

# **Food Allergies & Intolerances**

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## Food Allergies Policy

### Policy

1. Timeless Inns are committed to reducing the risk to their customers with regard to the provision of food and the consumption of allergens in food which could lead to an allergic reaction.
2. Timeless Inns is not in a position to guarantee a completely allergen free environment, instead their aim is to minimise the risk of exposure, encourage self-responsibility and plan for effective response to possible emergencies.
3. Our Kitchens are small and produce a number of different dishes at a fast pace. Due to this, we cannot guarantee that any dish is free from any allergens. Therefore, every dish on our menus may contain any of the 14 listed allergens: celery, cereals containing gluten, crustaceans, eggs, fish, lupin, milk, mollusc, mustard, nuts, peanuts, sesame seeds, soya and sulphur dioxide.

### Responsibility

1. The customer has the responsibility to clearly identify their allergy to a staff member immediately.
2. All staff members will follow the required steps with caution to ensure the risk of allergic reaction is minimised; this is presented in the Food Allergy & Intolerance Prevention Flow Chart.
3. All staff have the responsibility to communicate with the customer and the kitchen team regarding the customer's allergy.
4. The Directors of the company will ensure all staff receive appropriate training as well as ensure they have the knowledge and confidence to deal with allergens or an allergic reaction.

### Communication

1. Staff are trained to ensure excellent communication is provided between all parties to reduce any risk of an allergic reaction.
2. If they are unsure, all staff are trained to escalate any concerns a customer may have regarding food allergies & intolerances to a line manager.

### Staff Training

1. All staff receive 'Food Allergy Awareness' training within their first 12 weeks of employment. Prior to this, staff must receive guidance from their line manager or an experienced team member when dealing with customers whom have an allergy or intolerance.
2. All Kitchen staff and management complete L2 Food Safety training.
3. All Management & other nominated staff members receive 'Emergency First Aid at Work training'.

# Food Allergy & Intolerance Flow Chart

