CUSTOMERS – FOOD ALLERGIES

It is important to know what to do if you serve a customer who says they have a food allergy, because these allergies can be life-threatening. You also need to refer to and complete the 'Managing Food Allergen Information' pack. In 2021, allergen information rules changed for foods pre-packed for direct sale (PPDS)

PRE-PACKED FOOD (e.g. a ready meal packaged somewhere else)

SAFETY POINT >	WHY?
Pre-packed foods will already have been packaged and labelled somewhere else, for example in a factory. If someone asks if a pre-packed food contains a certain ingredient, show them the ingredients list and any warnings on the label. **Never guess.**	Some foods can contain ingredients that you might not expect them to contain. It is very important for people with a severe food allergy to check the label on all pre-packed foods. You can find out more on the **FSA website**.

PRE-PACKED FOR DIRECT SALE FOOD (e.g. a sandwich you have made and packaged on the same day and put out for sale)

You will need to create a label with the full ingredients on the packaging and the allergens emphasised.	Customers with allergies need to know this information so they can make safe food choices to avoid an allergic reaction.
Allergen information must be accurate, consistent and up-to-date.	There should be a way to check that the information provided is correct and complete.
When preparing and wrapping foods on site yourself, make sure counter tops and equipment have been thoroughly cleaned first. Make sure staff wash their hands thoroughly before starting the task.	This is to prevent small amounts of the food that a person is allergic to from getting onto another food accidentally.

NON-PREPACKED FOOD (e.g. food served from a deli counter)

If you sell non-prepacked food you need to take extra care to be aware of what allergenic ingredients they contain.	If someone has a severe allergy, they can react to even a tiny amount of the food they are sensitive to. So it is very important for them to know exactly what is in a food.
Keep a copy of the allergenic ingredient information for any food that you sell non-prepacked. If food contains one of the ingredients listed in the next page, it's a good idea to mention it in the description of the food, e.g. milk chocolate and almond croissant.	This is so you and your staff can check the allergenic ingredients if asked by a customer. Clear descriptions help people with food allergies to spot foods that are not suitable for them to eat.
When handling non-prepacked food or preparing food, make sure counter tops and equipment have been thoroughly cleaned first. Make sure staff wash their hands thoroughly before starting the task. If you have a self-service area, make sure separate containers and utensils are used for different food and they are never mixed up. If non-prepacked foods contain one of the ingredients listed below, keep it separate from other food, e.g. keep bread rolls with sesame seeds away from plain rolls.	This is to prevent small amounts of the food that a person is allergic to from getting onto another food accidentally.

HOW DO YOU DO THIS

How do you check if food contains a particular allergen / ingredient?

How do you let your customers know about the allergens in non-prepacked foods?

THINK TWICE!

Which ingredients can cause a problem?

You must provide information about allergens to your customers if they are used as ingredients in the food and drink that you provide. You can find further information on the **FSA website**.

These are some of the foods people may be allergic to and where they may be found:

Nuts (Namely almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew, Macadamia or Queensland nut).	In sauces, desserts, crackers, bread, ice cream, marzipan, ground almonds, nut oils.
Peanuts	In sauces, cakes, desserts. Don't forget groundnut oil and peanut flour.
Eggs	In cakes, mousses, sauces, pasta, quiche, some meat products. Don't forget foods containing mayonnaise or brushed with egg.
Milk	In yoghurt, cream, cheese, butter, milk powders. Also check for foods glazed with milk.
Fish	In some salad dressings, pizzas, relishes, fish sauce. You might also find fish in some soy and Worcestershire sauces.
Crustaceans	Such as prawns, lobster, scampi, crab, shrimp paste.
Molluscs	These include mussels, whelks, squid, land snails, oyster sauce.
Cereals containing gluten (namely wheat (such as spelt and Khorasan wheat), barley, rye and oats)	Also check foods containing flour, such as bread, pasta, cakes, pastry, meat products, sauces, soups, batter, stock cubes, breadcrumbs, foods dusted with flour.
Celery	This includes celery stalks, leaves and seeds and celeriac. Also look out for celery in salads, soups, celery salt, some meat products.
Lupin	Lupin seeds and flour in some types of bread and pastries.
Mustard	Including liquid mustard, mustard cress, mustard powder and mustard seeds, in salad dressings, marinades, soups, sauces, curries, meat products.
Sesame seeds	In bread, breadsticks, tahini, houmous, sesame oil.
Soya	As tofu or beancurd, edamame, tempeh, soya flour and textured soya protein, in some ice cream, sauces, desserts, meat products, vegetarian products.
Sulphur dioxide (when added and above 10mg/ kg in the finished food and drink)	In meat products, fruit juice drinks, dried fruit and vegetables, wine, beer.

WHAT TO DO IF THINGS GO WRONG

HOW TO STOP THIS HAPPENING AGAIN

If you think a customer is having a severe allergic reaction:

- do not move them
- ring 999 and ask for an ambulance with a paramedic straight away
- explain that your customer could have anaphylaxis (pronounced 'anna-fill-axis')
- send someone outside to wait for the ambulance
- if the customer has an adrenalin or Epi pen, help them to get it.

- Make sure all your staff understand how important it is to check all the contents of a product if asked by someone who has a food allergy.
- Review the way staff handle non-prepacked food for a customer who has a food allergy.
- Make sure you keep accurate and updated ingredient information for all food, and staff know where to find this information and how to check it.
- Train staff again on this safe method.
- Improve supervision.

Write down what went wrong and what you did about it in your diary.