

Waterfall Catering Group Ltd

(Including Taylor Shaw /Café Mojo)

Allergen Policy

Version - 7

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Contents on Food Allergen Policy

- Introduction
- Policy
- Policy Introduction
- Objectives of Policy
- Legal Requirements
- Methodology
- Allergens not included in the top 14
- Medical diets
- Staff Training
- Appointed First-Aiders
- Monitoring and Auditing
- Appendix 1. The top 14 Allergens
- Appendix 2. The Food Allergy Customer Information Notice
- Appendix 3. Example of Primary school allergen notification
- Appendix 4. Example allergen matrix for other units
- Appendix 5. Medical diet procedure

Introduction

It is estimated that 21 million adults and half of under 18 years olds in the UK suffer from one or more allergy. The most common foods of allergies are to pollen, dust, pet's Inc. cats and dogs, mould, wasps and bees and food allergens. Research carried out by the Food Standards agency found that approximately 5- 8 % of children and 1-2 % of adults within the UK are affected by food allergens. Even the tiniest amount of a food allergen can result in an allergic reaction.

Allergic reactions to certain foods are a result of the body mistakenly treating the protein found within the food as a threat to the body. The body's immune system then reacts releasing anti bodies and chemicals to combat the protein. These reactions in the body result in a range of symptoms including:

- Itching inside the mouth, throat or ears
- Redness
- Raised rash
- Hives
- Swelling around eyes, lips, face
- Lumps over the body
- Vomiting
- Anaphylaxis (an acute severe allergic reaction that can be fatal)

Symptoms of anaphylaxis include breathlessness, light headedness, feeling faint, loss of consciousness. It is estimated that 10-12 people die from anaphylaxis following consumption/ inhalation of a food allergen each year within England and Wales.

There is often confusion between Food allergies and Food intolerances. A food intolerances is not the same as a food allergy; it is not an immune response and will never be life threatening. People with food intolerances can suffer from unpleasant symptoms such as diarrhea, bloating and stomach cramps however these are caused by difficulties digesting foods.

Policy

Waterfall Catering Group Ltd is committed to reducing the risk to their staff, students, residents, client staff and visitors from the consumption of allergens in the food prepared and served by the company, which could lead to an allergic reaction.

Waterfall Catering Group Ltd has a company directive to make available upon request information regarding the top 14 allergens. As our commitment to quality and legal compliance is paramount Waterfall Catering Group Ltd, have taken the decision to brand our recipes and menus throughout the business. In practice this means that all recipes must be sent off to be analysed for allergen and nutritional information before they can be used, we believe that not only will this opportunity improve our offering but also create consistency throughout.

Policy Introduction

This policy forms part of the **Waterfall Catering Group Ltd. Food Safety Policy and MUST be implemented within all contracts.**

Objectives of the policy

Demonstrate the commitment of Waterfall Catering Group Ltd in providing accurate allergen information to our customer, enabling them to make fully informed and safe food choices.

To outline the legal requirements in relation to allergens

To make all staff aware of the top 14 allergens as prescribed in the Food Information regulations 2013

To describe the procedures adopted throughout Waterfall catering Group Ltd to ensure compliance with the legal requirements prescribed by the Food Information regulations.

To prescribe the training requirements in relation to allergens for all staff.

To set in place a system for monitoring legal and company compliance.

Legal Requirements

The EU Food Information for Consumer Regulations 2013 has introduced the requirement for caterers to make available information on ingredients containing any of the top 14 allergens within their food.

The top 14 Allergens:

- celery (including celeriac)
- cereals containing gluten, these are wheat, rye, barley, oats, spelt and kamut or their hybridised strains
- crustaceans, such as crabs, lobsters and prawns
- eggs
- fish
- lupin (common garden plant; sometimes added to flour)
- milk
- molluscs
- mustard
- nuts, such as, almonds, hazelnuts, walnuts, brazil nuts, cashew nuts, pecans, pistachio nuts, macadamia nuts and Queensland nuts
- peanuts (also called groundnuts)
- sesame seeds
- soya beans (sometimes called soya)
- sulphur dioxide and sulphites at levels above 10mg/kg or 10mg/litre expressed as SO₂
(Appendix 1)

The EU Food Information for Consumer Regulations 2013 come in force 13th Dec 2014. These regulations will be enforced by Local Authorities (in most cases by Trading Standards and Environmental Health Officers). Should any businesses be found to be non-compliant with these regulations, then enforcement action may be taken in the form of an improvement notice or prosecution that could result in a summary conviction and a fine to be determined by the Magistrate.

