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WE LOOK OUT FOR EACH OTHER

BITESIZE SAFETY

HOT TOPIC: Allergen Management



Internal

AGENDA



- **WHY IS IT IMPORTANT**
- **WHAT TYPE OF ALLERGENS**
- **HOW CAN WE PREVENT THEM**
- **DO'S & DON'TS**
- **VIDEO**
- **CALL TO ACTION**



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WHY IS IT IMPORTANT



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WHAT TYPE OF ALLERGENS

14 Major Food Allergens

- **Cereals containing gluten:** such as wheat, rye, barley and oats.
- **Crustaceans:**
prawns, crabs, scampi, lobster & crayfish.
- **Eggs**
- **Fish**
- **Peanuts** (Technically not a nut but a legume) also called ground nuts.
- **Soybeans**
- **Milk** (including lactose)

- **Celery** (including celeriac)
- **Mustard**
- **Sesame**
- **Sulphur dioxide/sulphites**
- **Lupins**
- **Molluscs:** mussels, whelks, oysters, snails and squid
- **Tree Nuts:** almonds, hazelnuts, walnuts, cashews, pecan nuts, Brazil nuts, pistachio nuts, macadamia nuts.



HOW CAN WE PREVENT ALLERGIC REACTIONS



Plan ahead

- When developing menus or recipes plan ahead, can you design out allergen risks to make allergens easier to manage? Make special dietaries different.

Always follow recipes

- Recipes must be followed exactly as described on the recipe card with no deviations.
- Ensure any discrepancies between the recipe and your ingredients used are noted and recorded on the allergen report.

Avoid Cross contamination

- Wash your hand between jobs.
- Store allergens separately and below any allergen free items.
- Use separate utensils and equipment for each dish.
- Thoroughly clean down and sanitise surfaces between preparation for each dish



HOW CAN WE PREVENT ALLERGIC REACTIONS

Communications:



Front of House Process

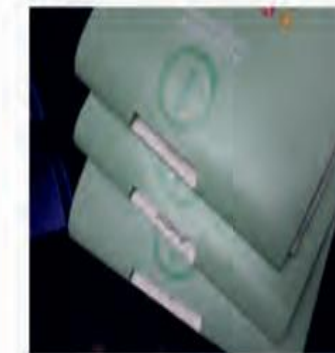
Food Service:

- The daily full preservice brief to the front of house team by the head chef or equivalent should include information on the menu in respect to allergens and any allergen-free preordered meals. Record this at the top of the **Food Service Temperature Record Form**.
- Cross reference back of house allergen information with that in the allergen folder, on menus or tariffs, tablets or QR codes before service.
- Display the **Compass Allergen Information** poster to inform customers how and where the allergen information is available.
- Use separate chopping boards and utensils when preparing or handling known allergens.
- Where appropriate set up separate customer service stations to enable the segregation of allergens via separate boards, knives and other self-service equipment.



Customer Allergen Reports:

- Customer allergen reports can be provided using either of the following options



Paper Reports



Digital Tablets



Menus or Tariffs



QR code

- Allergen reports must be easily accessible, accurate and include all menu items, and must be checked by a senior manager before service.
- Tablets should be positioned in a suitable customer facing location.
- In the Republic of Ireland allergen information must be displayed so that it is easily located and accessible.
- Paper and tablet allergen reports are in the form of a matrix. Presence of allergens is shown with a tick (✓) and MC is used where the manufacturer of an ingredient has indicated a risk of allergen cross-contact.
- Allergen logs must be kept for a minimum of 4 weeks or for 4 weeks after the period the menu is 'live'.



HOW CAN WE PREVENT ALLERGIC REACTIONS

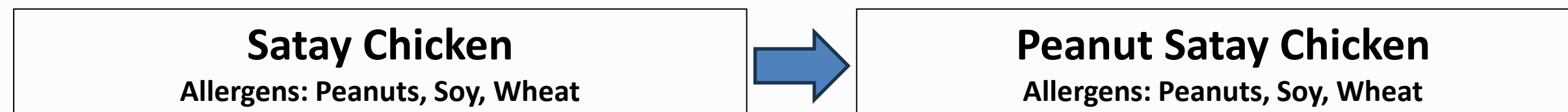


Review allergen information

- Check and review the allergen information for all dishes during the preservice briefing completed by the head chef to the front of house team.
- Complete the allergen compliance walk on a weekly basis.

Labelling

- Use Compass green allergen labels to mark the allergen the food made in house or decanted contains
- Ensure walked around food e.g. canapes are labelled with tent cards or similar
- Ensure all PPDS food items are labelled with the ingredients and allergen list.
- 'Name the Nut' check the allergy information for a dish containing nuts and/or peanuts ensure the nut is named on the menu or dish descriptor



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All allergy or intolerance reactions are to be reported using the designated form before logging onto the AIR3 system, the completed form must be uploaded to AIR3 once logged.



SAFE FOOD
served with you in mind

Compass Group UK & Ireland
Alleged Food Allergy Reporting Form



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Alleged Food Allergy Reporting Form

Use this initial reporting form to gather and record information about the incident when you are speaking to the individual and the team about the incident. Once completed this should be used to complete the AIR3 Online Reporting Form and should be retained for 6 months with all appropriate evidence and supporting information.

