

# Food Allergies Policy

## Policy

1. The George is committed to reducing the risk to guests, visitors and staff with regard to the provision and preparation of food which could lead to an allergic reaction.

## Statement

2. The George is not in a position to guarantee a completely allergen free environment, but rather to minimise the risk of exposure, encourage self-responsibility, and plan for effective response to possible emergencies.

## Objectives of this policy

3. To promote awareness of the nature of food allergens and bring these to the attention of guests and staff.
4. To provide clear guidance to all catering and front of house staff on their responsibilities for the provision of food to guests and visitors with a confirmed food allergy.
5. To ensure that appropriate education/training is available and implemented for any member of staff involved in providing food to customers with food allergies.

## Allergy Labelling Legislation

6. From 13 December 2014, new legislation (the EU Food Information for Consumers Regulation 1169/2011) requires food businesses to provide allergy information on food sold unpackaged. There are also changes to existing legislation on labelling allergenic ingredients in prepacked foods. More information about the new European legislation can be found on the European Commission website.
7. The new legislation only covers information about major allergens intentionally used as ingredients. They do not cover allergens present following accidental contact.

## Background

### What is a food allergy?

8. Food allergies involve the body's immune system. The body reacts to certain allergens in food by producing antibodies, which can cause immediate and sometimes severe symptoms such as: itching or strange metallic taste in the mouth; swelling of the throat and tongue; difficulty in swallowing or speaking; abdominal cramps, nausea and vomiting; skin hives anywhere on the body; and in most extreme cases difficulties in breathing and a severe fall in blood pressure (anaphylactic shock). In extreme cases this can prove fatal.

## What is food intolerance?

9. This does not involve the immune system in the same way and is not usually as severe as a food allergy. Symptoms usually take longer and may include headaches, fatigue and digestive problems.
10. Food intolerance is harder to diagnose than a food allergy. The person with a known allergen trigger may know what food ingredient will provoke a reaction. However, they may well have eaten this food or a specific dish previously and had no adverse reaction.

## Who is at risk?

11. Anybody can develop a food allergen or intolerance at any time in their life irrespective of whether they have consumed the food previously. A person with an allergy is at risk even if they consume a small amount of the food allergen.
12. The proportion of the UK population with a true food allergy is approximately 1-2% of adults and 5-8% of children which equates to around 1.5 million in the UK. In addition, about 1:100 of the UK population has coeliac disease and needs to avoid gluten.

## Common Food Allergens

13. Listed below:
  - **Celery** and products thereof<sup>2</sup>
  - **Crustaceans** and products thereof<sup>2</sup>
  - **Eggs** and products thereof<sup>2</sup>
  - **Fish** and products thereof<sup>2</sup>
  - **Gluten** containing cereals, (i.e. wheat, rye, barley, oats, spelt, kamut or their hybridized strains) and products thereof<sup>2</sup>
  - **Milk** and products thereof (including lactose)<sup>2</sup>
  - **Tree nuts** i.e. almonds, hazelnuts, walnuts, cashews, pecan nuts, Brazil nuts, pistachio nuts, macadamia nuts and Queensland nuts and products thereof<sup>2</sup>
  - **Lupin** and products thereof<sup>2</sup>
  - **Molluscs** and products thereof<sup>2</sup>
  - **Mustard** and products thereof<sup>2</sup>
  - **Peanuts** and products thereof<sup>2</sup>
  - **Sesame** seeds and products thereof<sup>2</sup>
  - **Soybeans** and products thereof<sup>2</sup>
  - **Sulphur dioxide and sulphites** at concentrations of more than 10 mg/kg or 10 mg/litre expressed as SO<sub>2</sub>.

An allergen identification table is set out in **Appendix 1**.

14. People may report allergies to other foods not on the above list. Most common in the UK are kiwi, peas, other legumes (beans etc), other seeds and other fruits and vegetables. In some cases, people only need to avoid these when raw and can have them cooked.

