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Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Food & Beverage Operations

BMIH4002

Week 9: Allergens & Ratings

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Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales

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Food Allergies vs. Intolerances

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Food Allergies and Intolerances

A food allergy is **when the body's immune system reacts unusually to specific foods**. Although allergic reactions are often mild, they can be very serious (NHS, 2019).

More than 160 foods can cause allergic reactions, but...there are fourteen different foods types which are identified as **major** allergens and these are the ones which consumers must be made aware of if they are present in foods.

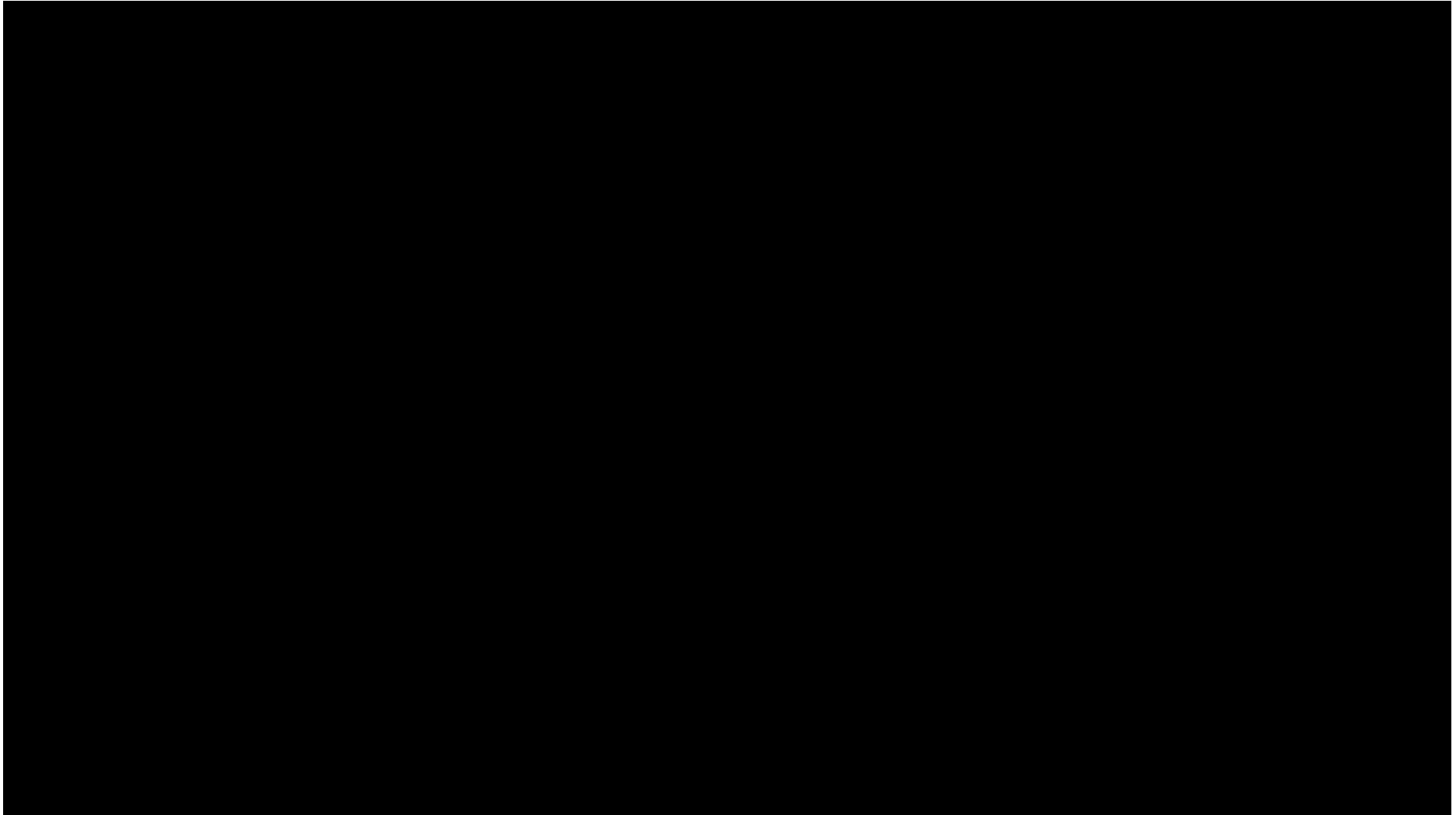
Over the last 15 years, hospital admissions for food allergies have increased by **500%**. 



10 people in the UK die every year from allergic reactions to food.

Food Safety Standards Agency (2021) estimate that there were 2.4 million cases of foodborne disease in the UK in 2018.

A food intolerance is difficulty digesting certain foods and having an unpleasant physical reaction to them. It causes symptoms, such as bloating and tummy pain, which usually happen a few hours after eating the food (NHS 2019).



(Unilever Food Solutions UK, 2014)

Allergens

More than 160 foods can cause allergic reactions, but...

...there are **14** different food types which are identified as **major allergens** and these are the ones which consumers must be made aware of if they are present in foods, here in the UK.

(Food Standards Agency, 2021)

What are the 14 major allergens?



Cereals containing gluten such as wheat, rye, barley, oats, spelt or khorasan



Crustaceans for example prawns, crabs, lobster, crayfish



Eggs



Fish



Peanuts (which are legumes)



Soybeans



Milk (including lactose)



Nuts such as almonds, hazelnuts, walnuts, cashews, pecan nuts, Brazil nuts, pistachio nuts, macadamia (or Queensland) nuts



Celery (including celeriac)



