

Allergen matrix

One row per dish, the 14 allergens across the top. Build it from your recipe allergen cards, never from memory.

Venue

Version no.

Version date

Built by

Checked by (second person)

Old copies removed (date)

Dish (as named on the menu)	Celery	Cereals containing gluten	Crustaceans	Eggs	Fish	Lupin	Milk	Molluscs	Mustard	Tree nuts	Peanuts	Sesame	Soya	Sulphur dioxide / sulphites	Notes (made without? how?)

Mark each cell: **C** = contains (from the recipe allergen card). **M** = may contain: a risk from a supplier's "may contain" or your own kitchen check that you cannot rule out. Leave blank only when no ingredient carries it and no may-contain risk was found. A blank never means "free from". If a dish is not on this sheet, it is not available to anyone with an allergy.

Recipe allergen card

One card per dish. Every ingredient, every allergen, dated. The allergen matrix is built from these cards.

Dish name _____ Card version _____ Date _____ Chef _____

Matrix row updated (version) _____ Review date _____ Reviewed by _____

Ingredients, including sauces, garnishes, oils and dressings

Ingredient	Supplier and product	Spec date	Allergens in this ingredient (and any may contain)

The dish contains

- | | |
|--------------------------------------|--|
| ☐ Celery | ☐ Cereals containing gluten |
| ☐ Crustaceans | ☐ Eggs |
| ☐ Fish | ☐ Lupin |
| ☐ Milk | ☐ Molluscs |
| ☐ Mustard | ☐ Tree nuts |
| ☐ Peanuts | ☐ Sesame |
| ☐ Soya | ☐ Sulphur dioxide / sulphites |

Can be made without

Which allergen, and exactly how.

Cross-contact risks (may contain)

Shared fryer, toaster, board, garnish.

Signed (chef) _____ Checked (second person) _____ Date _____

Supplier specification check

Every ingredient you buy, with its specification and the date you last checked it.

A usable specification names the product exactly, lists ingredients with the 14 allergens identified, states any "may contain" warning, and carries a date. Ask the supplier to tell you before any recipe or product change.

Product (exact name, pack size)	Supplier	Spec date	Allergens listed	May contain	Checked by	Next check due

At every delivery

- ☐ Same product, same brand, same pack as the spec on file
- ☐ Packs sealed and undamaged
- ☐ Any substitute: stopped at the door until its spec is checked
- ☐ Label checked against the spec when anything looks different

Allergen order checklist

For front of house (Chapter 9). Print it, laminate it, keep one at every till. Any change to the order goes back through the same steps.

The conversation (server)

- ☐ Ask everyone, before the order: "Does anyone have any allergen requirements?" (the FSA's wording)
- ☐ Listen and write it down: the exact allergen. "Nuts"? Ask: peanuts, tree nuts, or both? Which ones?
- ☐ Check the allergen matrix with the guest and read across the row. Never answer from memory.
- ☐ Say every C and every M in plain words, including what you can't rule out.
- ☐ Check the guest has enough to decide. The guest decides, with the facts.
- ☐ Repeat it back: the dish, the allergen, the seat.
- ☐ Flag it on the ticket and name the allergen. Tell the kitchen and wait for "heard".
- ☐ Name it at the table: "Here's the ... with no ..."

Not sure? Don't guess. Ask the allergen lead. If we can't be sure, we say "I can't be sure, so I can't recommend it."

Every allergen order: the checks

	Check	Who
☐	Every table asked about allergen requirements	Server
☐	Allergen and seat number written down	Server
☐	Matrix row read, C and M said out loud	Server
☐	Order repeated back to the guest	Server
☐	Allergy flag on the ticket	Server or till
☐	Kitchen says "heard" and the allergen	Kitchen
☐	Cooked apart, with clean kit	Kitchen
☐	Plate checked against the ticket	Pass
☐	Carried alone and named at the table	Runner
☐	Phone and delivery orders labelled in the bag	Whoever packs it

Allergen lead this shift

Date

Shift

Menu-change sign-off

Nothing new goes on sale until every line is done. If it is not on the sheet, it is not available.

Dish _____ Type of change _____ Requested by _____ Go-live date _____

#	Step	Done by	Date
1	Change proposed: what, why, from when		
2	Supplier specifications checked for every new ingredient		
3	Recipe allergen card written or updated, and signed		
4	Allergen matrix updated (new version number and date), and any PPDS label updated		
5	Sign-off: a second person checks the card against the matrix row and the label		
6	Front of house and kitchen briefed (names below)		
7	Old copies removed: folder, boards, website, delivery apps, old labels		
8	On sale, only after steps 1 to 7		

Team briefed

Name	Role	Signature	Name	Role	Signature

Signed off by (manager) _____ Date _____ Matrix version now live _____

[illegible]

- ☐ The 14 allergens and where they are in our dishes
- ☐ Where the allergen matrix is, and how to read it
- ☐ The order steps and the words we use
- ☐ What to do if we cannot be sure
- ☐ Kitchen controls: storage, cleaning, separate equipment
- ☐ A suspected reaction: call 999 and follow the NHS guidance

Cleaning and cross-contact checklist

Tick it every day at close (Chapter 8). A blank box is a question for the manager, not a pass.

Week beginning

Kitchen lead

Check	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Boards, knives and utensils washed before allergen-free prep							
Separate, labelled equipment used where we have it							
Surfaces cleaned before allergen-free prep							
Hands washed between dishes							
Ingredients in closed, labelled containers							
Allergen ingredients stored apart, below others							
Scoops kept in their own container							
Fryer oil use as per our recipe cards (shared or separate)							
Toaster and grill: allergen-free items kept apart							
Cloths changed							
Garnishes and toppings covered and labelled							
Spills cleaned, exposed food binned							
Allergen matrix on display is the current version							
Weekly hotspot walk done (Figure 8.1)							

Problems found and what we did

Checked by (manager)

Date

Allergen incident log

One sheet per reaction, near miss or complaint (Chapter 10). The near miss is the lesson you got for free. Write it down.

A suspected reaction: call 999 and say you think it is anaphylaxis, and if they have an adrenaline auto-injector, help them use it. The two NHS pages put these in a different order: follow the page for your nation. Then do what the call handler says. Record it here the same day.

Date and time _____ Written by _____ Type: reaction / near miss / complaint _____

Table, ticket and dish _____ What the guest said (their words) _____

Ticket flagged? Called at the pass? _____ 999: time called / time crew arrived _____

What happened, in order, with times

Kept: plate, ticket, packaging, card version _____ Where it broke (link in the chain, Chapter 1) _____

Action: what changes, who, by when _____ Told: who, and when _____

Review within 48 hours: five questions

- ☐ What happened, minute by minute? Use this log, the ticket and the people who were there.
- ☐ Which link in the chain broke: supplier, delivery, storage, recipe card, allergen matrix, menu and board, order, ticket, pass or table?
- ☐ Why didn't the check at that point catch it?
- ☐ What changes, who does it, and by when?
- ☐ Who needs to know, and how will you know the change has worked?

Reviewed by _____ Review date _____ Dish back on sale (date) _____