



Gluten-Free Guide



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Introduction

Eating out is more popular than ever, with the average consumer now eating out more than 15 times a month¹. But eating out is still a challenge for people with coeliac disease. As a result, Coeliac UK estimate the industry is missing out on around £100 million² worth of business every year.

With the right support, any kitchen can feel confident about creating dishes that are 100% gluten-free.

In the third of our gluten-free guides, we've teamed up with Coeliac UK, the charity for everyone living without gluten, to give you all the facts you need for a gluten-free kitchen.

What's more, once you're up and running, you'll be eligible to apply for Coeliac UK's gluten-free (GF) accreditation, demonstrating your commitment to serving gluten-free food and giving customers reassurance your food really is gluten-free.



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In the foodservice industry, awareness of coeliac disease and gluten-free has been growing fast. By working with KNORR, we've made it simpler for operators to safely and confidently cater for people with coeliac disease. With 1.3 million people in the UK now following a gluten-free diet, it's crucial that people with coeliac disease can enjoy a meal out like anyone else.³

Sarah Sleet, CEO at Coeliac UK

”

¹ M&C Allegra Foodservice Menu & Food Trends Report (2015)

² Coeliac UK Eating Out Survey (2009)

³ YouGov, Awareness of Coeliac Disease (2015)



The basics

What is coeliac disease?

Coeliac disease is not an allergy or simple food intolerance. It's a lifelong autoimmune disease caused by a reaction to the protein gluten. It damages the lining of the small intestine, affecting normal digestion and absorption of important nutrients. Someone with coeliac disease who consumes gluten might become ill within a few hours or it may take a couple of days.

What is gluten-free?

The law

Regulation EU/828/2014 covers the labelling of gluten-free food. The law places conditions on the use of the term 'gluten-free'. This applies to the catering industry as well as pre-packaged food.

If you are labelling your dishes as gluten-free, you need to ensure your dish contains 20mg/kg (ppm: parts per million) of gluten or less and that suitable controls are in place to meet this requirement.

Gluten-free = 20mg/kg (ppm) or less

What is 20mg/kg (ppm)?

One way to think of it is if your dish is a loaf of bread, 20mg/kg would be one crumb!

Some foods that contain gluten

*Many standard oats are produced in the same place as wheat, barley and rye, which makes them potentially contaminated.

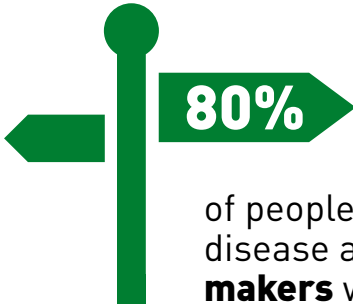


Why bother?



Real profit potential

Offering gluten-free attracts diners and impacts the bottom line too. **21%** of people would be willing to pay more for a gluten-free meal.³



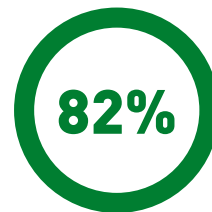
80% of people with coeliac disease are **decision makers** when it comes to eating with others⁴



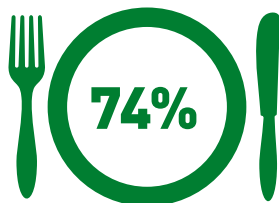
84% said the **GF Coeliac UK symbol** tells them it's safe to eat there⁴



70% choose a **GF accredited venue** over one without accreditation⁴



82% are more likely to **revisit an accredited venue**⁴



74% would **eat out more often** if they were sure of a safe gluten-free option⁴



81% travel for **30 minutes or longer** to a gluten-free venue they trust⁴

³ Aviko (May 2015)

⁴ Coeliac UK member research, n=5,300 Coeliac UK members (July 2014)

Reassurance in care



Patients and customers can be left feeling vulnerable while in hospital or care and the added worry of cross contamination or a lack of gluten-free options can add to that stress. Reassure those in your care their food has been properly prepared.

