



Wivenhoe House

Information for New Starters

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Welcome to Wivenhoe House

I am delighted to welcome you to our hard working and dedicated team at Wivenhoe House.

Wivenhoe House, once painted by Constable, is a magnificently restored 18th century Essex country house with a wealth of mercantile history between its walls. It comes with signature dishes donated by some of the country's leading chefs, a team of butlers to anticipate the guest's every need and a contemporary garden wing with brasserie that sits in contrast to the meticulously renovated old house.

Wivenhoe House is also the home of the [Edge Hotel School](#), which is a unique concept in the UK for nurturing new talent. As a member of the team you will be working alongside student practitioners, supporting and encouraging their training and development.

Being passionate about great service, our ethos is to provide our guests with an intriguingly different experience. We therefore recruit only the best talent to deliver service at this level.

I hope you enjoy being part of our team; we look forward to working with you.

Oliver Brown
General Manager

Health and Safety Induction Checklist

Name:	Job role:
Location: Wivenhoe House	Achieved [√] x or NA¹
Day 1	
Emergency Procedures	
Emergency telephone number for campus and when it should be used. Security/line manager contacts for other emergencies.	
Location of fire exits, assembly point, and fire alarm call point closest to usual place of work.	
Emergency evacuation procedure, including fire alarm zones, evacuation stewards and who takes charge at a fire assembly point.	
Procedure of how to summon first aid for (a) urgent and (b) non-urgent assistance in the event of an accident. Identification of first aiders.	
Where relevant, emergency procedures relating to specific hazardous activities within the functional area.	
Personal Emergency Evacuation Plan (PEEPs) and responsibilities for Guests	
1st Week	
Roles and responsibilities <i>(NB: General information is covered by Health and Safety: the Essentials online course)</i>	
Understands own responsibilities and those of his/her manager/supervisor.	
Read the Health and Safety Management Statement	
Shown the health and safety contact list.	
Shown "Health and Safety Law" poster or leaflet	
Introduced to Departmental Health and Safety Officer (DHSO) or Health and Safety Liaison Officer (HSLO) and understands their role.	
Other key health and safety roles relating to the employee's work location (if applicable) (E.g. DSE facilitator)	
Reporting Procedures	
Procedure for reporting accidents and other health and safety incidents, including where to find the Health and Safety Incident Report Form.	
How to report premises / safety hazards and health and safety concerns within the Department / on campus.	
Procedure for reporting sickness absences or other work related health concerns.	
Communication of health and safety information	
Where to find health and safety information	
Where to find specific health and safety information for the unit/functional area	
How health and safety is communicated within the Department.	
Consultation arrangements, including identification of safety representatives	
The role of the Health and Safety Advisory Group	

¹ NA = Not applicable

	Achieved √ x or NA
Risks and safety procedures associated with work	
Relevant health and safety standards.	
Local risk assessments and procedures and where these can be found (including responsibilities for each work area / activity, and any work or access restrictions).	
<i>Use of Computers / DSE:</i> DSE workstation assessment carried out (if applicable) and forwarded to Department's DSE Facilitator.	
<i>Security / lone working:</i> How to contact Security personnel. Procedures for lone working or working late.	
Where relevant, introduction to relevant permit to work system and responsible person.	
Where required, issue personal protective equipment and train in safe fitting and use, selection and storage.	
Individual health and safety needs	
Reasonable adjustments implemented for those employees with permanent or temporary disabilities or health conditions.	
Training and development needs identified. (Complete record appended to this checklist)	

Signed (Employee):	Date:
Signed (Line manager):	Date:

Your Health and Safety Responsibilities

The health, safety and wellbeing of staff, student practitioners and our customers are fundamental to our aim of providing a high quality hotel which provides great customer service. The achievement of high standard of health, safety and wellbeing requires the involvement and commitment of all staff at all levels. This section briefly outlines Health, Safety and Wellbeing Policy, which sets out the responsibilities we all have to look after ourselves and others affected by our work activities.

