



FOOD SAFETY POLICY

Introduction

Aims

- To provide the company with a policy statement regarding food safety.
- To specify who is responsible for what areas of food safety.
- To provide a framework for compliance with current food safety legislation.

Contents

- Food Safety Policy statement.
- Details of who are responsible for what areas of food safety.
- Details of the arrangements for food safety.



Food Safety Policy Statement

Our policy is to provide our customers with food that is safe and of the highest quality.

To help us to achieve this, a Food Safety Management System based on the principles of Hazard Analysis Critical Control Points (HACCP) has been developed and implemented.

We recognise that our staff play an integral part in the production of safe, clean food and we provide them with the information, instruction, training and supervision required for this purpose.

The company also accepts its responsibility and will provide adequate resources to ensure adherence to the policy.

The responsibilities for food safety are important and the particular arrangements that we have in place to implement the Food Safety Management System are set out in this policy.

This policy will be reviewed and re-signed annually to ensure it is kept up to date, and that it continues to reflect the business changes in nature, size and operations.

Signed	
Name	Sam Hurst
Position	Chief Grazing Officer
Date	01-06-2025
Review date	31-05-2026

Responsibilities

Directors

- Ensuring adequate resources (human, financial and equipment) are made available to secure high standards of food safety.
- Establishing a food safety culture.

Executive Chef

- Having an understanding of the HACCP system (including allergens).
- Ensuring all members of staff detailed in the policy are aware of their responsibilities.
- Displaying a copy of the general statement of food safety policy on the staff notice board.
- Ensuring managers attend food safety training as required by company policy.
- Allowing managers and staff to have sufficient time to complete their duties in respect of food safety.
- Ensuring a suitable pest control contract is put into place and action is taken and recorded following recommendations.
- Making suitable arrangements for clean protective clothing for kitchen and front-of-house staff.
- Liaising with the Environmental Health Officer, when appropriate.
- Taking charge of alleged food poisoning cases and food complaints.

Head Chef

- Personalising the HACCP system/documentation in conjunction with Food Alert and appropriate persons.
- Ensuring effective implementation of the HACCP system.
- Reviewing the HACCP when new menus, equipment or processes are introduced.
- Ensuring the Critical Control Points (CCPs) as identified in the HACCP are being monitored.
- Ensuring food handlers have had specific training in any CCPs that they are responsible for.

- Liaising with the Environmental Health Officer/taking charge of alleged food poisoning cases and food complaints when the General Manager is not available.
- Ensuring food suppliers are approved in respect of food safety.
- Recording information on food allergens found in ingredients and making that information available to customers through the front-of-house team.
- Ensuring any food handlers who report illness are excluded according to the personal hygiene policy.
- Carrying out bi-annual inspections of the premises and recording, monitoring and completing the remedial actions identified.
- Ensuring all food handlers have attended food hygiene training as required by legislation.
- Ensuring cleaning schedules are drawn up and implemented to maintain a high degree of cleanliness throughout the food handling areas.

Sous/Assistant Chefs

- Ensuring effective implementation of the HACCP system.
- Ensuring the Critical Control Points (CCPs) as identified in the HACCP are being monitored.
- Ensuring cleaning schedules are implemented to maintain a high degree of cleanliness throughout the food handling areas.
- As per the Head Chef responsibilities, in their absence.

Senior Front-of-House Manager

- Ensuring the food safety standards of front-of-house staff.
- Providing training to front-of-house staff on the handling of enquiries about allergens.

Food handlers, GAs and kitchen porters

- Meeting the standards laid down in the Essentials of Food Hygiene/Level 1 induction training.
- Attending further food hygiene training as requested by their Line Manager.
- Following the food safety procedures given and, in particular, carrying out any monitoring or recording of CCPs as instructed.

- Providing accurate information to customers regarding food allergens upon request.
- Reporting to their Line Manager if they are suffering from diarrhoea and/or vomiting.
- Reporting any concerns regarding food safety, including any signs of pest activity.
- Co-operating with their Line Manager regarding the implementation of HACCP.

Arrangements

Temperature monitoring

Why do we check and record temperatures?

- We are required to provide evidence that the food we sell is safe to eat by documenting our procedures and keeping records of the checks being undertaken.
- Temperature records help to confirm compliance with our food safety management system (HACCP).
- If there is a food safety issue with our business, we may rely on the defence of 'due diligence'. This means we have taken all 'reasonable precautions' to control risks and produce safe food. Our temperature records can form part of that defence.

What foods must be checked?

- Our HACCP identifies the 'high-risk' foods from our menu that we need to monitor.
- These are the foods that are high in protein (can support the growth of bacteria) and will not have any further treatment to make them safe.
- Examples include cooked meat and poultry, dairy and egg products as well as cooked rice (which can contain the bacterium *Bacillus cereus*).

What equipment do we use?