Get gluten-free accredited.

"Coeliac UK accreditation has become a business critical component of our food services. We've developed a HACCP system and separate zone for gluten-free, so patients and staff have the confidence to eat our products."

**– Royal Victoria Infirmary, Newcastle Upon Tyne
Hospitals NHS Foundation Trust**

Supporting school children



36% of parents said the gluten-free options provided in schools are inadequate⁵. Kids with coeliac disease don't want to be made to feel different. Show how you're supporting them and their needs with gluten-free accreditation.

"Mums are really impressed we use straight substitutes for kids following a gluten-free diet where possible and don't make a big song and dance because they are 'different'."

– Chilton Cantelo School, Yeovil

⁵ Coeliac UK member research, n=5,300 Coeliac UK members (July 2014)

Gluten-free ingredients

Bouillons & Seasonings



KNORR Paste Bouillon

- All varieties



KNORR Cubes in a Tub

- All varieties



KNORR Professional Puréed Herbs & Spices

- All varieties

KNORR PROFESSIONAL JELLY BOUILLON

A great scratch bouillon alternative:

- Scratch like jelly format that dissolves easily
- Simmered for a richer taste, designed for creating the perfect base
- Tested and endorsed by the Craft Guild of Chefs
- Gluten-Free
- Containing none of the 14 key allergens as set out in EU Regulation 1169/2011 on Food Information to Consumers*



*These products do not contain allergenic ingredients which require declaration under EU regulation 1169/2011 (Annex II).

Sauces



KNORR International Pastes

- Patak's™ Korma
- Patak's™ Tandoori
- Patak's™ Tikka Masala
- Patak's™ Balti
- Patak's™ Tikka
- Patak's™ Rogan Josh
- Patak's™ Madras
- Patak's™ Jalfrezi
- Patak's™ Butter Chicken
- Blue Dragon Thai Green Curry
- Blue Dragon Thai Red Curry
- Americas Jamaican Jerk
- Americas Barbecue



KNORR Concentrated Sauces

- Italian Tomato & Basil
- Italian Spicy Tomato
- Patak's™ Korma
- Patak's™ Tikka Masala
- Patak's™ Balti
- Patak's™ Rogan Josh
- Patak's™ Madras
- Patak's™ Jalfrezi
- Blue Dragon Thai Green Curry
- Blue Dragon Thai Red Curry
- Blue Dragon Hot Sweet Chilli



KNORR Ready to Use Sauces

- Italian Tomato & Basil
- Italian Bolognese
- Italian Spicy Arrabbiata
- Italian Creamy Tomato & Pesto
- Patak's™ Korma
- Patak's™ Tikka Masala
- Patak's™ Balti
- Patak's™ Rogan Josh
- Patak's™ Madras
- Patak's™ Jalfrezi
- Blue Dragon Thai Green Curry
- Blue Dragon Thai Red Curry
- Blue Dragon Sweet Chilli Dipping Sauce
- Americas Fajita
- Americas Salsa
- Americas Chilli
- Americas Barbecue

Dairy Cream Alternatives



MEADOWLAND Dairy Cream Alternative

- All varieties

TOP TIP

With some simple ingredient swaps you can create great tasting dishes that are suitable for everyone.

Gluten-free ingredients

Spreads

MEADOWLAND PROFESSIONAL 250G

- Performs just like butter for a fraction of the cost:
- Performs just like butter in:
 - Baking
 - Cooking
 - Finishing applications
- Made with a blend of buttermilk and vegetable oils. Same great taste as butter*
- Available in a 250g foil wrapper
- Preservative free
- Gluten free



Mayonnaise & Condiments



HELLMANN'S Mayonnaise

- All varieties



COLMAN'S Condiments

- Fresh Garden Mint Sauce
- Horseradish Sauce
- Tartare Sauce

*For more details on the research and average price vs butter, see ufs.com/meadowland250price

