

# Durham University Allergen Training



Welcome to Durham University's Online Allergen Training. Read through the information on each page and complete the quiz at the end of the course.



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# Aims and Objectives

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**The purpose of this module is to:**

- 1 Train university members regarding procedures for the management of food allergens on campus.
- 2 To foster best practice for the management of food allergens on campus.
- 3 To ensure legal compliance with the Food Information for Consumers Regulation 2014 (FICR 2014.)

## Is this Training Mandatory?

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This training is mandatory for all University members supporting a catering function or with a managerial responsibility for a catering function. It is also mandatory for all University members with a managerial responsibility for accommodation, including room allocation.

**At the end of this training, you are required to answer five questions. All answers must be correct to pass the module.**

## Key Facts

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Variety of nuts - nuts are one of the 14 food allergens

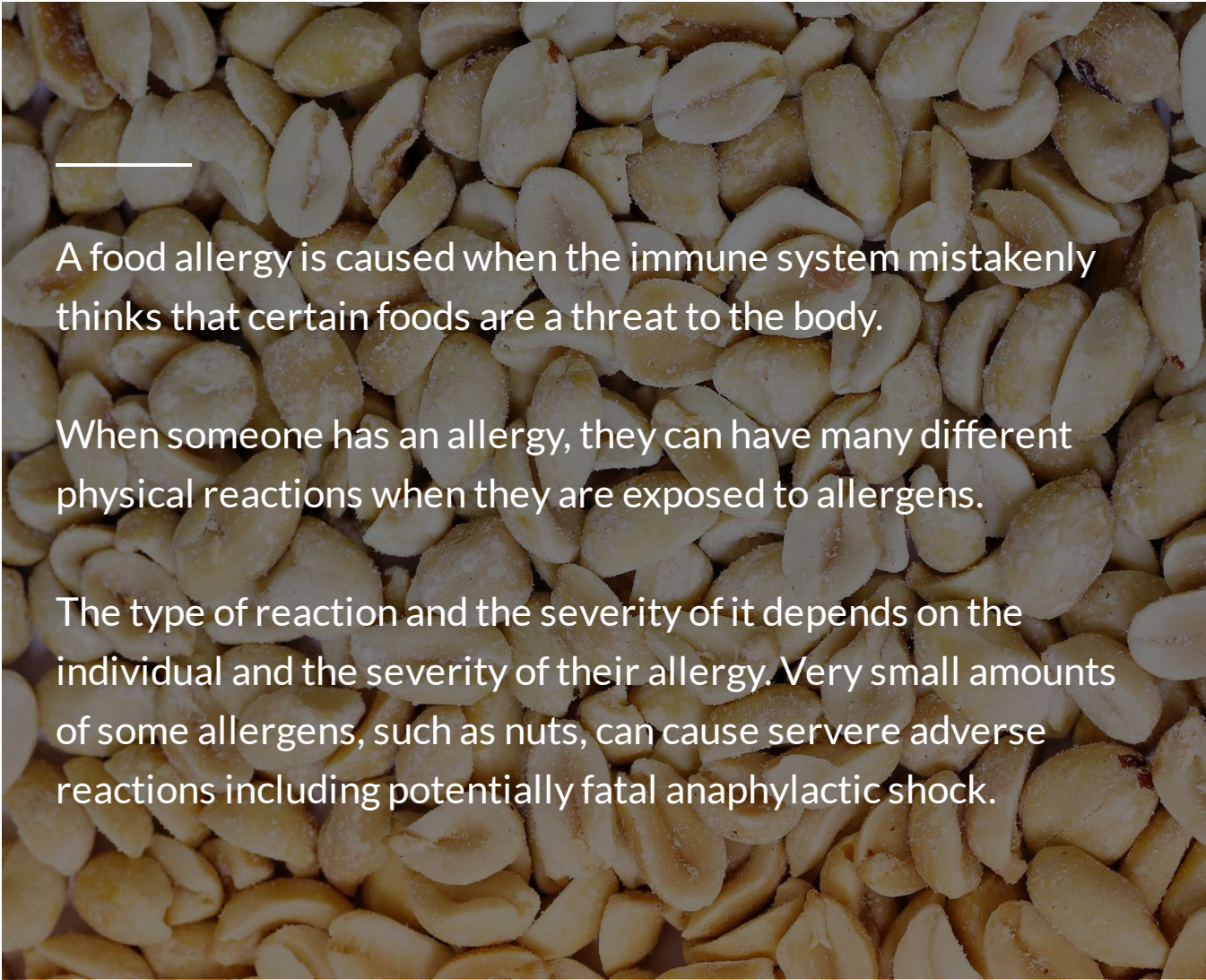
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Rates of food allergy vary across the world. In the UK, an estimated 2 million people are living with a diagnosed food allergy, between 1-2% of adults, and 5-8% of children.