Mustard



Sesame seeds



Sulphur dioxide



Lupin



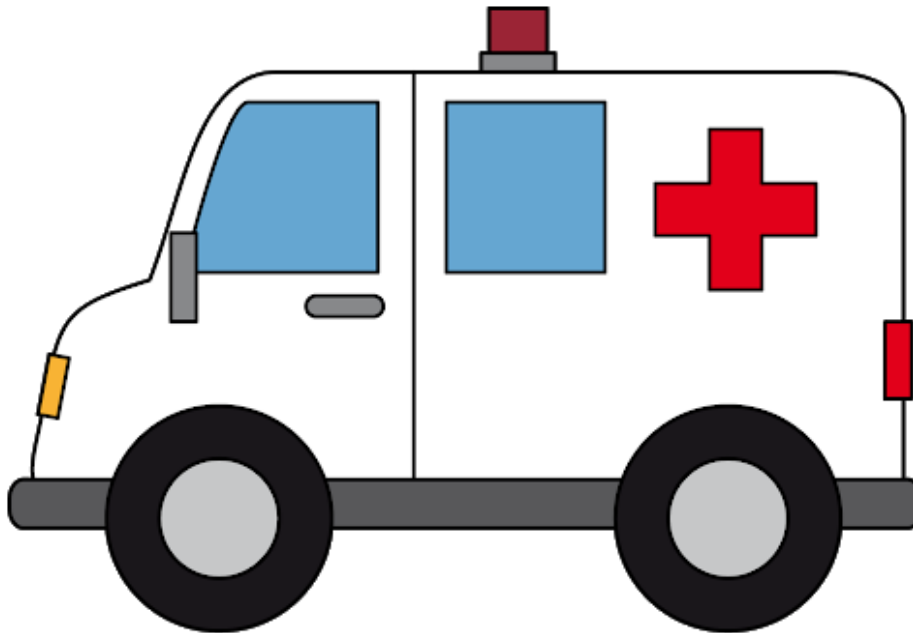
Mollusc for example clams, mussels, whelks, oysters, snails and squid

FOOD ALLERGEN ICONS





Anaphylaxis should always be treated as a medical emergency.



Food and Beverage
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Case Studies

Food Allergy vs Food Intolerance

A food allergy:

- can be life-threatening
- is a reaction by your immune system (your body's defence against infection). Your immune system mistakenly treats proteins found in food as a threat
- can trigger allergy symptoms, such as a rash, wheezing and itching, after eating just a small amount of the food (these symptoms usually happen quickly)
- is often to particular foods.

Common food allergies in adults include fish and shellfish and nut allergies. Common food allergies in children include milk, eggs, fish, peanuts and other nuts.

A food intolerance:

- does not involve your immune system – there is no allergic reaction, and it is never life-threatening
- causes symptoms that happen gradually, often a few hours after eating the problem food
- only results in symptoms if you eat a substantial amount of the food (unlike an allergy, where just traces can trigger a reaction)
- can be caused by many different foods

Common intolerances include lactose and gluten.

(NHS, 2019)



What about Coeliac disease?

Coeliac disease is an autoimmune condition. This is where the immune system (the body's defence against infection) mistakenly attacks healthy tissue. Coeliac disease is caused by an adverse reaction to gluten, which is a dietary protein found in 3 types of cereal: wheat, barley, rye

In coeliac disease, the immune system mistakes substances found inside gluten as a threat to the body and attacks them. This damages the surface of the small bowel (intestines), disrupting the body's ability to take in nutrients from food.

Eating foods that contain gluten can trigger a range of gut symptoms, such as: [diarrhoea](#), which may smell particularly unpleasant, [stomach aches](#), bloating and [farting \(flatulence\)](#), [indigestion](#), [constipation](#)

There's no cure for coeliac disease, but following a gluten-free diet should help control symptoms and prevent the long-term complications of the condition.

Coeliac disease affects at least 1 in every 100 people in the UK.

Gluten is found in any food that contains those cereals, including: pasta, cakes, breakfast cereals, most types of bread, certain types of sauces and some ready meals. In addition, most beers are made from barley.



(NHS, 2019)



Reading Labels

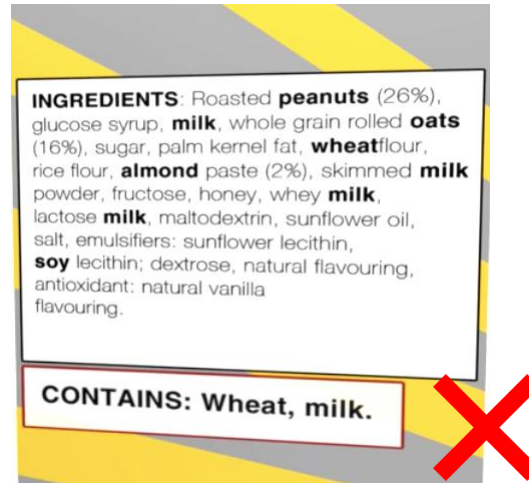
Labels

It is a **legal requirement** that, if any of the 14 major allergens are present in foods that are sold, this information should be easily visible, **clearly** stated and legible. And the Law ensures that the way food products are labelled is consistent across ALL food products. Allergenic ingredients **MUST** be **highlighted** in the **INGREDIENTS LIST** on the label.