The General Food Law (EC) Regulation 178/2002 make it an offence to place unsafe food on the market. An allergen will make the food unsafe for an allergic.

The Consumer Protection Act 1987 protects customers through the common law of negligence. This may allow for direct compensation claims by customers if the wrong information is provided.

Methodology

All customers are to be sign posted to ask catering staff about any allergen queries using the Waterfall Catering Group Ltd. Food Allergy Customer Information Notice, which is to be displayed in a prominent position within the unit (Appendix 2).

All food/ raw ingredients are to be sourced from Nominated suppliers ONLY

Allergen information is sought on all products from nominated suppliers.

Allergen information for each individual product, will be input into the nutritional database SAFFRON.

Recipes are sent to the development chef/ nutritionist for allergen analysis.

Recipes are input onto SAFFRON database.

Recipes on SAFFRON have been analysed and can be scrutinised for allergen information.

The recipes are compiled into Core Recipe files and dispatched to each unit.

There will be a recipe file for primary schools, a recipe file for secondary schools and a separate recipe file for all other sites.

The recipe file for secondary schools will form the basis for colleges, residential homes, assisted living catering units and all other catering units. These core recipes will be supplemented with additional recipes as required by the client, following analysis, and inclusion within the core recipe files as described above.

Menus must be devised using recipes contained within the recipe file ONLY.

Allergens will be identified using a Matrix system listing the listing the 14 allergens along the top of the page and the recipes along the left hand side. Appendix 3.

If a customer asks a food handler about the contents of a food item it is imperative the food handler never guesses.

The Food Handler must always refer to the recipe files before giving clear and concise information about any allergens present.

Waterfall Catering Group Ltd. cannot guarantee that there has been no cross contamination of allergens between food stuffs prepared within their kitchens.

Where a manufacturer of an ingredient within a recipe states that "may contain" or "made in the same factory as " then this will be identified within the recipe files.

Allergen Matrixes will be made available to all Dining Centers and to staff who take orders for meals on wheels services.

For vending machines selling sandwiches/ salads prepared by the unit, there will be a matrix attached either on the front of the vending machine or in a prominent position beside it declaring the allergen information for each items sold in the machine.

For all hospitality products the method of communication is between the person ordering the food and the catering staff. Upon request the allergen information will be provided for each individual item ordered.

For "Food from the High Street", the allergen information has been obtained by the suppliers in matrix format. This information is included within the recipe files.

For all gift food items, the label must be kept for the product and provided to the consumer upon request of allergen information.

Where extenuating circumstances result in alternative products being used; these must be sourced from a reputable supplier such as a large supermarket chain or a well known brand, the label must be kept and made available upon request.

Allergens Not included within the top 14

Waterfall Catering Group Ltd. are aware that there are other allergens that cause serious problems including but not exclusively kiwi, tomato and strawberry.

The customer has a responsibility to ask for information and relay their dietary needs to the person providing the food.

Our staff will endeavour to provide the customer with the information they need.

Manufacturers do not have to identify allergens other than the top 14 allergens listed on page 5 of this policy, so our staff may not have all the information necessary.

Customers should make the final decision on whether or not to consume foods.

Medical Diets

There will be occasions where a child or adult customer has been medically diagnosed as suffering from particular allergens. Where this is the case this information MUST come through the client and a risk assessment will carried out.

It may be that a specific medical diet is required for the customer. If this is the case then refer to the methodology described in Appendix 4.

Staff Training

All operations directors, regional, area and unit managers will be trained in allergen awareness, this allergen policy and company procedures.

