**The University Centre & University Catering Service Allergen Policy December 2014**

We view the issue of food allergies very seriously and have always endeavoured to ensure our students, staff and customers with special dietary requirements are well catered for with foods that are safe for them to eat. In line with the EU Food Information for Consumers Regulation (No.1169/2011) we have introduced additional controls. The Area Catering Manager, University Centre Catering Manager and Head Chef are responsible for the implementation of this policy in their respective areas of responsibility.

**Training**

All members of the catering team undergo classroom based Food Safety and Allergen Awareness training with MAS Environmental which is backed up with regular 'update' briefings, meeting and on-site training. The food service team are also encouraged to ask the Chefs about the foods and before service the Chefs go through the menu with the Unit Manager / Team Leader.

We use the services of MAS Environmental who will advise the catering team of any changes in legislation so these can be incorporated into this policy and the team trained accordingly. The Area Catering Manager, the University Centre Catering Manager and Head Chef keep themselves up to date by getting updates from the Foods Standards Agency website. Regular refresher training is also provided to all members of the catering team.

**General**

**Suppliers**

All foods are sourced from reputable suppliers using Catering Managers Committee / The University Catering Organisation contracts and therefore all supplies will be correctly labelled in accordance with current legislation. Suppliers are required to notify us if there has been a change of ingredients so we can amend the standard recipe cards and allergen matrix.

**Storage**

In addition to correct food safety storage, bags of nuts are placed into airtight, washable containers to reduce the risk of cross contamination. These containers have red lids to further highlight the issue of the need for extra controls.

**Preparation**

Chefs will at all-time follow standard recipe cards, which list all ingredients. Where an item contains one of the designated (currently 14) allergens the Chef preparing the food will highlight this to serving staff.

Reinforcement of the awareness is provided by posters in the Kitchen reminding the team to be allergen aware.

**MDH / University Cafes**

Prior to service the Chefs will discuss the dishes with Unit Manager / Team Leader / serving staff to highlight the various ingredients and ensure the allergen information matrix is available and correct in the allergen folder.

* The daily menu with the allergen matrix will be kept in the folder so they are readily available for the customers to view upon request.
* The policy statement will be displayed asking customers with dietary requirements to discuss these with serving staff.
* All members of the catering team are trained to contact the Unit Manager / Team Leader where there is any doubt or cause for concern.

**Riverside Restaurant**

Food for the Riverside Restaurant is cooked to order and so the Riverside Chef preparing the meal has more control over the ingredients and can accommodate for special diets. Where there is a special dietary request, the Chefs are trained to observe strict controls to minimise cross contamination and recheck all ingredients.

* It is not practical to post notices in the restaurant so menus will have a notice asking *customers with allergies/ intolerances to make themselves aware to the waiting staff who will assist them with their choice.*
* The website will have the message stating *customers with allergies/ intolerances should make themselves aware to the waiting staff when ordering so they can assist with their choice.*
* Prior to the restaurant opening, the waiting staff and Chefs will discuss the menu and the Chefs will highlight the allergies in each dish.
* Upon receipt of a special dietary request the waiting team are trained to take accurate notes and then discuss with Chefs the option for the customer which they then relay back to the customer to check.
* Upon serving the meal, the waiter should serve stating “the dish without xxxxxxxx” - to recheck with the customer.

**Hospitality Bookings**

**Booking**The Conference Administrator receiving the booking will send out a request for the organiser to highlight any special dietary needs on the booking form.

**Receipt of booking Form**

Upon receipt of the booking form any specials diets etc to be highlighted on a checklist, which will be added to the function sheet for that event. Food will be prepared in line with the controls stated above and any special diets i.e gluten free will be wrapped separately and labelled accordingly.

**Food Delivery when served by team members**

The team member serving will have an allergen folder containing the event menu with the allergen matrix

Any special dietary platters to be kept segregated wrapped and served separately to ensure no cross contamination

**Food Delivery when left for client**

An allergen folder containing the event menu with the allergen sheet will be sent with the platters. In addition cards with QR codes for use by smart phones will link to the Allergen Matrix on the University Centre Website.

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