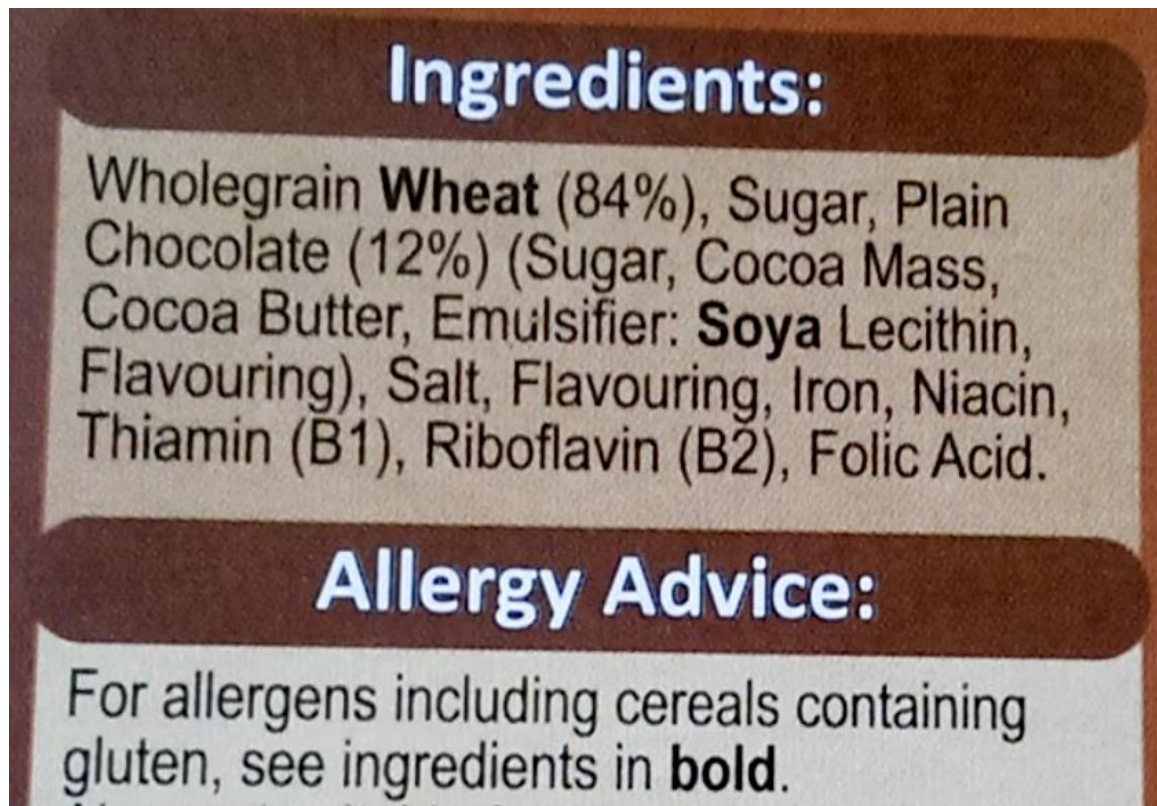


INGREDIENTS:	
Wheat Flour (with added Calcium, Iron, Niacin, Thiamin), Dried Onion (15%), Vegetable Oils (Palm, Sunflower), Salt, Dried Sage (2%), Dried Parsley, Raising Agents (Ammonium Carbonate, Sodium Hydrogen Carbonate), Barley Malt Extract.	
NUTRITION INFORMATION (Cooked as per instructions)	
Typical Values	Per 100g
ENERGY (kJ)/(kcal)	478kJ/113kcal
Fat	1.3g
of which Saturates	0.6g
Carbohydrate	21.8g
of which Sugars	2.0g
Fibre	2.0g
Protein	3.5g
Salt	1.08g
*Reference Intake of an adult (8400kJ/2000kcal)	
ALLERGY ADVICE:	
For allergens including cereals containing gluten, see ingredients in bold .	

Ingredients:	
Wholegrain Wheat (84%), Sugar, Plain Chocolate (12%) (Sugar, Cocoa Mass, Cocoa Butter, Emulsifier: Soya Lecithin, Flavouring), Salt, Flavouring, Iron, Niacin, Thiamin (B1), Riboflavin (B2), Folic Acid.	
Allergy Advice:	
For allergens including cereals containing gluten, see ingredients in bold .	

