



Food Allergies Policy

Policy

1. Premier Le Reve Hotel & Spa is committed to reducing the risk to members of the Hotel and Guests with regard to the provision of food and the consumption of allergens in food which could lead to an allergic reaction.
2. This policy will be placed on the hotel's website and will be annually reviewed.

Statement

3. Premier Le Reve Hotel & Spa is not in a position to guarantee a completely allergen free environment, rather to minimize the risk of exposure, encourage self-responsibility, and plan for effective response to possible emergencies.

Objectives of this policy

4. To promote awareness of the nature of food allergens and bring these to the attention of Staff members.
5. To provide clear guidance to all catering staff on their responsibilities for the provision of food to members of the hotel and guests with a confirmed food allergy.
6. To ensure that appropriate education/training is available and implemented for any catering staff involved in providing food to customers with food allergies.
7. To ensure appropriate information and support is available for staff.

Allergy Labelling Legislation

8. We are aware of that as of 13th December 2014, new legislation (the EU Food Information for Consumers Regulation 1169/2011) requires food businesses to provide allergy information on food sold unpackaged. There are also changes to existing legislation on labelling allergenic ingredients in prepacked foods. More information about the new European legislation can be found on the European Commission website.
9. The new legislation only covers information about major allergens intentionally used as ingredients. They do not cover allergens present following accidental contact.

Background

What is a food allergy?

10. Food allergies involve the body's immune system. The body reacts to certain allergens in food by producing antibodies, which can cause immediate and sometimes severe symptoms such as: itching or strange metallic taste in the mouth; swelling of the throat and tongue; difficulty in swallowing or speaking; abdominal cramps, nausea and vomiting; skin hives (nettle rash) anywhere on the body; and in most extreme cases difficulties in breathing and a severe fall in blood pressure (anaphylactic shock). In extreme cases this can prove fatal.

What is food intolerance?

11. This does not involve the immune system in the same way and is not usually as severe as a food allergy. Symptoms usually take longer and may include headaches, fatigue and digestive problems.
12. Food intolerance is harder to diagnose than a food allergy. The person with a known allergen trigger may know what food ingredient will provoke a reaction. However, they may well have eaten this food or a specific dish previously and had no adverse reaction.

Who is at risk?

13. Anybody can develop a food allergen or intolerance at any time in their life irrespective of whether they have consumed the food previously. A person with an allergy is at risk even if they consume a small amount of the food allergen.
14. The proportion of the UK population with a true food allergy is approximately 1-2% of adults and 5-8% of children which equates to around 1.5 million in the UK. In addition, about 1:100 of the UK population has coeliac disease and needs to avoid gluten.

Common Food Allergens

15. Listed below:
 - Cereals containing gluten, (i.e. wheat, rye, barley, oats, spelt, kamut or their hybridized strains) and products thereof
 - Crustaceans and products thereof
 - Eggs and products thereof
 - Fish and products thereof
 - Peanuts and products thereof
 - Soybeans and products thereof
 - Milk and products thereof (including lactose)
 - Nuts i.e. almonds, hazelnuts, walnuts, cashews, pecan nuts, Brazil nuts, pistachio nuts, macadamia nuts and Queensland nuts and products thereof
 - Celery and products thereof
 - Mustard and products thereof
 - Sesame seeds and products thereof
 - Sulphur dioxide and sulphites at concentrations of more than 10 mg/kg or 10 mg/litre expressed as SO₂.
 - Lupin and products thereof
 - Molluscs and products thereof

An allergen identification table is set out in **Appendix 1**.

16. People may report allergies to other foods not on the above list. Most common in the UK are kiwi, peas, other legumes (beans etc), other seeds and other fruits and vegetables. In some cases, people only need to avoid these when raw and can have them cooked.

Responsibilities

17. The Head Chef, or in his absence the Sous Chef/Third Chef, is responsible for ensuring that any food provided for hotel members or guests with a food allergy is appropriate for their needs.
18. The Head Chef will ensure that the kitchen has stock or can access the necessary stock ingredients to offer suitable alternatives for people with allergies, intolerances and coeliac disease. This includes wheat/gluten free bread and pasta, and alternatives to cow's milk and butter/margarine spreads (e.g. milk free spread). Soya milk is available on request.
19. The Head Chef will ensure that allergen information is provided on all food/listed in the list of 'Common Food Allergens' listed above. This information will be supplied in **Allergy Data Sheets (see Appendix 2)** that can be easily seen by Hotels members and guests. This also applies to food pre-packed such as wraps and sandwiches. The location of Allergy Data Sheets is set out in **Appendix 3**.

