ALLERGEN POLICY

Statement

Whilst visiting Ezra & Gil with an allergy, you should inform a member of staff, where we will provide you with the information needed to help you make your decision.

Ezra & Gil is not able to guarantee a completely allergen free environment due the menu we serve. We aim to minimise the risk of exposure & encourage self-responsibility in declaration, combined with staff training & awareness. This way, we hope that all customers are able to dine with us.

If you have a food allergy, intolerance or special dietary requirement, **please** inform a member of staff when ordering at the till.

Objectives of this policy

To train our staff who are handling food in clear allergy procedures, providing information & certification for the best possible knowledge.

To promote awareness of the nature of food allergens and bring these to the attention of customers.

To ensure appropriate information and support is available for staff.

What is a food allergy?

Food allergies involve the body's immune system. The body reacts to certain allergens in food by producing antibodies, which can cause immediate and sometimes severe symptoms such as: itching or strange metallic taste in the mouth; swelling of the throat and tongue; difficulty in swallowing or speaking; abdominal cramps, nausea and vomiting; skin hives (nettle-rash) anywhere on the body; and in most extreme cases difficulties in breathing and a severe fall in blood pressure (anaphylactic shock). In extreme cases this can prove fatal.

What is food intolerance?

This does not involve the immune system in the same way and is not usually as severe as a food allergy. Symptoms usually take longer and may include headaches, fatigue and digestive problems. Food intolerance is harder to diagnose than a food allergy. The person with a known allergen trigger may know what food ingredient will provoke a reaction. However, they may well have eaten this food or a specific dish previously and had no adverse reaction.

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Responsibilities

Kitchen management are resposible for ensuring a clean working environement, with an aim in cross contamination avoidance. This will be done via cleaning, labelling and using separate working areas / separate equipment wherever possible in regards to avoiding allergens stated by any customers when ordering with us.
Kitchen management are also responsible in keeping up to date allergen information in relation to our menu.

Front of house management are responsible in communicating with customers regarding allergens and being clear in where to find this information, in order for customers to make a clear decision.

Front of house staff members are responsible for following clear allergy procedures and policy.

Customers are responsible for stating clearly any allergies or intolerances they have to our staff members when ordering. This information is recorded & confirmed via digital checks which are passed onto the kitchen.

Key information

Due to the nature of preparation & cooking methods, cross contamination is avoided but cannot be guaranteed.

Customers must state clearly if they have an **allergy** or a **preference**. This will be clearly communicated with our team & chefs to make the right decision for the customer & the business.

Due to our use of outside suppliers, we will provide information in regards to allergen information passed on to us by them. In some cases, we cannot and will not guarantee that there is not trace of allergens in certain products. This will be clearly communicated to the customer in these cases where this is relevant, triggered by information provided by a customer.

If, based on what a customer tells us, we believe a dish cannot be made safely for them, we will decline to prepare it and suggest a suitable alternative. This decision protects both our customers and our staff, and is recorded on the order as set out above.