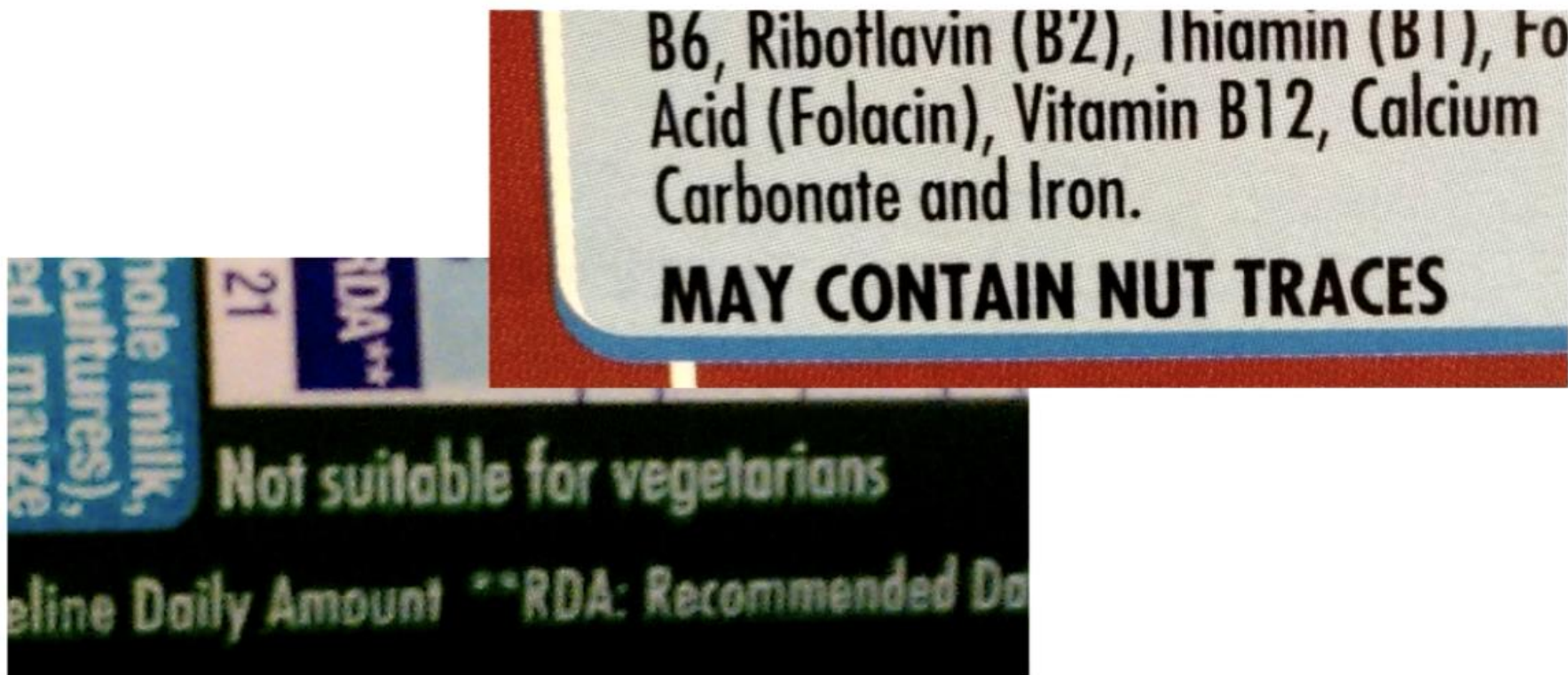


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PPDS



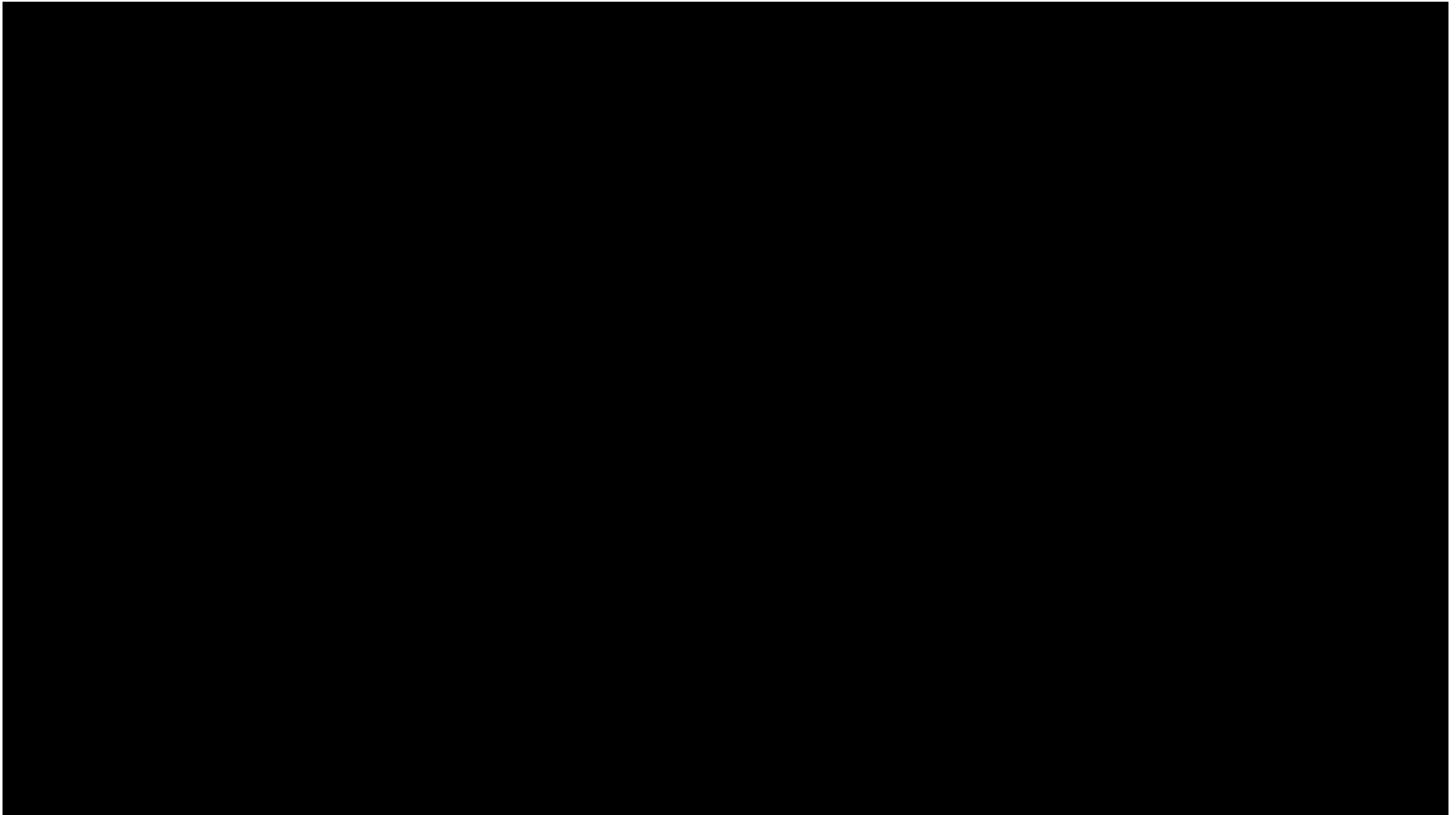


Prepacked for direct sale PPDS

Prepacked for direct sale or PPDS is food that is packaged at the same place it is offered or sold to consumers and is in this packaging before it is ordered or selected.

It can include food that consumers select themselves (e.g. from a display unit), as well as products kept behind a counter and some food sold at mobile or temporary outlets.





<https://www.gov.uk/government/news/natashas-legacy-becomes-law>



A Label Saves a Life

#NatashasLaw



Food that isn't PPDS

Any food that is not in packaging or is packaged after being ordered by the consumer. These are types of non-prepacked food and do not require a label with name, ingredients and allergens emphasised. Allergen information must still be provided but this can be done through other means, including orally.

Food packed by one business and supplied to another business. This is prepacked food and already must have full labelling, including the name of the food and a full ingredients list, with allergenic ingredients emphasised within it.

How can we communicate allergen information to our guests

1. Who are dining in
2. Who are ordering for collection/delivery?



FOOD ALLERGIES and INTOLERANCES

Please speak to our staff about the ingredients
in your meal, when making your order.

Thank you.