- Two digital temperature probes; used for all food and water temperature checks. One probe is for RTE foods, and one for non RTE foods.
- Infrared 'gun' (Where required as indicated by HACCP). This is used for temperature checks of goods received, chilled & frozen storage and hot water. The infrared thermometer is not used for cooking/reheating checks
- Disinfecting probe wipes; used for disinfecting temperature probes before and after use.
- Staff must be trained to use the correct procedure when taking and recording temperatures.

Where do we store our records?

- Completed temperature records are stored in the relevant sections of the Food hygiene records folder, or the Food Alert Due Diligence Diary.

Procedure for calibrating probe thermometers

- Probe thermometers are calibrated every month by checking the temperature of melting ice.
- The results are recorded on FH Form 1 or FH Form 9 Due Diligence Diary
- The temperature of melting ice solution is obtained by putting ice into cold water and stirring until some ice is left. Where deviations are identified, the probe must have its battery replaced or be returned to the supplier for recalibration or simply replaced.
- If a probe comes with a Calibration Certificate, it should be retained safely in the records file under probe calibration.

Goods receipt temperatures

- All foods are subject to visual inspection when they are delivered.
- The temperature of high risk food is checked using a digital probe or infra-red 'gun'.
- FH Form 2 or FH Form 9 Due Diligence Diary is used to record the checks.
- High risk chilled food (plus any special care items identified in special HACCPs) should be at or below 5°C. Food items above 8°C are rejected.
- Frozen food should be at or below –15°C. Food items above -15°C are rejected.
- Suppliers are informed if they consistently deliver foods that are outside of the acceptable range.
- The Head Chef/Manager is informed of any problems identified.

Monitoring of refrigerator and freezer temperatures

- The temperature of the refrigerators and freezers in which food is stored are checked and recorded at least twice per day.
- FH Form 3 or FH Form 9 Due Diligence Diary is used to record the checks.
- Preferably, an item of food (or a clearly marked cup of water or other suitable food 'simulant' left in the unit) is to be probed. Alternatively, an infra-red 'gun' can be used.
- If there are time constraints preventing the probing of items, the temperature gauge/LED display on the equipment is checked. However, food items must be checked with a probe thermometer once a week – a 'P' is added to the record to indicate this.

- Refrigerators and walk-in chillers must be operating at or below 5°C. If the air temperature is found to be 5°C, the food temperature should be monitored using a probe thermometer. Freezers should be at or below –15°C (except for ice cream freezers that are in service and can be at -12°C).
- If food is found to be between 5°C and 8°C, the equipment is adjusted and rechecked after 30 minutes.
- If after 30 minutes chilled high-risk food is still above 5°C, it is moved to an alternative refrigerator that is keeping food at 5°C or less.
- The Head Chef/Manager should be informed of any problems identified.

Monitoring of cooking and reheating temperatures

- High risk foods are cooked to ensure that the centre of the food has reached at least 75°C for 30 seconds. Specific time/temperature combinations used for certain dishes are laid down within the Specialised HACCPs.
- Beef, venison and lamb steaks/joints (not including rolled joints) can be just seared.
- Farmed Scottish salmon, turbot and rainbow trout may be served undercooked as no parasites are present. Other marine fish is cooked to 60°C for 1 minute. Service of raw fish is covered by our Specialised HACCPs.
- At least two recorded checks are undertaken during every service.
- FH Form 4 or the FH Form 9 Due Diligence Diary is used to record the checks.
- Note: In Scotland a temperature of at least 82°C must be achieved for the reheating of foods.

Sous-vide

- If we are preparing foods using this method, there are specific monitoring forms available on ALERT65 that must be completed.
- We will contact the Advice Line before adding these products to our menu.

Monitoring of cooling/chilling times and temperatures

- High-risk foods are cooled at ambient temperature, or in a blast chiller if available.
- High-risk foods are cooled/chilled as quickly as possible and placed into the refrigerator as soon as it is safe to do so.
- Chilling food in a blast-chiller is the preferred method. The food is spread out on shallow, metal trays and the door is not opened unnecessarily during the process. A blast-chiller should be able to reduce the temperature to below 5°C within 120 minutes.

- If we are cooling foods at ambient, we place it in a cool part of the kitchen and the food is spread out in shallow metal, loosely covered trays. The temperature of the food is brought down from 55°C - 20°C within 120 minutes (ice, cold water, fans etc. can be used to achieve this) prior to placing them into refrigerated storage.
- FH Form 5 or FH Form 9 Due Diligence Diary is used to record the checks.
- We note the actual temperature of each batch of high-risk foods cooled at ambient after 120 minutes.
- The method used is detailed on the monitoring form.

Monitoring of hot holding temperatures

- The temperature of foods which are being held hot is checked and recorded during every service.
- The foods must be above 63°C. If the temperature is below 63°C, corrective action will be taken and recorded.
- If a dish is not hot enough at any point during hot holding, we either reheat it until it is above 70°C and return to hot holding (only once) or we chill food safely and reheat it later before serving. If we cannot do either of these things, the food is discarded.
- FH Form 6 or FH Form Due Diligence Diary is used to record the checks.
- The foods are probed at least once during service (or every 2 hours if on display for longer).
- Alternatively, warm food can be held/displayed at temperatures below 63°C for a period not exceeding 2 hours, but we must keep quantities of food to a minimum. Where time control is in use it is monitored and recorded.

