



The University Caterers Organisation

CODE OF PRACTICE FOR
**FOOD ALLERGEN
MANAGEMENT**

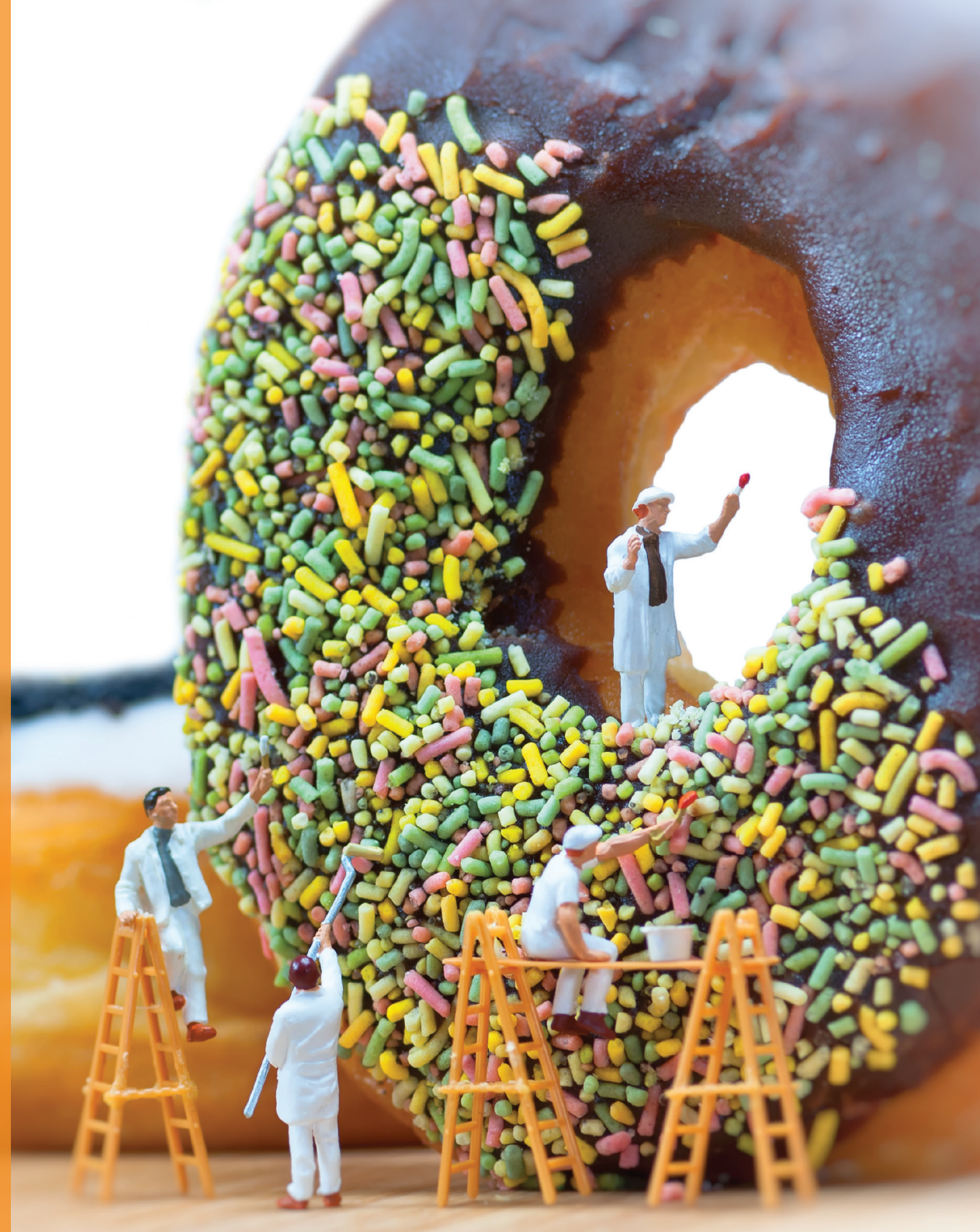


An independent and objective Code of Practice on the management of food allergen awareness for TUCO members; endorsed and in due course accredited.

This code of practice and related accreditation will help members to illustrate their commitment to the safe management of food allergens to all members of their community, to enhance customer experience and help to alleviate parental concerns regarding food allergies.

It will help members to comply with current legislation concerning food allergens and act as additional due diligence evidence to support the management of food safety on site.