Soups



KNORR 100% Liquid Soups Ready to Use 2.4L

- Carrot & Coriander
- Leek & Potato
- Red Pepper & Tomato
- Cream of Mushroom
- Thai Style Vegetable



KNORR 100% Liquid Soups Single Serve

- Carrot & Coriander
- Red Pepper & Tomato
- Thai Style Vegetable

Gravy

KNORR 25L GRAVY GRANULES



Get a free sample of selected gluten-free products at [ufs.com](https://www.ufs.com)

**Source: Kadence International: Gravy U&A. June 2016 n+305 UK Chefs.



**UFS CHEF
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OVER
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Simply visit ufschefrewards.com, nominate three wholesalers, then get buying Unilever Food Solutions products to accumulate points. Once you've got enough, redeem your points for a load of tools to help you cater for gluten-free.

Sign up now at UFSChefRewards.com



UK and ROI catering establishments and their employees aged 18+. Employees must seek their business owner's permission. Register at www.ufschefrewards.com and accrue points via (up to) three nominated participating customer accounts that can be redeemed for rewards against stipulated points. Points available in relation to purchases of participating Unilever Food Solutions products through nominated participating wholesalers. Retain copy invoices as proof of purchase. Internet access and further purchase required. Subject to availability. The Scheme and membership registration commences at 9:00 GMT on 1st March 2016. Accounts or any outlets that have a direct relationship with Unilever Food Solutions are excluded. Participation at Unilever UK's sole discretion, who reserves right to alter, withdraw or terminate at any time upon reasonable notice to members. All entrants deemed to accept and be bound by terms and conditions. Full list of rewards, further information and full terms available on www.ufschefrewards.com. Promoter: Unilever UK Limited, trading as Unilever Food Solutions.

Supply chain

Sourcing ingredients from an approved supplier is vital. Here's some simple steps to make sure the products you use meet the gluten-free accreditation standard:

- Use a trusted supplier that labels its products as gluten-free
- Check the packaging for ingredients containing gluten. As one of the 14 allergens it'll be highlighted clearly so it's easy to spot, e.g. in bold or capitals
- Remember some manufacturers change recipes without telling customers. Put a system in place to check deliveries as they arrive
- Keep the packaging for reference in case a customer asks to see it

TOP TIPS

Communicate with your suppliers your intention to apply for GF accreditation. They may be able to help you.

Train all your staff so they are aware of the changes ahead.





Storage

Did you know 75% of diners fear cross contamination in the kitchen⁶? Make sure your kitchen isn't one of them. The first step is to properly store gluten-free ingredients.

- **Separate** gluten-free ingredients from those that contain gluten
- Make sure all ingredients are in **sealed, clearly labelled containers**
- Store gluten-containing ingredients **below gluten-free**
- Use **colour coded stickers or containers** so it's easy to see gluten-free ingredients
- **Check regularly** for cross contamination risk and have a plan for spillages

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We introduced purple as the colour for gluten-free – utensils, chopping boards and signage.

Clive Williams, Catering and Retail Manager, University of Leicester

”



Don't forget to train your staff so they are aware of the changes you'll need to put in place – keep a record of it too.

⁶ Cambridge Market Research (May 2015)

Preparing your kitchen

Clean hands, utensils and equipment prevent cross contamination. You need good hygiene practices to help you get GF accredited.

