



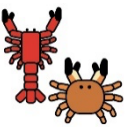


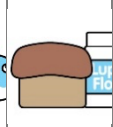



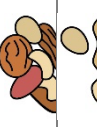


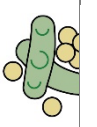

Allergens - safe system of work

Review of allergens safe system of work, version five

This is the safe system of work on how to respond if a customer requests information about allergens in the food we serve.

- If the product is individually wrapped, catering staff can refer customers to the ingredient label.
- If a customer asks if a product with no ingredient list label on it, has a particular allergen in it, catering staff must refer this request to their supervisor immediately.
- Catering staff who are not supervisors, must not advise customers directly, whether a product has or does not have a particular allergen in it.
- Supervisors must get the box for that particular product out of the store with the ingredient list on it and take that to the customer directly for them to make their own decision if it would be safe for them to eat.
- If a supervisor is not around it needs to be referred to the next level down to follow these procedures.
- Catering staff can advise customers with allergies to speak to the Head of Catering & Retail and arrange a meeting to look in more detail at the menu they would like to eat, safely.
- Always remember to segregate allergenic foods and use separate utensils and chopping boards, pans, containers, avoiding allergen cross contamination.

The 14 Allergens

													
Celery	Cereals containing gluten	Crustaceans	Eggs	Fish	Lupin	Milk	Mollusc	Mustard	Nuts	Peanuts	Sesame seeds	Soya	Sulphur Dioxide