a-z-student-handbook>

When you are new to the College:	Please do inform the College Nurse of your food allergy and attend the food allergen meeting with the College Nurse, Catering Operations Manager and Executive Head Chef; normally held in Freshers Week before the start of Michaelmas Term each year.
Epi-Pen(s)	Anyone prescribed an Adrenaline Auto-Injector (AAI) because of the risk of anaphylaxis <u>should always carry two</u> with them for emergency on the spot use.
College student shared kitchens	Please ensure the College has posted a notice on your shared kitchen door to inform other members of your household that you have a severe allergy (see Appendix B). If anyone hasn't got a poster for a shared kitchen they should contact the College Nurse who will provide: nurse@newn.cam.ac.uk
Eating in the Buttery:	<ul style="list-style-type: none"> ➤ The College will ensure that the 14 allergens (identified by law) are highlighted on the daily buttery menu. ➤ The College cannot guarantee that food items do not contain trace elements of any allergens, due to the kitchen being an open space where allergens are handled, as trace elements may be in the atmosphere. ➤ The salad bar is self-service and so we cannot guarantee that items are not contaminated. ➤ If you have ANY doubt as to what ingredients are in a certain item, for example, some of our fishcakes contain gram flour which is made from chickpeas, then do ask the Front of House Catering Staff for more information on ALL the ingredients used in each item.
Eating in the Iris:	Only pre-packed items have their ingredients and allergens listed. Therefore do ask the Catering Staff on duty for a full list of ingredients for any items you wish to purchase.
Formal Dinners in College with a table plan:	The Duty Catering Manager will highlight the table and seat for any individuals with a declared allergen to the staff working. It is therefore important that those attending events do not swap seats without informing the Duty Catering Manager.
Formal Dinners in College without a table plan:	Individuals with allergens should collect an allergen card from the Duty Catering Manager, to put in front of their place setting on the table, to identify them as having an allergen to the staff serving them.

Appendix B: Poster put into student kitchens regarding allergies

You share this kitchen with someone who has a severe food allergy to:



Please make this environment safer for everyone:

Do:

- Clean up all spillages immediately
- Wrap food carefully when you use the fridge
- If you have a severe allergy – let people know and tell them where you keep your EpiPen and when and how to use it

Don't:

- Use other people's cooking equipment without asking
- Leave food or used utensils lying around
- Leave containers open in the fridge that could spill and contaminate someone else's food

Symptoms of food allergy may include: swelling of the lips, face, tongue and throat, difficulty breathing, hives (rash), abdominal pain, cramps, diarrhoea and vomiting.

Remember: if someone has a severe anaphylactic reaction:

Call: 999, help them administer their EpiPen and stay with them.

Let the Porters know 01223 335700 (they have a spare EpiPen, they are trained First-Aiders and can guide ambulance crew)

Appendix C: Casual Staff – Induction Checklist

Newnham College

Casual Staff – Induction Checklist

Please complete this form for all Casual Staff prior their first working shift.

Position	Name
Name of Casual Worker	
Name of Manager Completing Induction	

Welcome and Introduction	Notes	(Tick when completed)
Start / Finish Times and Breaks		
Tour of College <i>(including facilities: Kitchen/Toilets/Changing rm)</i>		
Fire exits and Fire Assembly Point Location		
First Aid procedures		
Rota System & payment		
Uniform & Hygiene		
Allergen Information Pack <i>(copy given to casual worker)</i>		
Cleaning procedures		
Smoking policy		
Mobile phone		

Date Completed	
Signed by Casual Worker	
Signed by Manager	

Appendix D: Agency Staff – Induction Checklist

Newnham College

Agency Staff – Induction Checklist

Please complete this form for all Agency Staff prior their first working shift.

Position	Name
Name of Agency Worker	
Name of Manager Completing Induction	

Allergen Control	(Please Tick to agree)
You must have knowledge of and comply with the requirements of the Allergen legislation 2014.	
You must take instruction from your Line Manager or Supervisor and adhere to the requirements in regard to allergen control.	
You must not use a product unauthorised or change a recipe which has not been checked and approved for use by the Executive Chef.	
During food production you must use the recipes in place in the department for all food production without exception.	
You must complete an Allergen Matrix and ensure that you have completed an Allergen Briefing on the products produced prior to food service.	
Hygiene	(Please Tick to agree)
You are expected to wear a uniform and keep it as clean as possible at all times and wear a hat or head covering (and snood for any facial hair).	
You are expected to comply with personal hygiene standards, particularly after using toilet facility.	
If you are suffering from any stomach disorder you must inform the Line Manager or Supervisor immediately.	
You must remove earrings and any jewellery (with the exception of a plain ring).	
You must not wear nail varnish.	
Long hair must be tied back.	
You <u>may only smoke</u> in the external designated areas, during official breaks and you must change out of your chef whites (if working in the kitchen).	
You are expecting to comply with all food regulations with regard to the storage and handling of goods.	
Safety	(Please Tick to agree)
You must not use dangerous equipment if you have never been trained in its operation or its cleaning.	
You must be able to demonstrate your awareness before undertaking any task.	
It is the interest of everyone in the Catering environment that any spillage of food or liquid is cleaned up immediately to avoid any possible hazard.	
You should be informed about the Fire Evacuation and First Aid Procedures.	
You must only use cleaning materials as instructed.	