Monitoring of cold display

- The temperature of foods that are being displayed cold is checked and recorded during every service.
- The food must be at 8°C or below.
- If the food is not cold enough, it will be moved to another display fridge which is able to meet the requirement of keeping food at or below 8°C or to a storage fridge which is capable of holding food at 5°C.
- The food is probed at least once every 4 hours.
- Alternatively, cold food can be held/displayed at temperatures above 8°C for a period not exceeding 4 hours, but we must keep quantities of food to a minimum. Where time control is in use, it is monitored and recorded using form FH Form 7.

Monitoring of ambient display times

- High risk foods can only be kept above 8°C during display/service for up to 4 hours.
- When we remove food before the end of four hours, it can be placed under refrigeration, and be used directly from the storage fridge, but it can't go out on ambient display again.
- We must keep quantities of food to a minimum.
- Time control is monitored and recorded using FH Form 7.

Personal hygiene

Personal hygiene rules

- Complete the 'Essentials of Food Hygiene'/Level 1 Induction training.
- Wash yourself before you come to work.
- Food handlers must wear the protective clothing that is provided (including headwear) at all times whilst handling food.
- Non-food handlers working in a food-handling area are to maintain a high degree of personal cleanliness and wear clean clothing. Where necessary, protective clothing must be worn.
- Ensure your hair is tied back. Headwear and/or hairnets can be used to ensure best practice.
- Do not wear protective clothing outside.
- Store outdoor clothing neatly in the facilities provided and not in a food room.
- Do not wear jewellery, except for permitted sleeper earrings and/or a plain wedding ring.
- Do not wear watches (if wristbands must be worn, they should be covered to reduce the risk of contamination).
- Cover/remove any stud piercings.
- Keep fingernails short and clean with no nail varnish (clear or coloured); no false nails.
- Do not wear perfume or aftershave.
- Do not cough or sneeze over the food.

- Cover all wounds with blue, detectable waterproof dressings. If the wound is located on the hand or wrist, this should be further protected by the use of a glove.
- Do not smoke in any food room (smoking is only permitted in the specified area).
- Do not eat or drink in any food preparation room.
- Wash your hands before starting work, after using the toilet, after handling raw foods (and before handling ready-to-eat foods), after handling rubbish, regularly throughout the day and whenever the hands are contaminated.
- Use paper towels when touching taps where non-hand operable taps are not installed.
- Report to your line manager if you are suffering from, or known to be a carrier of, a disease likely to be transmitted through food or while affected with infected wounds, skin infections, sores, diarrhoea or vomiting. Management will then take the necessary action to ensure food safety is not compromised. You must not return to work until you have been symptom-free for at least 48 hours.

Health assessment procedure for all new employees

- On their first day all new food handlers (including front-of-house staff) are asked to complete the Health assessment form (available on ALERT65)
- If any of the answers to the questions on the are 'Yes', further advice should be sought from a medical practitioner before employing in a food handling capacity.
- Dates when new members of staff complete the assessment check should be recorded.

Procedure for when a member of staff is ill

- All members of staff must report to management when they are suffering from an illness, especially if they are suffering from symptoms of food poisoning.
- If they are not at work, the member of staff must report to management by phone and not in person.
- If they fall ill during work, they must report this immediately to management and also provide details of what food they have handled/prepared and what areas they have worked in. (Please see Emergency procedure 7 – Staff Illness for further details and advice). If you are unsure about whether a member of staff can return to work, contact the Advice Line

Return-to-work procedure for food handlers returning to work following illness

- On returning back to food handling duties following illness, or holidays in areas where food poisoning is endemic, employees are asked to complete the Return-to-work form.

- This is checked and then signed off by their manager as appropriate.
- If advice is required in terms of information provided by employees, return-to-work health assessment guidance is available from the Advice Line or the Food Alert Emergency procedure 7 on staff illness (available on ALERT65).

Food complaints

Procedure

- Customer/guest makes complaint (allegation of food poisoning, food contamination or allergic reaction).
- We take the details and log the case on ALERT65.
- We inform relevant personnel within the company.
- Food Alert sends an online questionnaire to the guest.
- Food Alert assigns the case to a Consultant who contacts the customer/guest and us to discuss details of the case and carries out the investigation. This includes collating the relevant information from the kitchen.
- Food Alert drafts letter/email to the customer/guest and emails it to us for approval.
- Letter/email is sent to the customer/guest by Food Alert following approval from us.
- If the questionnaire is not completed and returned within 7 days, the case is closed.
- Note: Our Food Alert contract may include the handling of a specified number of food complaint cases. If this is not the case or we have already exceeded that number, we may be charged. We can check with the Advice Line if we are unsure.