Make sure you:



Clean utensils before use – standard dish washers or washing up liquid remove gluten



Keep gluten-free equipment separate from gluten-containing equipment



Wipe all surfaces down thoroughly



Prepare gluten-free food first



Wash your hands before handling gluten-free ingredients



Use separate aprons for gluten-free



Use dedicated knives and chopping boards or clean them well before use



Clean your aprons and chef whites regularly



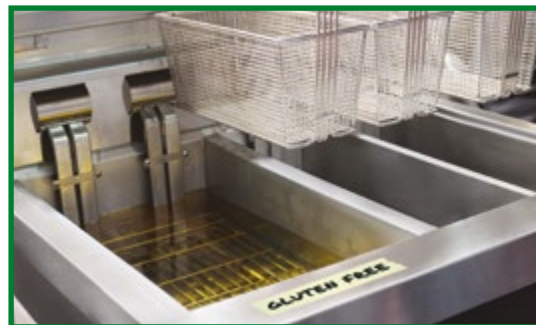
GLUTEN FREE
STATION

Cooking

You don't need a separate kitchen to cook gluten-free food. These simple steps will help you to avoid cross contamination.



When cooking gluten-free food, use fresh water. Boiling water doesn't remove gluten. Nor do high temperatures in ovens, frying pans etc.



Make sure your fryer is clean and has fresh oil. Ideally use a dedicated fryer for all gluten-free cooking



Use a dedicated grill or separate area of the grill for gluten-free food – make sure it's above not below where you're cooking gluten-containing foods



Always place gluten-free foods on clean baking trays not on oven racks



Use a dedicated toaster or toasting bags to protect gluten-free bread



Have separate basting brushes and oil for basting – and keep them clearly labelled



Some commonly used ingredients, e.g. salt and butter, may harbour bread crumbs so consider having separate ones



When using a fan assisted oven make sure there are no spillages or gluten-containing flours or coatings being cooked at the same time



If you have a small kitchen, prepare your gluten-free menu items first, then cover them over, sealing completely, before starting preparation of any gluten-containing dishes



For gluten-free foods prepared off-site, ensure clear labelling until point of sale or consumption



Make sure teams are trained on these processes. It can help to have handy reminders around the kitchen

TOP TIP

If you only have one person with coeliac disease to cater for think about preparing all gluten-free dishes on one site, then transporting them to where they need to be.



Flour

Flour can be a risk when it comes to safely preparing gluten-free food. It can remain airborne for hours and travel a long way. But using flour shouldn't put you off serving gluten-free food. You just need some controls in place.

- ✔ Leave at least two metres between prep areas
- ✔ Use barriers between prep areas, particularly when they're a short distance apart and there's a long exposure time
- ✔ Don't rely on extraction to remove flour particles
- ✔ Try using a gluten-free flour in your dishes
- ✔ Prepare gluten-free and gluten-containing dishes at separate times. Either make your gluten-free dishes first or use gluten-containing flour first then clean the kitchen down and put the flour away for the rest of service

"We've made substitutions for whole schools. Gluten-free flour works brilliantly in brownies as do gluten-free oats for porridge and flapjacks."

- Thomas Franks

DID YOU KNOW?

Some well-known Italian restaurant chains are accredited by Coeliac UK. If they can do it with all the flour they use, you definitely can!

Front of house

Knowledge and communication are vital when it comes to serving gluten-free food. Not just in the kitchen – your front of house team need to know too. Demonstrate a commitment to gluten management by making sure all of your team:

- Know there is a law defining the claim gluten-free
- Can tell customers which dishes do and don't contain gluten
- Are kept up to date with any menu changes
- Ask if anyone in the group has a special dietary requirement
- Receive gluten-free training
- Log any customer complaints if there is a problem
- Have access to instructions for serving gluten-free food and visual aids

Here are some suggestions:

DO	DON'T
<input checked="" type="checkbox"/> Put gluten-free dishes first at serving counters	<input checked="" type="checkbox"/> Serve ice cream with a wafer
<input checked="" type="checkbox"/> Signal which food is gluten-free with labels, colours or flags	<input checked="" type="checkbox"/> Use the same serving spoons for gluten-free and gluten-containing dishes
<input checked="" type="checkbox"/> Label your gluten-free serving spoons or use a different colour	<input checked="" type="checkbox"/> Put bread or croutons in soups and salads
<input checked="" type="checkbox"/> Reassure your customer you understand their needs	<input checked="" type="checkbox"/> Use the same butter dishes for gluten-free diners. It may be contaminated with breadcrumbs





