

# Premises Food Allergy Management Plan

Business/Premises	<b>Derek's World of Pies</b> (A Henge Group Company)
Prepared by (& date)	Derek Smalls (Responsible Officer) 23/09/2021
Description	Seated restaurant and walk-in, phone and online order delivered takeaway
Audited by (& date)	N Tufnell (EHO) 27/09/2021
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<h2>STEP 1</h2> <p>IDENTIFY FOOD JOURNEY</p>	<h2>STEP 2</h2> <p>IDENTIFY POTENTIAL CONTAMINATION EVENTS</p>	<h2>STEP 5</h2> <p>PROCESS DECISIONS TO ELIMINATE CONTAMINATION EVENTS</p>
<p><b>1.0 Goods-in ingredient arrival</b>                      Perishables into chiller/freezer                      Non perishables into ambient storage                      (all in original packaging)</p>	<ul style="list-style-type: none"> <li>1.1 Delivery driver contaminated (clothing/ footwear/hands)</li> <li>1.2 Delivery vehicle contaminated (surfaces)</li> <li>1.3 Contaminated transport packaging (split/spilt goods)</li> <li>1.4 Storage area contaminated (ambient, chilled, freezer)</li> <li>1.5 Split/spill into other container before storage</li> <li>1.6 Split/spill into other container in storage</li> <li>1.7 Inappropriate or faulty storage container</li> <li>1.8 Staff contaminated (clothing/hands)</li> <li>1.9 Staff error (wrong container)</li> <li>1.10 Decant container contaminated</li> <li>1.11 Decant container incorrectly labelled</li> <li>1.12 Ingredient becomes airborne</li> <li>1.13 Contaminated utensils, surfaces, handles</li> </ul>	<p>Staff carry order from van, delivery driver not to enter building.                      Remove outer delivery packaging before delivery touches unpack surface.                      Check packaging and if appropriate wash item/item packaging.                      Appropriate cleaning schedule for ambient, chilled and frozen storage areas.                      Handle and decant only one ingredient at a time and clean down in event of spillage or known risk.                      Stack containers appropriately and do not overload storage area.                      Ensure food safe sealable containers are made available and regularly inspected for damage.                      Ensure hands are washed before and after each task, inspect clothing and launder daily.                      Ensure staff understand which containers to use for each storage task.                      Cleaning schedule to included process for cleaning and storage of used containers prior to reuse.                      Ensure ingredient labelling and dish flagging process in place and all staff know what info to record.                      Close all doors, handle ingredients prone to dispersal slowly and carefully, clean down after.                      Ensure cleaning schedule is fit for purpose and all tasks completed regularly and in full.</p>

STEP 1 continued	STEP 2 continued	STEP 5 continued
<p><b>2.0 All preparation before service</b>            Pre-portioning and pre-cook meats            (chiller-handle-bag-label-chiller)            Preparation and blanch veg            (ambient store-handle-container-label-chiller)            Preparation bases/sauces            (ambient store-handle-cook-container-label-chiller)</p>	<p>2.1 Split/spill into other container in storage            2.2 Inappropriate or faulty storage container            2.3 Staff contaminated (clothing/hands)            2.4 Wrong ingredient used (adherence to documented list)            2.5 Ingredient becomes airborne            2.6 Contaminated surfaces, equipment, utensils handles            2.7 Task separation error (not to designated space)            2.8 Staff handling error (no hand-wash chain break)            2.9 Food labelling error</p>	<p>Ensure sealable containers used in good condition and staff are careful to store properly and not overload.            Achieved in 2.1            Ensure hands are washed before and after each task, inspect clothing and laundry daily.            Ensure staff carefully check the ingredient container label against the dish ingredients file (kitchen copy).            Staff to close doors and handle ingredient carefully and if necessary in separate food preparation area.            Check appropriateness of the cleaning schedule and ensure staff understand what to do and why it's important.            Nominate a dedicated allergen-free dish preparation zone and ensure staff use it and maintain it.            Ensure staff wash hands before starting a new task, particularly the preparation of an allergen-free dish.            Ensure partially complete foods are containerised, labelled appropriately with allergen content or for allergen (x) free use indicated clearly, and stored appropriately</p>

