

Allergies and Food Intolerances



General Statement

Kingswood places the safety of its customers, in all areas of our operation, as its highest priority. This document outlines our approach and position on 'Allergens' within our kitchens.

If you are;

- Employed within Kingswood and work with food
- A member of staff or guest who suffers from an allergy
- A person acting in loco parentis
- A Caterer providing food for your group

You are required to read this statement and share this information with whomever has requested the meal so that people with high levels of food allergies or intolerances are able to make choices about the food they eat based on their individual levels of sensitivity.

Compliance

As a catering establishment Kingswood is required to ensure that food provided is safe to eat and that information on the allergens contained within the food is available (outlined within; Article 14 EC regulations 178/2002 General Food Law Regulation).

Information provided must be;

- Accurate (factually correct)
- Consistent (same information given by all)
- Verifiable (able to be checked by others)

Allergy information is held centrally and updated by the Operations Development Manager to ensure that the food purchased is attributable to the allergies present.

Due to the potential serious nature of allergies to nuts; we do not purchase any products containing nuts from our food suppliers for use in our kitchens.

However, we operate kitchens where allergens are present at all times and are in constant use. We will comply with regulations for labelling of allergens, and due to the lack of control from food distribution sources and other guests that visit our sites we are not able to state that we operate allergy or nut free sites.

Whilst every effort is made to prevent cross contamination we cannot guarantee that any food item we make is 100% FREE of any specific allergen since we purchase items that are packaged and labelled outside of our control and we are only able to quote the information we are provided from our suppliers.

Using only known ingredients or packaged goods (for example breakfast cereals) combined with strict controls and a restricted menu, we are able to serve customers with low risk allergies and food intolerances safely.

Detailed food handling and control measures are available within our Food Safety manual.

Customer Allergies/Intolerances

For customers with mild food allergies and food intolerances, we are able to prepare food in 'safe zones'; for example we use specific gluten free toasters where only gluten free bread is allowed. The same 'safe zone' format is applied to frying oils.

For customers with serious allergies; particularly nut, dairy and gluten allergies who may react to a trace of an allergen. It is important to recognise that even with this level of control there may still be traces of allergens present in the food from airborne contamination or from inadequate labelling or handling prior to our intervention and we may need to make alternative arrangements for the safe provision of food. Where this is the case a Risk Assessment will need to be completed.

Our risk assessment outlines the actions we will take, such as segregated food areas, and requires the parent/guardian to provide responses to actions for which they will take accountability for. Such as 'the location and administration of Epi-pens' and 'which adult is responsible for speaking to the catering team at each meal time to ensure allergen measures have been managed for any specific person'.

Allergy Sufferer Responsibilities

A person with allergies or food intolerances must notify the Catering Manager of their known or suspected allergy and provide all needed information. For customers this will be via the online portals or documents provided; for employees this will be via direct communication with the Catering Manager.

The Catering Manager will determine what measures need to be in place to manage the risk and where necessary will require a Risk Assessment to be carried out; this is a pre-prepared risk assessment and provides action statements to mitigate risk.

No food may be brought into the dinner without the express permission of the Catering Manager; who will check the food labelling to ensure it complies with any allergy measures in place at that time.

Food Preparation & Handler Responsibilities

All staff serving customers must be aware of the potential risks to customers' health if they advise them incorrectly. Therefore these staff will be trained and this training will be logged; the Catering Manager is responsible for ensuring this training is maintained.

If a member of staff is unsure of the answer to a customer's question, they must ensure that they obtain accurate information; if after seeking clarification; the information remains unclear or unobtainable the customer/parent/guardian must be informed of this fact; stating that 'the information is not clear in relation to their concern' and provide them with the information to allow them to decide for themselves if they wish to make another choice; where a child is involved – the parent/guardian in loco parentis must be available for the decision to be made.

Employee and Customer General Responsibilities

Where a child with an allergy/ intolerance is involved – the parent/guardian in Loco Parentis must be available to identify the child at each meal time and to support them in making the correct decision on which food is suitable to eat.

Patrons are reminded to wash their hands to ensure good food hygiene and reduce secondary contamination. Kingswood dining areas will have hand sanitation dispensers in strategic locations to help promote this practise; however this is not a substitute for thorough hand washing.

Dependent upon the severity of allergy management in place at the time; Kingswood may insist that its staff observe a 'nut-free' approach and do not include nuts, or any traces of nuts in any of their personal food choices; where this is in place it will be communicated and documented by the General manager with a clear start and end date.

Health Plans and Emergency Response

Kingswood operates its health care on a 'First Aid' basis and many severe food allergies require specific medication to ensure effective recovery caused through allergic reactions. Therefore customers are required to have robust individual health and emergency response plans in place to manage the relevant level of risk. For severe allergies the risk assessment will help to guide these plans to support medical storage, administration and documentation.