



**Public – To be published on the Trust external website**

# **Food Hygiene Policy**

## **HS-0016-v3**

**Status: Ratified**

**Document type: Policy**

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## 1 Introduction

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Good food hygiene practices are essential to ensure people who use our services are protected against the risks of food poisoning.

## 2 Why we need this policy

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The policy sets out what Tees, Esk and Wear Valleys NHS Foundation Trust does to ensure compliance with food hygiene legislation and good practice guidance.

### 2.1 Purpose

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- To ensure the supply, storage and production of food within the Trust complies with legislation and good practice.

### 2.2 Objectives

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This policy aims to :

- Provide direction to all Trust staff on good food hygiene practices
- Ensure a standardised approach to food hygiene is maintained
- Minimise the risk of food poisoning and hazards linked to contaminated food
- Comply with legislation and good practice guidance relating to food

## 3 Scope

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### 3.1 Who this policy applies to

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- All Trust staff including students and volunteers who handle or prepare food whether open (unwrapped) or packaged, this includes beverages
- All outlets providing food for consumption including ad-hoc food events, for example Charity Bake Sales, Coffee Mornings Events etc

## 3.2 Roles and responsibilities

Role	Responsibility
Chief Executive and Trust Board	<ul style="list-style-type: none"> <li>Ensuring there are effective arrangements for food handling within the Trust</li> </ul>
Director of Estates Capital Planning and Facilities Management	<ul style="list-style-type: none"> <li>Ensuring the Trust has robust and effective food hygiene policies and procedures and action is taken upon receipt of Environmental Health Officer reports</li> </ul>
Head of Hotel Services	<ul style="list-style-type: none"> <li>Producing, updating and monitoring food hygiene policies and procedures in accordance with current legislation and good practice guidelines</li> </ul>
Head of Catering & Performance and Head of Cleaning	<ul style="list-style-type: none"> <li>Ensuring that catering equipment and premises in all areas operated by Trust and contract domestic staff comply with legislation and hygiene standards and are monitored in line with the Trust policies and procedures</li> <li>Ensuring that all Trust and contract domestic staff comply with the Trust's food hygiene policy and food handling procedures and are up to date with the required training</li> <li>Ensuring a programme of monitoring of all Trust catering premises is implemented to assess premises and practices and highlights any that are falling below standard</li> </ul>
Managers	<ul style="list-style-type: none"> <li>In self catering premises ensuring that equipment and premises comply with legislation and hygiene standards are monitored in line with the Trust policies and procedures</li> <li>Ensuring that all staff handling food implement the Trust food hygiene policy and food handling procedure and receive the appropriate level of training</li> <li>In other premises ensuring that hygiene standards are maintained in food handling areas at ward level including ADL kitchen and that all nursing staff, including students and volunteers, classed as food handlers are up to date with the appropriate level of food hygiene training</li> </ul>
Occupational Therapists / Dietetic Staff	<ul style="list-style-type: none"> <li>In kitchens operated by the Occupational Therapist / Dietetic Staff ensuring equipment and premises comply with legislation and hygiene standards are monitored in line with the Trust policies and procedures and staff have the appropriate level of training</li> </ul>
All Staff including students and volunteers	<ul style="list-style-type: none"> <li>All staff including students and volunteers handling food must comply at all times with the food hygiene policy and the appropriate food hygiene procedure including for ad-hoc and charitable events involving food</li> </ul>

## 4 Employment of food handlers

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### 4.1 Pre-employment checks

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- All food handlers must have a food health check, approved by the Trust's Occupational Health Department
- This applies equally to contractor staff and other temporary or agency staff. The Head of Catering & Performance/Professional Manager must maintain a record that these checks occurred

### 4.2 On appointment

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- All new food handlers must, prior to handling food/beverages, be given a copy of the Food Hygiene Policy and appropriate procedures and sign a declaration that they have received and understood them (Appendix 3), and undergo training to the appropriate level (see 4.3 prior to handling food)
- All staff must be told that if they or if anyone at home suffer from diarrhoea or vomiting, skin rash, boils, skin lesions or any of the other illnesses noted in Appendix 4B they must report this to their Supervisor or Manager
- They must also be requested to sign the agreement to report infection (for Agreement Form and Procedure see Appendix 4A/B)
- Managers must ensure that they have briefed staff on the information in the Allergen Briefing (Appendix 5) and staff have signed to confirm their understanding
- All staff must read and be requested to sign the agreement that they have read and understood the [Food Allergen Procedure](#)