The number of deaths related to food allergens in the UK is thankfully low (average of 10 per year), however, the most at risk are teenagers and those in their 20s who are starting to make independent food choices.

## What is an Allergy?

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A food allergy is caused when the immune system mistakenly thinks that certain foods are a threat to the body.

When someone has an allergy, they can have many different physical reactions when they are exposed to allergens.

The type of reaction and the severity of it depends on the individual and the severity of their allergy. Very small amounts of some allergens, such as nuts, can cause severe adverse reactions including potentially fatal anaphylactic shock.

# Symptoms of an Allergic Reaction

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The most common symptoms of an allergic reaction include:

<u>Body Part Affected</u>	<u>Physical reaction</u>
Eyes	Sore, red and/or itchy
Nose	Running and/or blocked
Lips	Swelling of the lips
Throat	Coughing, dry, itchy and swollen throat
Chest	Coughing, wheezing and shortness of breath
Gut	Nausea and feeling bloated, diarrhoea and/or vomiting
Skin	Itchy and/or rash

# Cure and Treatment

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There is no cure for food allergies, the only way to prevent a reaction is to avoid the foods.

Antihistamines can be used to relieve the symptoms of mild and moderate reactions. In the case of a more serious reaction (including anaphylaxis), adrenaline contained in an auto-injector pen (Epi-pen) can be used.

First aiders are covered by the university's insurance to administer students' own auto-injector pen, provided they are formally authorised university first aiders and have been trained in their use.

# The Law

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## The EU Food Information for Consumers Regulations

For food businesses which provide food or drink, such as Durham University (including maintained and independent colleges, college dining halls, retail cafes, toastie bars, college bars, Durham University Nursery and Durham Students' Union etc.) the EU Food Information for Consumers Regulation (FICR 2014) introduced a new requirement to provide information on allergenic ingredients.



The FICR 2014 changed the way allergen information appears on labels and on food that is pre-packed, sold loose or served when eating out.

The FICR 2014 makes clear that it's a criminal offence not to comply with such allergen provisions.

## The Law - The 14 Allergens

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From 13 December 2014, all businesses which manufacture or provide food or drink, either pre-packaged or non-prepackaged must identify the following 14 allergenic ingredients (mandatory allergens.)

Cereals containing **Gluten**

e.g. wheat, rye, barley or oats

## **Crustaceans**

e.g. lobster, crab, prawns and langoustines

## **Eggs**

e.g. hen, duck and quail

**Fish**

e.g. cod, salmon and hake

**Peanuts**

Peanuts may also be commonly referred to as groundnuts

**Soybeans**

e.g. tofu and edamame beans

**Milk**

Including all animal milk products e.g. goats' cheese and buffalo mozzarella

## **Nuts**

e.g. almond, hazelnut, walnut,  
cashew nut, pecan nut, Brazil nut,  
pistachio nut, macadamia nut and  
Queensland nut

## **Celery**

e.g. celery leaf, celery root  
[celeriac] and celery seeds

## **Mustard**

e.g. mustard leaves, sprouted  
seeds and mustard flour

## **Sesame**

e.g. sesame seeds, ground  
sesame powder and sesame oil

**Sulphur dioxide** and/or  
**sulphites**

At levels above 10mg/kg or  
10mg/litre (This requirement  
relates to products or ingredients  
that have had sulphur dioxide  
and/or sulphites intentionally  
added for example when it has been  
used as a preservative)

**Lupin**

e.g. lupin seeds and products  
from it such as lupin flour

## **Molluscs**

e.g. oyster, squid, cockles,  
mussels, winkles and scallops

# The Law - Pre-packed Foods

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The allergenic ingredients need to be emphasised using a typeset that clearly distinguishes it from the rest of the ingredients, for example by means of the font, style or background colour. Food businesses can choose what method they want to use to emphasise the 14 allergens on their product label.



