

Implementation of allergen provisions for non-prepacked foods- UK approach

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Impact of food allergen labelling

- Size of the problem ~1.92m* affected in the UK (*excludes food intolerance and coeliac disease)
- The true burden of food allergy is estimated to be significantly higher than the hospitalisation figures might otherwise suggest
- There is no cure, therefore need to avoid
 - **Read ingredient labels**
 - Look out for hidden allergens



UK approach

- Default position in the EUFIC is to provide allergen information in writing for non-prepacked food
- In the UK there is a great diversity of food business formats
- The UK sought national flexibility to enable FBOs to provide this information orally as well as in writing
- When providing oral allergen information there must be a process in place to ensure that this is **accurate**, **consistent** and **verifiable** upon challenge

Changes to enforcement

- Statutory Instrument to enable powers to implement and enforce the requirements of the EU FIC in the UK
- Food Information Regulations (FIR) 2014 to be published around May 2014
 - An offence has been committed for failure to comply with allergen provisions
 - To outline functional working arrangements for LAs
- FIR will introduce use of
 - Improvement notices to outline time bound corrective actions required to reach compliance
 - First tier tribunals for appeals

National variations

- UK comprises England, Scotland, Wales and Northern Ireland
- Different approaches to enforcement
- England
 - Criminal route and use of high courts for appeals
- Scotland
 - Criminal route and use of sheriff courts for appeals
- Northern Ireland & Wales
 - Civil route and use of magistrate courts for appeals

Providing allergen information

- Consider Article 12 and 13 on accessibility of mandatory information
- Use signposting when information is not provided upfront and in writing. It should be where consumer would expect to find allergen information e.g in a folder, on menu board, at till or on the menu card

Food Allergies & Intolerances

Before you order your food and drinks
please speak to our staff
if you have a food allergy or intolerance

Oral allergen information

- Oral information is provided for non-prepacked food, must be **accurate**, **consistent** and **verifiable** upon challenge
- What is consistent?
 - Is there a process in place to enable consistent information to be provided? Refer queries to the nominated person(s)
- What is verifiable?
 - Ingredients information on a chart, recipe book, ingredients information sheets, scrap books with labels

Presentation of allergen information

- Presentation format of information for non-prepacked food is not determined in the legislation, UK left flexibility for food businesses to choose best method for their business format
- Can use a contains statement, charts, tables etc.
 - Chicken tikka masala – Contains: milk, almonds (nuts)
 - Fish & chips – Contains: wheat, cod (fish)

Allergen matrices / charts

Dish	Cereals containing gluten	Crustaceans	Eggs	Fish	Peanuts	Soyabean	Milk	Nuts	Celery	Mustard	Sesame	Sulphites	Lupin	Molluscs
Lasagne	✓ Wheat		✓				✓		✓					
Seafood risotto		✓ Prawns, crab		✓			✓		✓					✓ Mussels, clams
Lemon cheesecake	✓ Wheat, oats		✓				✓							

Distance selling: non-prepacked food

Requirement: Mandatory food information to be available before purchase is concluded and at the moment of delivery

Route of purchase: Where a telephone conversation takes place, when an online selection is made

What: Information to be provided upon collection or delivery e.g details on a sticker on the packaging, on a menu or online (when ordered online)

Provision in practice -Distance selling

- When orders are made via the telephone: a menu or leaflet with allergen information is usually provided upfront or signposted to where it could be obtained i.e from a member of staff
- When orders are made via online: Is the information live, how does the food business provide accurate allergen information?
 - If information is not live, what system is in place to provide up to date allergen information? e.g signposting to speak to a member of staff
 - Telephone numbers to obtain allergen information must not be a premium number

We know what we need to know.
Now, how do we do it?!?
Developing good practices



Good practice, good processes

- How are dietary requests communicated from front to back of house? e.g. chef cards, order tickets
- Preparing foods for allergic consumers- what process is in place?
- Safer Food, Better business (SFBB) “Safe Method: Allergy”
<http://www.food.gov.uk/multimedia/pdfs/publication/foodallergies-sfbb-0513.pdf>
- Making specific claims? i.e. gluten free
 - How this claim is verified or validated?
 - Using a factual statement - no gluten containing ingredients (NGCI) statement . More appropriate?