### 4.3 Training of food handlers

Staff Group	Food Hygiene Training
Head of Hotel Services	Level 4 - Award in Managing Food Safety in Catering Level 2 - Award in Food Safety in Catering every 3 years Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2
Head of Catering & Performance	Level 4 - Award in Managing Food Safety in Catering Level 2 - Award in Food Safety in Catering every 3 years Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2
Head of Cleaning	Level 4 - Award in Managing Food Safety in Catering Level 2 - Award in Food Safety in Catering every 3 years Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2
Facilities Site Manager	Level 4 - Award in Managing Food Safety in Catering Level 2 - Award in Food Safety in Catering every 3 years Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2
Contracting and Performance Officer	Level 4 - Award in Managing Food Safety in Catering Level 2 - Award in Food Safety in Catering every 3 years Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2
Catering Officer	Level 4 - Award in Managing Food Safety in Catering Level 2 - Award in Food Safety in Catering every 3 years Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2

Staff Group	Food Hygiene Training
Hotel Services Supervisor	<p>Level 4 - Award in Managing Food Safety in Catering</p> <p>Level 2 - Award in Food Safety in Catering every 3 years</p> <p>Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2</p>
Cooks	<p>Level 3 - Award in Supervising Food Safety in Catering</p> <p>Level 2 - Award in Food Safety in Catering every 3 years</p> <p>Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2</p>
Nursing staff including students and volunteers cooking meals for patients with or without assistance of patients	<p>Level 3 - Award in Supervising Food Safety in Catering</p> <p>Level 2 - Award in Food Safety in Catering every 3 years</p> <p>Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2</p>
Staff including students and volunteers preparing food for purchase in forensic services with or without assistance of patients	<p>1 person on duty to have Level 3 - Award in Supervising Food Safety in Catering</p> <p>Remainder of staff to have Level 2 – Award in Food Safety in Catering</p> <p>Level 2 - Award in Food Safety in Catering every 3 years</p> <p>Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2</p>
Catering Assistants	<p>Level 2 - Award in Food Safety in Catering</p> <p>Level 2 - Award in Food Safety in Catering every 3 years</p> <p>Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2</p>
Housekeepers	<p>Level 2 - Award in Food Safety in Catering</p> <p>Level 2 - Award in Food Safety in Catering every 3 years</p> <p>Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2</p>

Staff Group	Food Hygiene Training
Porter/Housekeepers	<p>Level 2 - Award in Food Safety in Catering</p> <p>Level 2 - Award in Food Safety in Catering every 3 years</p> <p>Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2</p>
Occupational Therapy staff	<p>Level 2 - Award in Food Safety in Catering</p> <p>Level 2 - Award in Food Safety in Catering every 3 years</p> <p>Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2</p>
Nursing staff including students and volunteers supervising patients to prepare food in ADL kitchens	<p>Level 2 - Award in Food Safety in Catering</p> <p>Level 2 - Award in Food Safety in Catering every 3 years</p> <p>Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2</p>
Dietetic Staff	<p>Level 2 - Award in Food Safety in Catering</p> <p>Level 2 - Award in Food Safety in Catering every 3 years</p> <p>Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2</p>
Nursing staff including students and volunteers who serve food on wards	<p>Internal e-learning every year</p> <p>Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2</p>
Patients preparing food for consumption by others	<p>Appropriate instruction in food hygiene matters incorporating Allergen Awareness to a level appropriate to the task they are undertaking, and be under supervision from staff qualified to Level 3 - Award in Food Safety in Catering</p>



## 4.4 Dealing with a food hygiene incident or complaint

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- Food hygiene incidents or complaints will generally fall into one of four categories :
  - Foreign body contamination eg physical contamination of a meal
  - Unsound food eg food spoilage occurring
  - Suspected food poisoning
  - Food allergen incidents
- Such incidents or complaints should be dealt with promptly and efficiently. It should be borne in mind that such incidents may not be the result of any action on behalf of the Trust's catering services but may have resulted from the action of a supplier or other food business
- Any food hygiene incidents (including food allergies) **MUST** be reported via the Trusts incident reporting system and to your line manager and relevant clinical/professional lead

### 4.4.1 Action to be taken on receipt of a complaint

- It is important to obtain as much accurate information as possible relating to the incident or complaint and report immediately to your line manager and relevant clinical/professional lead and also to the Head of Catering and Performance

## 5 Ad-hoc food events

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This policy applies to ad-hoc food events and charitable events where food is being sold or served.