STEP 1 continued	STEP 2 continued	STEP 5 continued
<p><b>3.0 Cook-to-order restaurant in-service</b>  Cook to order (chiller-handle-cook-handle)  Plate-up (handle-plate-up-flag-handle)  Serve (handle)</p> <p><b>4.0 Cook-to-order takeaway delivery in-service</b>  Cook to order  (chiller-handle-cook-handle)  Package (handle-package-label-handle)  Deliver (delivery bag/box-handle)</p> <p><b>5.0 Buffet in-service</b>  Volume cook (chiller-handle-cook-handle)  Container-up (handle-label)  Decant to buffet container (handle-flag)  Hot hold as appropriate (handle)  Possible cool, store, reheat  (label-chiller-handle-reheat-handle-serve)</p>	<p>Contamination event 2.1-2.9 plus:  3.1 Allergy-free flag error (allergen-free)</p> <p>Contamination event 2.1-2.9 plus:  4.1 Packaging choice error  4.2 Split/spill during delivery</p> <p>Contamination event 2.1-2.9 plus:  5.1 Container labelling error  5.2 Spill into other container in buffet  5.3 Not using individual nominated serving utensils  5.4 Customers contaminated hands/clothing</p>	<p>Introduce an appropriate labelling system to indicate which completed foods/dishes are allergen (x) free.</p> <p>Check all packaging fit for purpose and ensure staff know what packaging to use for each product.  Ensure delivery transport bags are of appropriate design, transported carefully and cleaned regularly, and allergen-free food deliveries to be transported in separate delivery bag.</p> <p>Review container labelling to ensure the likelihood of labels becoming confused is unlikely.  Introduce signage advising customers that the self-serve nature of buffet service means that no dish can be 100% free of any particular ingredient.  Serve allergen-free orders separately at buffet service, i.e. treat as allergy-free cook-to-order.  Achieved in 5.1  Achieved in 5.1  Achieved in 5.1</p>

## STEP 3 DOCUMENT INGREDIENTS

Task	Responsible for updates	Location of documentation
<p><b>Recipe and preparation instructions</b> (per dish)</p> <p><b>Ingredients list for every food product</b>            Total of 23 starters, sides and mains ingredient collated            Total of 5 FOH condiments ingredient collated</p> <p>File/folder copy to kitchen            File/folder copy to Front-of-house            Publish content as appropriate (website etc)</p> <p><b>Allergy matrix</b>            Copy to Front-of-house            Publish content to website</p>	<p>Derek Smalls</p> <p>Derek Smalls</p> <p>Derek Smalls            Derek Smalls            Derek Smalls</p> <p>Derek Smalls            Derek Smalls</p>	<p>File shelf by door</p> <p>Files on DS laptop</p> <p>File shelf by door            File at till point            Just eat and Uber eats websites            and dereksworldofpies.com</p> <p>Restaurant menus            Takeaway menus</p>

## STEP 4 DEFINE POLICY & CUSTOMER STATEMENT

Brief description of premises policy position	Notes
<p>Offer a limited number of gluten-free dishes. Make NO claims or assurances that foods are entirely allergen-free or that foods have been prepared in an allergen-free environment. Comply fully with FSA/FSS rules (regarding signage and communications).</p>	

## Food allergy policy

Derek's World of Pies Food Allergy Policy (27/09/2021 Rev1.0)

The following describes the food allergy policy for Derek's World of Pies and is applicable to all branches. This document should be used as reference material in staff induction and refresher training sessions. All supervisors and staff should be able to demonstrate an understanding of the scope and content of this policy.

### Policy explanation:

A range of allergenic ingredients are in use in these premises.

We offer a range of foods described as 'allergen-free', e.g. gluten-free. 'Allergy-free' in these premises refers to avoiding the intentional use of an allergenic ingredient (or ingredients containing that allergenic substance) when preparing the dish (individual food serving). However we DO NOT guarantee the food is 100% allergen-free (due to the possibility of a range of errors by food producers, wholesalers, and during food preparation).

When producing foods described in the menu as allergen-free, follow the food preparation process and ingredients identified on the laminated dish process card. NEVER deviate from the instructions or ingredients unless directed to do so by your supervisor. All staff should make all reasonable efforts to produce food carefully and safely including preventing the food becoming contaminated with the allergenic ingredient(s) the food description states the food is free of.

We accept reasonable requests from customers to omit or substitute ingredients, however such omissions and substitutions should NOT be considered to have rendered the food 100% allergen-free. All staff are permitted to omit ingredient(s) at the request of the customer without their supervisor authorisation, although the staff member dealing with the customer must advise them that this does NOT render the food 100% allergen-free. Only supervisors can action an ingredient substitution during food preparation. When taking orders and serving customers refer customers raising allergenic ingredient queries to the (premises food allergy policy) Customer Statement on the reverse of the menu and to the ingredients list file and allergenic ingredient matrix.

