

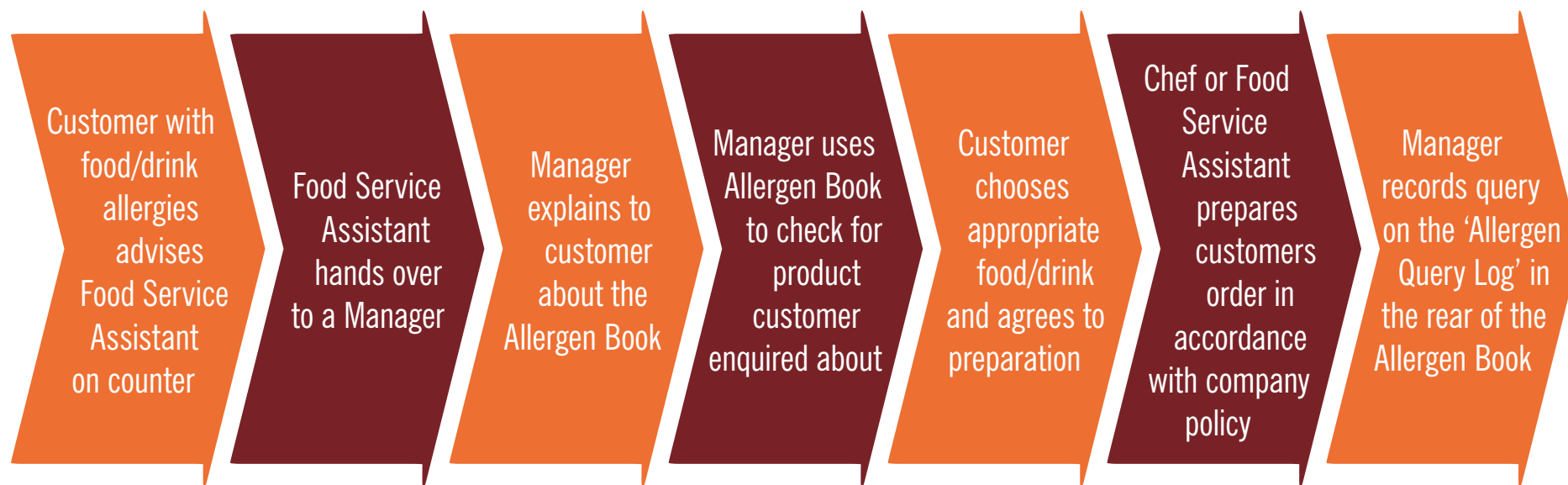


Allergies

Information Book

the *Restaurant* at Haskins

Introduction



Please note that we cannot guarantee the absence of any allergen, as we use shared equipment in a busy, open environment. For this reason some products may not be suitable for those with severe allergies.

Our menu and recipes regularly change so please advise our manager of your allergy every time you visit as we may be using substituted ingredients.

01.

Information for customers

We know that allergic reactions can make some people very ill and can be fatal in extreme cases. We are committed to providing accurate information to help our customers make informed choices about the food and drink we offer.

The information provided in this folder is to help our customers who have allergies and intolerances to make appropriate choices. We ask our restaurant management team to help our customers use this document, however the final decision will always be that of you, the customer.

Pre-packed food & drink

Bottled drinks, crisps, snacks etc that are pre-packed and produced off site will have the allergy information provided on the label.

Open food and drink

The majority of our open food and drink is made in store. The allergen information for all of these products is provided in this folder. Please speak to the Restaurant Management team every time you visit as ingredients in our recipes regularly change. The Restaurant management team can advise you on the preparation methods used to produce products within our kitchens.

Due to our open kitchens & serveries, the chance of cross contamination between product is high. Our set up may not be suitable for those with severe allergies.

02.

Information for team members

We ensure that every member of staff completes a food allergy awareness course every 6 months. This is to give you an understanding of the 14 recognised allergens. However, if an allergy sufferer is provided with incorrect information it can make them very ill. In extreme cases it can be fatal.

If a customer advises you that they have an allergy, or asks about the allergens within any of our food, you must hand the customer over to a member of the management team immediately. The roles in our restaurants who are trained and authorised to handle allergy related questions are:

- Restaurant General Manager
- Restaurant Manager
- Assistant Restaurant Manager
- Restaurant Supervisor
- Head Chef
- Sous Chef

03.

Information for managers

The flow chart shows the process that must be followed.

- Customers who enquire about ingredients or allergens in food or drink must be served by a Manager. The managers authorised to deal with allergen queries are listed on the previous page.
- Under no circumstances should anyone other than those listed assist the customer to make their choice. In addition, no advice must be given after asking a colleague, please don't make any assumptions. Always check the Allergen Book.
- The Manager dealing with the query must explain that Haskins cannot guarantee the absence of any allergen due to the shared environment that food and drink are prepared in. Based on this, any customer who has severe allergies, may be advised that Haskins food/drink may not be suitable for them to consume.
- The manager must use the allergen book to check the product that the customer is interested in purchasing. Ascertain from the customer the ingredients that they cannot eat. The customer should be able to view the data in the book themselves. Find the relevant information in the book and allow the customer to make an informed choice.
- If you are unsure about any aspect of the information that you are giving the customer you must ensure that they are aware of this.
- Once the customer has made their decision their order may be prepared. The Manager serving the customer must ensure that the person preparing the food is aware of the allergy and that they make all the necessary precautions to prevent cross contamination. This will include washing all the relevant equipment and changing their gloves. Dedicated boards, knives and tongs must be used, where relevant & in accordance with your training.
- In order to help prevent contamination, the food or drink, once prepared, must be served to the customer immediately by the person who prepared it.

04.

How to use the allergen book

The folder is split into categories which is located on the first page
e.g. deli, cake counter, etc

Locate the relevant area based upon the customer enquiry

Each page has the food item running down the left-hand side and
one of the fourteen allergens running across the top

- The customer must make their own decision based on the information contained in the Allergen Book.
- Accurately record the details of the query in the 'Allergen query log' at the rear of the Allergen Book

If there are any omissions or issues with the data in the Allergen Book this must be communicated to the Group Catering Manager and Group Catering Administrator at Head Office immediately.

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