Regular reviews, keep it current

Food businesses need to have processes in place to ensure the information they provide is accurate

- Regularly review the ingredients information
- Where ingredients change, review the accuracy of the recipe
- Do garnishes or dressings change the allergenic profile of the meal? Check!
- Accuracy is dependent on the information on labelling, updating allergen information for dishes, updating staff and consumers

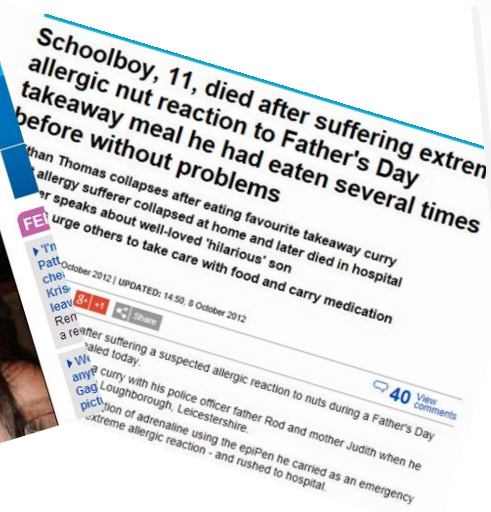
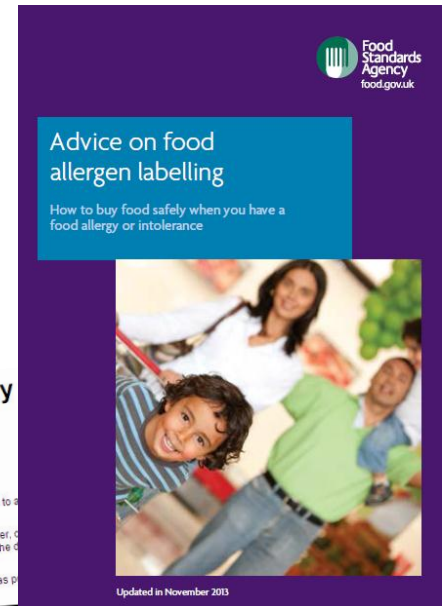
Communication is key

- Think about the chain of communication
 - The person buying the food
 - The person handling the food
 - The person taking the order
 - The person ordering the food



Educating the consumer

- Consumer leaflet:
<http://multimedia.food.gov.uk/multimedia/pdfs/publication/allergy-leaflet.pdf>
- Engage with serving staff
- Recipes change, ingredients change



Changes in provisions and scope and updating the enforcement officer.
Providing training, showing what compliance looks like and the new approach to enforcement

Enforcement training workshops

- Pre-reading required including completion of FSA allergy E-learning module
- FSA funded one day workshops – kick start a cascade of knowledge
- Offered to enforcement officers and environmental health practitioners
- ~1,000 officers to be trained across UK
- Technical interpretation of the allergen provisions
- What compliance could look like
- Good allergen management in the kitchen
- Sharing good practice

Toolkit for enforcement officers

- Leaflets on requirements for prepacked and non-prepacked foods for SME's – developed in collaboration with trade bodies and consumer groups
- Consistency in advice and approaches
- Free online training
- Enforcement officers to aid education of FBO's
- Distribution of advice and guidance via LA's, regulatory bodies, trade & industry bodies
- Considering offering grants for local authorities to deliver training for FBO's

E- learning - updated



The impact of food *allergy*

Welcome to the Food Standards Agency's food allergy online training

Study the modules and pass the tests to get a continuing professional development (CPD) certificate. This training has been developed by the Agency for enforcement officers. However, it might also be of interest to food business operators, those involved in selling or producing food or anyone wanting to learn more about food allergies.

Step 1: Study the modules

There are six modules to study, each with a test. These modules cover

Module 1: current and incoming [rules and legislation](#)

Module 2: the effects that allergies have [in the body](#)

Module 3: considerations of allergies [in the factory](#)

Module 4: how allergenic ingredients should be displayed [on the label](#)

Module 5: identifying allergens in example of dishes [in the restaurant](#)

Module 6: how food businesses should be [providing consumers with allergen information](#) about the non-prepacked food they serve

Step 2: Register and complete the tests

Once you have registered and are logged into the site you will be able to access the tests, either by clicking on the banner at the bottom of each module page, or via your CPD dashboard.