Gluten-free checklist

- Have a documented Food Safety Management system or HACCP plan that addresses the gluten hazard
- Demonstrate knowledge of gluten-free legislation
- Provide training for all staff on preparing and serving gluten-free foods and keep up to date records of all training
- Provide customers with clear information on the gluten status of all foods served
- Use reputable suppliers
- Have a system in place to monitor incoming products and ingredients
- Have suitable storage conditions to ensure product identity and prevent cross contamination
- Keep all gluten-free products in their original packaging or decant products into clearly labelled lidded containers



- Design preparation area for gluten-free items to minimise cross contamination
- Control cross contamination risk and preparation method
- Provide separate aprons/clothing for preparing gluten-containing and gluten-free dishes
- Ensure cleaning schedules account for areas where gluten-free products are prepared/stored
- Ensure food handlers wash hands in between preparation of gluten-containing and gluten-free dishes
- Provide separate utensils for gluten-containing and gluten-free dishes
- Offer suitable service conditions to ensure product identity and prevent cross contamination
- Cover gluten-free production in internal audits/risk assessments

Ticked all of these? You're now ready to apply for Coeliac UK's GF accreditation. Visit www.coeliac.org.uk/accreditation, email cateringtraining@coeliac.org.uk or call Coeliac UK on **01494 796722** for more information.



Gluten-free (GF) accreditation

What is it?

Coeliac UK's accreditation shows you can safely cater gluten-free. It is a scheme widely recognised by the catering industry, trusted by those following a gluten-free diet.

1. Read this guide for all the tips you need to set your kitchen up to cater gluten-free
2. Get the clothing, equipment and training to set you up with the UFS Chef Rewards Scheme
3. Complete an audit with Coeliac UK



coeliacuk
live well **gluten free**

“

Since gaining Coeliac UK's GF accreditation we've seen an increase in the number of people visiting for gluten-free food and are delighted that food sales have increased by around 10-12%

Colum McClornan, Marine Hotel Ballycastle

”



How to get accredited:

- Your venue must meet all conditions specified in this brochure and the Kitchen Safety Checklist and sign a declaration to that effect
- One relevant member of staff must complete Coeliac UK's online training
- Your venue/s must annotate all menus with GF symbols as appropriate or have a separate gluten-free menu
- You'll be audited annually to make sure you are meeting the requirements of Coeliac UK's gluten-free standard

Is it expensive to get accredited?

- No. Gluten-free accreditation opens your venue to a whole new market. Operators have reported up to a 20% increase in sales as a result
- Audits cost £180+ VAT each and there is an annual accreditation fee starting at £250+ VAT for a small business, calculated on food turnover

For more information visit www.coeliac.org.uk/accreditation*, email cateringtraining@coeliac.org.uk or call Coeliac UK on **01494 796722**.

*Price accurate at Jan 2017. **Coeliac UK works with and looks to the Food Standards Agency and industry bodies including the British Retail Consortium and the Food and Drink Federation to make sure the Charity's activities and resources reflect the latest legislation and best practice.



Unilever Food Solutions



UFS helps chefs all over the world serve tasty, nutritious meals that keep guests coming back.

Its ingredients save precious prep time in the kitchen and UFS constantly provides fresh and exciting menu ideas.

For more delicious gluten-free recipes visit knorrglutenfree.co.uk

@UnileverFS_UK

Coeliac UK



For nearly 50 years Coeliac UK has been the charity for everyone living without gluten. They carry out research, campaign for a fairer deal and provide independent, trustworthy advice and support.

Getting more gluten-free options onto menus is a key goal for Coeliac UK.

Its gluten-free accreditation scheme is an industry recognised scheme, trusted by those following a gluten-free diet.

@Coeliac_UK
coeliac.org.uk



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