It is designed as an independent review of the systems of food allergen management in place, leading to opportunities for consultative input and recommendations for improvement.



◀ CODE OF PRACTICE STANDARDS FOR COMPLIANCE ▶

1. FOOD ALLERGEN POLICY

Members have a written Food Allergen Policy stating their commitment to reducing the risk to members of their community and visitors with regard to the provision of food and the consumption of allergens in food that could lead to an allergic reaction.

1.1

The Food Allergen Policy is made readily available for customers and staff to access and read.

1.2

The Food Allergen Policy is reviewed annually.

1.3

The Food Allergen Policy details those who have responsibility for the management of food allergens within the organisation.

2. SUPPLY & TRACEABILITY

Members ensure traceability of their raw ingredients using robust supply chain controls.

2.1

TUCO approved suppliers are used.

2.2

There is a procedure in place whereby the supplier notifies members of any changes to the ingredients of produce supplied.

2.3

There is a procedure in place for suppliers to notify any substitution of orders, where the members must agree any substitutions before delivery.



2.4

There is a procedure in place whereby suppliers notify members of any product recalls issued by the Food Standards Agency due to allergen contamination.

2.5

Any emergency purchases made with petty cash are “like for like”. If alternative brands are purchased, allergen ingredients must be checked and communicated.

2.6

Members ensure that non-TUCO approved suppliers apply the relevant control measures necessary to comply with this section.

2.7

Members ensure that any vending machine suppliers apply the relevant control measures necessary to comply with this code of practice.

3. FOOD ALLERGEN MANAGEMENT FROM DELIVERY TO SERVICE

In accordance with Regulation (EC) 852/2004, which is implemented in the UK under The Food Safety and Hygiene Regulations 2013, members adopt a food safety management system based on the principles of Hazard Analysis and Critical Control Points (HACCP). The member's Pre-requisites, Food Safety Management systems plans and procedures consider and include Food Allergens as a hazard when calculating and controlling the risks to food safety.

3.1 DELIVERY

The following checks are made on delivery:

- The goods received are the goods that were ordered, and no substitutes have been made without prior agreement.
- Checks are made for damaged packaging or spillages that could result in contamination with allergens.
- If ingredients are delivered not pre-packed, members ensure that the supplier gives the ingredient information, and this is communicated to all involved in food production.

3.2 STORAGE

- Storage areas provide conditions suitable to ensure product identity and to prevent cross contamination of food allergens.
- Food Allergens are stored in clearly marked, sealed containers on dedicated shelves or areas of the stores, fridge or freezer.
- Ingredients labels are clearly identifiable.
- Care is taken in the transfer of ingredients from original packaging into storage containers and ingredient information retained and clearly labeled on the new container.
- A spillage plan is in place to clean up allergenic ingredients.

3.3 PREPARATION

- All food preparation staff know how to recognise the food allergenic ingredients on food labels.
- Standardised recipes are used to ensure consistency of dish ingredients across the organisation.
- Meals for food allergic/food intolerant or coeliac customers are prepared separately from normal meals, either at a separate time or in a separate area.
- Thoroughly cleaned or separate surfaces, utensils and containers are used for non-allergenic foods.
- Food preparation staff apply stringent handwashing and cleanliness of PPE



following handling and use of food allergens.

- Single use disposable cloths are used to clean surfaces thoroughly before and after the use of food allergens.
- Procedures are in place to demonstrate the steps that are taken in order to produce safe food. These may include: Written records, frequency of records, verification of record.



3.4 COOKING

- The risk of cross contamination of food allergens is considered and controlled as part of the Food Safety Management System, for all methods of cooking.
- Where appropriate members use separate fryers/toasters/ovens/grills/temperature probes for food allergens.
- Special consideration is given to the use of cooking oil that is used for food allergens that may contain residues of nuts/fish/gluten.
- Unused foods are clearly labelled and covered to allow identification for next shift.
- Staff are aware that cooking will not make allergens disappear or reduce them to a safe level.

