

## SAFE METHOD:

# MANAGING FOOD ALLERGEN INFORMATION



How you handle allergens is important for food safety and to keep your customers safe.

It is a legal requirement for food businesses to provide accurate information about the allergenic ingredients used in the food and drink they serve. You also need to refer to and complete the 'Food Allergies' pages in the Cross Contamination section of this pack. In 2021, rules will change for food that is pre-packed for direct sale (PPDS) - these foods must carry full ingredients labelling on the packaging, with the allergens clearly emphasised.

WHAT TO DO	WHY	HOW DO YOU DO THIS
<p><b>Customer information</b> PPDS food must carry full ingredients labelling on the packaging, with allergens emphasised clearly.</p> <p>For loose foods, such as meals served in a restaurant, you can provide allergen information:</p> <ul style="list-style-type: none"> <li>• in writing e.g. allergen matrix, on a menu or chalkboard</li> <li>• Providing the information orally to the customer (this must be verified in writing)</li> </ul> <p>Staff must know where allergen information can be found (e.g. recipe sheets, food labels) and be able to handle allergen information requests.</p> <p>If someone asks if a dish contains a certain food, this must include all the allergenic ingredients in the dish (and what they contain).</p> <p>Allergen information must be accurate, consistent and up-to date.</p>	<p>Customers with allergies need to know this information so they can make safe food choices to avoid an allergic reaction.</p> <p>There should be a way to check that the information provided is correct and complete.</p>	<p>Where do you keep allergen information for the foods you serve?</p> <p>Do your staff know where to find accurate and up-to-date allergen /ingredient information for the foods you serve? Yes    No</p> <p>Have you trained all your staff in how to handle allergen information requests? Yes    No</p> <p>How often do you review staff training in allergen management?</p> <p>When do you update your labels?</p>
<p>For loose foods, such as meals served in restaurants, there must be clear signposting letting customers know where to obtain allergen information if they need it.</p>	<p>Customers need this information so that they can make safe and informed food choices.</p> <p>Customers should let you know if they need allergen information so you can help them make safe food choices.</p>	<p>Where do you display your signposting so customers know where to find allergen information?</p>
<p>For loose foods, such as meals served in restaurants, it's a good idea to give information in the name or description of dishes on the menu, especially if they include the foods listed over the page, e.g. chocolate and almond slice, sesame oil dressing. Remember to update the menu when recipes change.</p>	<p>This helps people with food allergies to spot which dishes contain certain ingredients.</p> <p>Remember, you still need to have information on all allergenic ingredients available.</p>	<p>Do you use detailed information in the name or description of dishes on the menu? Yes    No</p>



WHAT TO DO	WHY	HOW DO YOU DO THIS?
<p>If your menu changes, make sure you change the list of ingredients with allergens for that food or drink and change the ingredients labels for PPDS foods.</p> <p>If you advertise foods as 'free from', you must take care not to add or contaminate the food with the allergen it is free from. You must also make sure that the environment is free from that allergen and that there is no risk of the food coming into contact with that allergen.</p> <p>It is important that precautionary allergen labelling, such as 'may contain' statements, are only used if the risk of allergenic cross contamination is high after a full risk assessment. You can get help with completing a risk assessment either by contacting your Local Authority or by using the guidance on the <a href="#">Food Drink Europe website</a> (pages 39-49).</p>	<p>If you do not have the correct ingredients listed, customers with food allergies could get the wrong information and could suffer an allergic reaction.</p> <p>If allergen information or labels state a food is 'free from' an allergen, customers may assume there is no risk of allergens coming into contact with that food. Even really small amounts of allergens can be enough to cause an allergic reaction.</p>	<p>Do you check if the allergen content of dishes is updated when you change your menu?</p> <p>Yes      No</p> <p>Do you make any 'free-from' meals or products?</p> <p>Yes      No</p> <p>How do you make sure that they do not contain the allergen they are free from?</p> <p>If you intend to use any precautionary allergen labelling, have you completed a full risk assessment?</p> <p>Yes      No</p> <p>Where do you keep your risk assessment?</p>
<p><b>Deliveries</b></p> <p>Check deliveries to make sure you have the correct order and labelling information is provided.</p>	<p>If you receive the wrong order or a different product, there may be different allergens in the food.</p>	<p>If you receive a different product what do you do to ensure your allergen information is up-to-date?</p>
<p><b>Take Away – phone / online orders</b></p> <p>If taking phone orders or using a website to advertise and/or take orders, you must be able to let your customers know what allergens are in the food you serve before the order is placed AND at the point of delivery to the customer.</p> <p>You could put a clear and easy to see statement on your website, printed menus and flyers to tell customers where they can obtain allergen information.</p>	<p>This allows customers with food allergies to know what is in the food they are ordering so they can choose what is safe for them to eat so they don't have an allergic reaction.</p>	<p>How do you let customers ordering over the phone or via a website know which allergens are in the foods you serve:</p>
<p>You need to make sure your staff know how to take orders over the phone and/or online for food allergy customers.</p>	<p>If your staff do not know how to take orders over the phone/online for food allergy customers, this could result in the customer being served food which can be harmful to them</p>	<p>Are your staff trained in how to take orders over the phone/ website for food allergy customers?</p> <p>Yes      No</p>
<p>You must ensure take away orders for customers with food allergies can be clearly identified.</p>	<p>If a customer with a food allergy cannot easily identify which meal has been prepared for them, they could eat the wrong meal and have an allergic reaction.</p>	<p>How do you identify meals prepared for a customer with a food allergy at the point of delivery:</p>