Email Password

Go

[› Reset my password](#) [› Register](#)

Quick Links

- [About this training](#)
- [Find out about food sensitivities](#)
- [Food allergy facts](#)
- [Resource section](#)

1. Rules and legislation



Learn more about allergen provisions and the law

[› Take the test](#) [Read more](#)

2. In the body



Learn more about the physical reactions of allergies to allergenic ingredients

[› Take the test](#) [Read more](#)

3. In the factory



Learn about the manufacturing processes when working with allergenic ingredients

[› Take the test](#) [Read more](#)

<http://allergytraining.food.gov.uk/english/default.aspx>



[Home](#)

[Module 1: Rules and legislation](#)

[Module 2: In the body](#)

[Module 3: In the factory](#)

[Module 4: On the label](#)

[Module 5: In the restaurant](#)

[Module 6: Providing consumers with allergen information](#)

[CPD dashboard](#)

CPD dashboard

Please login to access your CPD dashboard and the module tests.

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Rules and legislation

[Allergen rules](#)

[Know the law](#)

[Definitions](#)

[Criminal law](#)

[Civil law](#)

Allergen rules

Allergenic ingredients must be indicated in list of ingredients with clear reference to name of the substance or product as listed in Annex II of the Food Labelling Regulations. Annex II of the EU Food Information for Consumers Regulation No 1169/2011. The Annex II outlines the 14 allergens (and products thereof) that must be labelled or indicated as being present in foods and are:

- Cereals containing gluten such as wheat, rye, barley, oats, spelt or khorasan
- Crustaceans for example prawns, crabs, lobster, crayfish
- Eggs
- Fish
- Peanuts
- 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 (>10mg/kg or 10mg/L)
- Lupin
- Mollusc for example clams, mussels, whelks, oysters, snails and squid



[Home](#)

[Module 1: Rules and legislation](#)

[Module 2: In the body](#)

[Module 3: In the factory](#)

[Module 4: On the label](#)

[Module 5: In the restaurant](#)

[Module 6: Providing consumers with allergen information](#)

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Providing consumers with allergen information

Requirement for non-prepacked and prepacked for direct sale foods

Information on allergenic ingredients must be either

- written up front (for example on a menu or menu board) without the customer having to ask for information
- sign-posted to where written information can be found or obtained
- sign-posted to say that oral information can be obtained from a member of staff
- if information on allergenic ingredients is provided orally, this must be consistent and verifiable (i.e. a business must have processes in place to capture information from recipes or ingredients lists from products bought in, and make this available to staff)



This section is relevant for businesses that have direct interaction with their customers, such as restaurants, sandwich shops and bakers.

It is important that customers with food allergies or intolerances are able to make informed choices when choosing products. All staff serving customers should be made aware of the potential risks to customers' health if they advise them incorrectly. A process must be in place to ensure that allergen information can be easily obtained and is accurate and consistent.

Customers are strongly advised to speak to staff regarding their allergy requirements. If a member of staff is unsure of the answer to a customer's question, they must ask somebody who knows.

You might find it useful to show these animations to the food businesses in your area. Or you could download this booklet or poster. The booklet is aimed at anyone who works in a cafe or restaurant selling unpackaged foods. The poster is a visual tool aimed at people who work in these businesses but do not have English as a first language, or those who have language difficulties.



[Home](#)

[Module 1: Rules and legislation](#)

[Module 2: In the body](#)

[Module 3: In the factory](#)

[Module 4: On the label](#)

[Module 5: In the restaurant](#)

[Module 6: Providing consumers with allergen information](#)

[CPD dashboard](#)

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In the restaurant

Visit our interactive restaurants to learn about identifying allergens in dishes typically found on the menu when eating out. Each restaurant has three dishes for you to choose from. The dishes have a list of allergens. Click on the allergens that you think would be found in the dish.

For the complete text, or if you don't have Flash installed, click on the information buttons instead.

Chinese

Visit our restaurant to test yourself on the three Chinese dishes.

[Interactive](#)

[Information](#)

Indian

Test yourself on the three Indian dishes at our Indian restaurant.

[Interactive](#)

[Information](#)

Mediterranean

Test yourself on the three Mediterranean dishes.

[Interactive](#)

[Information](#)

Deli Counter

Visit our deli to test yourself on the three dishes.

[Interactive](#)

[Information](#)

Test your knowledge

Register to take the multiple choice test and if successful you can download a CPD certificate.