Toolbox talks have been issued to all staff raising awareness of allergens, company policy and procedures.

Allergen training will be included within New Starter Inductions and Food Safety Training.

Periodical communication shall be forwarded to each contract site by way of Food Allergy safety alerts/ recalls, toolbox talks.

Appointed First-Aiders

All staff will be made aware of the symptoms of allergic reactions and anaphylaxis. If they see anybody suffering from these symptoms they will report it to the client straight away. The client is wholly responsible for the appointment of first aid staff to deal with cases of anaphylaxis.

Monitoring Auditing and Review

The effectiveness of the Food Allergen policy shall be monitored periodically.




A robust specific allergen Audit template shall be devised by Waterfall Catering Group Ltd Health and Safety Managers.




Programmed audits and random spot checks will be undertaken by Health and Safety Managers, auditors, unit managers and operations managers. All records and findings shall be cascaded to board level on a periodical basis and formal action plan to close any significant findings.

The Waterfall Catering Group Ltd, Food Allergen Policy shall be reviewed on an annual basis or as circumstances dictate with regard to best practice and legal requirements



Appendix 1. Table 1. The top 14 allergens




(Description, allergic reaction and foods that the allergens are found in)


Allergen	Severity	Derivatives & Foods
<p>Cereals containing gluten (wheat, rye, barley, oats, spelt, kamut or their hybridised strains)</p>   	<p>Coeliac disease or intolerance to gluten is a reaction to the protein found in cereals like wheat, barley and rye. A protein of similar structure is also found in oats and can cause similar problems. A recent study suggests that based on blood tests, the prevalence of coeliac disease is about 1% of the UK population.</p> <p>Cereals can also cause food allergy, although this is not common in the general population. Cereal allergens can cross-react with pollen allergens.</p>	<ul style="list-style-type: none"> • Flour • Starches • Bran • Rusk • Bread, breadcrumbs • Semolina • Cous Cous • Hydrolysed vegetable protein (if made from wheat)


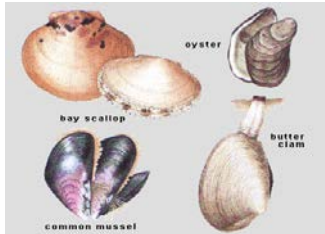
<p>Crustaceans (including all species of crustaceans, e.g. lobster, crab, prawns and langoustine)</p> 	<p>Allergy to crustacean is quite common. People who are sensitive can react to different types of crustacean, e.g. shrimps, prawn and lobster</p> <p>Crustacea often cause severe reactions, and some people can react to cooking vapours. Some people allergic to crustacean also react to molluscs</p>	<ul style="list-style-type: none"> • Chitosan • Shrimp paste
<p>Eggs</p> 	<p>Egg allergy is common in young children, but more than half the children affected grow out of this allergy by the age of 3. Egg can cause anaphylactic reactions in some individuals.</p>	<ul style="list-style-type: none"> • Egg powder, dried egg or pasteurised egg • Albumin • Egg glaze • Mayonnaise
<p>Fish</p> 	<p>Fish allergy is more common in adults than in children but it can often be severe, and frequently causes anaphylaxis.</p> <p>All the major fish allergens cross-react in terms of their allergenicity and no fish are safe for fish allergic patients.</p>	<ul style="list-style-type: none"> • Fish (all species) • Fish extracts • Fish sauce • Fish oils • Fish paste • Worcester sauce (some brands) • Omega-3 rich oils derived from fish