Inspections

Environmental Health Officers visit procedure

Food hygiene law is enforced by the local authority Environmental Health Department.

When an enforcement officer visits, we:

- Ask the officer to present their identification card and note details.
- Introduce the General (or Duty) Manager to the Environmental Health Officer, who then introduces the Front-of-House Manager and the Head Chef.

- Ensure the management and staff co-operate fully.
- Ask the officer to provide a debrief at the end of their inspection so that notes can be made of any necessary actions, this will then enable you to correct these issues as soon as possible.
- Request that the correspondence be sent to the person in charge of the company with a copy to the premises.
- Log the details of the visit on ALERT65.

We are given a Food Hygiene Rating (0-5) based on:

- How hygienically our food is handled.
- The condition of the structure in the food handling areas.
- How we manage and document food safety.

Contact the Advice Line if you are unhappy with your rating.

- We mark off completed actions on ALERT65.

Food Alert audits

- Food Alert audit reports are available online via Auditus.
- Completed actions arising from Food Alert audits are marked off on Auditus.

Pest control inspections

- Pest control reports and advice sheets are marked off with the details of the action taken as well as the date of completion.

Internal audits

- Internal audits are completed at least quarterly using the 'Checklist' module on ALERT65 by the Head Chef or their nominated representative.
- Action taken is marked off as complete on the 'Checklist' module.

Opening checks

- We use the ALERT65 'Checklist' module to complete our Opening Checks.

Adequate supply of hot water

- The temperature of the hot water supply should be checked daily using a probe thermometer.

- Run the hot tap for 1 minute and ensure the tip of the probe is placed into the running water. Record the temperature when it stabilises on the digital thermometer.
- The temperature of the hot water supply at the sink should be at or above 50°C.

Dishwasher operating correctly

- Check to make sure the curtains are in place and the machine is clean (if applicable).
- Check that there are adequate supplies of chemicals.
- Allow the machine to fully warm up before operating.
- Check no error messages are displayed on the control panel.
- At the very least, crockery, cutlery and glassware should be very hot to the touch as it first leaves the dishwasher, with water evaporating rapidly.

No signs of pest activity

- The premises should be checked daily for signs of pest activity.
- This includes looking for evidence of droppings, damaged packaging, smearing and potential access points.
- Any signs of pest activity (damaged food packets, spilled foods, droppings etc.) should be recorded and reported to the manager.
- The pest control contractor must be called out if necessary.
- Any potentially contaminated food must be discarded.
- Any potentially contaminated equipment must be cleaned and disinfected immediately.
- Do not touch bait boxes. If they need to be moved for cleaning purposes then ensure that they are replaced to their original position.

All foods are dated, within date and protected

- High-risk and perishable foods are labelled with a 'use by' date, either by the supplier or in accordance with our 'in-house' system.
- Any food beyond its 'use by' date is discarded.
- All foods are covered to prevent them becoming contaminated.

Adequate supplies of hand washing materials

- The hand wash basins are checked for adequate supplies of bactericidal soap and paper towels.
- Supplies are replenished if necessary.
- Stocks of hand washing materials are checked and re-ordered if necessary.

Checking supplies of cleaning materials

- The kitchen is checked to ensure that an adequate supply of detergent, disinfectant, sanitiser and cloths are available.
- Supplies are replenished if necessary.
- Stocks of cleaning materials are checked and re-ordered if necessary.

Food preparation areas – clean and sanitised

- Before food preparation takes place, food-contact surfaces are cleaned and disinfected according to the instructions given on the sanitiser label.
- Disposable cloths are used.
- All staff including casual and agency are asked to complete a health questionnaire on their first day of work (and before they handle food).
- Food handling staff are checked to ensure that they are wearing clean protective clothing, any cuts have been covered with blue plasters and that excessive jewellery has been removed (in-line with our policy).

Staff are fit for work

- Any staff illnesses are reported and appropriate action taken, including exclusion, if necessary.
- Any staff returning to work following recovery from sickness are to complete a 'Return to Work' Questionnaire.

Checking of live shellfish

- Upon receipt and opening, all live shellfish are checked to ensure that they are alive and healthy; any dead shellfish are disposed of.
- We retain health marks for 60 days and ensure a system is implemented whereby we can trace the batch of shellfish that was used on each day.
- For further information about the handling of shellfish, please see the Specialised HACCP and the ALERT65 sheets 'Shellfish' and Oysters.

Closing checklists

- We use the 'Checklist' module on ALERT65 to complete our Closing Checks.

Food stored correctly

- A check is carried out to ensure all foods are covered and protected against the risk of contamination.
- No temperature controlled food is left out.
- A check is carried out to ensure that all rubbish is removed from the kitchen and bins are left clean.

Cleaning cloths are removed and replaced

- A check is carried out to ensure that all rubbish is removed from the kitchen and bins are left clean.

Rubbish has been removed and new bags put into the bins

- The kitchen is checked at the end of the day to ensure that all cleaning cloths are disposed of or disinfected in line with the laundry policy within the HACCP module on ALERT65.