Glass of red wine. Red wine contains sulphites.

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When a product is not required to provide an ingredients list such as a bottle of wine, any allergenic ingredients within this product must be declared using a 'contains' statement followed by the name of the allergenic substance, e.g. 'contains sulphites.'

Where several ingredients or processing aids in a food originates from a single allergenic ingredient, the labelling should make this clear for each ingredient or processing aid concerned. For example, skimmed **milk** powder, whey (**milk**), lactose (**milk**).



Where the name of the food (such as a box of eggs or bag of peanuts) clearly refers to the allergenic ingredients concerned, there is no need for a separate declaration of the allergenic food.

## How Do We Ensure Compliance?

When asked for detail of allergens, simply refer to the packaging which will provide all food allergen detail. It is important that all pre-packed products served identify food allergen information on the packaging, therefore do not purchase any items that do not identify food allergen information, and do not serve individual items from a multipack stipulating 'not for individual sale' as often the inner packaging does not detail food allergen information.

From 01 January 2021, the Regulations were updated to confirm that all pre-packed food requires a food label that displays certain mandatory information, including;

- name of the food;
- a list of ingredients;
- allergen information where food contains the 14 listed allergens;
- some detail around quantity of each ingredient included within the name (e.g. % of beef in a beef baguette);
- net quantity/weight;
- best before date (or use by date);
- the name and address of manufacturer;
- and the cooking instructions (if appropriate).

# **Natasha's Law - Effective 01 October, 2021.**

## **Pre-packed for direct sale**

PPDS food is food that is packaged at the same place it is offered or sold to consumers. It is a single item, consisting of the food and its packaging, that is ready for presentation to the consumer before it is ordered or selected.

Food is not PPDS if it does not have packaging, or if it is packaged in a way that the food can be altered without opening or changing the packaging (for example a cake served on an open cardboard tray).

Any business that produces PPDS food will be required to label it with the name of the food and a full ingredients list, with allergenic ingredients emphasised within the list.

## **Pre-packed food**

You may also sell pre-packaged food that was packed by another food business at a different site to where it is offered to consumers, or food that has been packaged by another business.

This is not 'prepacked for direct sale' food but is 'prepacked' food. Prepacked food requires a label with a name, ingredients list, allergens and other mandatory details.



Pre-packed sandwich: a gluten-free Cheese Ploughman



Pre-packed sandwich: Halal Chicken Mayonnaise

## Packed Lunches etc.

If the lunches are made and packed to order, these are not prepacked, and are therefore not PPDS.

If, however, the school lunches are made and packed without specific orders from individual children, then these would need to comply with the new PPDS labelling requirements.

If there are multiple items in a packed lunch you will need to provide allergen information for each item. You will need to label each PPDS item individually.

## Distance selling

The new labelling requirements do not apply to PPDS food sold by means of distance selling, such as food that can be purchased over the phone or on the internet.

Businesses selling PPDS food this way will need to ensure that mandatory allergen information is available to the consumer before they purchase the product and also at the moment of delivery.

You must provide allergen information:

- before the purchase of the food is completed – this can be in writing (on a website, catalogue or menu) or orally (by phone)

# The Law - Non Pre-packed Foods

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## Non pre-packed food:

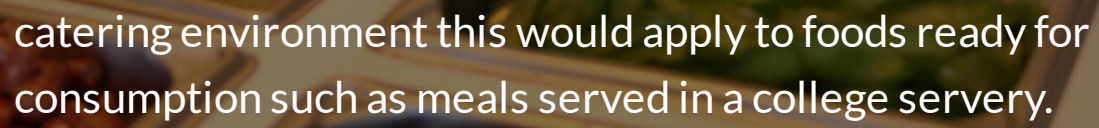
If the menu recipe has been built on the FoodBuy EPSYS System (for example, standard student catered package menus, standard formal dinner menus and standard commercial menus) the system will also have generated detail of the 14 mandatory allergens. Your manager / Head Chef will identify these to you.