Fried foods including chips, sweet potato fries and onion rings are cooked in the fryer with other foods containing allergenic ingredients.

Our allergy information only covers the 14 allergens specified by the Food Information Regulations.

### Staff conduct issues:

In the event of confusion all staff should refer to this policy document as a definitive position on this issue. Staff should also refer to their shift supervisor for clarification.

Staff should in all cases refer customers to the premises for allergy policy customer statement on the reverse of all menus, or at [www.dereksworldofpies.com/allergiesandintolerances](http://www.dereksworldofpies.com/allergiesandintolerances) and NOT offer comments, opinions or personal interpretations of the policy or make judgements about the severity of a customer's allergy or intolerance. Failure to follow this policy and/or terms of employment explained in the employee handbook is a disciplinary offence.

Never take risks with food allergies or intolerances. Derek (and the Henge Group of Companies) takes this issue seriously, and so must you.

## Customer statement

### Food allergies and intolerances

Here at Derek's World of Pies (Swindon branch) we want to enjoy an amazing experience so if you or anyone in your party suffer from a food allergy or intolerance please read the following statement really carefully.

Our suppliers and kitchens handle numerous allergenic ingredients. Whilst we endeavour to reduce the risk of contamination, unfortunately it is not possible for us to guarantee that our dishes will be 100% allergen-free. Selected menu items are offered as 'gluten-free' where stated, and ingredient substitutions and omissions are accommodated where practical, but any changes should not be considered to have made the food allergen free. Menu or chalkboard dish descriptions do not list every single ingredient, so please check our allergy information if you have any allergies. Our allergy information only covers the 14 allergens specified by the Food Information Regulations. Fried foods including chips, sweet potato fries and onion rings are cooked in the fryer with other foods containing allergenic ingredients. If you have any questions or are unsure of anything just ask a member of staff for help. You can also view a full ingredients breakdown for every food we serve.

Derek.



## STEP 6 IDENTIFY PACKAGING CATEGORY/CATEGORIES (Signage & Labelling)

Serve/supply method	Category identified (from flowchart)	Info, labelling and signage decisions
<p><b>Restaurant</b></p>	<p>Food/packaging classification: 'Non pre-packed foods'. (FIC 1169/2011 (2014))</p>	<p>Sign at order point requesting customer refer all allergy queries to staff</p> <p>Customer statement (premises food allergy policy explanation) and allergy matrix on printed menus</p> <p>Dish-by-dish ingredients list folder front-of-house for customer use</p>
<p><b>Walk-in takeaway</b> (customer present at point of order, orders taken in restaurant)</p>	<p>Food/packaging classification: 'Non pre-packed foods'. (FIC 1169/2011 (2014))</p>	<p>Sign at order point requesting customer refer all allergy queries to staff</p> <p>Customer statement (premises food allergy policy explanation) and allergy matrix on printed menus</p> <p>Dish-by-dish ingredients list folder front-of-house for customer use</p>

## STEP 6 continued

Where/what part of business?	Category identified (from flowchart)	Info, labelling and signage decisions
<b>Delivered takeaway</b> (phone and online customer not present at point of order)	Food/packaging classification: Distance selling (of loose wrapped foods). (The Consumer Protection (Distance Selling) Regulations 2000)	Customer statement (premises food allergy policy explanation) and allergy matrix on printed takeaway menus  Customer statement (premises food allergy policy explanation) and allergy matrix on website and at all intermediaries (just eats, uber eats)  Dish-by-dish ingredients list on our website for customer reference

# STEP 7

## DEFINE YOUR COMMUNICATION PROCESSES

Process	Potential communication failures	Decisions to eliminate communication failures
<b>Customer query FOH</b>	<p>Failing to explain the premises allergy policy adequately</p> <p>Failing to provide accurate information</p> <p>Failing to check information or refer to a supervisor when unsure of the answer</p>	<p>Customer statement on all menus, ingredients/allergy matrix, ingredients file FOH, staff training and monitoring by supervisors</p> <p>As above</p> <p>As above</p>
<b>Recording an order FOH</b>	<p>Failing to use the correct allergen-free order recording process</p>	<p>Staff training and monitoring by supervisors</p>
<b>Preparing order KITCHEN</b>	<p>Failing to notice an allergen-free order</p> <p>Failing to prepare correctly (as a team)</p> <p>Failing to label/flag the food as allergen-free</p>	<p>Process reviewed and improved</p> <p>Staff training and monitoring by supervisors</p> <p>Process reviewed and improved</p>
<b>Serving customer FOH</b>	<p>Failing to serve the food to appropriate customer</p>	<p>As above</p>