

Cambscuisine's Food Allergy and Food Safety Policy

Cambscuisine is committed to reducing the risk to our customers with regards to the provision of food and the consumption of allergens in food which could lead to an allergic reaction.

Cambscuisine is not able to guarantee a completely allergen free environment, rather to minimise the risk of exposure and plan for effective response to possible emergencies.

Objectives of this Policy

To promote awareness of the nature of food allergens and bring these to the attention of our customers and community.

To provide clear guidance to our employees on their responsibilities for the provision of food to our customers with a confirmed food allergy.

To ensure that appropriate training is available and implemented for any employees involved in providing food to customers with food allergies and to also ensure appropriate information and support is available.

Common Food Allergens

<ul style="list-style-type: none"> • Cereals containing gluten, (i.e. wheat, rye, barley, oats, spelt, kamut or their hybridized strains) and products thereof • Crustaceans and products thereof • Eggs and products thereof • Fish and products thereof • Peanuts and products thereof • Soybeans and products thereof • Lupin and products thereof • Molluscs and products thereof 	<ul style="list-style-type: none"> • Milk and products thereof (including lactose) • Nuts i.e. almonds, hazelnuts, walnuts, cashews, pecan nuts, Brazil nuts, pistachio nuts, macadamia nuts and Queensland nuts and products thereof • Celery and products thereof • Mustard and products thereof • Sesame seeds and products thereof • Sulphur dioxide and sulphites at concentrations of more than 10 mg/kg
<p>People may report allergies to other foods not on the above list. Most common in the UK are kiwi, peas, other legumes (beans etc), other seeds and other fruits and vegetables. In some cases, people only need to avoid these when raw and can have them cooked.</p>	

<p>What is a food allergy?</p>	<p>Food allergies involve 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; and in most extreme cases difficulties in breathing and a severe fall in blood pressure (anaphylactic shock). In extreme cases this can prove fatal.</p>
<p>What is food intolerance?</p>	<p>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 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.</p>

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.

Responsibility

The **Head Chef**, or in his absence the person running the BOH shift, is responsible for ensuring that food containing allergens are clearly labelled and recorded.

The Head Chef will ensure that the kitchen has stock or can access the necessary stock ingredients to offer suitable alternatives for people with allergies, intolerances and coeliac disease. This includes wheat/gluten free bread and pasta, and alternatives to cow's milk and butter/margarine spreads (e.g. milk free spread). Soya, lactose free and oat milk are available upon request.

The Head Chef will ensure that allergen information is provided on all food listed in the list of 'Common Food Allergens'. This information is supplied in the Allergen Matrix Sheet which is kept within the kitchen.

Training

The following mandatory online modules are completed within 14 days of a new joiners start date and there is also three-year on-line refresher training:

- Allergens – All employees, except Housekeepers and Cleaners
- Food Safety level 1 – Waiting Person and Bar Person
- Food Safety level 2 – All BOH teams, FOH Management & Head Office

Head Chefs must complete a Food Safety level 3 accreditation and will have refresher training every year.

In-house allergens and food safety refresher training also takes place approximately every 12 months at all sites.

Any agency/casual chefs will be required to evidence that they have a Food Safety level 2 qualification. The Head Chef will also need to go through the allergens in-house training for any casual/temporary team members.

A 'mystery diner' process is in place at all our restaurants and one of the questions we obtain feedback on is whether the diners were asked if they have any allergies. If they confirm there is someone with an allergy, then for the staff member to ask whether they have an EpiPen.

We also run a 'mystery caller' process with our sales and events team and one of the questions is to check they are asking whether anyone on the booking has an allergy.

Training records are mainly held electronically on our Learning Management System, Flow, but some hard copy documentation is kept within each restaurant.



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Our Process

All dishes which are produced in house will be from standard ingredients from our designated suppliers.

Where allergenic ingredients are packaged openly/loosely, they are stored separately, in sealed containers, to reduce the risk of contamination.

Equipment/utensils used in the preparation of food for people with a food allergy are cleaned according to standard procedures which under normal circumstances should be sufficient.

When cooking food for people with a food allergy or intolerance the chef will wear gloves and will wash their hands before and in-between preparation tasks.

Where dishes contain common allergens, they are clearly labelled on the Allergy Matrix Sheet. At the pass, the non-allergen dish will have the ticket either on or under the plate, to mitigate any errors.

Our menus state beside each dish whether it is allergen free, for example, 'GF-Gluten Free', 'DF-Dairy Free' and that full allergen information is available upon request.

Food Service

Normal food handling procedures should apply (e.g. washing hands, wearing disposable gloves and aprons, dependent upon the task)

Staff are aware to keep serving utensils separate to avoid cross contamination.

All tables are cleaned with an appropriate solution.

Communication

Good communication is paramount, and employees are trained to escalate any concerns a customer may have regarding a food allergy or intolerance to the manager on shift.

As part of our training, when seating a table, the member of staff should ask whether any of the party have an allergy. If there is confirmation of an allergy the FOH staff member must ensure they communicate this clearly to the BOH shift leader and other members of the FOH team, as other team members may serve the table. Allergies are clearly stated on the ticket to the kitchen and followed up by the FOH member verbally passing the information onto the BOH shift leader.

At some of our sites, we also have the YouFood App which assists customers with understanding exactly what ingredients are within each dish.

Our philosophy – if you don't know, you must ask, don't guess!

This policy will be placed on the Company's website and will be annually reviewed.

I have read and understood the above policy:

Signed

Signed

Name

Name

General Manager, [Restaurant Name here]

Head Chef, [Restaurant Name here]

Date

Date