3.5 SERVICE & DISPLAY

- The risk of cross contamination of allergens is considered and controlled as part of the Food Safety Management System in all:
 - Food retail display areas.
 - Take-away food service areas including; sandwich bars, street food, pop ups and mobile units.
 - Hot holding and cold holding service areas.
 - Vending machines that are managed in house.
- Thoroughly cleaned or separate surfaces, utensils and containers are used for non-allergenic foods.
- Controls are in place to reduce the risk of accidental cross-contamination by

self-serving customers:

- Self-service is kept to a minimum and/or food for allergic/intolerance/coeliac customers food is served on separate covered and labeled plates.
- Food Service staff apply stringent handwashing and cleanliness of PPE following handling and use of food allergens.
- Food allergens are not removed from a plate and reserved following a mistake. Entire dish is prepared again from scratch.
- Service staff give correct allergen information when asked or go to find information from another person if unsure.



4. FOOD ALLERGEN LABELLING

Members adhere to their responsibilities under The Food Information Regulations 2014 (FIR) that establish the enforcement measures for Regulation (EU) No 1169/2011 on the provision of food information to consumers (EU FIC).

4.1

Members provide mandatory information on the presence of any of the 14 major allergens on all loose foods, and on prepacked foods or foods that are prepacked for direct sale.

4.2

Members are aware of and make provision for the regulation concerning the terms “Gluten Free” (GF) and “No Gluten Containing Ingredients” (NGCI).

4.3

Food allergen information given to customers by catering staff is accurate, consistent and verifiable upon challenge and a process is in place to enable accurate information is provided to all catering staff.



5. COMMUNICATION

Members demonstrate effective communication throughout their community, regarding food allergens.

5.1

Food allergen provision is highlighted in marketing material and all food production and service areas, including delivered catering.

5.2

Allergen information is provided for customers/staff at the first point of contact:

- At induction
- During Fresher's week
- Following admission

5.3

Food allergen information provided is accurate, accessible, clear and easy to understand.

5.4

Members encourage customers to discuss their requirements. A member of the catering management team meets residential customers with food allergies/food intolerance/coeliac disease within their first week in residence to discuss their needs.

4.4

Correct food allergen information is provided for customers:

- In food retail display areas.
- At hot holding and cold holding service areas.
- In vending machines.
- For Hot and Cold Buffets.
- On restaurant menus or by restaurant service staff.

4.5

Members display signs inviting customers to ask about allergenic ingredients. The signs are displayed prominently at the point at which customers are making their food choices.

4.6

A procedure is in place to record and communicate any changes in ingredients to staff: either due to substitute products or a change in the menu information.

4.7

Staff need to be aware of the possibility of allergens that are not in the 14 major allergens.



5.5

The Conference and Events team communicate with the Catering department to ensure that all conference delegates are provided with a range of food that is suitable and safe for them to eat.

5.6

There is a system in place to communicate changes in ingredients of foods served to both staff and customers. Customers should be encouraged to enquire about allergen content each time they eat, even if they are regular customers.

5.7

There is an effective communication system in place between front of house and back of house.

5.8

Members work with any catering franchises under their control to ensure that food allergen control measures are in place in order to comply with this code of practice.

6. TRAINING

Members demonstrate their commitment to specific food allergen training for those team members involved in providing food.

6.1

All food handlers and conference booking staff receive food allergen awareness training as part of their induction. This includes either the TUCO Food Allergen Awareness online training course or the Food Standards Agency online course.

6.2

Supervisory and Management staff complete the TUCO Level 3 Managing Food Allergens course within the first 6 months of employment.

6.3

Regular food allergen updates are given to team members as part of daily team briefings.

7. EMERGENCY PROCEDURES

Members have Emergency Procedures for dealing with anaphylaxis and for recording food allergen related incidents.

7.1

Members have an emergency first aid plan in the event of a diner falling into anaphylactic shock.

7.2

The procedures detailed in the emergency plan are up to date and rehearsed.

7.3

Catering Managers record any incidents of reaction to a food allergen, including near misses, investigate the incident, review procedures and make changes as required.

6.4

Staff know where to find out about ingredients of dishes and report any concerns regarding food allergens to line managers.

6.5

Refresher training on allergens is carried out on a regular basis as part of the team briefings.

6.6

Food allergen training records are kept and current.



8. AUDITING & REPORTING

Members demonstrate their commitment to continually high standards of food allergen management.

8.1

Catering management team carry out internal food allergen audits at least every 6 months, which include desk based and visual audits.

8.2

Audit results are recorded, and any highlighted issues and corrective action taken noted.

8.3

Any feedback or relevant information provided following an EHO or Trading standards visit or private sector inspection is recorded and noted as part of the internal audit.



8.4

External audits will be carried out annually at the same time as inspection of the Food Safety Management System.







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