<p>Peanut</p>  	<p>Peanuts (also known as groundnuts and monkey nuts) are a common cause of food allergy, affecting 1-2% of the UK population. They can cause severe, anaphylactic reactions, and are the most common cause of fatal food allergy. Peanut allergy is commonly acquired in childhood and seldom resolves with age.</p> <p>A significant proportion of people with peanut allergy also react to tree nuts, and there is also allergenic cross-reactivity with other members of the legume family, such as soya and lupin.</p> <p>Heat treatment, especially roasting, increases the allergenicity of peanuts.</p>	<ul style="list-style-type: none"> • Unrefined, cold-pressed peanut oil (sometimes known as arachis oil) • Peanut butter • Peanut flour • Various peanut protein products • Satay sauce • Refined peanut oil
<p>Soya</p> 	<p>Soya allergy is more common in young children but children often grow out of soya allergy by 2 years of age. Adults are occasionally affected. Symptoms are usually mild and anaphylactic reactions occur rarely.</p> <p>Allergenic cross-reactivity between soya and other legumes, including peanut, is</p>	<ul style="list-style-type: none"> • Soya flour • Soya tofu • Soya protein isolates • Soya protein concentrates • Textured soya protein • Hydrolysed vegetable protein, if made from soya • Soya infant formula • Soy sauce • Lecithin (E322), if made

	<p>possible and there are some reports of cross-reactivity between soya and cow's milk</p>	<p>from Soya</p> <ul style="list-style-type: none"> • Edamame beans
<p>Milk</p>   	<p>Cow's milk allergy is the most common food allergy in young children and affects 2-7% of babies under one year of age. About 87% of children grow out of milk allergy by age 3.</p> <p>There is a high degree of cross-reactivity between cows' milk and milk of other mammals such as sheep, goat and buffalo.</p> <p>Symptoms are often mild but can cause anaphylactic reactions in some individuals.</p> <p>Some people cannot tolerate milk because they lack the enzyme that breaks down lactose, the sugar found in milk. Milk from mammals including cows, goat and sheep all contain lactose and so goats' milk and sheep's' milk are not suitable alternatives to cows' milk for people who are intolerant to lactose.</p>	<ul style="list-style-type: none"> • Whey • Caseinates • Milk powder • Lactose • Butter, cheese, cream, yoghurt, ghee
<p>Nuts</p> 	<p>Tree nuts, Almond, Hazelnut-also known as cob nuts and fiberts, Walnut, Cashew, Pecan nut, Brazil nut, Pistachio nut are all common cause of food allergy and are capable of producing anaphylactic reactions in</p>	<ul style="list-style-type: none"> • Nut butters • Praline (hazelnut) • Marzipan (almond) • Frangipane (almond) • Nut essences and flavourings • Nut oils (e.g. walnut oil in salad dressings)

	<p>susceptible individuals. Multiple nut sensitivities are frequent, as well as cross-reactivity with peanuts. People rarely grow out of nut allergy.</p>	<ul style="list-style-type: none"> • Worcester sauce (some brands contain walnuts)
<p>Celery and celeriac</p> 	<p>Celery is a common cause of oral allergy syndrome amongst adults in mainland Europe, where allergy to celeriac is also common. Symptoms range from mild to severe (anaphylaxis). However, allergies to celery and celeriac are not common in the UK.</p>	<ul style="list-style-type: none"> • Celery powder • Celery seeds • Celeriac powder
<p>Mustard</p> 	<p>Mustard allergy is not common in the UK. However, it is more common in France where it has been reported to cause severe reactions including anaphylaxis.</p>	<ul style="list-style-type: none"> • Mustard paste • Mustard seed • Mustard leaves • Mustard flour • Mustard powder
<p>Sesame</p>	<p>Allergy to sesame is increasing in the UK and sesame can cause severe</p>	<ul style="list-style-type: none"> • Sesame seeds • Sesame oil • Sesame paste

	<p>reactions including anaphylaxis. There is some allergenic cross-reactivity between nuts and seeds.</p>	<ul style="list-style-type: none"> • Tahini • Houmous • Halva • Furikake and Gomashio (oriental seasonings)
<p>Sulphur dioxide and sulphites (above 10mg/kg or litre expressed as SO₂)</p>	<p>Sulphite additives in wine have been associated with triggering asthmatic responses in sensitive individuals, mostly in asthmatic patients. Symptoms can be severe in a minority of asthmatics.</p>	<ul style="list-style-type: none"> • E220 Sulphur dioxide • E221 Sodium sulphite • E222 Sodium hydrogen sulphite • E223 Sodium metabisulphite • E224 Potassium metabisulphite • E226 Calcium sulphite • E227 Calcium hydrogen sulphite • E228 Potassium hydrogen sulphite <p>Sulphur dioxide and sulphites are used as a preservative in many foods, including dried fruits and vegetables, soft drinks, fruit juices, fermented drinks (wine, beer and cider), sausages and burgers.</p>

