Allergen Awareness Training

Kent County Council
kent.gov.uk

In association with

AllergyUK

allergyuk.org

What do these numbers mean?

8% and 2%

Food allergies and intolerances can be life changing.
In the UK they affect around **8% of children and 2% of adults.**

10

In the UK, about **ten people die every year** from food-induced anaphylaxis

1,500

There are also about **1,500 asthma deaths**, some of which might be triggered by food allergy

(Food Standards Agency)

AllergyUK

Website: allergyuk.org
Helpline: 01322 619898

The extent of food allergy

1.92 million people have a food allergy in the UK

This figure does not include food intolerance

Each year there are **4,500 hospitalisations** (an increase of 615% over the last 20 years) and **10 deaths** due to food allergies

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Real people…not just statistics

Chloe Gilbert, aged 15
2017 - milk

Georgina Hickman, aged 24
2017 - peanut

James Turnbull, aged 15
2018 - nuts

Molly Dyer, aged 13
2011 - peanuts

Amanda Thompson, aged 50
2015 – apples, egg and milk

Paul Wilson, aged 38
2014 - peanuts

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Do you want to save lives?

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Megan Lee

Megan Lee, aged 15
2017 - peanuts

Megan Lee died from a severe allergic reaction to peanuts after eating food from an Indian takeaway. She made the restaurant aware of her allergy but the food was still prepared with peanuts.

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The law

Which allergens must be legally declared?

Annex II of the **Food Information to Consumers Regulation 1169/2011(EU)**

22.11.2011 EN Official Journal of the European Union L 304/43

ANNEX II

SUBSTANCES OR PRODUCTS CAUSING ALLERGIES OR INTOLERANCES

1. Cereals containing gluten, namely: wheat, rye, barley, oats, spelt, kamut or their hybridised strains, and products thereof, except:

(a) wheat based glucose syrups including dextrose (1);

(b) wheat based maltodextrins (1);

(c) glucose syrups based on barley;

(d) cereals used for making alcoholic distillates including ethyl alcohol of agricultural origin;

2. Crustaceans and products thereof.

3. Eggs and products thereof.

4. Fish and products thereof, except:

(a) fish gelatine used as carrier for vitamin or carotenoid preparations;

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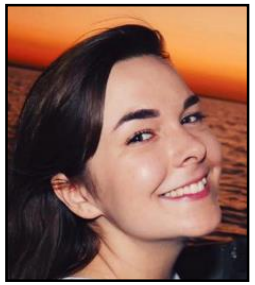
The allergens

Which allergens must be legally declared?

Peanuts

Peanuts are actually a legume and grow underground, which is why they are sometimes called a groundnut.

Where they're found: Peanuts are often used as an ingredient in biscuits, cakes, sweets, curries, desserts, sauces (such as satay sauce), garnishes as well as in groundnut oil and peanut flour.



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The allergens

Which allergens must be legally declared?

Milk

Where it's found: Milk is a common ingredient in butter, cheese, cream, milk powders and yoghurt. It can also be found in foods brushed or glazed with milk, and in powdered soups and sauces.

Food allergy can kill…
Celia Marsh, a 42-year-old dental nurse from Melksham in Wiltshire, died on 27th December 2017 after eating a Super-Veg Rainbow Flatbread containing a yoghurt that was supposed to be dairy-free, but was found to be contaminated with dairy.

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The allergens

Which allergens must be legally declared?

Sesame

Where it's found: Sesame seeds can be found in bread (sprinkled on hamburger buns or used in flour), breadsticks, houmous, sesame oil and tahini. They are sometimes toasted and used in salads.

Natasha Ednan-Laperouse

The death of a 15-year-old girl following a severe allergic reaction is a "daily battle and the pain is indescribable", her family have said.

Natasha Ednan-Laperouse's father's efforts when she collapsed during their flight from Heathrow to Nice in 2016 were sadly not enough to save her.

Despite the use of two Epipens administered by her father, she was declared dead at a hospital in the French city later the same day.

Shortly before boarding the plane Natasha had eaten an artichoke, olive and tapenade baguette purchased from the main Pret a Manger shop in Terminal 5 at the west London airport.

The bread contained sesame seeds which Natasha was allergic to - but were not listed on the ingredients.