Everyone has health and safety responsibilities, but the extent of your responsibilities depends on your role. As a member of staff or student practitioner you are responsible for:

- Looking after your own work-related health and safety and the safety of others affected by your work activities.
- Following safe working practices and carrying out their health and safety responsibilities as detailed in WH health and safety related standards and procedures.
- Reporting accidents, work-related ill-health, hazards and incidents. Also unsafe working practices that could lead to someone being harmed.
- Taking part in any health and safety training and development as required.
- Using work equipment safely and in accordance with instructions and training.
- Making sure that suitable precautions are put into place to protect people from harm when organising activities, events or projects.
- Seeking advice if you do not feel competent to carry out your responsibilities.

The law requires WH to protect you from work-related harm. You also have a legal responsibility to look after your own safety and health and that of others affected by your work. Following the Policy and procedures in place for health and safety will help you to meet your legal responsibilities and help WH to meet its responsibilities to you.

Line managers

High standards of health and safety management are essential to the achievement of the highest possible level of operational standards. If you are a line manager you are responsible for the health and safety of your employees and student practitioners and the work areas and activities within your area of control. You must make sure that employees understand what they need to do to stay safe, are competent and work safely and in accordance with WH requirements. You must also ensure that suitable risk assessments are carried out for hazardous work activities and that they take account of the needs of individual members of staff.

The health and safety responsibilities of heads of department and other managers can be found in the WH Health, Safety and Wellbeing policy, which can be found by following the link at www.essex.ac.uk/hr/WHH.

What happens if you don't meet your responsibilities?

You have a responsibility in law to cooperate with WH to help it meet its responsibilities, so failure to do so could ultimately result in disciplinary action. More importantly, it could result in you, a colleague or a student being harmed. Your manager will need to discuss why you are having difficulty meeting your responsibilities with you and help you to overcome any problems. Disciplinary action would only be considered in rare cases, for example where you knowingly did something that could cause serious harm to yourself or others.

Where to go to for help on health and safety

Health and safety information is displayed on the notice board in staff common room or is available from your department's health and safety liaison Officer (HSLO).

You should raise any health and safety concerns directly with your manager or supervisor. Alternatively you should speak to the Hotel's Health and Safety Liaison Officer (HSLO) or General Manager. Their contact details are on the notice board in the staff common room. Student Practitioners can also raise concerns through the Edge Hotel School Operations Team.

Further information on health and safety at WHH can be found in the Health and Safety Management Statement, which displayed on the notice board in the staff common room or can be found at: www.essex.ac.uk/hr/WHH.

**OCCUPATIONAL HEALTH SERVICE
GUIDANCE FOR ALL PEOPLE WORKING IN A FOOD HANDLING AREA**

FOOD HANDLING:

You can pass on illnesses when you work with or around food. To prevent this:

- Tell the manager immediately if you are ill
- Wash and dry your hands with soap and warm water, especially after going to the toilet

You can affect the safety of food when working with or around food

- Your hands and clothes can spread harmful bacteria or viruses to food or surfaces that will come into contact with food
- These bacteria or viruses can come from you if you are ill

Tell the line manager or supervisor if you have any of the following conditions:

- Diarrhoea or vomiting
- Stomach pain, nausea, fever or jaundice
- Someone living with you with diarrhoea or vomiting
- Infected skin, nose or throat

If you fall ill at work:

- Seek to leave the food handling area and immediately inform your manager what has happened

When returning to work after an illness:

- Speak to your line manager or supervisor on your first day back to arrange a return to work interview. Take extra care when washing your hands.
- Tell the manager if they don't know you were ill, for example if you were ill on holiday.
- If you have suffered with diarrhoea and/or vomiting you must be clear of symptoms for 48 hours before returning to the kitchen. It may however be possible for you to undertake other duties with agreement from your line manager.