This includes charitable events such as cake sales, coffee mornings etc

## 6 Related documents

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- [Food handling procedure for units operating delivered frozen meals production methods](#)
- [Food handling procedure for units operating self-catering production methods](#)
- [Food handling procedure for ADL kitchens](#)
- [Food allergen procedure](#)

## 7 References

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- Food Safety and Hygiene (England) Regulations 2013
- Food Standards Agency – Food Handlers Fitness to Work

## 8 How this policy will be implemented

- This policy will be published on the Trust's intranet
- Managers and Heads of Service must ensure that all staff who are food handlers are made aware of the policy and its contents and receive appropriate training

### 8.1 Training needs analysis

Staff/Professional Group	Type of Training	Duration	Frequency of Training
Please refer to Section 4.3 – Training of food handlers			

## 9 How the implementation of this policy will be monitored

Auditable Standard/Key Performance Indicators		Frequency/Method/Person Responsible	Where results and any Associate Action Plan will be reported to, implemented and monitored; (this will usually be via the relevant Governance Group)
1	Hotel Services Training Matrix	Monthly monitoring by Head of Cleaning	EFM Performance Board on a Quarterly basis
2			
3			

## 10 Document control (external)

To be recorded on the policy register by Policy Coordinator

Date of approval:	07 July 2021	
Next review date:	07 July 2024	
This document replaces:	Food Hygiene Policy HS-0016-v2	
This document was approved by:	Name of committee/group	Date
	IPC	15 June 2021
This document was ratified by:	Name of committee/group	Date
	SLG	07 July 2021
An equality analysis was completed on this document on:	9 April 2021	
Document type	Public	
FOI Clause (Private documents only)	n/a	

### Change record

Version	Date	Amendment details	Status
3	07 July 2021	Food Allergen Procedure	Ratified
3	07 July 2021	<b>Training of food handlers</b>	Ratified
		Dietetic Staff      Level 2 - Award in Food Safety in Catering every 3 years  Refresher - Internal e-learning of Food Hygiene Training Course incorporating Allergen Awareness Training annually excluding year completing Level 2	

## Appendix 1 – Equality Analysis Screening Form

**Please note: The Equality Analysis Policy and Equality Analysis Guidance can be found on the policy pages of the intranet**

Name of Service area, Directorate/Department i.e. substance misuse, corporate, finance etc.	Estates and Facilities			
Policy (document/service) name	Food Hygiene Policy			
Is the area being assessed a...	Policy/Strategy	<input checked="" type="checkbox"/>	Service/Business plan	Project
	Procedure/Guidance			Code of practice
	Other – Please state			
Geographical area covered	Trust wide			
Aims and objectives	Ensure compliance with food hygiene legislation and good practice guidance			
Start date of Equality Analysis Screening (This is the date you are asked to write or review the document/service etc.)	April 2021			
End date of Equality Analysis Screening (This is when you have completed the equality analysis and it is ready to go to EMT to be approved)	April 2021			

**You must contact the EDHR team if you identify a negative impact. Please ring the Equality and Diversity Team on 0191 3336267/3046**

1. Who does the Policy, Service, Function, Strategy, Code of practice, Guidance, Project or Business plan benefit?

Service Users, Staff, Visitors / Members of the Public

2. Will the Policy, Service, Function, Strategy, Code of practice, Guidance, Project or Business plan impact negatively on any of the protected characteristic groups below?

<b>Race</b> (including Gypsy and Traveller)	Yes/No	<b>Disability</b> (includes physical, learning, mental health, sensory and medical disabilities)	Yes/No	<b>Sex</b> (Men, women and gender neutral etc.)	Yes/No
<b>Gender reassignment</b> (Transgender and gender identity)	Yes/No	<b>Sexual Orientation</b> (Lesbian, Gay, Bisexual and Heterosexual etc.)	Yes/No	<b>Age</b> (includes, young people, older people – people of all ages)	Yes/No
<b>Religion or Belief</b> (includes faith groups, atheism and philosophical belief's)	Yes/No	<b>Pregnancy and Maternity</b> (includes pregnancy, women who are breastfeeding and women on maternity leave)	Yes/No	<b>Marriage and Civil Partnership</b> (includes opposite and same sex couples who are married or civil partners)	Yes/No

**Yes** – Please describe anticipated negative impact/s

**No** – Please describe any positive impacts/s

The implementation of this policy and associated procedures will ensure the trust comply with the legal obligation to ensure safe food handling and to supply information to consumers on the allergens that are found in the food we provide. This includes all food outlets in addition to our inpatient services.