Processing aids

Article 9(1)(c)
(labelling of certain substances or products causing allergies or intolerances)

Article 9

List of mandatory particulars

1. In accordance with Articles 10 to 35 and subject to the exceptions contained in this Chapter, indication of the following particulars shall be mandatory:

(a) the name of the food;

(b) the list of ingredients;

(c) any ingredient or processing aid listed in Annex II or derived from a substance or product listed in Annex II causing allergies or intolerances used in the manufacture or preparation of a food and still present in the finished product, even if in an altered form;

Examples

Examples of raw ingredient; compound ingredients and processing aids

Raw ingredient

Compound ingredient

Processing aid

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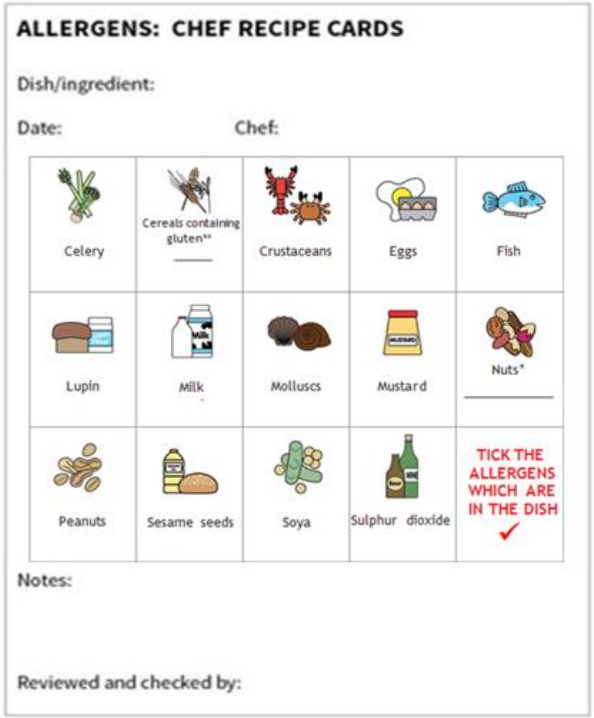
Compound ingredients

A compound ingredient – Worcestershire Sauce

Identifying allergens in a dish

How can your chefs communicate what allergens are in the dishes they prepare?



ALLERGENS: CHEF RECIPE CARDS

Dish/ingredient:

Date: Chef:

Celery	Cereals containing gluten**	Crustaceans	Eggs	Fish
Lupin	Milk	Molluscs	Mustard	Nuts*
Peanuts	Sesame seeds	Soya	Sulphur dioxide	TICK THE ALLERGENS WHICH ARE IN THE DISH ✓

Notes:

Reviewed and checked by:

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Communicating allergen info to customers

How do your serving staff communicate allergen information to your customers?

Foods that are not prepacked etc. containing an allergenic substance or product etc.

5.—(1) ***A food business operator* (YOU)** who offers for sale a relevant food to which this regulation applies ***may make available the particulars specified in Article 9(1)(c) (labelling of certain substances or products causing allergies or intolerances)*** in relation to that food by any means the operator chooses, including, subject to paragraph (3), ***orally.***

(2) This regulation applies to a relevant food that is offered for sale to a final consumer …

(3**) Where a food business operator intends to make available the particulars specified in Article9(1)(c) relating to a relevant food orally**, and a substance or product listed in Annex II or derived from a substance or product listed in Annex II is used as an ingredient or processing aid in the manufacture or preparation of the food, the operator **must indicate that details of that substance or product can be obtained by asking a member of staff**.

(4) The indication mentioned in paragraph (3) must be given—

on a label attached to the food, or

on a notice, ***menu, ticket or label that is readily discernible by an intending purchaser*** at the place where the intending purchaser chooses that food.

(5) … a food business operator (make)clear reference to the name of the substance or product listed in Annex II …

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Communicating allergen info to customers

5. How do your serving staff communicate allergens to your customers?

Or verbally, but only if you display a notice, for example:

FOOD ALLERGIES and INTOLERANCES

Please speak to our staff about the ingredients in your meal, when making your order.

Thank you.

Chloe Gilbert

Not having a notice can cost a life…

Takeaway owner is ordered to pay just £3,000 after schoolgirl, 15, died from severe allergic reaction from yoghurt she didn't know was in kebab

Mail

- There were no signs in the shop alerting customers to the presence of any allergens in food, nor in the menus
- Benotman, who ran the takeaway for 10 years, was advised he needed to put up a sign which could be seen by customers
- He failed to do so
- *'This sad case illustrates the importance for food businesses to provide accurate allergen information to their customers and alongside this maintain suitable Food Safety Procedures to ensure risks to public health are addressed.'*

  Stuart Brown, Trading Standards Team Leader for Bath and North East Somerset Council

Communicating allergen info to customers

DISHES AND THEIR ALLERGEN CONTENT - [INSERT THE NAME OF YOUR FOOD BUSINESS HERE]