If you are ill whilst on holiday:

- Inform your manager, especially if you had any of the above conditions.

Wash and dry your hands thoroughly with soap and warm water before working with any food, especially after going to the toilet.

- Also wash your hands after handling anything that might be contaminated and throughout the day.
- Avoidance is better than removal – where practical try not to touch things that might require you to then wash your hands.

FOOD SAFETY

- Keep raw and prepared foods separate – this applies in storage areas (e.g. fridges) as well as on prep surfaces.
- Avoid any other cause of contamination, like knives, cloths and chopping boards.
- If you are preparing food for others would you be prepared to eat it yourself? You should always be able to say yes!
- Observe temperature controls, keep food frozen at –18C or chilled at 4C, or a maximum of 2 hours at room temperature. Monitoring of these temperatures is essential to be absolutely sure.
- If you see these temperatures being significantly exceeded (for cold) or underachieved (for hot) inform your supervisor without delay.

GENERAL GUIDANCE FOR EMPLOYEES/STUDENT PRACTITIONERS

CLEANING MATERIALS

The Control of Substances Hazardous to Health (COSHH) regulations 1988 place a responsibility on employers to assess any hazardous substances used within the work place and decide how best to protect the employees. In the catering environment, the most hazardous substances are cleaning chemicals.

When using these chemicals always remember to;

- Always wear protective equipment provided, rubber gloves, eye protection, face masks and aprons;
- When using chemicals always read the information on the container;
- Never put a chemical in to an unmarked container;
- When diluting chemicals never guess measures ;
- Remember never ever mix chemicals.

If you are unsure about any cleaning, products always speak to a supervisor/manager. *Do not experiment.*

MANUAL HANDLING

Always follow these steps when lifting any objects

- Do not jerk or shove;
- Lift gradually from floor to knee, then knee to carrying position;
- Hold weights close to the body;
- Lift with the legs and keep your back straight;
- Grip with the palms of your hands not your fingertips;
- Do not change grip whilst carrying the object;
- Do not let the object obstruct your view;
- Make sure the route is clear before you start moving;
- If the object is large or heavy get someone to assist or use a trolley.

Do not overdo it. If in doubt seek help

Accidents can occur due to incorrect storage of items,

Do not:

- Store food or other objects directly on to floor surfaces;
- Store heavy items at a high level;
- Stack up items in a hazardous manner or overhang on shelves;
- Overreach when storing items at a high level.

Manual handling training is available for all staff.

MAINTENANCE

Good maintenance of equipment is vital. Tell your supervisor without delay of any defects spotted. Maintenance workers must also be careful, do not let them put their tools on prep tables, or leave nuts and bolts, screws, wiring off-cuts and so on lying around.

PEST CONTROL

If you see a rat, mouse or cockroach, you must tell your supervisor/manager at once. Also be aware if flies become a nuisance. Do not leave food lying around, keep refuse binned and if outside tightly lidded. Lids are not required on small internal bins, for hand hygiene they are better left off.

UNIFORM POLICY/DRESS CODE

Standards of dress and personal appearance are laid out in the Uniform Policy. These standards must be adhered to at all times. Should you arrive for work and not meet the required standard of dress you may be asked to return home to correct this. This time will be unpaid (please see page 18 for further information).

ALCOHOL AND DRUGS

The consumption of alcohol (other than authorised tastings), together with being under the influence of alcohol, and the possession of or taking of drugs is not permitted on the premises whether or not you are on duty. Should an employee/student practitioner be found to be in possession of or under the influence of alcohol or drugs, this will be considered gross misconduct and could result in dismissal without notice.

RIGHT TO SEARCH

The Company reserve the right to search your belongings or locker at any time. If you are subject to a search this does not necessarily indicate suspicion. The Company will undertake random searches from time to time.

RESPECT OF HOTEL PROPERTY

It is the responsibility of each employee to ensure that hotel property is protected from damage, theft and misuse. Property belonging to the hotel must under no circumstances be removed from the hotel by any employee/student practitioner without written permission from their line manager.