Equipment switched off/isolated

- Ensure any gas or electrical equipment that can be switched off is turned off at the end of each day.

Cleaning schedule checklist completed

- The manager confirms the cleaning tasks have been completed to an acceptable standard.

Food past its 'use by' date has been thrown away

- Food items are checked to make sure they are not out of date, and disposed of if they are.

Record-keeping

Records of inspections can be maintained using ALERT65 or the Food hygiene records folder.

- Records of inspections are maintained using ALERT65.

Food allergies

Food law and allergies

The EU Food Information for Consumers Regulation 1169/2011 EC (EU FIC) was enforced on 13th December 2014 and is applied by the Food Information Regulations 2014 (FIR) in the UK.

This legislation obliges us to provide information regarding the 14 declared key allergens to our customers. Individuals may also have allergies and intolerances to a wide range of other foods that are outside of the 14 declared allergens which may also cause illness or death. It is our responsibility to ensure that a particular allergen is not included if requested by a customer. We would be breaching the law if the allergen is found and if we do not have control measures in place to manage an allergy enquiry effectively.

The 14 allergens are as follows:

- Cereals containing gluten, namely: wheat (such as spelt and khorasan wheat), rye, barley, oats
- Crustaceans for example prawns, crabs, lobster, crayfish
- Eggs
- Fish
- Peanuts
- Soybeans
- Milk (including lactose)
- Nuts; namely almonds, hazelnuts, walnuts, cashews, pecan nuts, Brazil nuts, pistachio nuts, macadamia (or Queensland) nuts
- Celery (including celeriac)
- Mustard
- Sesame
- Sulphur dioxide/sulphites, where added and at a level above 10mg/kg or 10mg/L in the finished product. This can be used as a preservative in dried fruit
- Lupin, which includes lupin seeds and flour and can be found in types of bread, pastries and pasta
- Molluscs like, mussels, whelks, oysters, snails and squid

This information relates to ingredients used in the preparation of the foods we serve but does not include substances that may be present through cross-contamination. However, although not required by this law, we must inform our customers of any potential contamination of ingredients due to the nature of their production when identified by our suppliers. There is a general requirement to sell food that is safe and of the substance demanded without misleading customers. In order to achieve this, cross-contamination risk needs to be assessed, managed and communicated. Food items need to be stored correctly to reduce the risk of cross contamination. This includes storing allergens on the lower shelves where possible, in separate, clearly labelled sealed containers.

Allergen information can be supplied in a number of ways including on the menu or on chalk boards. If the information is not visible, it must be clear that the information can be obtained by: asking a member of staff, by means of a notice, a statement on the menu, or label that can easily be seen by customers, as well as in other formats made available to the consumer e.g. on our website or on an event booking form. The mandatory allergen information must be made available at point of order and delivery for takeaways.

It is not appropriate to advise customers that we do not have knowledge of allergens for foods that we serve, nor is it acceptable to say that all our foods may contain allergens. Allergen information must be specific, complete and accurate to the food.

In practice, it is necessary to provide correct allergen ingredient information for individual items on a buffet for example, and not just a general list for all the food served.

Inaccurate or incomplete information about allergenic ingredients used in foods sold non-pre-packed (or pre-packed for direct sale) would be a breach of the regulations and could result in penalties.

It is also possible that a customer who has suffered an allergic reaction to a food may take legal action and make a claim against our business.

Note

This list has been devised for the member states of Europe. Food allergies vary between populations and in different countries. For example, celery and mustard allergies are rarely reported in the UK, in comparison to peanut and tree nut reports which are more common.

The following foods are not on the list above but are reported to be causing more allergies in the UK:

- Kiwi fruit
- Banana
- Peas

- Lentils
- Chickpeas
- Other legumes – beans
- Tomato
- Mushroom

It is therefore important that we are ready to deal with enquiries about allergens that may not be on the list of 14 above, and that the manager or nominated person is able to assist.

Gluten free

A specific Commission Regulation (EC) 41/2009 concerns the composition and labelling of foodstuffs which specifies that food businesses can only use the claim 'gluten-free' where the level of gluten is 20mg/kg or less). Therefore, we check that a product meets this requirement before we make the claim.

Staff allergy considerations

- Staff members may have or develop allergies to particular foods and may need support to avoid certain foods.
- They should be supported to manage any reactions in the workplace. This will include a protocol for helping them store, manage and use medication and may also involve calling paramedics.

Our food allergies policy

We:

- Recognise the potentially life-threatening risks that are associated with food allergies.
- Comply with the requirements of the Food Information Regulations 2014 and other food laws which may protect people with allergies and intolerances.
- Document the allergens present in the foods we serve by liaising with our suppliers and collating the information through ingredients specifications and recipes prepared on Kafoodle and labels for ingredients using Labl.it. All menu items we produce will have an accurate recipes spec with allergens and all ingredients, checked by a senior chef after each dish has been produced and made available to customers through datasheets created directly from Kafoodle and available either online or in hard copy. We do not present allergen information on menus or point of sale signage to avoid the risk of errors in copying this information into multiple places. All allergens information for all dishes is provided via Kafoodle.