WHERE & WHEN

Unit Name:		Unit Number:	
Date Reported:		Date of Incident:	
Exact Location of Incident:		Time of Incident:	
Your First Name:		Your Surname:	
Your Job Title:		Telephone No:	
Your Email Address:			
RM/OD/BD Email Address:			

INCIDENT DETAILS

What Did They Eat?			
Was It Made In Unit?	Yes:	No:	If No, Provide Supplier Name:
Did They Have A Reaction?	Yes:	No:	If Yes, What Reaction:
If They Had A Reaction What Treatment Was Required?			
Type of Allergy:		Were We Aware of the Allergy?	Yes: No:
		If Yes, Was Allergen Info Available?	Yes: No:
Incident Description: (Provide a summary of the service, when the food was delivered, prepared and type of service)			

INGREDIENTS

Ingredient 1		Ingredient 3	
Ingredient Name:		Ingredient Name:	
Batch Code:		Batch Code:	
Use By / Best Before:		Use By / Best Before:	
Ingredient 2		Ingredient 4	
Ingredient Name:		Ingredient Name:	
Batch Code:		Batch Code:	
Use By / Best Before:		Use By / Best Before:	

COMPLAINANT DETAILS

Who Was Involved?	Customer:	Contractor:	Employee / Agency Staff:
	Other (Provide Details):		
Title:			
First Name:		Surname:	
Address:			
Postcode:		Contact No:	

PRODUCT DETAILS

Name of Product:	
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CONSUMPTION DETAILS

Date Consumed:		Time Consumed:	
Number of Portions Produced:		Number of Portions Consumed:	

SUPPORTING INFORMATION AND EVIDENCE CHECKLIST (if available)

Witness First Name:	Witness Surname:
Contact Number:	
Witness Statement:	
Useful Evidence to Upload to AIR3 (✓) (✓)	
Recipe Specification	Allergen Log (The Source or Manual)
Product Information	Delivery Note / Invoice
Records of Allergen Briefing	Applicable Training Records

Remember to ensure that you report any incidents to your line manager and follow the applicable escalation process. All Food Safety Incident must be reported on the AIR3 System as soon as possible, access is via Compass Connect or by using the QR Code provided.



FS.F.057.01

SERVED WITH YOU IN MIND

1

FS.F.057.01

SERVED WITH YOU IN MIND

2



Allergen Incident Trends



Cause	Count	Insight
Failure to follow process/procedure	6	Most significant issue
Incorrect / missing allergen info	2	Labelling + communication failures
Poor communication	2	FOH ↔ kitchen breakdown
Lack of training	1	Explicit training gap
Verification failure	1	Final check missing

Common failure patterns:

Incorrect food served

Oat milk vs whole milk
Gluten-free vs gluten item
Dessert mistake (egg)

Labelling/signage failures

1. Missing allergen info
2. Incorrect placement of signage

Communication breakdown

1. Chef → FOH (satay incident – missed allergen)
1. FOH → customer (partial info given)

Process breakdown

1. No lanyard / ID system failures
2. Allergen matrix not used

Allergen	Count
Milk	5
Gluten	3
Peanuts	2
Eggs	1
Crustaceans	1
Other (onion intolerance)	1



DO'S



Ensure everyone completes the allergen awareness e-learning and Food Safety Conversations



Provide accurate allergen information for every menu item



Train All Staff Regularly



Follow the “Repeat after me” procedure



Clean Thoroughly to Prevent Cross-Contamination



Follow recipes with the correct products



DON'TS



-  **Guess Ingredients or allergens when completing an allergen report**
-  **Advise the customer on their choice but allow them to make an informed decision.**
-  **Assume Substitutions Are Safe**
-  **Use the Same Utensils Without Cleaning**





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WE LOOK OUT FOR EACH OTHER

Dietaries are different



Internal

RESTAURANT ASSOCIATES

Dietaries are different

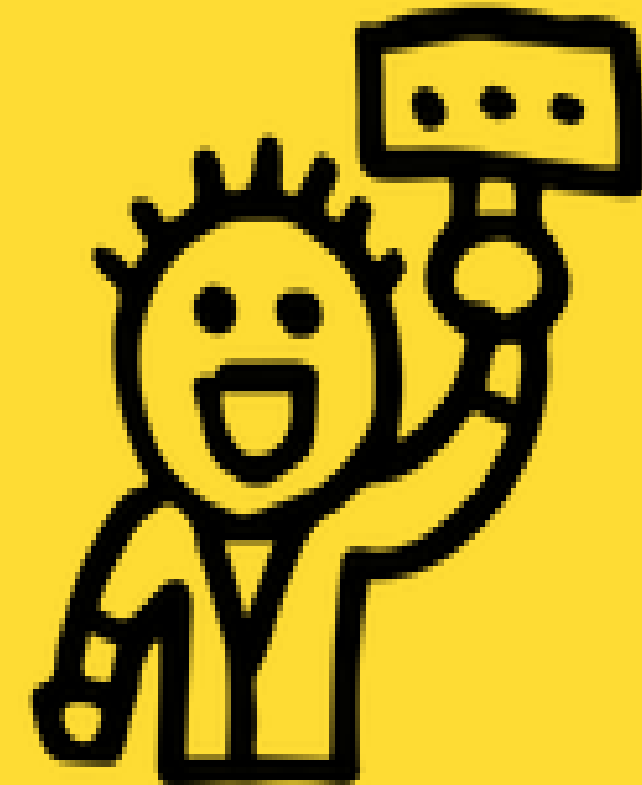
CALL TO ACTION



**Conduct A
preservice
briefing
Complete weekly
allergy walks**



**Complete an
allergen risk
assessment
annually**



**Complete
refresher training
regularly**





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THANK YOU



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