SECONDARY EMPLOYMENT

All employees must obtain written permission to obtain secondary employment. The Company will not unreasonably refuse requests to undertake additional paid work. However, as a guideline it is recommended that the total hours worked (including study time for student practitioners) do not exceed 48 hours per week. Secondary employment should only be undertaken if it will not impact on your employment at Wivenhoe House. Student practitioners should seek advice from Edge Hotel School.

WORKING HOURS

The working week is Monday to Sunday. Normally, full-time hours are worked over five days in any seven day week with two days off (five over seven) for employees. All members of staff will be required to work some early morning shifts, evening shifts and weekends. Your weekly working hours are set out in the contract of employment and your shift pattern is to be set locally by your line manager. All employees are encouraged to work flexibly to accommodate the needs of the business.

OVERTIME

Your terms and conditions of employment state whether you are entitled to overtime pay. Should your contract state that you will work a notional minimum number of hours you will not normally be entitled to paid overtime.

All overtime must be approved in advance by your line manager. Hours in excess of 40 per week will normally be compensated by equivalent time off in lieu. In exceptional circumstances overtime will be paid at the rate of time-and-a-half for hours worked above 40 per week. Unauthorised overtime will not be paid. Overtime is not guaranteed and will depend on the needs of the business.

Student practitioners are not expected to work more than 40 hours per week on their casual contract and therefore overtime payments do not apply.

NO-SMOKING POLICY

Wivenhoe House operates a no-smoking policy. You may only smoke in designated areas outside the property and you must be out of sight of customers. In addition, smoke breaks should not interfere with the normal working day and should only be taken during normal break times e.g. lunchtime.

It is illegal to smoke in a food preparation area and you must always wash your hands after smoking.

TELEPHONE CALLS

Mobile phones should not be used or kept on your person whilst on duty. In personal emergency situations, and with agreement from your line manager, you may be permitted to use a Company phone, although these should not be routinely used for personal telephone calls.

MEAL ALLOWANCES

Staff and student practitioners working a six hour shift or longer are entitled to one free meal as provided by the Hotel. If you choose not to have a staff meal you will not be able to reclaim it another time, nor is there a cash alternative. Facilities will be available should you choose to bring your own lunch.

DISTRIBUTION OF TIPS

The Tronc Master will administer the system and is responsible for ensuring distribution according to the Scheme rules and payment of any tax due at source. All tips must be handed in to the line manager on duty. Anyone who is found not to have handed in tips will be subject to a disciplinary meeting for gross misconduct where the outcome could include dismissal. (Please see page 9 for further information.)

STAFF FACILITIES

Facilities available for staff and student practitioners include locker rooms, changing area and a staff room. Breaks should normally be taken in the staff room. It is the responsibility of all staff to maintain these areas and ensure they are kept tidy and free from hazards.

PERSONAL RELATIONSHIPS AT WORK

To avoid a conflict of interest, employees may not supervise or line-manage a relative or someone with whom they have a personal relationship. Staff are also discouraged from entering into any other relationship, business, commercial, financial, or close friendship of a social nature with a student practitioner which could compromise, or could be perceived to compromise, the relationship of trust and confidence. Should you have a personal relationship with a colleague or student practitioner this must not interfere with your work and you must maintain a professional approach to work at all times and should declare any such relationship to your line manager.

Whilst guests should always be made to feel welcome and their requests attended to, relationships with guests should always remain professional. Under no circumstances will it be acceptable to engage in a personal relationship or accept hospitality from a guest regardless of whether or not you are on duty. Should you be offered hospitality or gifts, politely decline explaining that it is not permitted under hotel rules.

CONFIDENTIALITY/PRIVACY

It is the right of all guests and clients to expect that personal information about them to be kept confidential and for personal effects to be kept safe and private. No personal information about guests should be disclosed to others who are not employed by the hotel.