Dishes and their allergen content

(Note – Please state the name of the cereal(s) containing gluten* and/or the name of the nut(s)†)

Dishes														
	Celery	Cereals containing gluten*	Crustaceans	Eggs	Fish	Lupin	Milk	Mollusc	Mustard	Nuts†	Peanuts	Sesame seeds	Soya	Sulphur Dioxide
Tuna Salad [example]	✓			✓	✓		✓		✓					



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Restaurant Example – Allergy Folder

Main Meals -1

Allergen Menu Checker

Main Meals -1

Item	 Celery	 Cereals Containing Gluten	 Crustaceans	 Eggs	 Fish	 Lupin	 Milk	 Molluscs	 Mustard	 Nuts	 Peanuts	 Sesame Seeds	 Soya	 Sulphur dioxide
Spaghetti Bolognaise		✓			✓									
Fish & Potato Pie		✓			✓		✓		✓					
Chicken & Vegetable Curry										✓				✓
Broccoli & Cauliflower Cheese							✓							
Pork Meatballs in tomato & basil sauce		✓		✓			✓							
Mixed Bean Chilli														
Chicken Fajitas		✓												
Shepherd's Pie							✓							

www.mindingkids.co.uk

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Allergens

Record Keeping



Allergen Information Data Sheet

Dish	Cereals containing gluten	Crustaceans	Eggs	Fish	Peanuts	Soyabeans	Milk	Nuts	Celery	Mustard	Sesame	Sulphites	Lupin	Molluscs
Example: Lincolnshire sausages and mustard mash	✓ Wheat						✓		✓	✓				
Dish	Cereals containing gluten	Crustaceans	Eggs	Fish	Peanuts	Soyabeans	Milk	Nuts	Celery	Mustard	Sesame	Sulphites	Lupin	Molluscs

Cereals and nuts must be named by ingredient in the chart above

ALLERGEN GUIDE

	CELERY & CELERIAC	CEREALS CONTAINING GLUTEN	LUPIN	MUSTARD	PEANUTS	SESAME SEEDS	TREE NUTS	SOYA	SULPHITES	CRUSTACEAN	EGGS	FISH	MILK	MOLLUSCS
NEAT BURGER MENU														
EXTRAS														
MAKE IT CHEESY				✓				✓						
MAKE IT NASTY				✓				✓	✓					
MAKE IT SPICY									✓					
MAKE IT TARANTINO														
BURGER BUN		Wheat ✓						✓						
CHICKEN BUTTERMILK								✓						
GF PANKO														
BACON RASHES AND CRUMB								✓						
GRILLED ONION														
KIMCHI SLAW									✓					
CHICKEN PATTY								✓	✓					
NEAT BURGER PATTY														
NEAT SALT								✓						

✓ CONTAINS M MAY CONTAIN R REMOVABLE

ALL INGREDIENTS IN OUR RESTAURANT ARE PLANT-BASED (VEGAN) BUT WE DISPLAY THE 14 MAIN ALLERGENS AS PER FOOD SAFETY GUIDELINES.



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Restaurant Example – Allergy Folder

Burgers Hot Tasty

Joe's Holiday Park Allergen Content for Burger Break's

[Company Logo]

Menu Item	Veg	VEGAN	Celery	Cereals containing Gluten	Crustaceans	Eggs	Fish	Lupin	Milk	Molluscs	Mustard	Nuts (Tree)	Peanuts	Sesame	Soya	Sulphites	Notes
Blue Cheese & Bacon Burger																	Egg & Mustard - Mayo could be left off? Milk can cheese be left off. Gluten just Bun can be omitted?
Blue Cheese & Bacon Chicken Burger																	Egg & Mustard - Mayo could be left off? Milk can cheese be left off. Gluten just Bun can be omitted?
Mushroom Swiss Cheese & Bacon Chicken Burger																	
Mushroom Swiss Cheese & Bacon Burger																	
Texan BBQ Burger Stack																	
Texan BBQ Chicken Burger Stack																	gluten - onion rings & bun
Double Double Burger																	
Double Chicken & Beef Burger																	
Double Double Chicken Burger																	
Cajun Chicken Sandwich																	cooked in butter!
Mac Cheese Burger																	traces ?
Pulled Pork Piggy Burger																	
Pulled Pork Piggy Chicken Burger																	
ADD Ons																	
Bacon																	
Blue Cheese																	
Cheese for Burgers																	
Chilli Jack Cheese																	
Fried Egg																	
Jalapenos																	
Mushrooms																	
Wet Your Fries (Cheese Sauce)																	

Loose Foods & Distance Selling



Cross-contamination

What can we put in place to ensure there is no cross contamination of allergens?



Alcohol handrub hand hygiene technique – for visibly clean hands

Hygiene

1

Apply a small amount (about 3 ml) of the product in a cupped hand

2

Rub hands together palm to palm, spreading the handrub over the hands

3

Rub back of each hand with palm of other hand with fingers interlaced

4

Rub palm to palm with fingers interlaced

5

Rub back of fingers to opposing palms with fingers interlocked

6

Rub each thumb clasped in opposite hand using a rotational movement

7

Rub tips of fingers in opposite palm in a circular motion

8

Rub each wrist with opposite hand

9

Wait until product has evaporated and hands are dry (do not use paper towels)

10

The process should take 15–30 seconds



Designated Equipment





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Preparation Schedule

7	:00	Vegetables	
	:30	Fruit	
8	:00	Meat prep	
	:30		
9	:00		
	:30		
10	:00		
	:30		
11	:00		
	:30		

Schedule Preparation



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Food business operators in the retail and catering sector are required to provide allergen information and follow labelling rules as set out in [food law](#) (European Parliament and of the Council, 2011).

This means that food business operators must:

- Provide allergen information to the consumer for both prepacked and non-prepacked food and drink handled and manage food allergens effectively in food preparation.
- Food businesses must make sure that staff receive training on allergens.

IMPORTANT

EU references in FSA guidance documents

The FSA is updating all EU references, to accurately reflect the law now in force, in all new or amended guidance published since the Transition Period ended at the end of 2020. In some circumstances it may not always be practicable for us to have all EU references updated at the point we publish new or amended guidance.

Other than in Northern Ireland, any references to EU Regulations in this guidance should be read as meaning retained EU law. You can access retained EU law via HM Government [EU Exit Web Archive \(Opens in a new window\)](#). This should be read alongside any EU Exit legislation that was made to ensure retained EU law operates correctly in a UK context. EU Exit legislation is on [legislation.gov.uk \(Opens in a new window\)](#). In Northern Ireland, EU law will continue to apply in respect to the majority of food and feed hygiene and safety law, as listed in the [Northern Ireland Protocol \(Opens in a new window\)](#), and retained EU law will not apply to Northern Ireland in these circumstances.

[Food and feed law guide as PDF](#)
(Opens in a new window)



Remember...