DISHES	Celery	Cereals containing gluten	Crustaceans	Eggs	Fish	Lupin	Milk	Molluscs	Mustard	Nuts	Peanuts	Sesame seeds	Soya	Sulphur dioxide
Tuna Salad [example]	✓			✓	✓		✓		✓					

Review date: Reviewed by:

You can find this template, including more information at www.food.gov.uk/allergy

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Communicating allergen info to customers

‘May contain …’

DISHES AND THEIR ALLERGEN CONTENT - [INSERT THE NAME OF YOUR FOOD BUSINESS HERE]

DISHES	Celery	Cereals containing gluten	Crustaceans	Eggs	Fish	Lupin	Milk	Mollusc	Mustard	Nuts	Peanuts	Sesame seeds	Soya	Sulphur Dioxide
Tuna Salad [example]	✓			✓	✓		✓		✓					
Victoria Sponge		✓ WHEAT					✓			MC				

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Allergen management – what to consider

You must consider allergens at all stages of food production:

1. **Customer information**
2. **Labelling and storage**
3. **Deliveries**
4. **Staff training**
5. **Food preparation**

Allergen management – what to consider

Customer information

- It is best practice to provided allergen information in writing and up front, e.g. on a menu or chalkboard or by asking a member of staff.
- Alternatively there should be a clear sign letting customers know where to find allergen information (e.g. ask our staff about allergens)
- Staff should know where allergen information is kept and be knowledgeable enough to deal with allergen information queries
- The information provided by staff must be accurate, consistent and up-to-date, ideally taken from chef recipe cards or a dish matrix

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Allergen management – what to consider

Labelling

- Give detailed allergen information in the name or description of dishes on the menu, especially if they include the allergen, e.g. chocolate and almond slice
- Remember to update the menu, chef cards and dish matrix when recipes change or ingredients are substituted
- Check pre-packed food labels so you know what allergens are in them

Storage

- Store the allergenic foods/ingredients separately in sealed containers to prevent cross contamination
- Clearly label ingredient containers so you know what allergens are in them

Allergen management – what to consider

Deliveries

- Check deliveries to make sure you have the correct order and allergen labelling information is provided
- If any items have been substituted, make sure you have been given the new allergen information, and update your allergen/ingredient information on your menu
- Each item delivered needs to be stored in the correct place, clearly labelled

Allergen management – what to consider

Staff training

- All staff should receive at least basic allergen awareness training **before** they start the job, e.g. the FSA online allergy training http://allergytraining.food.gov.uk/english
- Staff training records must be up to date
- Staff must have regular refresher training
- Staff must know where allergen information can be found

Allergen management – what to consider

Food preparation – Avoid cross contamination

- When preparing an allergen free meal, make sure work surfaces are thoroughly cleaned
- Check that all utensils and kitchen equipment have been thoroughly cleaned
- Make sure staff wash their hands thoroughly before preparing the dish
- Allergen free meals need to be prepared in an area of the kitchen where there is no risk of cross contamination
- Utensils used for preparing other meals should not be used when preparing allergen free meals, best practice is to use designated allergen free utensils (purple)
- Once prepared the meal should be handled separately and taken directly to the customer. Storing it with other prepared meals risks cross contamination
- Remember that some garnishes/toppings are often allergens, e.g. sesame seeds, walnuts

Apply these rules to all food you prepare and consider cross contamination

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The difference between allergy and intolerance

Food allergy

An allergic reaction is a response caused by the body's immune system when exposed to an allergen the person is allergic to.

A severe allergic reaction is called **anaphylaxis.** This is a medical emergency and an ambulance should be called immediately.

In rare cases the reaction can be so severe it can be fatal.

Food intolerance

A food intolerance can cause unpleasant symptoms, such as diarrhoea, but doesn't involve the immune system.

Some people with an intolerance to certain foods may typically eat a small amount without having any problems.

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The signs and symptoms of an allergic reaction

Allergic reactions can be mild, moderate or severe.
Symptoms can include:

- Swelling to the lips, face or eyes
- Itchy/tingling mouth
- Itchy and/or red skin rash (hives)
- Abdominal pain/vomiting
- Struggling to breathe
- Dizziness and confusion
- Sudden feeling of weakness
- Loss of consciousness
- Death

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What to do if things go wrong

- Do not move them
- Call 999 and ask for an ambulance with a paramedic straight away – have the post code to hand
- Explain that your customer is in anaphylactic shock (pronounced ‘ana-fil-ac-tick’)
- Send someone outside to wait for the ambulance
- Check for an adrenaline auto injector e.g. Epi pen, help them to get it.