ACCESS

Staff and student practitioners should attend for duty via the nominated staff entrance/exit rather than the main hotel reception entrance.

SECURITY

In order to maintain the highest levels of security, keys (such as internal door keys or safe keys) must be signed in and out by the appropriate manager or supervisor. Keys must not be taken home overnight.

When closing up, cash must always be counted, checked and verified by two people. Under no circumstances is it permitted to "borrow" money from the tills or for staff to pay for items with an IOU. Such occurrences will be treated as theft, the result of which could be summary dismissal.

Locker keys and keycards/fobs must be kept secure and returned at the end of employment/degree programme. If you lose a locker key, keycard or fail to return it at the end of your employment/degree programme you will be charged for a replacement.

TIME RECORDS / SIGNING IN AND OUT PROCEDURE

It is each employee's responsibility to sign in and out each day / shift that they are working. This signing in/out book will be used as a record of who is in the building for fire safety purposes. Therefore it is essential that you remember to sign in and out each day as well as for any breaks that you might take off-site.

DRESS CODE

To meet the industry expectations, employees and student practitioners should maintain the highest standard of personal appearance and will be required to observe the following personal presentation standards:

Personal hygiene

Wivenhoe House Hotel has a responsibility to serve food that has been prepared under strict hygienic conditions. To ensure that its customers are confident these conditions have been met, all staff should take great care in their appearance and personal hygiene. Even clean skin has a lot of bacteria living on it. You must wash regularly to remove these bacteria.

Hair

- Hair must be clean and neatly combed. It must allow for eye contact at all times.
- Coloured or tinted hair must appear natural and be well maintained.
- Hair must be conservatively styled. Extreme (e.g. asymmetrical, bi-level, etc.) styles are unacceptable. The height of the hair above one's head should not exceed two inches.
- Heads partially shaven and/or fashioned in logos, geometric patterns or designs are not permitted.
- Gels, sprays and hair mousse may be used conservatively.
- Student Practitioners in food service areas must comply with health department regulations.
- Short hair must not extend over the collar and must be neatly trimmed around the collar and ears. Shaved heads are permitted and should be maintained daily, with no stubble. Brush cuts may be no shorter than a #2 clipper.
- Long hair must be restrained. Conservative hair slides, combs, headbands, clips and bow/ribbons may be worn if they are complimentary to the hair and uniform. Neatly groomed braids are acceptable.
- Wigs may be worn if the above conditions are met.

Hair contains bacteria. It falls out naturally and this makes your head a likely source of contamination. Therefore in areas where food is prepared and served make sure you:

- Never touch your hair whilst handling food;
- never comb your hair whilst you are wearing your work clothes and never in a food preparation area;
- never scratch your head when there is food around.

Facial Hair

- Neatly trimmed beards are permitted if fully grown; no new beards are to be grown on the job. Beards must be no longer than a #2 clipper.
- Moustaches are permitted but must not extend beyond the corner of the mouth or top of the lip.
- Sideburns must be neatly trimmed and must not extend beyond mid-ear. They must be of a conservative style; flares or mutton chops are unacceptable.

Jewellery

- Bacteria can live on watch straps and under rings so jewellery, especially bracelets and rings (except plain wedding rings) should not be worn at work. Long earrings are also not permitted.
- Necklaces should not be visible.

- Jewellery will not be permitted where it might cause a safety hazard, for example around mechanical equipment.
- Ankle bracelets and visible body piercing (e.g. tongue, nose, eyebrow, etc.), or multiple rings on one hand are not permitted.
- Small studs worn close to the ear may be worn. One pair is permitted – with one earring in each ear in the lower lobe.