- Identify the specific allergens where we have groups of foods such as cereals, crustaceans, fish, nuts and molluscs.
- Ask suppliers to notify us of any changes to the relevant allergen information.
- Include relevant information where suppliers have identified their foods 'may contain' allergen contamination through risk assessments (see "may contains" note below). In these circumstances, we ensure the customer is made aware.
- Warn customers of the potential of cross-contamination within our food preparation areas and advise them what controls we have in place to reduce risks.
- Provide clear and accurate ingredients information on the 14 allergens for every dish on our menu or unpackaged products and make sure it is available for all of our customers.
- Ensure there are trained staff/managers available on each shift to manage customer requests and ensure the correct food is served (recommended training courses: Food Alert (Flow) - Food Allergens Awareness eLearning and/or the Food Standards Agency Food Allergies eLearning).
- Ensure all members of staff know where the allergen information is kept and have knowledge of the nominated person in the event of an enquiry.
- Make sure all staff have received basic training about the procedure to follow in the event of a customer making an enquiry regarding potential allergens in foods.
- Follow the correct procedure when preparing food for customers who have requested specific allergen-free food (see the "preparing the order" section below in this document).
- Regularly communicate all ingredient changes with our staff and customers.
- Put into place an emergency protocol for allergic reactions.
- Ensure only those individuals that have received specific training on how to use adrenaline auto-injectors correctly are permitted to use them, and only when they have been prescribed to a customer who is suffering from anaphylaxis.

Collecting and recording the information

We request allergen information from our suppliers and utilise the labels on the packaging which specify their presence. The information is logged on ALERT65.

May contains

The legislation refers specifically to allergens present in food ingredients only.

A real risk of cross-contamination may also be identified for a particular allergen through the risk assessment process completed by the supplier. This information should be brought to the attention of consumer and logged on ALERT65 or the allergens matrix (marking with 'M').

Cross-contamination can also occur within the kitchen itself and it would be appropriate to add a statement to the menu/signage to inform customers. An example would be:

If you have any specific dietary requirements or require allergy information, please ask your server. However, please be aware that food containing allergens are prepared and cooked in our kitchen.

Providing the information to customers

We provide allergen information as follows:

- On the Kafoodle customer app/website, which can be accessed via a URL or QR code to be made available to customers at all times during service periods. Allergens datasheets created on Kafoodle can also be printed in hard copy and made available to customers if preferable to using digital version.
- We do not present allergen information on menus or point of sale signage to avoid the risk of errors in copying this information into multiple places. All allergens information for all dishes is provided via Kafoodle.
- Face to face, with the allergen information available in writing, where we can easily find it.

Example 1

"Before you order, please inform our staff if any of your party have a food allergy"

Example 2:

"For allergen information, please speak to a member of our team"

Procedure in the event of a customer enquiry

- Staff notify manager or nominated person of request made
- Manager speaks with customer regarding their needs, checks against allergy matrix and communicates with kitchen and front-of-house staff
- Kitchen staff prepare food using specified recipes using clean hands, an apron, equipment and utensils, away from potential sources of allergen contamination
- Waiting/serving staff ensure customer receives correct food
- Staff continue to check with customer to ensure all is satisfactory

Preparing the order

The Manager speaks directly to the senior chef on duty regarding the allergen free dish to be prepared to ensure there is no miscommunication.

The senior chef on duty then prepares the food by:

- Removing all equipment/food from the preparation surface and cleaning the area using hot soapy water.
- Using equipment that has been cleaned using hot soapy water.
- Washing hands using hot water, soap and drying and changing to a clean apron.
- Only using containers of food which have been correctly labelled and covered.
- Using separate fryers/cooking equipment.
- Double checking that the ingredients used do not contain the allergen the customer is allergic to.
- Handing the plate with the allergen free food to the Manager for them to deliver personally to the customer.

The one food safety control which does not work is cooking to a high temperature. For example cooking in a wok does not 'kill' allergens, it may make them more potent.

Allergic reactions emergency protocol for anaphylaxis

If someone is finding it hard to breathe, if their lips or mouth are swollen, or if they collapse, you should stay calm and:

- Keep the person lying down, with legs raised (especially if they are faint or dizzy).
- If they are conscious and having asthma or breathing difficulties, it may be better for them to sit up and lean over a table.
- Call 999 immediately and state "Anaphylaxis" and ensure you give the correct address for the premises where you are.
- Check if the customer has an adrenaline auto-injector and can self-administer into their thigh.
- Unless you have received specific training in its correct use, do not administer the auto-injector. The customer may have a family member or friend who can help
- Send someone outside to wait for the ambulance whilst you stay with the person until qualified help arrives.

Training

Staff receive training on the correct procedure to follow as part of their induction, using the 'Essentials of Food Hygiene' notes.

