The Victoria Inn - Threemilestone
The Victoria Inn - Roche
The Norway Inn – Perranarworthal

"A warm welcome with pub grub - at our tables or delivered to yours"

Company Allergen Policy

Purpose: To ensure the safety and well-being of our guests by effectively managing and communicating allergen information. This policy outlines the procedures for communication with guests, suppliers, ordering, messaging as well as the use of tools like the etal till script, Erudus, ordering systems and online training platforms.

Scope: This policy applies to all employees, including kitchen staff, front of house staff, and management. It also extends to our suppliers and any third-party service providers.

Background:

What is a food allergen?

Food allergies affect the body's immune system. The body reacts to certain allergens in food by producing antibodies which can cause immediate and sometimes severe symptoms, such as: itching or strange metallic taste in the mouth, swelling of the throat and tongue; difficulty in swallowing or speaking; abdominal cramps, nausea and vomiting; skin hives (nettle rash) anywhere on the body. In most extreme cases, difficulties in breathing and a severe fall in blood pressure (anaphylactic shock) **can prove fatal.**

What is a food intolerance?

This does not involve the immune system in the same way and is not usually as severe as a food allergy. Symptoms usually take longer to appear and may include headaches, fatigue and digestive problems.

Food intolerance is harder to diagnose than a food allergy. The person with a known allergen trigger may know what food ingredient will provoke a reaction. However, they may well have eaten this food or a specific dish previously and had no adverse reaction.

Who is at risk?

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

Food allergies and intolerances are life changing. In the UK they affect around 8% of children and 2% of adults.

Anyone with food allergy's or intolerances are at risk, Inn Cornwall Ltd will provide as much information as possible to any customers with food allergens or intolerance, to allow them to make an informed choice, whether eating in or purchasing products to take away.

Communication with Guests:

1. **Informing Guests:**
    - When serving food or beverages, team members must ask guests about potential allergens. Use the following suggested phrase: "Please can we check does any of you have any allergens that we need to be aware of?"
    - Online booking systems is to provide an opportunity to declare any allergens in advance.
    - Menus are to have warning signs requesting guests to declare any allergens.
    - Signage is to be displayed warning of allergens.
    - When food is being given to a guest where allergens have been informed ensure that high levels of communication is provided to ensure that dish goes to the correct person. Prior to the dish being taken to the table the server is ensure they have clean hands; the dish is taken in isolation so there is no mix up and a serving towel is used. Provide the guest with fresh, clean cutlery at the table.
    - Where a pre-order is used, ensure any forms request for any allergen information and provide an area on the forms for the guests to state any allergens.
    - We are not a gluten or nut free environment, and the kitchens use free from ingredients. It's important to highlight this to guests with gluten and or nut allergies.
2. **Till Script:**
    - Utilise the etal till script to prompt team members to ask guests about any allergies before entering an order onto the tills. This script should be integrated into the till system to ensure consistency. Should a prompt not appear on the till then team members are to highlight this to their manager.
    - Allergen information is to be declared at the top of each order ticket and then repeated under the specific dish highlighting the guest's allergen.

Supplier Communication:

1. **Ingredient Verification:**
    - All suppliers must provide detailed allergen information for their products. This information should be verified and documented before any ingredients are used in our kitchen.
    - Regularly review and update supplier agreements to ensure compliance with our allergen policy.
    - Where available online ordering is to be set up so ingredients can be check.
2. **Allergen Industry Notifications:**

- Erudus will be used to provide updates of nutritional and allergen information for ingredients that are registered with Erudus. Team members must be trained on how to use Erudus and when notified to update records accordingly.
- Head of kitchen departments are to subscribe to authority notifications provided by the food standards agency. Subscribe

Kitchen Procedures:

1. **Ingredient Checks:**
    - **Ingredients must be checked prior to cooking any dish where an allergen has been declared.** This includes verifying the allergen status of each ingredient and ensuring that no cross-contamination occurs. These checks are to be done on the specific ingredients used for that specific dish at the time.
    - Kitchens are to use allergen labels and to note any allergens on food storage containers.
    - Use freshly cleaned equipment and utensils to prepare allergen-free dishes. Avoid using equipment that has been in contact with allergens unless it has been thoroughly cleaned.
    - Where there is a buffet format any guests with allergens are to have items given to them separate to the main buffet. This is to reduce any risks of cross contamination.
    - Where there are allergen matrix in place these are used as a **guide only** and individual ingredients are still to be checked.
    - Where the carvery deck is used for carvery, breakfast buffet or equivalent, the serving chef is to be knowledgeable of each allergen for each item on offer and confident in advising guests about the allergens prior to service starting.

Storage and Display Guidelines:

1. **High-Risk Items:**
    - Store high-risk items such as nuts on the bottom shelves to prevent any accidental spillage or contamination of other food items.
    - Ensure that these items are clearly labelled and stored in airtight containers to minimize the risk of cross-contamination.
2. **Vegan and Gluten-Free Items:**
    - Store vegan and gluten-free items on the top shelves to avoid any contamination from other food items.
    - Use separate, clearly labelled containers for these items to ensure they remain free from allergens.

Cleaning Procedures:

1. **Separate Cleaning Wipes and Containers:**
    - Use separate cleaning wipes and containers for utensils used with different types of food. For example, have dedicated wipes and containers for utensils used with high-risk items like nuts and another set for vegan and gluten-free items.
    - Ensure that all cleaning materials are clearly labelled and stored separately to avoid any mix-ups.
2. **Utensil Cleaning:**
    - Clean and sanitize utensils thoroughly between uses, especially when switching between different types of food items.
    - Use color-coded utensils and chopping boards to further reduce the risk of cross-contamination. For example, use red for raw meat, blue for raw fish, white for bread/dairy, green for fresh salad, yellow for ready-to-eat food/cooked meat, and brown for fresh vegetables

Training:

1. **Team Member Training:**
    - All kitchen and front of house team members must complete allergen awareness qualification and undergo regular training on allergen management and communication. This includes understanding the importance of allergen safety, the risks, how to use the etal till script, and how to access ingredient information.
    - Training records must be maintained and regularly updated to ensure compliance.
    - Awareness is to be created that allergens can also be in drinks and team members to check the labelling and supplier information where allergens are highlighted.
    - If a team member is in any doubt then they are to check with their manager. If at any point there is a doubt around a dish then this is to be removed and replaced immediately.
    - For hot drinks and coffee machine use please refer to the coffee machine allergen policy.
    - Chefs are to be trained and up to date with food allergy safe methods. Refer to your Safer Food Better Business practices.

Policy Enforcement:

1. **Monitoring and Audits:**

- Regular audits will be conducted to ensure compliance with this policy. Any non-compliance will be addressed promptly, and corrective actions will be implemented.
- Managers are responsible for ensuring that all team members adhere to this policy and for providing additional training as needed.

Conclusion: By following this allergen policy, we aim to provide a safe dining experience for all our guests and ensure that our team members are well-informed and equipped to handle allergen-related inquiries and procedures.

By signing below I acknowledge that I have fully read and understood the policy

Name _____ *Date* _____

Signed _____

References

[1] Food Policy-1

Coffee Machine Allergen Policy

Food Standard Agency

Safer Food Better Business

Policy Name			
Version No	Date	By Whom	Notes
V1	28 Sept 24	Mark Holden	