<p>Lupin</p> 	<p>Allergy to Lupin seeds and flour is common in mainland Europe. Can cause severe reactions and anaphylaxis. Cross reaction with peanut allergy.</p>	<ul style="list-style-type: none"> • Lupin seeds in bread • Lupin flour in pastries
<p>Molluscs</p> 	<p>Common and increasing problem. Some people allergic to molluscs can also react to crustacean.</p>	<ul style="list-style-type: none"> • Bivalves- mussels, oysters, scallops & clams • Gastropods- limpets, periwinkles & snails • Cephalopods- squid, cuttlefish & octopus

Appendix 2

Food Allergy Customer Information

Taylor Shaw / Caterplus understands that food allergies increasingly presents a serious problem to some people; our staff will do their best to provide you with the information that you need. Please ask to speak to the Catering Manager if you consider yourself to be at risk.

Where recipes are known to contain the top 14 (EU FIC) listed allergens they will be identified accordingly:- In the name of the dish or on the recipe sheet for the benefit of regular and occasional customers.

Note: It is important not to rely on the weekly menu because recipe ingredients may be subject to change.

Selective labelling of some dishes does not imply that all other items are free from allergen containing food products.

Sometimes established recipes may be varied to include other listed food allergenic products. Regular customers should always seek clarification before selection and consumption of foods.

Where customers have the opportunity to serve themselves, serving utensils may be transferred from one dish to another, it is possible that allergens could contaminate other foods in a similar way.

Catering practices in the Kitchen are designed to minimise the risk and our staff will assist you to the best of their ability.

The effectiveness of the Allergen Policy is dependent upon the total co-operation of the caterer, consumer and key business clients within education sites and residential / care facilities.



FURTHER ALLERGEN INFORMATION IS AVAILABLE UPON REQUEST
Appendix 3. Example matrix from recipe files

Appendix 4. Medical diet procedure

Medical Diet Procedure for Taylor Shaw

The following steps must be adhered to when providing medical diets:

1. Parent/carer to make initial enquiry to the School, who will contact Taylor Shaw in writing to request a diet, be implemented.
2. Written medical evidence from a GP, Dietician or other relevant health professional must be provided by the parent/carer to the School at this point. Diets will **not** be arranged by Taylor Shaw without this information which demonstrates a clear medical need.
3. Following instruction from the School, Taylor Shaw's nutritionist will arrange a meeting (if appropriate) at the school with parent/carer, the school Chef Manager and or Operations Manager, plus school representation as necessary. (Please note although every parent has the opportunity to meet with a nutritionist, not all medical diets warrant a meeting and can be implemented via the postal system).
4. The parent/carer will be requested to bring to a recent photo of their child to any meeting.
5. At the on-site meeting any proposed menu will be based on the school's menu.
 - a. A special diet menu highlighting common allergens will be used to tailor dishes to child's individual dietary needs and agreed in principle with parent/carer (signature required)
6. The school Chef Manager will be briefed regarding the tailored diet, recipes and preparation techniques i.e. avoiding cross contamination.
7. The child's details will be included on Taylor Shaw's medical diet records.
8. Commencement date to be agreed with all parties, and confirmed with the School.
9. Where a change in menu is required, the agreed menu will then be created, printed and a hard copy issued to the school Chef Manager and parent/ carer with a covering letter.
 - a. The cook's menu will be displayed in the kitchen.
 - b. Copy of covering letter will be issued to the school clerk by the nutritionist.
10. Follow-up meeting can be arranged if necessary, i.e. menu changes or gluten free baking training session required.

NB. No diet will be put in place without adhering to this procedure.