Requests relating to cultural or religious requirements by service users on inpatient wards will be managed at ward level by clinical staff. Hotel Services will always attempt to meet the requests of services users.

<p>3. Have you considered other sources of information such as; legislation, codes of practice, best practice, nice guidelines, CQC reports or feedback etc.? <b>If 'No', why not?</b></p>	<p>Yes</p>	<p>✓</p>	<p>No</p>	
<p><b>Sources of Information may include:</b></p> <ul style="list-style-type: none"> <li>• Feedback from equality bodies, Care Quality Commission, Equality and Human Rights Commission, etc.</li> <li>• Investigation findings</li> <li>• Trust Strategic Direction</li> <li>• Data collection/analysis</li> <li>• National Guidance/Reports</li> </ul>	<ul style="list-style-type: none"> <li>• Staff grievances</li> <li>• Media</li> <li>• Community Consultation/Consultation Groups</li> <li>• Internal Consultation</li> <li>• Research</li> <li>• Other (Please state below)</li> </ul>			
<p>4. Have you engaged or consulted with service users, carers, staff and other stakeholders including people from the following protected groups?: Race, Disability, Sex, Gender reassignment (Trans), Sexual Orientation (LGB), Religion or Belief, Age, Pregnancy and Maternity or Marriage and Civil Partnership</p>				
<p><b>Yes</b> – Please describe the engagement and involvement that has taken place</p>				
<p>The policy and associated procedures have been developed with support from Dietitians. The policy will be circulated for trust wide consultation for a period of 6 weeks</p>				
<p><b>No</b> – Please describe future plans that you may have to engage and involve people from different groups</p>				
<p>N/A</p>				

5. As part of this equality analysis have any training needs/service needs been identified?																	
<table border="1"> <tr> <td style="width: 10%;"><b>Yes/No</b></td> <td colspan="5">Please describe the identified training needs/service needs below</td> </tr> <tr> <td></td> <td colspan="5">Food Allergen Awareness Training / Toolkit</td> </tr> </table>						<b>Yes/No</b>	Please describe the identified training needs/service needs below						Food Allergen Awareness Training / Toolkit				
<b>Yes/No</b>	Please describe the identified training needs/service needs below																
	Food Allergen Awareness Training / Toolkit																
A training need has been identified for;																	
Trust staff	Yes/No	Service users	Yes/No	Contractors or other outside agencies	Yes/No												
<b>Make sure that you have checked the information and that you are comfortable that additional evidence can provided if you are required to do so</b>																	
If you need further advice or information on equality analysis, the EDHR team host surgeries to support you in this process, to book on and find out more please call: 0191 3336267/3046																	

## Appendix 2 – Approval checklist

To be completed by lead and attached to any document which guides practice when submitted to the appropriate committee/group for consideration and approval.

	Title of document being reviewed:	Yes/No/Not applicable	Comments
<b>1.</b>	<b>Title</b>		
	Is the title clear and unambiguous?	YES	
	Is it clear whether the document is a guideline, policy, protocol or standard?	YES	
<b>2.</b>	<b>Rationale</b>		
	Are reasons for development of the document stated?	YES	
<b>3.</b>	<b>Development Process</b>		
	Are people involved in the development identified?	YES	
	Has relevant expertise been sought/used?	YES	
	Is there evidence of consultation with stakeholders and users?	YES	DIETITIAN LEAD AND CONSULTATION – 6 WEEKS
	Have any related documents or documents that are impacted by this change been identified and updated?	YES	PROCEDURES
<b>4.</b>	<b>Content</b>		
	Is the objective of the document clear?	YES	
	Is the target population clear and unambiguous?	YES	
	Are the intended outcomes described?	YES	
	Are the statements clear and unambiguous?	YES	
<b>5.</b>	<b>Evidence Base</b>		
	Is the type of evidence to support the document identified explicitly?	YES	PROCEDURES
	Are key references cited?	YES	
	Are supporting documents referenced?	YES	
<b>6.</b>	<b>Training</b>		
	Have training needs been considered?	YES	
	Are training needs included in the document?	YES	