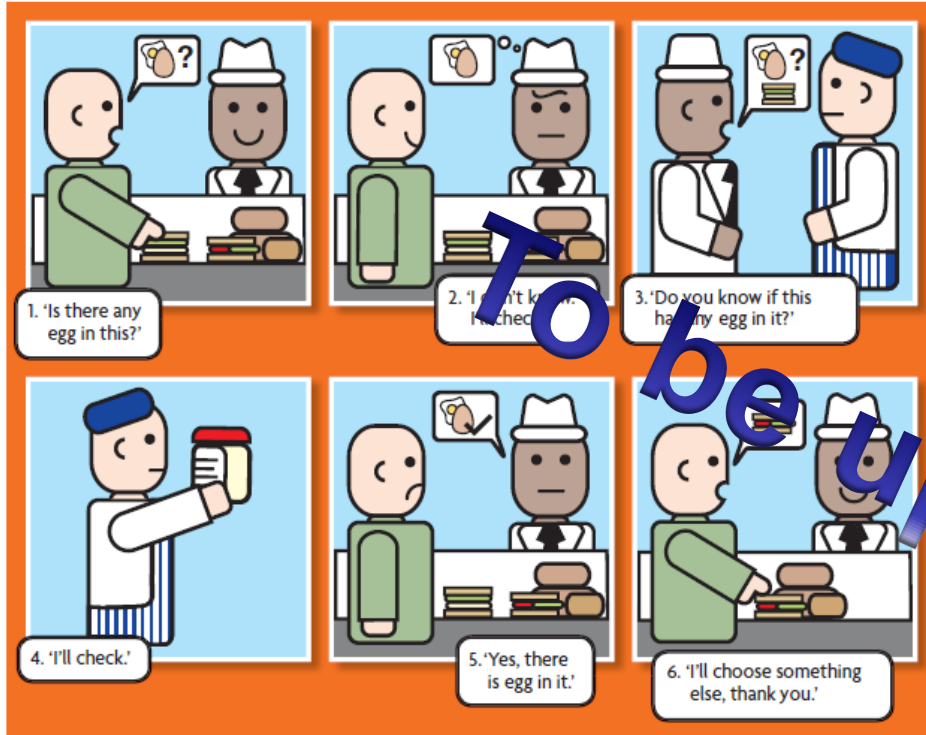
Resources for SME's

Advice for SME's on prepacked and non-prepacked food and Think allergy poster - To be updated and released May/ June 2014



Think Allergy

When someone asks you if a food contains a particular ingredient – always check.
If you check but you're still not sure, tell the customer so they can decide for themselves.



Which ingredients can cause a problem?



For more information and advice about allergy, visit: food.gov.uk/allergy
A booklet **Food allergy: What you need to know** is also available to download.

Encourages a two way dialogue



Think Allergy

I have an allergy to:

Please check my meal does not contain this food.

Just a small amount could make me very ill

food.gov.uk/allergy

Consider other legislation

- Safe food practices – management of allergens in the kitchen
- Regulation No. 178/2002 General Food Law
 - Article 14, 2a. Food shall be deemed to be unsafe if it is considered to be injurious to health
 - Article 14, 3b regard shall be had to the information provided to the consumer, including information on the label, or other information generally available to the consumer concerning the avoidance of specific adverse health effects from a particular food or category of foods

Food allergy is good for business!

- Group meal and venue choices are determined by the food allergic individual – more business
- Opportunity to demonstrate creativity to cater for food allergic and food intolerant customers
- Great customer loyalty



EUFIC communications

- Cascade through joint initiatives, conferences, seminars and workshops
- Social media – Facebook, Twitter
 - Allergy Awareness week (#allergyweek)
<https://www.thunderclap.it/projects/10338-allergy-awareness-week-2014>
- Joint messaging with other government departments who have policies on food i.e. Department for Education and Ofsted (nurseries, schools), Care Quality Commission (care homes, nursing homes) etc.
- Engagement with our interested parties

Advice and guidance

- FSA allergy pages: <http://food.gov.uk/policy-advice/allergyintol/>
- Allergy E-learning <http://allergytraining.food.gov.uk/> released December 2013 – suitable for businesses
- Inspection check lists
- <http://www.food.gov.uk/multimedia/pdfs/publication/allergencatering0908.pdf>
- <http://www.food.gov.uk/multimedia/pdfs/publication/allergenmanufacturer0908.pdf>
- Safer Food Better Business for Caterers – Food allergies
<http://www.food.gov.uk/multimedia/pdfs/publication/foodallergies-sfbb-0513.pdf>
- General FIR information to be found on GOV.uk
- Consumer advice
<http://food.gov.uk/multimedia/pdfs/publication/allergy-leaflet.pdf>
- BRC-FDF guidance for prepacked foods
<http://www.brc.org.uk/downloads/Guidance%20on%20Allergen%20Labelling.pdf>

Thank you for listening!

Website: <http://www.food.gov.uk/>