Mandatory allergen information must be available in written format to be provided upon request, therefore all non pre-packed food recipes with allergen information must be printed from the EPSYS system, discussed at menu briefings and placed in the yellow folder. For those college cafe bars that don't use EPSYS the standardised paper form must be used.

## Unavailability (Management)

When purchasing via the EPSYS system, including for Bidfood, we have taken the decision not to allow automatic food product substitutions. Instead, a replacement food product must actually be accepted by the purchaser, or an alternative product ordered. The reason for this is that automatic substitutions can, and often do, have a different mandatory food allergen make up. The requirement to actually accept a replacement or order an alternative product, forces the person ordering to consider the mandatory allergens.





catering environment this would apply to foods ready for consumption such as meals served in a college servery.

## **The Law - How Do We Ensure Compliance?**

# ALLERGY OR INTOLERANCE

**SPEAK TO A CATERING TEAM MEMBER  
FOR FURTHER INFORMATION**

**食物过敏或者食物不耐受？更多详情请咨询我们的员工。**

¿Es Ud. alérgico o sufre alguna intolerancia alimenticia?

Estamos a su disposición ante cualquier duda o consulta en cuanto a los ingredientes de nuestras comidas.

ПИЩЕВАЯ АЛЕРГИЯ ИЛИ ПИЩЕВАЯ НЕПЕРЕНОСИМОСТЬ?

ЕСЛИ ВЫ ХОТИТЕ ПОЛУЧИТЬ ДОПОЛНИТЕЛЬНУЮ ИНФОРМАЦИЮ, ОБРАТИТЕСЬ К СОТРУДНИКУ ПИЩЕВОГО ОБСЛУЖИВАНИЯ

ALERGIA OU INTOLERÂNCIA?

CONVERSE COM UM MEMBRO DA EQUIPE DE CATERING PARA MAIS INFORMAÇÕES

**एलर्जी या अनुदारता?**

**अधिक जानकारी के लिए केटरिंग टीम से बात करें**

Food allergen information may be provided for non pre-packed foods in a written or verbal format, however there must be clear signposting such as an 'Allergy or Intolerance' poster clarifying where consumers can obtain food allergen information.

If providing food allergen information verbally, the information must be backed up with information in writing (for example, using a standard recipe sheet) to ensure that the food allergy information is accurate and consistent.

## **Examples of Standard Recipe Sheets**

Non pre-packed products may also include items where it's recipe is not built on the EPSYS System, including hand-crafted toasties, hot beverages, cocktails, pick and mix sweets etc. If the mandatory food allergen information is not held on the EPSYS system, a standard recipe sheet must be created that summarises the ingredients, supplier details and product codes.

Example of standard recipe sheet for a ham toastie Figure 1.1 can be found below.

Blank standard recipe sheets are available from the catering department by contacting [university.catering@durham.ac.uk](mailto:university.catering@durham.ac.uk).



Image of a standard recipe sheet for the post mix menu.

Image 2.0 shows the supplier's standard allergen table which can also be used to check what allergens may be present in particular products. This information is generally available by contacting your supplier.

# How Do We Use Standard Recipe Sheets

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It's important that standard recipe sheets are followed at all times, using only the specified ingredients. If ingredients change, the standard recipe needs to be updated with the new supplier, product code and food allergen information.

If a customer asks a question or makes a comment about either allergens or the inability to consume the food, offer to show the standard recipe sheet which provides food allergen detail.

Examples include:

- "I have a food allergy to wheat, can I eat this dish?"
- "Does this contain celery?"
- "I can't eat that dish, can I eat this one?"
- "I'm unable to eat that"



Chef making starter dishes

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Always repeat back to the student / customer / staff any question, request and/or message regarding allergens as this will help to reduce any breakdown in communication.

## **Ignorance is no excuse**

Neither you or the university can cover itself by telling customers that all food and drinks may potentially contain allergens or you don't know whether or not food or drinks contain allergens.