Accessories

- Only accessories issued as part of the uniform may be worn. Items such as belts with designs, hats, headbands and bandannas are not permitted.
- Sunglasses are not to be worn indoors, in dark areas or at night. Prescription sunglasses may be worn only when necessary, and must not be mirrored, silver-coated or opaque.
- Hats must be worn if they are required for health and safety reasons, or if they are part of a prescribed uniform.
- A maximum number of two pins may be worn with the uniform. No unauthorised pins are allowed.
- Tattoos must not be visible.
- Combs, wallets and other large objects should not be visible or carried in pockets.
- Tights must be in good repair, of a neutral colour (sheer or opaque) and coordinated with the uniform or business attire. Extreme colours, patterned or textured hose, or tights trimmed with decorations are unacceptable.
- Socks must be colour-coordinated.

Cosmetics

- Hands and nails should be clean at all times. Nails should be neatly trimmed and should not extend more than ¼ inch beyond the end of the finger.
- Perfumes and eau de cologne must be discreet and worn in moderation.

Uniforms

- Uniforms should be clean, neatly pressed and in good repair.
- Uniforms should be kept in the condition as issued.
- Uniforms are not to be worn when not on duty and are not to be worn off Wivenhoe House property unless on Wivenhoe House or Edge Hotel School business.

Shoes

- Shoes should be closed-in at both the toe and the heel and must be clean, well polished, in good condition and appropriate for business attire.
- For safety reasons, “mules,” open-toed shoes, tennis shoes and shoes with multiple straps are not permitted.
- Colleagues who work in the Housekeeping, Stewarding, Engineering, Banquets and Food & Beverage departments must wear rubber-soled shoes.
- Footwear standards may vary based on specific departmental needs and your manager will notify you of these.

Shirts

- Shirts should be white polyester/cotton, plain

Human Resources, September 2012, Reviewed March 2016

Staff Benefits Package

Section 1 - Hotel Benefits

Staff rate on bedrooms to be discounted 50% against the best available rate, Sunday to Thursday only.*

A complimentary night's stay and dinner are to be made available on employee's anniversary of working at the Hotel. This is for the member of staff and their partner and commence after the first year of service.

Off-Peak staff discount is available at other associated hotels within the Hotel Partnership – terms and conditions can be supplied and are subject to seasonality and booking to be made by GM or his designate.

A staff discount of 50% on food and 20% on beer and wine (when dining only) is to be available. This will be subject to a maximum of a table for 4, Sunday to Thursday only, in the Brasserie or Afternoon Tea.*

Employee and Student of the Month Programme rewards are dinner in the Brasserie or Afternoon tea for two for the member of staff or student and a guest.

Uniform cleaning – dry cleaning service is available for staff uniform that is dry clean only.

Section 2- University Benefits

An annual review.

Eye tests are free for employees who are DSE users and in some circumstances the cost of lenses may be contributed to.

The University of Essex currently runs a Bike to Work Scheme and WHH employees are entitled to its benefits. Employees must be on at least a year's contract and deductions are made before tax. Discounts are based on salary band and pay scale and start at 25%.

Essex Offers discounts are available to all employees of Wivenhoe House – these include retail discounts, etc. There are also staff rates available at the Sports Centre and University of Essex Wivenhoe Park Day Nursery. Details are available on the staff page of University's website.

Section 3 - Contractual Benefits

Sick Pay will be paid as SSP and only after 3 days of absence in accordance with Government SSP guidelines.

Discretionary leave in the instance of urgent domestic need and/or personal distress.

Staff food is supplied at lunchtime and dinner for all employees. Each employee is entitled to one free meal per day when they are working at the hotel.

Company Pension Scheme – there is a company pension scheme in place via the university. This is a NEST scheme and is contributory. A member of staff can sign up at any time during their employment.

Maternity and paternity leave in accordance with Government SMP and SPP guidelines.

Section 4 - Eligibility

Employees and associates eligible to Hotel Benefits outlined in Section 1 of this document are as follows:

All Wivenhoe House Employees and all Edge Hotel School Employees.