## Responsibilities

15. The Head Chef, or in his absence the Sous Chef, is responsible for ensuring that any food provided for guests, staff or visitors with a food allergy is appropriate for their needs.
16. The Head Chef will ensure that the kitchen has stock or can access the necessary stock ingredients to offer suitable alternatives for people with allergies, intolerances and coeliac disease.
17. The Head Chef will ensure that allergen information is provided on all food/listed in the list of 'Common Food Allergens' listed above. This information will be supplied in **Allergy Data Sheets (see Appendix 2)** that can be easily seen by guests, staff members and visitors. The location of Allergy Data Sheets **is in the blue folder located in the kitchen and behind the bar.**
18. Guests, staff and visitors are required to clearly and accurately communicate food allergies and intolerances notify a member of staff, in accordance with **Appendix 3**

## Staff Training

19. All staff must complete:
  - Training on Food Allergy Awareness
  - All staff will have been given food allergy awareness information whilst awaiting full training.
20. The George food prep kitchen team must all complete:
  - Basic Food Hygiene Certificate
  - Food Allergy Awareness
21. All training records will be maintained. The records will also show annual refresher training. The records will show planned training for staff.
22. Casual service staff must be trained on food allergy awareness.
23. All staff must be trained in the signs and symptoms of an allergic reaction and emergency response procedures – **see Appendix 4**

## Good Kitchen and Service Practices

### Kitchen

24. All dishes which are produced in house will be from standard ingredients from 'approved' suppliers. Any ingredient changes/supplier changes affecting standard ingredients will be detailed.
25. Where allergenic ingredients are packaged openly/loosely, they are stored separately to reduce the risk of contamination.
26. Equipment/utensils used in the preparation of food for people with a food allergy are cleaned and sanitised.
27. A specific area of the kitchen will be sought for the preparation of any food for someone with a food allergy. The area will be sanitised before it is used to prepare food. Use of purple chopping boards.
28. When cooking food for people with a food allergy or intolerance the chef will wash their hands before and in-between preparation tasks.

29. All food produced for people with food allergy or intolerance will be placed away from other food.

### **Food Service**

30. The allergen notice is displayed on the menu, asking guest to inform their server of any allergens or intolerances.
31. The guests allergy or intolerance is noted against their order and the server checks with the kitchen to ensure the allergen or intolerance note has been communicated correctly.
32. On receipt of the food the server must check that the special meal ordered for the person with a food allergy or intolerance has been supplied and is appropriate for the person. Any concern should be immediately discussed with appropriate kitchen staff.
33. Normal food handling procedures should apply (e.g. washing hands).
34. Staff are aware to keep serving utensils separate to avoid cross contamination.
35. All tables are cleaned with an appropriate solution.

### **Good communication**

35. Staff are trained to escalate any concerns regarding a food allergy or intolerance to a line manager if they are unsure.
36. **Appendix 4** sets out the steps people with food allergies should take when they are dining at The George.

**November 2025**

**Review November 2026**

## Appendix 1

**Allergen Identification Table. The examples given are not exhaustive but indicate products commonly containing these allergens.**

<p><b>Gluten</b> containing cereals, e.g. Wheat, Rye, Barley, Oats, Spelt and Kamut</p>	<p>Bread, wheat flour, biscuits, crackers, pasta, breakfast cereals (including items like breadcrumbs and batter), cakes, pastry, semolina, soya sauce.</p> <p>It is also found in many processed foods such as soups, gravies, sauces, sausages, haggis, fish cakes and all processed foods must be checked to ensure they are gluten free.</p>
<p><b>Celery</b> and Celeriac e.g. Stalks, Seeds and Leaves</p>	<p>Salads, soups and celery salt, stock cubes, stew pack, some meat products</p>
<p><b>Eggs.</b> e.g. Hens, Duck, Turkey Quail, Goose, Gull and Guinea Fowl</p>	<p>Cakes, sauces, pasta, mayonnaise, glazed produces, some meat products (e.g. meatloaf, used as a binder), quiche, mousse, foods brushed with egg, Quorn</p>
<p><b>Fish, Crustaceans and Molluscs</b> e.g. all Fish, Prawns, Lobster, Crab, Clams, Oysters, Mussels and Langoustine</p>	<p>Soy and Worcestershire sauce. Thai fish sauce, relish, some salad dressing, fish extracts, oils and paste</p>
<p>Milk. e.g. Cows, Sheep and Goat</p>	<p>Milk powder, yoghurt, butter, margarine, cheese, cream, ghee, milk glazed products, ice cream, custard and other milk puddings</p> <p>Milk power and milk products are used in many manufactured products.</p> <p>Some processed meats, chocolate, some canned fish, Quorn.</p>
<p><b>Mustard</b></p>	<p>Mustard paste, seeds, leaves, flour, salad dressings, marinades, soups, sauces (e.g. cheese sauce), curries, some meat products, occasionally cheese scones.</p>
<p><b>Peanuts</b></p>	<p>Arachis or groundnut oil, peanut flour, satay sauce, refined peanut oil.</p> <p>Cakes, biscuits, ice cream desserts, breakfast cereal, salad dressing, confectionary and vegetarian products.</p>
<p><b>Tree nuts</b> e.g. Walnuts, Cashew, Pecan, Brazil, Pistachio, Macadamia, Queensland, Almonds, Hazelnut, Chestnut</p>	<p>Cakes, biscuits, sauces, desserts, bread, crackers, ice cream desserts, praline (hazelnut), some choc spreads, nut butters, essences and oils, marzipan and frangipane (almond), pesto, nut salad dressings, breakfasts, confectionary, vegetarian products. Botanically, pinenuts are seeds and coconuts are drupes, most people allergic to nuts can safely eat these BUT small numbers of people may independently be allergic to either.</p>