Allergens can cause serious problems, so it's important to:

- Monitor all ingredients used in food
- Ensure that suppliers notify any allergy changes
- Review each menu item to ensure that all allergens are described
- Store allergenic-containing ingredients away from non-allergenic containing ingredients
- Minimise the risk of cross contamination by using separate areas for non-allergen containing dishes and
- Ensure everyone is allergen aware



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Food Hygiene Ratings



Food Hygiene Ratings:

What does this say about the business?

If you serve or supply food direct to the public, you may be covered by the [Food Hygiene Rating Scheme](#).

Your rating will be based on what is seen on the day of inspection and you may be given a hygiene rating from 5 to 0, based on the food hygiene standards found at the time.



What areas are checked during inspection?

At the inspection, the officer will check the following three elements:

- how hygienically the food is handled – how it is prepared, cooked, re-heated, cooled and stored
- the physical condition of the business –including cleanliness, layout, lighting, ventilation, pest control and other facilities
- how the business manages ways of keeping food safe, looking at processes, training and systems to ensure good hygiene is maintained. The officer can then assess the level of confidence in standards being maintained in the future

What does the rating cover?

Ratings are a snapshot of the standards of food hygiene found at the time of inspection. It is the responsibility of the business to comply with food hygiene law at all times.

This includes:

- handling of food
- how food is stored
- how food is prepared
- cleanliness of facilities
- how food safety is managed

The food hygiene rating scheme does not provide information on the following factors:

- quality of the food
- customer service
- culinary skill
- presentation
- comfort



Environmental Health Officer (EHO)

Environmental Health Officers are authorised officers from your local council who visit your premises to check if your business is complying with food law and producing food that is safe to eat.

To do this, they will look at:

- your premises
- how you work
- your food safety management system
- the types of food you make and prepare

They have the right to enter and inspect your premises at any reasonable time. Authorised officers will usually arrive without making an appointment.

How often your business is routinely inspected will depend on the type of business and its previous record.

Some premises might be inspected at least every six months, others much less often. Authorised officers will offer help and advice on [food safety](#).

They can take action if they find that your standards of [food hygiene](#) are not good enough. In serious cases, action might include closing the premises or prosecution

What enforcement can EHO carry out?

Authorised officers can take enforcement action to protect the public, including:

- Seizing foods suspected to be unfit for human consumption
- Writing a letter following an inspection or outlining issues with compliance and asking you to correct these
- Serving a formal legal notice that sets out certain things you must do or forbidding you from using certain processes, premises or equipment
- Recommending a prosecution in serious cases

Authorised officers will allow you enough time to make changes unless there is an immediate risk to public health.

Following an inspection, a business can appeal their rating and have a 'right to reply' and can request a re visit from their local council.

Frequency of Inspections

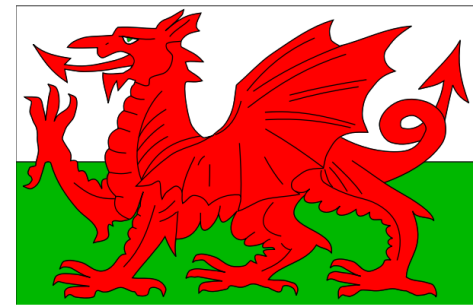
A new rating is given each time a business is inspected by a food safety officer from the business's local authority.

Each local authority plans a programme of inspections every year. The frequency of inspections depends on the potential risk to public health.

The assessment takes account of the following factors:

- type of food that is handled
- the number and type of customers, for example vulnerable groups
- types of processes carried out before the food is sold or served
- hygiene standards seen on the day of the last inspection

Food Hygiene in Wales: Spot the difference



Displaying the rating sticker is **mandatory in Wales and Northern Ireland**.

It is **voluntary** in England.

By putting it on display, you can show your customers how good your hygiene standards are.

In Scotland, they run their Food Hygiene scheme slightly differently....



[Food hygiene ratings: 'A zero isn't down to paperwork'](#)

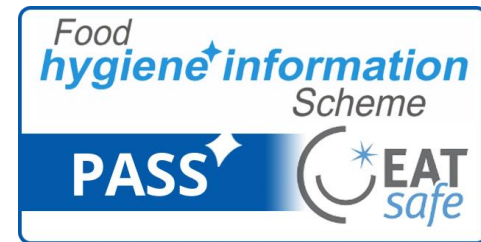
Food Hygiene Inspections: Scotland



The scheme covers more than 48,000 food outlets across all 32 Local Authorities in Scotland.

There are three different ratings:

- **Pass** means they meet the legal requirements for food hygiene.
- **Improvement Required** means the business did not meet the legal requirements and needs to make improvements.
- **Exempt Premises** means the business has been inspected by a local authority food safety officer, met the pass criteria, but don't meet the criteria to be part of the scheme.