Section 5 - Terms & Conditions

Pre-approval and authorisation by the General Manager or his designate is required on all room and dining reservations.

All benefits contained in Section 1 are subject to availability.

All benefits are subject to review at any time and are given at management discretion.

Sections 1 and 2 of this document are not to be considered contractual benefits under any circumstances.

TRONC

This is the HMRC system that we have to use to distribute all tips fairly across the hotel; it is run by the TRONC Master

Please see the following information on shares and guidelines for the tips.

The Sharing of TRONC:

Full time operational staff members get 5 shares (5 days worked in House)

Full time higher management staff members get 1 share

Casual Staff working the full tronc period will be entitled to 1 share

Level 4 get 1.5 shares across the full tronc period (in the hotel/out the hotel)

Level 5 get 1.5 shares across the full tronc period (in the hotel/out the hotel)

Level 6 get 0.75 shares across the full tronc period (in the hotel/out the hotel)

The Rules

(Staff refers to f/t and p/t)

1. The tips shall be divided amongst **ALL** members of staff in Wivenhoe House both full time and part time.
2. The tips shall be allocated as equivalent to 1 point per day worked per week irrespective of grade, or holiday taken. No extra TRONC shall be given for overtime worked, or TRONC deducted for occasional sickness.
3. The tips will be handed out on average every 3 to 4 months.
4. The TRONC qualifying period will be from the start of the TRONC to the end of the TRONC.
5. To qualify for a share in the tips the member of staff must have been on rota for the entire period. If they leave before the tips are due, they will forfeit their share. Nor will they qualify if they start after a TRONC period starts.
6. Tips will have tax deducted, and, if bank details have been submitted, be paid into staff bank accounts.
7. If **ANY** member of staff is found **NOT** handing in a gratuity, even if told it is for them personally, this will be treated as theft and result in the strictest disciplinary measures. This means anything from a corporate gratuity, to monies left in bedrooms and on restaurant tables, to cash pressed into palms for carrying cases.

Food Allergens Facts & Procedures

Growing awareness of food allergies and intolerances has given rise to strict Consumer Regulation legislation on how food is labelled on pre-packed and non pre-packed foods, including restaurant menus. In accordance with FSA guidelines WHH Ltd recognises the 14 key allergens* as follows:

- **Cereals containing gluten, namely: wheat (such as spelt and Khorasan wheat), rye, barley, oats**
- **Crustaceans for example prawns, crabs, lobster, crayfish**
- **Eggs**
- **Fish**
- **Peanuts**
- **Soybeans**
- **Milk**
- **Nuts; namely almonds, hazelnuts, walnuts, cashews, pecan nuts, Brazil nuts, pistachio nuts, macadamia (or Queensland) nuts**
- **Celery (including celeriac)**
- **Mustard**
- **Sesame**
- **Sulphur dioxide/sulphites, where added and at a level above 10mg/kg in the finished product. This can be used as a preservative in dried fruit**
- **Lupin which includes lupin seeds and flour and can be found in types of bread, pastries and pasta**
- **Molluscs like clams, mussels, whelks, oysters, snails and squid**

It is the responsibility of all employees and students to ensure that guests are fully advised of all potential allergens and implications of cross contamination. Where appropriate staff will be kept fully trained and up to date on food allergen policies and procedures. Employees and students should seek advice from their line manager regarding training and additional advice.

Where dishes contain potentially dangerous allergens, they are to be clearly labelled and this is to be carried through onto menus which are to be available at all times. A list of all potential allergens is also available via the Kitchen and Food & Beverage Departments.

Staff should also ensure that they escalate any concerns a guest may have regarding food intolerances to their line manager if they are unsure of product content.

*Please note that this list is not conclusive and there are many other types of allergens/intolerances that staff and students should be aware of (e.g., tomatoes, potatoes and other nightshades, citrus fruits). Online training via the FSA is available to all F&B and Kitchen staff – please seek advice from your line manager regarding this.