

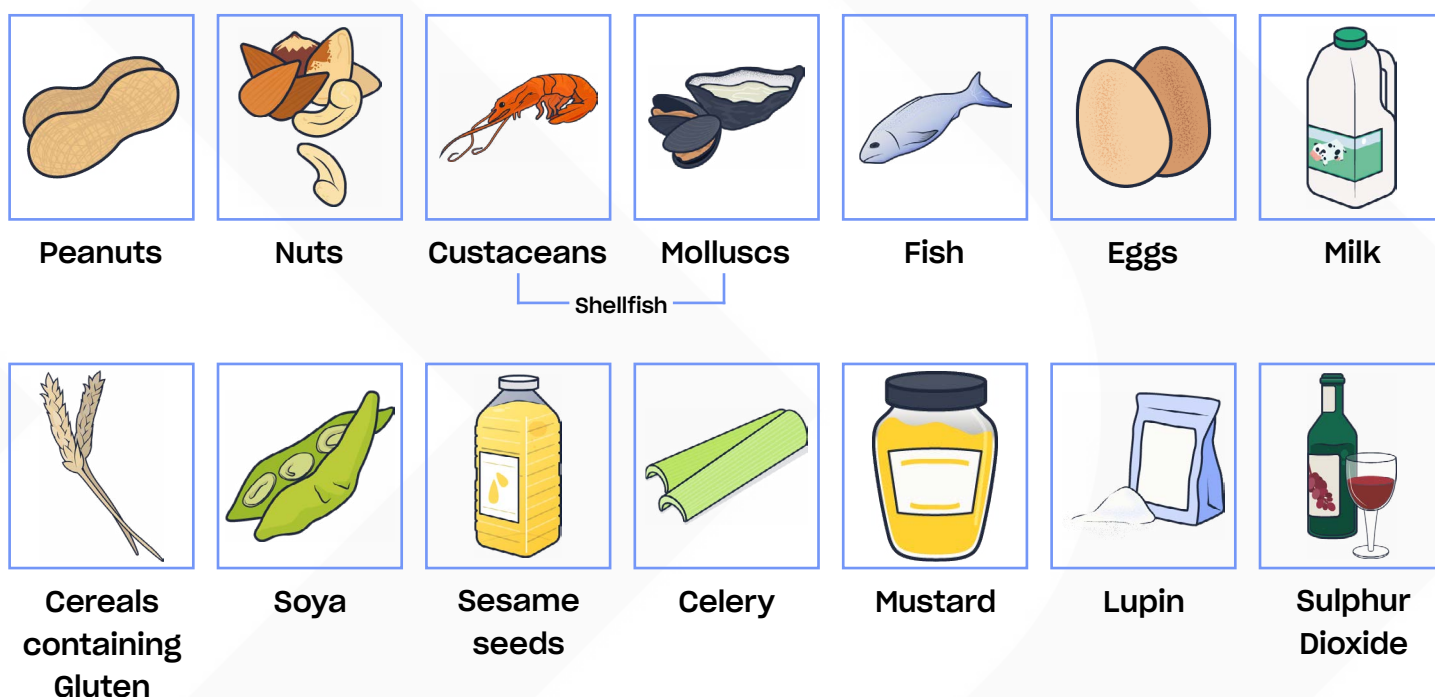
High Speed Treats allergen policy

This policy demonstrates our commitment to reducing the risk to staff, visitors and customers concerning food provision and production, which could cause allergic reactions.

Through this policy, we will aim to minimise the risk of allergens causing harm through safe procedures, staff training and planning for effective responses to allergenic emergencies.

The 14 food allergens

There are 14 food allergens as contained within the law:



All food businesses must identify and declare if any of these ingredients are used in any of the products being made within this business. As a business producing items to eat on-site, High Speed Treats is committed to ensuring all ingredients for every menu item are accurately listed, with any of the 14 food allergens shown above, being highlighted.

We also commit that every item that is purchased from the counter and taken off-site for consumption (not PPDS) will be fitted with a label detailing the ingredients and any allergens contained therein, as a commitment to best practice. For example, all our sandwiches made to order on-site will have this type of label.

Remember, people can be allergic to any ingredient, so it is best practice to know all the ingredients in any food item, but the ones shown above MUST be declared.