All staff must complete mandatory allergens training via the My Learning portal on Compass Connect during their induction and before preparing or serving any food to customers.

E-Learning training is also available from the Food Standards Agency:

Pre-packed for Direct Sale Foods (PPDS)

Natasha's Law – Prepacked for Direct Sale Foods

From 1st October 2021, the requirements for prepacked for direct sale (PPDS) food labelling will change in Wales, England, and Northern Ireland. It is vital that accurate allergen information is available when purchasing food and for PPDS food this will be provided as a label on the products.

The 14 allergens are celery, cereals containing gluten (such as barley and oats), crustaceans (such as prawns, crabs and lobsters), eggs, fish, lupin, milk, molluscs (such as mussels and oysters), mustard, peanuts, sesame, soybeans, sulphur dioxide and sulphites (if they are at a concentration of more than ten parts per million) and tree nuts (such as almonds, hazelnuts, walnuts, Brazil nuts, cashews, pecans, pistachios and macadamia nuts).

We will comply with changes to the Food Information (Amendment) Regulations 2019 which come into force on 1st October 2021, where food which is Prepacked for Direct Sale (PPDS) must be labelled with a list of ingredients, including emphasised allergens. This change is called 'Natasha's Law' and will apply to England, Wales, Northern Ireland and Scotland.

We will identify any foods that are prepacked for Direct sale. Prepacked for direct sale or PPDS is food which is packaged at the same place/site it is offered or sold to consumers and is in this packaging before it is ordered or selected.

Our Policy on PPDS

Food is PPDS if it is packaged as follows

- The food is fully or partly enclosed by the packaging
- The food cannot be altered without opening or changing the packaging
- The food is ready for sale to the final consumer

If we transfer packaged food within the same food businesses on the same premises/site it is PPDS and will be labelled as such.

If food is packaged by us and sold at a temporary or mobile site, such as a food truck or market stall, it is PPDS and will be labelled as such.

Foods that are not PPDS

For foods that are not PPDS we will continue to follow the legal requirements for provision of allergy information/labelling.

This includes:

- Loose foods - food that is not in packaging
- Food that is packaged after being ordered by the customer

These non-prepacked foods will be provided with the name of the food and presence of any of the 14 allergens. This will be provided to consumers using a notice, on a ticket, on a label that at the place where the purchaser chooses that food.

We will also provide signposting for customers on how/where to find the information.

- Prepacked Food (packed by one business and supplied to another business) will have full labelling, including the name of the food and a full ingredients list, with allergenic ingredients emphasised within it.
- Food sold by distance selling and meal kits - we will provide allergen information before the purchase of the food is completed (on a website, catalogue or menu) or orally by phone and when the food is delivered - in writing (allergen stickers on food or an enclosed copy of a menu) or orally by phone).
- Buffets - We will provide allergen information for each food item separately.
- Take away food - we will provide allergen information at the point of ordering and will clearly label meals for customers with allergies so customers know which dishes are suitable for those with an allergy.

In order to check if food is PPDS we will use the FSA flow diagram on identifying PPDS food and answer the following questions:

1. Is the food presented to the consumer in packaging?
2. Is it packaged before the customer selects or orders the food?
3. Is it packaged at the same place it is sold?

If the answer is yes to all of these questions it is PPDS food and will require PPDS labelling.

Our PPDS Food Label

Our labels for PPDS food will show:

1. The name of the food

2. Ingredient lists including the emphasis (bold, italics or different colour) of any of the 14 specified allergens headed with the word ingredients. The list will include ingredient subcomponents in full, including branded items and sub recipes

1. Name of Food

The food label will feature the food's legal name or, in the absence of a legal name, its customary name. This could also be a descriptive name which will provide an accurate description of the product.

Legal name - some foods have a legally defined name. We will use the legal name of foods if there is one. This can be a prescribed name or a reserved description:

- Prescribed names - these are names which either EU or UK food law specifies must be used for certain foods. For example, sausages, jam etc.
- Reserved descriptions – there are certain reserved food descriptions that can only be used if food contains a certain percentage of an ingredient.

Customary name – these are names that, in time, come to be accepted by consumers in the UK as the name of the food, without need for further explanation. For example, Fish fingers, Yorkshire puddings etc. We will use these where required.

Descriptive name – this is a name which is precise enough to allow consumers to know the true nature of the product. A descriptive name will distinguish it from other foods with which it could be confused and we will use this where a food has no legal name and a customary name doesn't exist or isn't used.

2. List of Ingredients

Our ingredients lists will be in the minimum font size; conspicuous, visible and legible.

The list of ingredients will be headed or preceded by the word or a sentence containing the word 'ingredients'.

In our list of ingredients, we will provide information if any of the foods/ingredients detailed in the EU Regulations are used in the preparation of food we supply.

Allergen information will be specific to the food, complete and accurate.

Allergens will be emphasised in bold type, CAPITAL letters, contrasting colours or underlining.

