Allergen Policy

At Courthouse Catering and The Big Blue Café, we take the utmost care to ensure that cross contamination from Allergens is down to a minimum with practical procedures for a small kitchen and team of 10 staff. Enclosed are the procedures we put in place to ensure the safety of our customers and patrons when eating from our establishment. Although we take every precaution we can make within reason, we cannot guarantee food is 100% free from traces of an allergen due to indirect contact with equipment and work surfaces.

Notifying a food hypersensitivity

By the till where we take food orders is a sign asking customers to please notify us with any allergies or intolerances. Any enquiries can be answered by our trained staff and enquired further with our "Allergen matrix", "Allergen folder" or by looking at our website.

Pre made products

Any pre-package /manufactured items not made on the premises have their ingredients/allergens logged down in our "Allergen Folder" it will contain either a content list provided by our supplier or a direct copy of the ingredients on the packaging (direct photo of ingredients) with the 14x main allergens highlighted.

It is accessible for all staff members when any content/ allergen enquiry is made, this includes any additional food hypersensitivity someone may have.

Meals/dishes made in advance

Any prepared meals made in advance and/or are reheated to serve have ingredient/allergen cards in the "Allergen Folder". These state the full ingredient list alongside allergens and also if a product May contain an allergen.

Food Preparation

Due to the high proportion of allergenic ingredients that are prepared on premises, when an order is made with someone that has a food hypersensitivity, we take the following steps:

- Assure the customer your awareness of their needs and how you will prepare their meal. This also includes informing them how the food will be substituted for alternative items without said allergen, cooked and prepared.
- Thoroughly clean a designated side and sanitise using disposable blue roll
- using clean/appointed equipment to prepare/serve the food
- Only 1 member of staff preparing the meal at one time to prevent miscommunication/contamination.
- Prepare the food accordingly to the current specifications

Gluten

Majority of our menu items and food products do contain Gluten. Due to this we cannot store these items strictly separate other than keeping them in their original packaging. Flour is the only exception; it has its own sealed container due the higher probability of being airborne. We keep the gluten free alternatives and corresponding prep equipment in a secure container to ensure they are not indirectly contaminated.

Peanuts and Nuts

The Big Blue Café menu does not actively contain peanuts or nuts in the food we serve. **However,** we do have nuts and peanuts on our premises from our outside catering making bespoke meals and foods to order. When they are prepared, they are in a segregated work area and with one member or staff handling them. They are also stored in sealed containers to minimise indirect contamination.

<u>Other Allergens</u>

Egg, Dairy, Fish, Crustaceans, Cereals containing Gluten, Soybeans, Celery, Mustard, Sulphites, Lupin, Molluscs.

Majority of our menu items and food products do contain the following allergens. To minimise cross contamination, we keep products in their original packaging. Food cooked/prepared in advance are store in lidded containers with allergen content stickers in addition to prepped date and use-by date. Any hypersensitivity to these allergens is best addressed on ordering for staff to provide knowledge of contents, advice and alternatives to ensure a safe experience.