

FOOD & ALLERGEN POLICY

1. POLICY STATEMENT

This policy outlines our approach to managing hot and cold drinks, snacks and confectionary. We are committed to providing clear information to customers and minimising the risk of allergen exposure.

2. SCOPE

This policy applies to all staff involved in the storage, preparation, handling and service of hot beverages, cold beverages, pre-packaged snacks, crisps and confectionary.

2. MAJOR ALLERGENS

We recognise the 14 major food allergens as defined in the UK/EU regulations:

- Celery
- Cereals containing gluten (wheat, rye, barley and oats).
- Crustaceans (prawns, crabs and lobsters).
- Eggs
- Fish
- Lupin
- Milk
- Molluscs (mussels and oysters).
- Mustard
- Peanuts
- Sesame
- Soybeans
- Sulphur dioxide/sulphites
- Tree nuts (almonds, hazelnuts, brazil nuts, cashews, pecans, pistachios and macadamia nuts).

4. ALLERGEN INFORMATION FOR CUSTOMERS

Allergen information will be available upon request. Staff will always check ingredient labels, recipes or supplier information before advising customers.

Customer with food allergies are encouraged to inform staff before placing an order.

We will never guess the allergen information and if unsure we will advise against consumption of any product.

5. CROSS CONTAMINATION

While we take reasonable precautions, our kitchen area handles multiple allergens, and we cannot guarantee an allergen free environment. We take all appropriate control measures such as:

- Store allergen containing ingredients separately where possible.
- Keeping products in sealed containers.
- Cleaning and sanitizing all surfaces and equipment between tasks.
- Use separate utensils where practical.
- Wash hands thoroughly between handling different ingredients.

6. PRE-PACKAGED PRODUCTS

All pre-packaged products are clearly labelled and with allergen information in accordance with supplier specifications.

Staff will not remove or alter original packaging before sale and allergen information will remain available at all times.

7. STAFF TRAINING

All staff will undertake allergen awareness training and understand the importance of accurate allergen communication.

Staff will know where information is stored and will escalate queries to a senior member of staff if unsure.

Training records will be maintained and kept up to date.

8. SPECIAL REQUESTS

We make reasonable efforts to accommodate allergen related requests such as dairy free alternatives. However, we cannot guarantee zero cross contamination.

Customers with severe allergies and at risk of anaphylaxis are advised to assess their own risk before making a purchase.

9. REVIEW

15/02/2027