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What to do if things go wrong

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Investigating an incident

After an incident you must identify what happened and take steps to prevent it happening again:

- **Attitude:** make sure all your staff understand how important it is to thoroughly check for allergens if asked
- **Information:** make sure you keep up to date ingredient and allergen information for all foods, including ready-made products, and staff know where to find it and how to check it
- **Preparation:** review the way that staff prepare dishes (including allergen free dishes) and identify possible sources of cross contamination (cleanliness, sharing utensils, space etc.)
- **Accuracy:** ensure your menu descriptions are accurate
- **Review:** review food allergen procedures based on your findings
- **Implement:** make the changes you have identified as necessary
- **Re-train:** train your staff on the new procedures
- **Supervise:** ensure the new procedures are being followed

Yes or No?

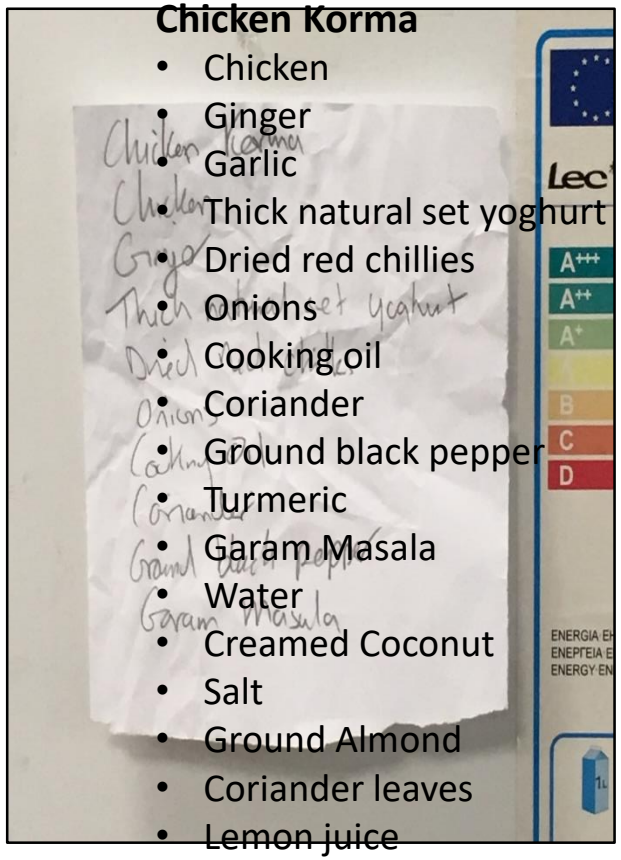
Group 1- Chicken Korma

Group 2 – Special fried rice

Group 3 – Four Seasons pizza

Yes or No?

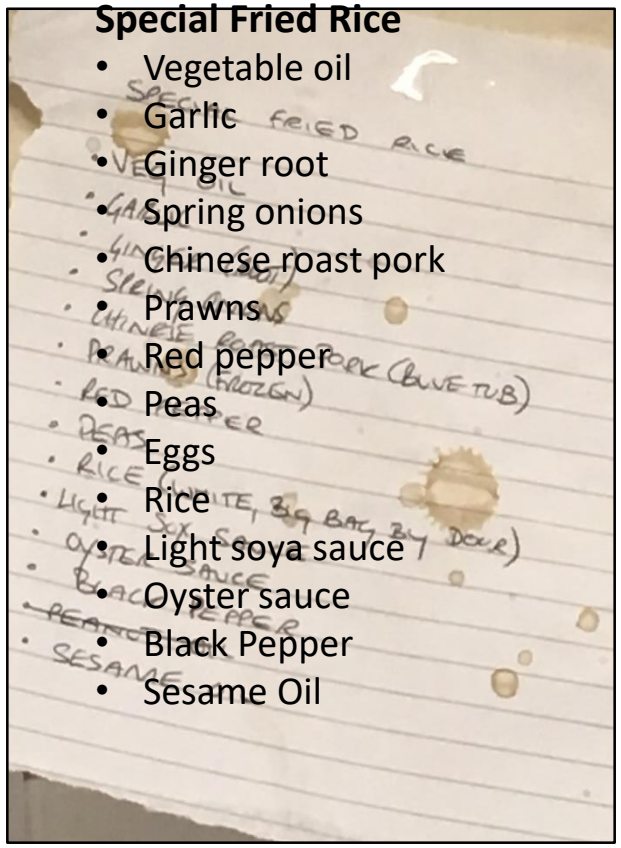
Chicken Korma



Chicken Korma

- Chicken
- Ginger
- Garlic
- Thick natural set yoghurt
- Dried red chillies
- Onions
- Cooking oil
- Coriander
- Ground black pepper
- Turmeric
- Garam Masala
- Water
- Creamed Coconut
- Salt
- Ground Almond
- Coriander leaves
- Lemon juice

