

Ms. M. E. Voisin
His Majesty's Senior Coroner - Area of Avon
Coroner's Court
Old Weston Road
Flax Bourton,
Bristol, BS48 1UL

[REDACTED]

12 January 2023

Re: Regulation 28 report to prevent future deaths, ref: 9030

Dear Ms. Voisin,

We are writing to you regarding the regulation 28 report (dated 21 November 2022) to prevent future deaths, and the concerns as set out in section 5 of the report addressed to a number of industry bodies including UKHospitality (referred to in the report as British Hospitality).

UKHospitality represents over 740 companies operating around 100,000 venues across the breadth of hospitality within England, Scotland, and Wales. Our membership covers the full scope of hospitality, from small independents to large multi-national sites operating across the accommodation, restaurant, pub, events, and leisure sectors

One element of operation that is common across virtually all of our membership is the provision of food to the public. Given the importance of food issues, both in terms of safety and nutrition, UKHospitality has two specific policy groups composed of operational experts from within member companies. These groups provide expert insight and information on how the UK hospitality sector works in terms of food process and how we interact with our customers on the wide range of issues that are encountered daily.

Regarding allergens and hypersensitivity, the hospitality sector is working collaboratively across companies, suppliers, online delivery platforms, the Food Standards Agency, customer representative bodies and charities to ensure we develop the most effective and workable solutions when it comes to food safety across the wider out of home sector. This includes close collaboration with the Food Standards Agency hypersensitivity strategy with a focus on smaller businesses and raising awareness around the current law and responsibilities with regard to allergens.

Prior to the publication of your report and the specific recommendations for UKHospitality, we released in early November 2022 an updated version of our [Industry Catering Guide to](#)



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Good Hygiene Practice (linked in text). The guide, developed in partnership with the Food Standards Agency and Food Standards Scotland, sets out the legal obligations for caterers and the practical requirements to comply with food hygiene law. The guide also offers advice to operators on good practice, which although is not a legal requirement, is likely to contribute to the overall achievement of food safety and customer satisfaction.

Whilst making statements regarding 'free from' can be a useful tool in helping our customers make informed choices when dining out of home, given the nature of catering companies, ensuring no cross contact occurs in kitchens can often be a complex task and therefore our understanding is that the majority do not make such claims. Instead, in many catering settings, there is an opportunity for a conversation between customers and the server to explain the risk of cross contact, which is often an important step in helping customers make informed choices. However, our updated Industry Guide includes a section reminding businesses of their duty to ensure that no cross contact is possible when making 'free from' claims.

It is clear to see that the market for vegan dishes has grown substantially over the last few years. Many businesses across the UK offer a number of vegan options on menus, with vegan restaurants continuing to grow in popularity. When making specific claims around vegan dishes, whilst it is important to provide customers with as accurate information as possible, statements regarding vegan food is not a hypersensitivity issue. However, we recognise the importance of the issues set out in your report and commit to carrying out a consultation with members in the aforementioned expert groups on managing the risk of vegan dishes for people with hypersensitivity, and reflecting any recommendations in future updates to the Industry Guidance.

Attached alongside this letter is a hard copy of the current Industry Guide for reference, including the sections on 'free from' and allergens as highlighted above, and we would be more than happy to have future discussions on any of the topics mentioned.

Yours sincerely,


Policy Director
UKHospitality

