



ALLERGENS FOCUS



Current UK & Ireland Statistics

- We are one of the top three countries in the world for the highest incidence of allergy
- 5% of people have a food allergy
- 8% of children have a food allergy
- On average 10 people every year die from a food allergy
- **Allergies to Milk is the biggest cause of death**

What Can We Do to Prevent an Incident?

1. Ensure you have the most up to date allergen information for the menus and dishes you have on offer, check with your manager and lead chef that all is correct.
2. When taking an order from a customer in a restaurant, retail outlet or on any event, **always ask “Do you have any allergies?”**
3. If the answer is “Yes”, find out what and then show the customer the allergy information or direct them to the QR code to allow them to make an informed choice.
4. If the customer still has further questions or needs a specific meal preparing, then get your manager or allergy champion to liaise with the customer and arrange the correct meal specification, the A5 Allergy/ Dietary Requirement Pad can be used to ensure the correct information is supplied to the chef, this is a duplicate pad, server keeps a copy and the other copy is given to the chef, then double checked before serving to the customer. **Chefs always ensure the allergen/dietary requested meal is prepared in a separate, sanitised area in the kitchen free from those specific allergens or dietary requirements.**
5. Always ensure you communicate, check and double check all dietary requirements.
6. Be aware that Vegan diet choices may be due to a customer having a milk allergy however some of our vegan dishes “may contain milk” due to the production process so customers should be made aware of this via the allergen information, we do not specify any of our products as “Dairy Free”.

Specific Diets?

- A **vegetarian** diet does not include meat, poultry, game, fish, shellfish or any bi-product of animals such as gelatine, suet, lard or dripping.
- A **vegan** diet is entirely plant based and must avoid dairy, eggs and honey and any animal derived products such as some food colouring (e.g Carmine)
- Some guests may have a **specific diet due to their religion** which means that cannot eat specific foods or consume alcohol, religions you may encounter are but not limited to; Hindu, Muslim, Jewish, Buddhist, Sikh; In all cases just confirm with the guest which foods they must avoid.
- Halal meat is available to be purchased where there is a requirement. All halal meat is HMC accredited.
- If you require a Kosher meal for a Jewish guest, then please contact the Foodbuy support line to arrange an appropriate supplier.