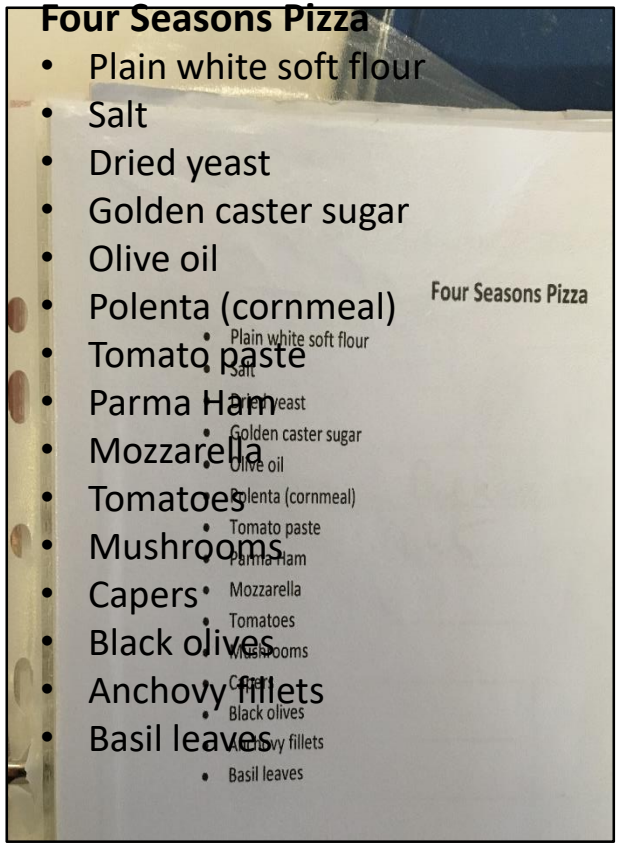
Special Fried Rice



Special Fried Rice

- Vegetable oil
- Garlic
- Ginger root
- Spring onions
- Chinese roast pork
- Prawns
- Red pepper
- Peas
- Eggs
- Rice
- Light soya sauce
- Oyster sauce
- Black Pepper
- Sesame Oil

Four Seasons Pizza



Four Seasons Pizza

- Plain white soft flour
- Salt
- Dried yeast
- Golden caster sugar
- Olive oil
- Polenta (cornmeal)
- Tomato paste
- Parma Ham
- Mozzarella
- Tomatoes
- Mushrooms
- Capers
- Black olives
- Anchovy fillets
- Basil leaves

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Yes or No?

- Sesame
- Mustard
- Wheat
- Milk

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Yes or No?

Chicken Korma
- Chicken
- Ginger
- Garlic
- Thick natural set yoghurt
- Dried red chillies
- Onions
- Cooking oil
- Coriander
- Ground black pepper
- Turmeric
- Garam Masala
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Yes or No? – Chicken Korma

Sesame

Mustard

Wheat

Milk

Chicken Korma

- Milk – yoghurt
- Sesame – garam masala
- Mustard – garam masala
- Almonds
- Soya – vegetable oil

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Yes or No? – Special Fried Rice

Sesame

Mustard

Wheat

Milk

Special Fried Rice

- Crustaceans - prawns
- Soy – soy sauce & Chinese roast pork
- Wheat - soy sauce & Chinese roast pork
- Egg
- Molluscs – oyster sauce
- Soya – vegetable oil

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Yes or No? – Four Seasons Pizza

Sesame

Mustard

Wheat

Milk

Four Seasons Pizza

- Milk – mozzarella cheese
- Sulphites – Parma ham
- Wheat - flour
- Fish - anchovy

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Megan Lee

The law, what can be expected…

Megan Lee died on 1st January 2017 after eating food containing peanuts from the Royal Spice takeaway in Oswaldtwistle, Lancashire; she had made serving staff aware of her allergy but this was not communicated to the kitchen staff.

The manager Harun Rashid, 38, was found guilty of manslaughter by gross negligence and sentenced to 3 years imprisonment. The owner and chef Mohammed Abdul Kuddus, 40, appealed his case on the basis that he was not made aware of the need for an allergen free meal.

In sentencing, Mrs Justice Yip told them Megan was responsible enough to highlight her allergies when placing the order but "sadly the same responsibility was not at your end".

Any questions?

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Thank you

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