



Managing Allergens

Scope

This document covers all food and drinks made and delivered to clients by Eden Caterers Ltd from its premises at 196, 198 & 199 Hercules Road, London SE1 7LD

Our Policy

Being caterers who provide food for many types of eating occasion for a very broad customer base, we consider it not the correct approach to exclude any particular allergen ingredient from our kitchens, recipes or menus. We recognize however that it is crucial that we manage their use. We do so in the following ways:

Knowledge

We know the contents of any ingredients we buy to ensure we know what items do contain an allergen.

Control

We control carefully the purchasing, storage and use of those allergens within our premises; each one is only ever used in those recipes listed and reported to contain them. Prep areas are all sanitized between tasks involving different allergens.

Communication

The allergens within all items will be declared (as required by the EU Food Information for Consumers Regulation 1169/2011) on the backs of our delivery notes, on the company website and emailed to the customer prior to delivery.

Training

Our chefs are trained to know what the allergens are, understand the threat to health significance of them and therefore the importance of their careful storage, use only in those recipes prescribed for them and the avoidance of cross contamination.

Practical Procedures

Knowledge

We make virtually all menu items ourselves using simple, raw ingredients. Our knowledge of what a bought item contains, in the majority of cases, is therefore very straightforward – raw vegetables, fruit, herbs, meat and fish constitute a very large proportion of what we buy.

The items bought which are processed items are relatively few in number eg. breads, pastries, condiment sauces, mustards, dairy, pastry, crisps, biscuits.

To further aid this knowledge we use a specific list of ingredients, named by brand and code number, bought from stipulated suppliers. This controlled purchasing is managed by a computer software package designed for this purpose.

Our suppliers are required to stock the brand we use to ensure consistency. In the event of a supplier replacing a particular brand with another, our kitchen staff are trained to alert the Kitchen Manager in order for the contents to be checked for any change to the allergen content.

Prior to specifying any items to be added to the ingredient list the Operations Director will research the ingredient for any allergen. If an allergen is present, it is logged in our ingredient database. The recipe itself is then automatically noted to contain the particular allergen.

Control

Ingredients are, wherever possible, kept in their original packaging with ingredient labels intact.

Any ingredient decanted into containers is clearly labelled with their content.

We are aware of the particular concern associated with Nuts, Peanuts and Sesame Seeds and this is emphasized in our training. They are all held in their own marked storage bin.

All food items leaving our premises are made using a recipe held in our computerized recipe database. Chefs are required to use these recipes whenever making an item.

The recipe database and its allergen module are maintained and controlled by the Operations Director & Cost, Quality & Purchasing Controller.

Communication

The nature of our business (delivering a very broad range of finished food made on our premises on the morning of delivery to organisations throughout London for immediate consumption) makes the communication of allergens to the person choosing from our buffets of food more challenging.

We consider it our responsibility to deliver the correct allergen information to the room where the food is being eaten, this is done by the information being emailed to the client hosting the meeting the night before each delivery. Our clients are informed that this is where the information is to be found by email with the order confirmation. We consider it to be the responsibility of the client to inform the host of the information.

For all staffed events the allergen information for an order is additionally provided on the back of the menus which are displayed in the room where the food is being served.

Training

We have a modular training scheme “Train Stop” used by the company to cover all aspects of the required training. We have one module, Food Allergens, which is used to train our staff.

UPDATES

This policy was last updated in March 2020.

Nick Mead
Managing Director
March 2020