<b>Sesame</b> seeds	Oil or paste, tahini, houmous, furikake, gomashio, bread
<b>Soya</b> e.g. Flour, Tofu, Beancurd, Textured Soya Protein, Soy Sauce and Edameme Beans	Tofu, textured vegetable protein, soy sauce, soy bean flour used in cakes, biscuits, pasta, burgers, sausages, confectionary. Dairy products made from soya beans including soya milk and some ice creams
<b>Sulphur Dioxide and Sulphites</b>	Some meat products, stock cubes, bouillon mix, fruit juice drinks, dried fruit/vegetables, wine, beer, cider
<b>Lupin</b> Seeds and flour	Some types of bread and pastries, e.g. waffles particularly those manufactured in France and Belgium)

**Appendix 2 (Example Allergy Data Sheet)**

**ALLERGENS: CHEF RECIPE CARDS**

Dish/ingredient:

Date:

Chef:

 Celery <input type="checkbox"/>	 Cereals containing gluten <input type="checkbox"/>	 Crustaceans <input type="checkbox"/>	 Eggs <input type="checkbox"/>	 Fish <input type="checkbox"/>
 Lupin <input type="checkbox"/>	 Milk <input type="checkbox"/>	 Molluscs <input type="checkbox"/>	 Mustard <input type="checkbox"/>	 Nuts <input type="checkbox"/>
 Peanuts <input type="checkbox"/>	 Sesame seeds <input type="checkbox"/>	 Soya <input type="checkbox"/>	 Sulphur dioxide <input type="checkbox"/>	<p><b>TICK THE ALLERGENS WHICH ARE IN THE DISH</b></p> <input checked="" type="checkbox"/>

Notes:

Reviewed and checked by:



You can find this template and others, including more information at [www.food.gov.uk/allergy](http://www.food.gov.uk/allergy)

## Appendix 3

### Guests and visitors with food allergies dining at The George

The risks of eating food prepared by others can be reduced significantly through good communication. It is the responsibility of the person with the food allergy to ensure that the correct steps are carried out to reduce as many of the risks as possible.

#### What should guests do?

1. Advise a member of staff about your food allergy.
2. At food service, you should check the **Data Allergy Sheet**. If you are allergic to a food that is not on the regulatory list, it will not be included on the Data Allergy Sheet provided.
3. You should make yourself known to a member of the service staff to communicate clearly your food allergy. Information regarding your food allergy will be made known to the Kitchen.
4. You should only eat the food on offer if you are content that the person you have informed about your food allergy has clearly understood everything you have communicated. Food service staff are trained to seek assistance if they are unsure what is in the food.

## Actions in the event of someone suffering a severe allergic reaction

Immediate action is vital.

- If an allergic person becomes ill, it is likely that person – or someone with them – will state that they are suffering an allergic reaction. They may use the word□

### **“ANAPHYLAXIS”**

- Immediately send someone to dial 999 giving the following information: **“This is an emergency. A customer has collapsed and we believe they are suffering from anaphylaxis”**. (Pronounced Ana-fill-axis).□

Speak clearly so that the ambulance crew will know exactly where to come.

The George address:

20 High Street  
Kirton in lindsey  
Lincs DN21 4LX

- Request the assistance of a First Aider until the ambulance crew arrive.
- Keep calm and make the patient feel comfortable.

All staff trained in First Aid will know what to do if someone suffers from anaphylaxis.

Note: Severe reactions can take place within a few minutes and in very extreme cases where prompt treatment is not sought – can be fatal.

**If a protocol is in place for the person then this will be followed.**

**Known allergy sufferers are asked to carry their auto-injection device clearly to hand at all times when dining.**