Date Completed	
Signed by Agency Worker	
Signed by Line Manager	

Appendix E: Allergen Information Sheet for casual and agency staff

Newnham College

Allergen Information Sheet – for casual and agency staff

Please issue this information sheet to all Casual and Agency Staff prior their first working shift.

Newnham College is committed to reducing the risk to members of the College and visitors with regards to the provision of food, and the consumption of allergens in food which could lead to an allergic reaction.

As a casual worker it is essential that you understand the key role that you have on serving safe food. We are required by law to provide to customers the information regarding allergens.

You should never serve food if you haven't been told by a Supervisor, or Catering Duty Manager, the allergen information regarding the dish.

1. Definitions: Food Intolerance and Food Allergy:

FOOD INTOLERANCE:

Is difficulty digesting certain foods and having an unpleasant physical reaction to them.

It causes symptoms, such as [tummy pain](#), bloating, [wind](#) and/or [diarrhoea](#), which usually happen a few hours after eating the food.

For more information: <https://www.nhs.uk/conditions/food-intolerance/>

FOOD ALLERGY:

Is when the body's immune system reacts unusually to specific foods. Although allergic reactions are often mild, they can be very serious.

Symptoms of a food allergy can affect different areas of the body at the same time. Some common symptoms include:

- tingling or itching in the mouth.
- a raised, itchy red rash ([hives](#)) – in some cases, the skin can turn red and itchy, but without a raised rash.
- swelling of the face, mouth ([angioedema](#)), throat or other areas of the body.
- difficulty swallowing.
- wheezing or shortness of breath.
- feeling [dizzy](#) and lightheaded.
- feeling sick (nausea) or vomiting.
- abdominal pain or [diarrhoea](#).
- [hay fever](#)-like symptoms, such as sneezing or itchy eyes ([allergic conjunctivitis](#)).
- **In the most serious cases, a person has a severe allergic reaction ([anaphylaxis](#)), which can be life threatening.**

For more information: <https://www.nhs.uk/conditions/food-allergy/>

2. The 14 food allergens



Since December 2014 The Food Information Regulation requires that food businesses must provide information about the allergenic ingredients in any food sold or provided.

These 14 major allergens must be mentioned (either on a label or through provided information such as menus).

3. Food Service and hygiene

- Before your shift starts, you should be correctly dressed (with your hair tied back if long) and always before starting to work to wash your hands.
- **You will always receive a briefing at the start of your shift, and you will be given all the information regarding allergens (allergen briefing). Please make sure you understand and ask any questions you may have. There are no stupid or silly questions!**
- On buffets always keep serving utensils separate to avoid cross contamination.
- We will use labels on the tables whenever possible to identify dietary needs or table plans. Always inform the customer that you are serving by saying for instance: *"this is the gluten free option that you have ordered"*. This is an extra step to ensure that you are giving the correct food to the right person.
- **Good communication is key to ensure that safe food is served and it is important to pay extra care regarding the allergen information.**
- **Never assume the ingredients or allergens on the food always read the information given and/or ask questions to the line manager.**

4. Emergency procedures - Severe allergic reaction

In case of a severe allergic reaction always inform the Supervisor or Catering Duty Manager as soon as possible.

See below the emergency action plan:

Anaphylaxis Action plan – what to do in an emergency:

Ask: “Do you suffer from an allergy?”

“Do you have an Adrenaline Auto-Injector? (an EpiPen?)”



- An Adrenaline Injection should be administered as soon as a severe reaction is suspected in the upper outer thigh.
- Lie the person down flat and raise their legs (if pregnant, lie down on left side).
- If struggling to breathe you can prop their head up.
- Call 999. Say the person is suffering from anaphylaxis (anna-fill-axis). Give clear and precise directions (Newnham College, CB3 9DF, e.g. ‘outside the Buttery’ and the Porters’ Tel No: 01223 335 700)
- Inform the Porters’ Lodge so that the Porters can attend and direct the ambulance crew.
- Make a note of the time Adrenaline was given. If no improvement, a second dose can be given after 5 minutes.
- If the person deteriorates after making the 999 call, make a second call to make sure ambulance has been dispatched. Stay with the person.

A spare Adrenaline Auto-Injector is kept at the Porter’s Lodge for use in an emergency.

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