Background information

Food hypersensitivity is a blanket term for an adverse reaction to food. This could be due to a food allergy, food intolerance or an autoimmune disease such as coeliac disease.

What is a food allergy?	<ul style="list-style-type: none">→ A food allergy is an adverse reaction by the body's immune system to a specific food ingredient. An allergic reaction can occur even after eating just a trace of the ingredient and can be life-threatening.→ Symptoms of a food allergy are often mild but can be very serious. The most common symptoms are an itchy mouth and throat, a red rash and swelling of the face. These are most likely to occur soon after eating the allergenic food but, in some cases, can develop hours later.
What is food intolerance?	<ul style="list-style-type: none">→ Food intolerance involves an adverse reaction by the body to a specific food ingredient, but it is not related to the immune system and therefore is not life-threatening. Instead, the body has difficulty digesting certain foods, usually when consumed in large amounts.→ Symptoms of food intolerance include bloating, stomach cramps and diarrhoea, which usually come on gradually within a few hours of eating.
What is coeliac disease?	<ul style="list-style-type: none">→ Coeliac disease is a condition which causes the body to react when gluten is consumed. The villi in the small intestine are attacked and damaged by the body's immune system, which means the body can't absorb nutrients from foods. The only way to prevent symptoms of coeliac disease is to avoid altogether consuming even trace amounts of gluten.
Who does it affect?	<ul style="list-style-type: none">→ Anyone can develop food hypersensitivity at any point in their life. Food hypersensitivities are life-changing, and often the only way to manage them is by careful control of what the person consumes.→ Allergic reactions can be life-threatening, known as anaphylaxis or anaphylactic shock, it occurs because the body's immune system has overreacted to an allergen. It can cause swelling of the airways, and the person will need immediate medical attention. Severe allergies can be triggered by even trace amounts of the allergen in the food consumed.→ If you work with food, you must take allergens seriously, as you are legally responsible for providing correct allergen information about the ingredients in the food you serve.

Who is responsible?

The business owner and the head chef of High Speed Treats are jointly responsible for creating this Allergen Policy and ensuring all documentation regarding ingredients, allergens, and staff information sheets are accurate and updated.

The duty manager is responsible for ensuring all procedures are adhered to on shift and that all staff receive training, including annual refresher training on safe food handling, including allergen awareness. In addition, the duty manager is responsible for ensuring a qualified first aider is always on site.

All staff, regardless of their position, are responsible for keeping the food hypersensitive customer safe. Everyone must understand the procedures in place to protect them and follow all the guidelines carefully.

Gathering allergen information

You need to know what is in each food item, product, and dish served. This information will then need to be recorded in **Allergy Information Sheets**, and the location of these will be shared with all staff. Front of house staff will also receive training on accessing and reading the allergy information sheets and feel confident sharing them with customers who request them.

The Head Chef and business owner will create product specification sheets for each food product, as is required for a business of this size with over 250 employees. These contain a list of all the ingredients in the final product, both allergenic and non-allergenic, and information on the product's nutrition, weight, storage requirements and shelf life, etc.

Any allergens in the ingredients list will need highlighting on the allergen information sheets. Each food product prepared should have accompanying information about the ingredients it contains. These sheets must be updated, especially if a recipe ingredient changes.

Ingredients lists on the packaging must be checked, and a record of this information must be kept. If ingredients are decanted into storage containers, then these must be labelled with the same ingredient list.

Which allergens are present?

Remember to take account of all ingredients used in a food item, including hidden allergens.

For example:

- **Celery** refers to the stalks, leaves and seeds of both celery and celeriac, including celery salt.
- **Cereals** containing gluten include bread, pasta, pastry, cakes, royal icing, sauces, soups and batter.
- **Crustaceans** include lobster, prawns, crab, scampi and pastes made with these.
- **Eggs** can be found in pasta, quiche, sauces, cakes, mousses and mayonnaise, or items may be brushed with an egg glaze.
- **Fish** can be found in salad dressings, on pizza and in Worcestershire sauce.
- **Lupin flour and seeds** are used in some pastries and bread and often in products labelled as gluten free.
- **Molluscs** include squid, snails, mussels and oysters, including oyster sauce.
- **Milk** can be found in cheese, butter, cream and yoghurt. Items may also be brushed with a milk glaze or contain milk powder.
- **Mustard** refers to seeds, powder and liquid mustard and is often found in dressings and marinades, sauces, curries and soups. Cress also contains the substance which causes a reaction to mustard.
- **Nuts**, such as almonds, Brazil nuts, hazelnuts, pecans, pistachios and cashews, macadamia and walnuts, are commonly used in desserts, bread, ice cream and sauces, whether whole, ground or as an oil.
- **Peanuts**, including peanut flour (groundnuts) and groundnut oil, can be found in desserts, cakes and sauces.
- **Sesame seeds and sesame oil** are often found in bread, hummus, tahini and stir-fried dishes.
- **Soya** refers to soya protein, flour and beans and can be found in tofu, sauces, edamame beans, desserts and many vegetarian and vegan products.
- **Sulphur dioxide and sulphites** are preservatives commonly found in dried fruit, fruit juice, meat products, wine and beer. (Concentrations of more than 10mg/kg or 10mg/litre)