Staff Training

20. All chefs must also attend the following mandatory courses:
 - Food Hygiene Certificate
 - A recognised training course on Food Allergy Awareness
21. The butlers and catering service assistants must attend the following mandatory courses:
 - Basic Food Hygiene Certificate
 - Food Allergy Awareness (delivered internally or externally)
22. All training records will be maintained in the HR Department . The records will also show annual refresher training. **Appendix 6** shows the training record form.
23. Casual service staff must be trained on food allergy awareness and local procedures by the Head Butler or his/her deputy before commencing work.
24. There should be at least two first-aiders in the catering departments. All catering department staff must be trained in the signs and symptoms of an allergic reaction and emergency response procedures – **see Appendix 5**.

Good Kitchen and Service Practices

Kitchen

25. All dishes which are produced in house will be from standard ingredients from 'approved' suppliers. Any ingredient changes/supplier changes affecting standard ingredients will be detailed.
26. Where allergenic ingredients are packaged openly/loosely, they are stored separately to reduce the risk of contamination.
27. Equipment/utensils used in the preparation of food for people with a food allergy are cleaned according to standard procedures (see HACCP manual) which under normal circumstances should be sufficient.
28. A specific area of the kitchen will be sought for the preparation of any food for someone with a food allergy. The area will be sanitised before it is used to prepare food. Separate identifiable chopping boards.

29. When cooking food for people with a food allergy or intolerance the chef will wear gloves and will wash their hands before and in-between preparation tasks.
30. All food produced for people with food allergy or intolerance will be placed away from other food and covered in cling film. It will then be clearly marked with the person's diet.
31. Where dishes contain common allergens, they are clearly labelled at the entrance to the dining area.

Food Service

32. On receipt of the food the supervisor on duty must check that the special meal ordered for the person with a food allergy or intolerance has been supplied and is appropriate for the person. Any concern should be immediately discussed with appropriate kitchen staff.
33. Normal food handling procedures should apply (e.g. washing hands, wearing disposable gloves and aprons).
34. Staff are aware to keep serving utensils separate to avoid cross contamination.
35. All tables are cleaned with an appropriate solution.

Good communication

36. Staff are trained to escalate any concerns a hotel member or guests may have regarding a food allergy or intolerance to a line manager if they are unsure.
37. **Appendix 4** sets out the steps people with food allergies should take when they are dining in the Hotel.

Appendix 1

Allergen Identification Table

The examples given are not exhaustive.


































Cereals containing gluten e.g. Wheat, Rye, Barley, Oats, Spelt and Kamut	<p>Bread, wheat flour, biscuits, crackers, pasta, breakfast cereals (including items like breadcrumbs and batter), cakes, pastry, semolina, soya sauce</p> <p>It is also found in many processed foods such as soups, gravies, sauces, sausages, haggis, fish cakes and all processed foods must be checked to ensure they are gluten free.</p>
Celery and Celeriac e.g. Stalks, Seeds and Leaves	Salads, soups and celery salt, stock cubes, stew pack, some meat products
Eggs. e.g. Hens, Duck, Turkey Quail, Goose, Gull and Guinea Fowl	Cakes, sauces, pasta, mayonnaise, glazed produces, some meat products (e.g. meatloaf, used as a binder), quiche, mousse, foods brushed with egg, Quorn
Fish, Crustaceans and Molluscs e.g. all Fish, Prawns, Lobster, Crab, Clams, Oysters, Mussels and Langoustine	Soy and Worcestershire sauce. Thai fish sauce, relish, some salad dressing, fish extracts, oils and paste
Milk. e.g. Cows, Sheep and Goat	<p>Milk powder, yoghurt, butter, margarine, cheese, cream, ghee, milk glazed products, ice cream, custard and other milk puddings</p> <p>Milk power and milk products are used in many manufactured products.</p> <p>Some processed meats, chocolate, some canned fish, Quorn.</p>
Mustard	Mustard paste, seeds, leaves, flour, salad dressings, marinades, soups, sauces (e.g. cheese sauce), curries, some meat products, occasionally cheese scones.
Peanuts	<p>Arachis or groundnut oil, peanut flour, satay sauce, refined peanut oil.</p> <p>Cakes, biscuits, ice cream desserts, breakfast cereal, salad dressing, confectionary and vegetarian products.</p>
Other nuts e.g. Walnuts, Cashew, Pecan, Brazil, Pistachio, Macadamia, Queensland, Almonds, Hazelnut, Pinenut, Chestnut	Cakes, biscuits, sauces, desserts, bread, crackers, ice cream desserts, praline (hazelnut), some choc spreads, nut butters, essences and oils, marzipan and frangipane (almond), pesto, nut salad dressings, breakfasts, confectionary, vegetarian products.
Sesame seeds	Oil or paste, tahini, houmous, furikake, gomashio, bread
Soya e.g. Flour, Tofu, Beancurd, Textured Soya	Tofu, textured vegetable protein, soy sauce, soy