<b>7.</b>	<b>Implementation and monitoring</b>		
	Does the document identify how it will be implemented and monitored?	YES	FOR HOTEL SERVICES
<b>8.</b>	<b>Equality analysis</b>		
	Has an equality analysis been completed for the document?	YES	
	Have Equality and Diversity reviewed and approved the equality analysis?	YES	April 2021
<b>9.</b>	<b>Approval</b>		
	Does the document identify which committee/group will approve it?	YES	INFECTION, PREVENTION CONTROL AND SLG (RATIFICATION)
<b>10.</b>	<b>Publication</b>		
	Has the policy been reviewed for harm?	YES	
	Does the document identify whether it is private or public?	YES	
	If private, does the document identify which clause of the Freedom of Information Act 2000 applies?	N/A	

## Appendix 3 – Declaration form

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I have read and had explained to me and confirm I understand the Trust's Food Hygiene Policy and Procedures :

- Food handling procedure for units operating delivered frozen meals production methods
- Food handling procedure for units operating self-catering production methods
- Food handling procedure for ADL kitchens
- Food allergen procedure

**Signed :** \_\_\_\_\_

**Dated :** \_\_\_\_\_

**Name in Full :** \_\_\_\_\_

**Manager / Supervisor Signature :** \_\_\_\_\_

**Manager / Supervisor Name in Full :** \_\_\_\_\_

(This form is to be photocopied by the Ward / Department)

Duplicate copy to be retained by the employee and a copy placed in the personal file

## **Appendix 4A – Procedure for dealing with food handling**

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### **STAFF REPORTING ILLNESS**

- On appointment and prior to carrying out food handling tasks, the requirements and systems to report illness as noted overleaf should be explained to all members of staff including students and volunteers, required to handle food or beverages
- The form at Appendix 4B should be signed by the member of staff including students and volunteers and counter signed by the Line Manager to confirm they have understood the requirement to report illness
- On receipt of a report of illness, the Line Manager must ring the Trust's Occupational Health Department for guidance
- If the Occupational Health Department cannot be contacted the member of staff should be referred to their own GP
- Until guidance is received from Occupational Health or the GP, the member of staff should not be allowed to handle food or beverages

## **Appendix 4B – Food handlers agreement to report illness**

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I agree to report to my immediate Line Manager prior to commencing work and by telephone if necessary.

1. If I am suffering from Gastro-enteritis (diarrhoea and/or vomiting)
2. If I have infected lesions of the skin, eyes or mouth
3. If I have a scaling, weeping or discharging lesion or boils on an exposed part of my skin (face, neck, hands, arms or scalp) which cannot be covered adequately
4. If I have a weeping or pustule lesion of the eyes, ears, mouth and/or gums
5. If anyone at home is suffering from diarrhoea or vomiting
6. If any of your family suffered gastro-intestinal illness whilst abroad.
7. Food handlers should be aware that there are illnesses that are prevalent in other countries that are not common in the U.K. If they fall ill after being abroad they should seek medical advice.

I have had explained to me, and confirm that I understand, the requirements to report illness to my line manager.

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Name in full:** \_\_\_\_\_

**Line Manager Signature:** \_\_\_\_\_

**Line Manager Name in Full :** \_\_\_\_\_

*(This form is to be photocopied by the wards/units)  
Duplicate copy to be retained by the employee and a copy placed in the personal file*

## Appendix 5 – Allergen Briefing Form

(All staff including students and volunteers engaging in food related activity must be briefed and confirm understanding before preparing and serving food)

<b>Locality</b>	
<b>Service</b>	
<b>Line Manager name</b>	

*Allergen brief –*

1. Confirm to the staff including students and volunteers where the **Allergen Folder** is located (ensure it is ALWAYS accessible)
2. Confirm the **Food Intolerance Posters** are displayed
3. Confirm the staff member including students and volunteers has read the **Food Allergen Procedure** and **Allergen Awareness Staff Briefing** within the procedure (Appendix 5) and understands the process of using the **Allergen Matrix** (this should be held within the Allergen folder)
4. Clarify with the staff including students and volunteers that if an individual asks about allergens, the **Allergen Matrix** must be consulted and shared with them, confirming whether or not said product contains that allergen
5. Clarify that all staff including students and volunteers should ask their line manager if they are unsure and if any uncertainty remains the individual should be recommended not to consume the product in question

Staff members full name	Staff members signature to confirm understanding	Line Managers full name	Line Managers signature to confirm above brief to staff member	Date

*Please retain in the Allergen Folder*