Any changes to suppliers or to the product or ingredient that is delivered to the business MUST be checked and updated with the latest information. Similarly, any recipe changes must be checked and updated in the information sheets and the allergen matrix. Any new products must receive the same checks and sharing of information.

Giving information to customers

At High Speed Treats, we encourage best practice, so servers are trained to initiate conversations with customers to determine any food hypersensitivities. We also use signposting to remind customers to tell their server, or the duty manager, about any food hypersensitivities they have. Furthermore, we declare on the face of our menus if any products contain any of the 14 allergens.

The duty manager is trained to level three in allergy awareness and is always available as an allergy expert, and all instances of food hypersensitivities should be raised with them.

Any customers who require further information are welcome to speak directly with the Head Chef, and they are to be granted access to the allergen information sheets and any product specification sheets they require.



Good kitchen procedures

The following lists the procedure we have in place to minimise the risk of allergenic cross-contamination in the kitchen and how we reduce risk to staff, visitors and customers of High Speed Treats. These procedures are based on the outcomes of a thorough HACCP plan and Allergen risk assessment.

- All ingredients will come from reputable suppliers. Any changes in suppliers will be detailed, and full traceability records shall be kept.
- When allergenic ingredients are kept in-house, they shall be stored separately and in sealed containers on lower shelves.
- Thoroughly clean food preparation surfaces using the two-stage cleaning technique after using allergenic ingredients.
- Carefully clean up any spillages of allergenic ingredients as soon as they occur. Use a single-use cloth, not a reusable one.
- Ensure that food handling equipment, such as mixers, blenders, processors and weighing scales, is cleaned thoroughly before using it for an allergen-free product.
- When cleaning food handling equipment, dismantle it carefully to ensure all parts are cleaned and no allergenic residue, such as powders and seeds, is left in hard-to-reach places.
- Use designated, colour-coded cleaning equipment to clean areas where allergen-free foods are prepared.
- Only use the same utensils for allergenic and allergen-free foods after thoroughly cleaning them in between uses.
- Staff must wash their hands properly using the correct technique before and after handling allergenic ingredients and food products.



What to do in an emergency situation

All staff have received training on what to do in an emergency situation. As part of their annual refresher training, all staff will complete this training annually.

We will endeavour to have a qualified first aider on site who will be able to assist in the event of an emergency situation. The qualified first aider will know how to administer an auto-injector if their assistance is required.

If a customer is having a severe allergic reaction:

- Ensure the casualty is comfortable, ideally lying down or sitting in a chair. If breathing is difficult, assist them in lying down, and raise their legs.
- If the person has an auto-injector, such as an EpiPen, Jext Pen or Emerade Pen, ask them to locate and use it. The casualty might be able to inject themselves, otherwise, you can assist them if you know how. The company policy on administering auto-injectors is that the qualified first aider can administer it as they have received adequate training.
- Call 999 for an ambulance as soon as possible and explain that the person is having a severe allergic reaction, mentioning anaphylaxis specifically.
- If there's no improvement after five to 10 minutes, use the second auto-injector if a second dose is available. Ensure this is in the opposite leg this time.
- Notify the qualified, on-site first-aider of what's happened.
- Reassure the person and do your best to keep them calm.



Inclusivity

In order to ensure that food hypersensitive customers can choose from a range of options, a conscious effort is made to reduce the number of allergens used and to avoid unnecessary use of allergens. Careful procedures to prevent cross-contamination reduce the need for precautionary allergen labelling, providing more options for the food hypersensitive customer.