Protein, Soy Sauce and Edameme Beans	bean flour used in cakes, biscuits, pasta, burgers, sausages, confectionary. Dairy products made from soya beans including soya milk and some ice creams
Sulphur Dioxide and Sulphites	Some meat products, stock cubes, bouillon mix, fruit juice drinks, dried fruit/vegetables, wine, beer, cider
Lupin Seeds and flour	Some types of break and pastries, e.g. waffles particularly those manufactured in France and Belgium)

Appendix 2 (Example Allergy Data Sheet)

Allergy Data Sheet

Day: Date:

ALLERGIES	CEREAL 	EGGS 	FISH 	PEANUTS 	CRUSTACEANS 	SOYA BEAN 	NUTS 	CELERY 	MUSTARD 	SESAME 	SULPHUR DIOXIDE 	LUPIN 	MOLUSCS 	MIK 
Tomato Bean Soup														
Chicken Curry														
Spaghetti Bolognaise														
Pizza														
Pasta Bake														
Vegetable Curry														
Chicken Curry														
Pizza														
Vegetable Curry														

Appendix 3

Location of Allergy Data Sheets in Premier Le Reve Hotel & Spa

Venue	Location of Allergy Data Sheets
Lobby Area	Info Board
Main restaurant	Salad corner – pastry corner – Hot station
Public area	Info board
Italian Restaurant	Entrance
Mandarin Restaurant	Entrance
Mermaid Restaurant	Entrance
Miyako Japanese Restaurant	Entrance
Staff Restaurants	Entrance

Appendix 4

Staff members and Guests with food allergies dining in the Hotel

The risks of eating food prepared by others can be reduced significantly through good communication. It is the responsibility of the person with the food allergy to ensure that the correct steps are carried out to reduce as many of the risks as possible.

What should staff members do?

1. As soon as you join the hotel , please inform the HR Department regarding any known food allergies to inform the catering departments.
2. Please advise the HR Department if you have a life-threatening food allergy. A meeting will be set up where all concerned attend to put in place a protocol. If you carry lifesaving medication like an EpiPen, you should carry this medication with you at all times when you are in the Hotel.
3. At food service, you should check the **Data Allergy Sheet** on display. If you are allergic to a food that is not on the regulatory list, it will not be included on the Data Allergy Sheet provided.
4. You should make yourself known to a member of the service staff to communicate clearly your food allergy. Information regarding your food allergy will be known to the Kitchen if you have entered this information in the Meal Booking System and have signed in for the meal.
5. For staff meal, you should only eat the food on offer if you are content that the person you have informed about your food allergy has clearly understood everything you have communicated. Food service staffs are trained to seek assistance if they are unsure what is in the food.

What should guests do?

1. Advise your event organizer , agent representative or service staff about your food allergy as soon as possible before you arrive at the hotel.
2. At food service, you should check the **Data Allergy Sheet** on display. If you are allergic to a food that is not on the regulatory list, it will not be included on the Data Allergy Sheet provided.
3. You should make yourself known to a member of the service staff to communicate clearly your food allergy. **It is advisable to give the hotel staff a clearly written or typed card with the foods you need to avoid.** Information regarding your food allergy will be known to the Kitchen if your event organizer has passed this information to the Conference & Events Office.
4. You should only eat the food on offer if you are content that the person you have informed about your food allergy has clearly understood everything you have communicated. Food service staffs are trained to seek assistance if they are unsure what is in the food.

Appendix 5

Actions in the event of someone suffering a severe allergic reaction

Immediate action is vital.

- If an allergic person becomes ill, it is likely that person – or someone with them – will state that they are suffering an allergic reaction. They may use the word

“ANAPHYLAXIS”

- Immediately send someone to dial 123 giving the following information: **“This is an emergency. A customer has collapsed and we believe they are suffering from anaphylaxis”**. (Pronounced Ana-fill-axis).
- Speak clearly so that the ambulance crew will know exactly where to come.
- The Lodge should be contacted immediately after the 123 phone call. The Lodge will stand at the Hotel entrance to direct the ambulance crew to the patient.
- Request the assistance of the hotel doctor until the ambulance crew arrive.
- Keep calm and make the patient feel comfortable.

All staff trained in First Aid will know what to do if someone suffers from anaphylaxis.

Note: Severe reactions can take place within a few minutes and in very extreme cases where prompt treatment is not sought – can be fatal.

If a protocol is in place for the person then this will be followed.

Appendix 6

**Food Allergies Policy
Training Document and Information**

I have received, read and understood the attached Food Allergies Policy.

I have a copy for my own information for referral.

Signed

Supervisor/Manager's signature.....

Date