

# On Site Allergen Management & Policies

If you serve food or drink in your business, then you should have an allergy policy! We would recommend an internal and external version; The external version should be displayed on your website and in a prominent place within the venue easily visible to the customer. It needs to be a minimum of 2/3 paragraphs, maximum A4 page.

The internal Allergy Policy should consist of detailed information on how your business manages allergen processes at all stages of the customer journey for the Food HyperSensitive [FHS] Customer and enable staff to be communicate to the FHS customer how you will keep them safe.

## Internal Policy

This policy could be part of your HACCP procedures with added options for each section, it should cover but not limited too; Menu Planning, Ordering, Delivery, Storage, Preparation, Cooking, Serving and Feedback. There should be additional information on specifics options from your business. E.g., sandwich preparation, pastry areas. Cross contamination risks should be covered in each section and what staff need to do to ensure the risks are mitigated.

The other option is to have a separate food Allergy Policy covering all areas listed above. It can be linked to the staff handbook, as appropriate, noting any serious mis-conduct issues, for example, staff shall not bring nut products on site or eat nuts during their working day if nuts should be banned on site, such as in a school.

## External Policy

This will be an edited version of the internal policy, explaining to the FHS customer what steps are in place to ensure they have a safe customer experience whilst visiting their venue.

It should highlight the risks of cross contamination, but also state what safe procedures are in place to mitigate risk to them. It will request what and when information is required prior to their arrival.

Highlight that they will be served by a specific member of staff during their dining experience if appropriate.

## Communication is Key!

## Promoting the Allergy Policy

The FHS customer is a great researcher, they will search online, google their allergen, and allergy policies to check out venues where it is safe for them to eat. We advise posting online, preferably with the allergen menu/matrix, so it is prominent. Check out the SEO on your website to make it easier to search for.

## What is NOT a Policy

- A single line of text on the menu 'ask a member of staff about our allergen process'.
- A poster with the #14 allergens listed of 'Ask a member of our Team'.
- 2 paragraphs in the FSMS or SFBB folder.

**Allergy Experts** – As part of your policy we recommend you have at least one or two members of staff who are allergy Experts on site during service. They should be at supervisory or management level, and ideally one Back of House and one Front of House, trained to level 3 in allergy Management. Online training is **NOT** adequate! These experts should be the first point of contact with the FHS customer, reassuring the customer, explaining the process of the order taking, preparation and serving of the food. The allergy expert should either take the order or double check the order against the allergen chart to ensure the correct meal is ordered. They should also check in with the chef at the start and before the delivery of the food to ensure it has been prepared and then served correctly. Dishes delivered individually to the FHS customer by the allergy expert.

Further fact sheets and additional information to keep your Free From customer safe can be found at - <https://foodallergyaware.co.uk/resources/> If you need help creating induction, & full training for your business, please contact us [Marketing@fatc.co.uk](mailto:Marketing@fatc.co.uk). We provide off the shelf and bespoke tools to help your business.