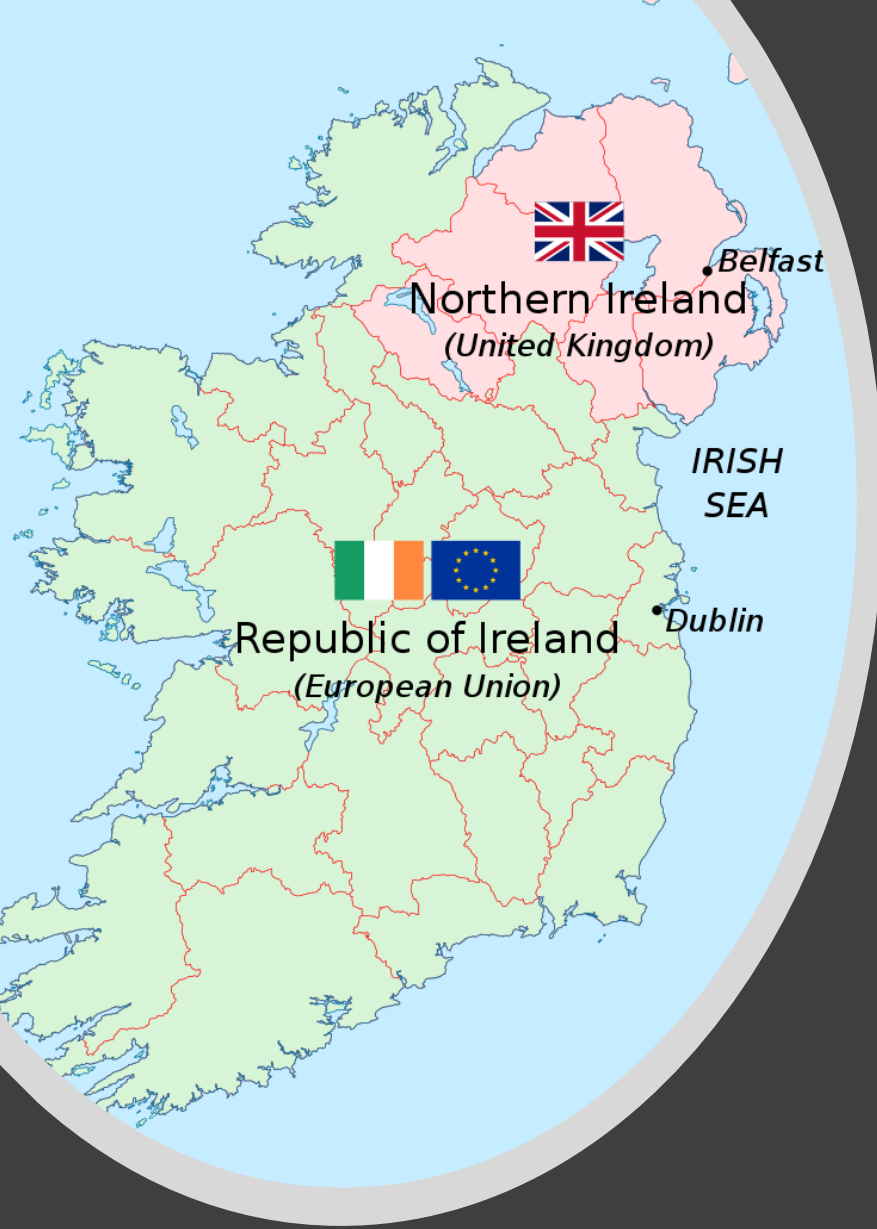
If a new business has been set up, or there is a new owner, it will not have a food hygiene rating. These businesses will be identifiable by their 'Awaiting Inspection' certificate or a rating on the FHIS website.



Following the inspection by the Local Authority, businesses are provided with a certificate and/or sticker to display on their door. Some businesses may choose not to display their rating on their website or premises, but all ratings are displayed on the FHIS website.

The **Eat Safe Award** recognises food businesses that strive for excellence in delivering Food Hygiene standards. Eat Safe Award winning premises are those that go above and beyond the legal minimum standard that is required for an FHIS pass.

(Food Safety Scotland)



Northern Ireland

- Businesses in Northern Ireland are legally required to display their ratings at or near each customer entrance like the front door, entrance or window of the business.
- Stickers must be displayed in a location where they can be readily seen and easily read by customers before they enter the establishment when it is open for business.
- All businesses in Northern Ireland must provide information on their rating verbally if requested in person or over the phone.
- In Northern Ireland, they are aiming for online display of the rating sticker to become mandatory in 2023. This will cover both websites and social media platforms.

Food Hygiene Ratings

[Home](#) / [Food hygiene ratings](#) / [Search all data](#)

Food hygiene ratings

Business name

Street, town or postcode



[More search options](#)

[Search a local authority area](#)

Cannot use your current location

Show results with map



Search



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Food Sampling

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Food Law & Sampling

Local authorities are required to enforce the provisions of the Food Safety Act 1990, as well as regulations made under it and other acts. Food composition and labelling is controlled by these pieces of legislation and makes certain things criminal offences - for example, it is an offence to sell food that:

- is not of the nature, substance or quality demanded by the purchaser
- contains banned substances
- has a misleading description
- has the potential to injure someone

Food should always be of the quality the consumer is expecting to receive; low quality food is permitted as long as the customer knows that is what they have paid for.

The Samples

Formal food samples will generally consist of either one or more food items mixed together and split into three identical parts, or multiple food items that are distributed between the three parts of the sample but the food items themselves are kept whole. The method of sampling will depend on the product and what is being tested for.

The three parts are distributed as follows:

1. selected and retained by the person in charge where the sample is taken
2. submitted by the officer to a public analyst for analysis
3. stored safely as a reference sample in case of a dispute

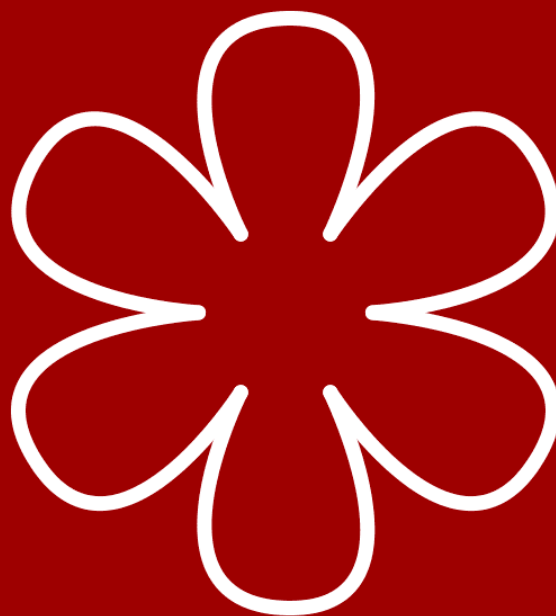
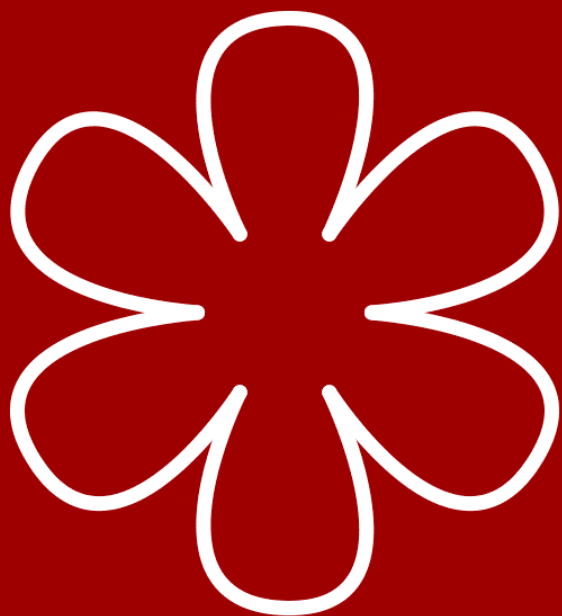
Food Sampling: Enforcement

