



ALLERGEN POLICY

Issue Date: 30th May 2019
Review Date: 30th May 2020

Our Allergen Policy

At Deli Fuego, we are committed to reducing the risk to our customers with regards to the consumption of harmful allergens present in food purchased from our restaurant and catering services.

Allergic reactions and food intolerance can make people very ill. Severe allergic reactions to food can lead to death. This document outlines our Allergen Policy. Our policy is kept up to date, and will be reviewed in May 2020, or sooner if our ingredients or menu changes or if there are changes to the law.

The 14 allergens we must declare by law

There are 14 major allergens that we must declare by law. The 14 major allergens that we must tell you about, if these are present in foods we serve or offer for sale, are listed below:

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|---|--|
| <ul style="list-style-type: none">• Cereals Containing Gluten (Wheat, Rye, Barley, Oats, Spelt, Kamut)• Crustaceans• Egg• Fish• Lupin• Milk• Molluscs | <ul style="list-style-type: none">• Nuts – Almond, Hazelnut, Walnut, Cashew, Pecan Nut, Brazil Nut, Pistachio Nut, Macadamia Nut and Queensland Nut• Peanut• Soya• Sesame• Celery and Celeriac• Mustard• Sulphur Dioxide and Sulphites (levels greater than 10ppm) |
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Communication of allergens in food

Whilst we take steps to minimise the risk of exposure to foods containing allergens, we also encourage customers to be allergen-aware. We encourage our customers to talk to our staff about any food allergies/intolerances they have and any allergen ingredients they must avoid. Two-way communication is vital to ensure we are able to provide customers with accurate information.

Where we supply pre-packaged products (e.g. a drink supplied in a sealed bottle), customers can identify any allergenic ingredients by examining the packaging. Allergens will be highlighted in **bold**, *italics*, underlined or even listed in a different **colour** on the packaging.

The majority of foods we provide in our restaurant are classed as non-pre-packed or 'loose foods'. We supply information on any of the 14 major allergens present in these foods **orally** and in **writing**, following a request from a customer, **before** they place a food or drink order.

We provide written information in an **Allergen Folder**. This folder is provided in a clearly visible location at our **menu stations** and **behind the bar**. The location of the Allergen Folder is known to our staff. Customers can ask to see our Allergen Folder. We also provide **allergen information on our website**.

Prompting customers to ask about allergens in food

A dedicated member of our team will always be available to answer any questions that customers have about allergenic ingredients in foods we serve or supply for sale. We remind customers to ask questions about allergens in foods in the following ways:

1. We display a **notice** at the till points in our restaurant. This notice reminds customers to ask if they have any questions or concerns about allergens in food **before placing their order**.
2. A waiter will ask a customer if anyone in their party is allergic or intolerant to any foods when they **book a table** or as they **take their order**. Any notes about allergens will be recorded on our electronic ordering system. This alerts our kitchen staff to prepare an allergen free meal. If necessary, our Head Chef will speak to a customer if they have any concerns about our food ingredients. Our staff are trained to provide advice to any customer with regards to choosing an alternative safe meal.
3. Before staff take a **telephone order** for food (e.g. cake order or take away order), they will ask if anyone suffers from a food allergy or intolerance. Where a customer requests further information about our ingredients, they will be directed to our website and shown the **Allergen Matrix**. Our staff will always help the customer choose a safe alternative meal or food product. Any notes about allergens will be recorded on the order form. This alerts our cake team or kitchen staff to prepare an allergen free order for food.

How do we minimise the risk of allergens in food?

At Deli Fuego, we monitor the following factors to minimise the risk from harmful allergens in foods we prepare, serve or offer for sale.

Purchasing

We work closely with our approved suppliers to ensure we identify and keep accurate, up to date information about allergenic ingredients in all our recipes and menus. We extract information about the 14 major allergens from product specifications or labels on prepacked foods. We record this information on an Allergen Matrix. When new or replacement products are supplied to us, or when we change the ingredients used in our menu, the product labels are checked for allergens and our Allergen Matrix is updated to reflect this.

Compliance with Legal Standards and Best Practice

We train our staff to monitor our business operations to ensure that our high standards of food safety and hygiene are maintained. This helps us meet legal requirements and best practice. We continually strive to improve the safety of our food services.

Applying Hazard Analysis Principles

We undertake a risk assessment based on Hazard Analysis Critical Control Point (HACCP) principles through all stages of our operations. This means that allergens are identified during purchase, receipt of ingredients, storage, preparation, cooking and service of food. We put controls into place to minimise any potential risks that may affect food safety, including cross-contamination.

We monitor our practices to ensure that staff adhere to the HACCP (Hazard Analysis & Critical Control Point) principles laid out in our Food Safety Management System, including our procedure for Allergen Management. Our Food Safety Management System is reviewed every year by an independent Food Safety Consultancy. We do this to ensure that our system is effective. It also helps us to strive to continually improve. We work closely with the local Environmental Health/Trading Standards Department and take on board any recommendations they suggest for improvement.

Training

All our staff are trained in the CIEH Foundation Certificate in Food Safety (Level 2). Allergen awareness is included within this training. Our staff are trained to know how to deal with a customer request about allergens and what to do in the event of an emergency. We provide refresher training on a regular basis.

Our Contact Details

If you suffer from a food allergy, intolerance or coeliac disease and would like to know about the ingredients in any of our products **before you place an order for food**, you can check out our Allergen Matrix online.

Alternatively, please contact us by telephone or via email. A member of our friendly team will be happy to answer your questions.

Contact Us

Our telephone number:	02920 491 141
Our email address:	info@delifuego.com
Our opening hours:	Mon – Sun 9am until 11pm

Useful Links

Coeliac UK

<https://www.coeliac.org.uk/coeliac-disease>

The Anaphylaxis Campaign

<http://www.anaphylaxis.org.uk>