

## Certification

By mutual consent an on-site audit (inspection) will take place at the restaurant, when our auditor will evaluate if the restaurant is meeting the criteria for certification. If necessary, "homework" will be given which the restaurant then has to report back on, and in some cases a follow-up audit will be carried out.

The certification means that the restaurant signs a contract to work according to set criteria. With this the restaurant is given the right to use a special logo to put on the door, on menus, in ads and use in other marketing. Auditing will be carried out once a year as long as the restaurant wishes to stay certified.

### Certification criteria

Below are some examples of criteria that have to be met to ensure that the restaurant achieves certification:

- The restaurant management must be able to show that they systematically work towards all staff having a positive attitude towards cooking for guests with allergies.
- The restaurant must be able to produce evidence that the knowledge that has been acquired by (certain personnel in) the restaurant through the courses *Hooray, an allergic guest!* and *Safer Food* has been passed on to all staff via internal training/information.
- The restaurant must have in place a standardised system for documenting requests from guests with allergies or other hyper-sensitivities. It may, for example, be that the guest has the opportunity to fill in a form ahead of conferences/meals, allergy issues are discussed at the booking, requests are registered in the restaurant computer system or that the guest speaks directly with the chef who records the requests.
- The restaurant must choose suppliers, who show that they work according to the HACCP principles in a preventative manner, provide reliable and fast information about their products and their ingredients, use good procedures for packaging, labelling and traceability as well as providing continuous information about changes in products and production.
- The restaurant shall have written instructions for cleaning of facilities and equipment, to minimise risks for contamination.

## Inspirational courses

Even the most creative chef does sometime need external impulses and ideas. The Swedish Asthma and Allergy Association cooperate with gourmet chefs Maria Masoomi and Lars Hettman who organises inspirational courses for professionals.

Maria Masoomi is a culinary designer and award-winning author of cook books. She offers seminars, culinary courses, chef's special appearances, theme days and much more that will get ideas and the imagination flying. Lars Hettman's profile is Scandinavian contemporary food, with an emphasis on seasons. The focus is on locally produced food combined with "green thinking". Both Maria Masoomi and Lars Hettman have special knowledge about allergies.

Please visit [www.masoomi.se](http://www.masoomi.se) and [www.hettmans.se](http://www.hettmans.se)



### Please contact us if you have any questions!

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Further information about the training courses and the certification can be found at [www.astmaoallergiforbundet.se](http://www.astmaoallergiforbundet.se)



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# Hooray, an allergic guest! and Safer Food

Training for restaurant staff and allergy certification for restaurants



The Asthma and Allergy Association in partnership with The Swedish Hotel & Restaurant Association supported by The Swedish Inheritance Fund

Do you run a restaurant? Then this is for you.

## It pays to cook safe meals

Everybody likes good food! And most people think that going out for a meal and socialising with friends is really enjoyable. But for some guests ordering and getting the food they wish and tolerate can be a bit more difficult. A total of 25 per cent of the population in Sweden actually reacts to food in one way or another.

Our training courses help you and your staff to deal with people with allergies and hypersensitivities, and to prepare food that makes people feel happy and well. It pays to cook safe meals And it is easier than you think.

A small proportion of people with extremely severe food allergies can never be guaranteed completely safe food in a restaurant, it is after all a public place, and allergy-causing substances can be brought in from the outside however careful you are in the kitchen. Although, with good knowledge you and your staff will be able to welcome most guests that need allergy safe food. As you will see, it is neither particularly hard nor expensive to provide custom-made meals. It is really about thinking before you act. And having a positive attitude!

*Hooray, an allergic guest!* and *Safer Food* is a joint project run by The Swedish Asthma and Allergy Association and The Swedish Hotel & Restaurant Association, and is supported by the Swedish Inheritance Fund. The *Safer Food* certification is carried out by LRQA Sweden and is commissioned by The Swedish Asthma and Allergy Association.

*The symbol Safer Food indicates that the restaurant is systematically working to minimise the risks for guests with food allergies. However, due to the restaurant environment itself, allergic reactions can not be completely ruled out.*

### Our instructors are from these companies:

- Anticimex, [www.anticimex.se](http://www.anticimex.se)
- Bergström & Hellqvist, [www.bergstrom-hellqvist.com](http://www.bergstrom-hellqvist.com)
- LRQA Sverige AB, [www.lrqa.se](http://www.lrqa.se)
- Hettmans, [www.hettmans.se](http://www.hettmans.se)

## About Hooray, an allergic guest!

### Target group

The basic course *Hooray, an allergic guest!* is aimed at all the staff in a restaurant – to serve a guest suffering from food allergies takes teamwork. It is just as important to train the serving and cleaning staff, as the personnel in the kitchen. If you are not able to send all of your staff to the training course, it would be useful to select representatives from each profession.

### Where and when?

Basic courses are organised all over the country, based on requests and needs. At the moment we have six authorised travelling instructors running courses. Several restaurants in one town or region can book a course together. Courses can also be arranged for individual restaurants. The number of participants should be 15-25 for each course.

Visit [www.astmaoallergiforbundet.se](http://www.astmaoallergiforbundet.se) and go to *Hooray, an allergic guest!* to see where and when open, regional courses are organised. You can register your staff directly on our website. For further information or booking a course just for your restaurant – and that way decide both the time and place for the course – please contact Marianne Jarl, project manager, the Swedish Asthma and Allergy Association, tel: +46 (0)8 506 28 200 or +46 (076) 141 88 90.

### Time span

The basic course is half a day (four hours) and includes lectures and group work.

### Price

The course fee is SEK 2,000 per person when there are 15-25 participants. VAT 25 % to be added. When courses are organised for individual restaurants there may be an extra charge for the instructor's accommodation and travel expenses.

### Course documentation

Everyone undertaking the basic course receives a practical handbook and diploma. The handbook may also be ordered separately from the Swedish Hotel & Restaurant Association (SHR). Members of SHR pay SEK 75 + VAT per book, others pay SEK 120 + VAT. Order the book on tel: +46 (0)8 762 74 00.

## About Safer Food and certification

The purpose of the advanced course *Safer Food* is restaurant certification. Our authorised instructors and auditors are all linked to the accredited certification company LRQA Sweden. Read more about the certification company on <http://www.lrqa.se/en/>

### Target group

Two people should do the advanced course: someone from management (for example MD) and somebody who is responsible for the daily operation (for example the Head Chef).

### Where and when?

The advanced course can be run at the restaurant or in a separate course facility. The date and place will be mutually decided by the participants and the authorised instructor. There may also be open advanced courses advertised.

### Time span

The course will run for a whole day (eight hours).

### Price

Please contact Anders Nilsson on LRQA Sweden for a quote. He can be contacted at [anders.nilsson@lrqa.com](mailto:anders.nilsson@lrqa.com)

### Course documentation

The participants will be given copies of the course material and the certification criteria for *Safer Food*.

### The Course

The participants will receive, in good time before the day of the course, a document outlining the criteria that need to be met for the restaurant to be certified. With help from this document the restaurant will be able to review the conditions in their own operation. On the day of the course the instructor will go through the general requirements and conditions for restaurants, together with the participants. Different measures that the individual restaurant need to take to achieve certification are then discussed. After the course the restaurant has a reassessment period in which to evaluate in more detail how well the criteria are met and carry out necessary changes.