Formal samples may be taken for various reasons, including:

- investigation of consumer complaints
- routine sampling during an inspection

If a sample is incorrect there are several possible outcomes:

- a verbal warning
- the serving of an improvement notice
- a local authority letter of caution
- a simple caution
- prosecution



Michelin Stars

Michelin Stars

- Highly coveted accolade
- The Michelin Guide started early 1900s as a European car and road trip guide – no advertising/fees
- Anonymous visits and perceived integrity
- Precise definitions, inspections and assessments are a closely guarded secret
- Annual Publication
- Influential
- Rates top restaurants and world chefs
- Ratings system of one to three stars
- Considered one of the highest levels of achievement a chef can attain





MICHELIN STAR

Coveted by many chefs but bestowed upon only to an excellent few.
Getting a star (or three) could change the fate of a restaurant.



High quality
cooking,
worth a stop



Excellent cooking,
worth a detour



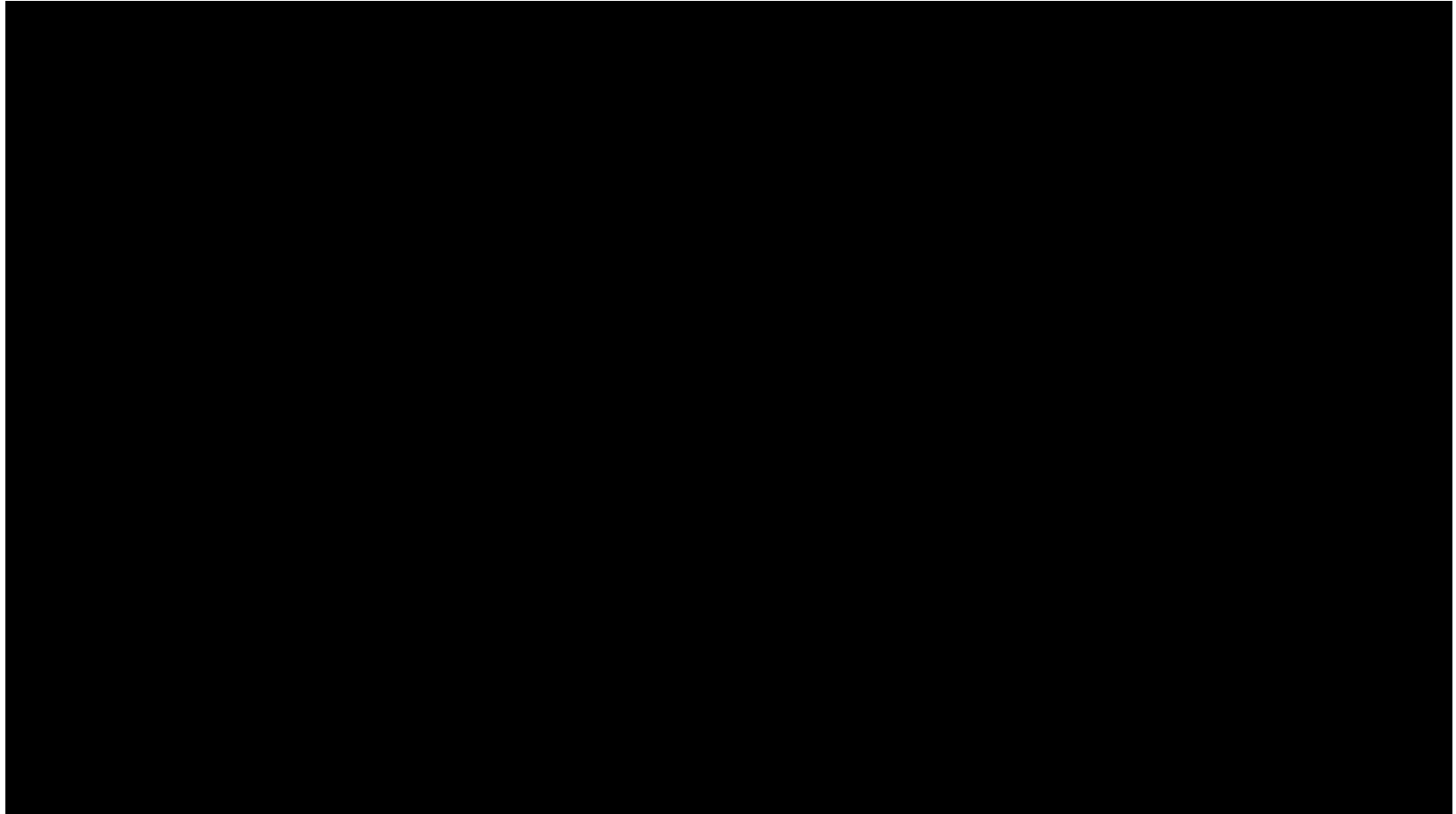
Exceptional
cuisine, worth a
special journey

Michelin Star System



- 1 star – Very good cooking in it's category
- Two Star – Excellent cooking worth a detour
- Three Stars – Exceptional cuisine, worthy of a special journey
- Bib Gourmand – Good cooking at moderate prices
- Esprit – Rising Star launched in 2005 (2-year status before promotion or non recognition)

Michelin Star Guide





Next week we will have an interactive revision session for your exam.

Remember your exam is on **Monday 5th of December at 10AM. Invites have been sent out previously.**

You will need to be at a computer and in a quiet room to take the exam. Your camera will need to be on for the full duration.

Next Week

Reference List

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