## **Training**



All team members supporting a catering function must also be briefed using the appropriate management standard for allergens and signatures retained by line management.

Allergens should also be discussed at every team briefing before service. This brief will confirm whether or not there have been any changes to the menu allergen information for that service period.

# The Law - Exemptions

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## Community food provision

Individuals who are not food businesses and occasionally provide food at charity events or voluntary cake sales are exempt from the requirements of the FICR 2014; however such provision on campus must ensure the following:

- All advertising and other information provided about the event is clear about how, where and by whom food is prepared.
- Where possible, a clear list of ingredients is displayed next to each dish.
- The following disclaimer is clearly displayed: “This dish was kindly prepared by a volunteer for this event in a domestic setting. Every attempt has been made by the volunteer preparing this dish, to ensure a full list of ingredients comprising this dish is included. However, we cannot guarantee this list to be comprehensive, nor can we guarantee that no food allergens may be present within any ingredient set out above. Therefore, in the event that you have any food allergy we recommend that for safety reasons, you do not sample the food prepared by our volunteers. However, should you choose to do so, please note that you do so at your own risk.”



# Peanuts & Tree Nuts... Important

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Due to the likely high severity of any allergenic reaction to peanuts and tree nuts, the university has taken the decision not to sell, serve or use unpackaged peanuts or tree nuts on campus. Coconut, pine nuts and nutmeg are biologically different to tree nuts and may be sold, served, or used.

Packaged products sold or served containing peanuts and tree nuts must detail all ingredients on the packaging. The university cannot categorically state that some food products are 100% free of peanuts and tree nuts, as many products purchased from suppliers display disclaimer statements including “may contain nuts” or “made in an environment that is not free from nuts”.

However it is important to understand that some customers and guests may bring their own food on campus, which contains nuts. A good example would be the bride and groom at a wedding providing a cake with marzipan (almond) for all guests to consume. This must however be labelled as containing nuts.



## Application and Room Allocation

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Whilst not included within the requirements of the FICR 2014, the standard accommodation application processes provides the opportunity for prospective residential students to disclose detail of food allergies and state a preference to be allocated to a flat with others with the same allergy or an 'allergy aware flat', with enhanced expectations around cleanliness, knowledge of food allergens and consideration for others.



Accommodation allocation assessment processes includes the preference to be allocated to a flat with others with the same allergy or an 'allergy aware flat'. Whilst not included within the requirements of the FICR 2014, the standard accommodation application processes provides the

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# Self-Catered Kitchens and Supplementary Catering Facilities

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Whilst not included within the requirements of the FICR 2014, self-catered kitchens and supplementary catering facilities will include posters providing general food allergy information.

Allergen awareness information will be included within residential student pre-arrival information.

Where possible alternative / secure food storage will be available to those with a disclosed food allergy.

# Allergen Training Quiz

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You will now be asked some questions relating to the allergen training you have completed. You must answer all the questions correctly to pass the course.

If you do not score 100% you will be required to take the quiz again.

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Question

01/05

Which of the following are allergens that need to be identified? Select three answers.

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☐ Peanuts

☐ Celery

☐ Chilli

☐ Lupin

Question

02/05

When should you disclose allergen information? Select three answers.

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☐

"I can't eat that dish, can I have that dish instead?"

☐

"I love smoked salmon!"

☐

"Excuse me, I have an allergy... can I eat this dish?"

☐

"Does this contain wheat?"

Question

03/05

Which two of the following must you not do when asked about allergens? Select two answers.

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- ☐ Tell the customer that all food potentially contains allergens
- ☐ Give the customer the allergen information
- ☐ Check the allergen content of the food
- ☐ Tell the customer you do not know

Question

04/05

What must you do with food or drink products that don't have allergen information? Select one answer.

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- ☐ Give it away for free
- ☐ Remove from sale and discard
- ☐ Do not sell the product but leave it in situ
- ☐ Guess it

Question

05/05

**Does the university allow the sale or provision of peanuts and tree nuts? Select one answer.**

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- ☐ Yes
- ☐ Yes, however only in pre-packaged form that details allergen information
- ☐ Yes, as above and removed from packaging, for example to reheat
- ☐ No