The ingredients used will be listed in descending order of weight at the time the product was made.

The type of nut and the type of cereal containing gluten will also be specified.

Font Size - Characters on the label have a font size where the x-height is equal to or greater than 1.2 mm. In cases of packaging or containers where the largest surface of which has an area of less than 80 cm², the x-height of the font size shall be equal to or greater than 0.9 mm

Our labels will be clearly visible and legible and placed on the outside of the packaging. Where possible we will use printed food labels. In circumstances where we have to hand write labels, we will ensure that they meet the legal font size requirements and will be clearly legible.

Suppliers

We will have an up-to-date list of approved suppliers.

We will ask our suppliers to provide full ingredient and allergy information and ask them to ensure that they will advise us quickly of any changes to ingredients and allergens in their products. We will have internal procedures so that this information is quickly transferred to our products and PPDS labels.

Training

We will ensure that all our staff are trained in Natasha's Law, the 14 legal allergens and their responsibilities. We will train them on our internal procedures and on all software and hardware that we use to label our products. We will ensure that everyone knows what to do if an ingredients allergy information changes and checking allergy information will be part of our goods in process.

Checks

We will carry out spot checks on our PPDS foods and include these checks as part of our internal audits.

Our consultancy Food Alert will check compliance on their third-party audits.

Cleaning schedules

Cleaning schedules

The cleaning schedule is a document that details:

- What is to be cleaned
- How often it should be cleaned
- What method and chemicals should be used
- Any health and safety considerations, for example, personal protective equipment.
- Who should carry out the cleaning

Cleaning checklists

In order to record that cleaning is being completed according to the Cleaning Schedule, the Cleaning Checklist is signed off by:

- Those who have undertaken and completed the cleaning tasks.
- The Head Chef/Manager, to confirm the cleaning has been carried out to a satisfactory standard.

A Cleaning Checklist can be downloaded from ALERT65.

Food hygiene training

Recording food hygiene training

Position	General training	Duration	Within
All staff	Food safety induction	Notes	Before commencing work
All staff	All employees are trained in the hazards and controls of the tasks that they are required to undertake	Varies	As soon as is reasonably practicable Supervised until training completed
Managers	Level 2/3 Award in Food Safety in the Workplace (or equivalent)	One/three days	Within three/six months

Our training policy

- We keep all training certificates within staff files.
- A summary of training is maintained using ALERT65.

Acrylamide Policy

Acrylamide is a chemical substance formed by a reaction between amino acids and sugars. It typically occurs when foods with high starch content such as potatoes, root vegetables and bread, are cooked at high temperatures (over 120°C) in a process of frying, roasting or baking.

Acrylamide is not deliberately added to foods, it is a natural by-product of the cooking process and has always been present in our food. Scientists currently agree that acrylamide in food has the potential to cause cancer in humans and hence it is prudent to reduce exposure.

Acrylamide is found in wide range of foods including roasted potatoes and root vegetables, chips, crisps, toast, cakes, biscuits, cereals and coffee. Lower cooking temperatures and hard dark browned surfaces are avoided. We aim for a golden colour.

Acrylamide in Bakery Products

We minimise acrylamide in bread (including toast) and bakery products that we bake in house such as Biscuits, cakes, scones, bread rolls etc. by:

- Using approved suppliers and specifying that acrylamide levels are to be as low as possible
- Using a lower temperature for a longer time used to achieve the same final moisture content and to avoid excessive browning of the crust.
- Following the manufacturers' baking instructions (and any colour guides they may provide) carefully when finishing par baked products.
- We follow any available baking colour guides when baking bread, and baked products or toasting bread or toasting sandwiches.
- If colour guides are not available, we aim for a golden colour.
- Where we use rye and darker flour baked goods that are already darker in colour, we follow any instructions and ensure they are not overcooked.

Acrylamide in Fried/Roasted Potato Product

We minimise acrylamide in potato products such as roasted potatoes, chips, fries, root vegetables, crisps etc.by:

- Using low starch/sugar potatoes
- Checking that potatoes are in good condition and are not bruised/damaged
- Storing potatoes in a cool dark dry area above 6°C and not refrigerating potatoes
- Cutting potatoes/chips/crisps to a uniform size so that none are overcooked
- Reducing the sugar before deep frying potato products we have prepared by either soaking for 5 minutes in warm water then rinsing in clean water or blanching potatoes first
- Not pre-seasoning potato products
- Only half filling fryer baskets - frying smaller quantities for a shorter period
- Using an oil cooking temperature of less than 175°C
- Regularly filtering and skimming oils and fats to remove fines and crumbs

- Pre-frying in oil set at a cooking temperature of less than 160°C for multiple cooked products e.g. double cooked chips
- Frying until golden yellow
- Following manufacturers' instructions and available colour guides carefully when deep frying frozen potato products or oven cooked products
- Following manufacturers' instructions and available colour guides carefully for in-house oven cooked products
- Setting oven temperatures to between 180-220°C and cooking until golden yellow.

