

## 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 'Customers - Food Allergies' pages in this section of the pack. In 2021, rules changed 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?
<p><b>Customer information</b></p> <p>PPDS food must carry full ingredients labelling on the packaging, with allergens emphasised clearly.</p> <p>For loose foods, such as food sold from a deli counter, you can provide allergen information via a variety of means for example:</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 (there must be clear signposting to direct the customer to where this information can be found for example, by asking a member of staff)</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 and intolerances 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>For non-prepacked foods, such as loose foods or foods sold unwrapped (for example, pies, samosas, pastries, etc), there must be clear signposting letting customers know where to obtain allergen information if they need it. You can do this by having notices in your business to tell customers to ask for allergen information if they need it.</p>	<p>So customers can ask for allergen information which will help them make safe food choices.</p> <div data-bbox="1102 1238 1461 1391" style="border: 1px solid black; padding: 5px; text-align: center;"> <p><b>FOOD ALLERGIES and INTOLERANCES</b></p> <p>Please speak to our staff about the ingredients in your meal, when making your order. Thank you.</p> </div>
<p>It's a good idea to give information in the name or description of non-prepacked foods you sell, especially if they include one of the 14 regulated allergens for example, milk chocolate and almond croissant.</p>	<p>This helps people with food allergies and intolerances to spot that foods contain certain ingredients. However, you must still be able to provide customers with information for all allergenic ingredients in these foods and not just those included in the description.</p>
<p>If your menu/non-prepacked food options change, make sure you change the list of ingredients with allergens for that food or drink.</p>	<p>If you do not have the correct ingredients listed, customers could get the wrong information and become ill from eating the food.</p> <div data-bbox="1102 1597 1461 1780" style="border: 1px solid black; padding: 5px;"> <p><b>Ingredients</b></p> <p>Water, Carrots, Onions, Red Lentils (4.5%) Potatoes, Cauliflower, Leeks, Peas, Cornflour, <b>Wheat</b>flour, Salt, <b>Cream</b>, Yeast Extract, Concentrated Tomato Pasta, Garlic, Sugar, <b>Celery</b> Seed, Vegetable Oil (Sunflower), Herbs and Spice, White Pepper, Parsley.</p> </div>
<p><b>Labelling and storage</b></p> <p>Ingredient containers need to be labelled clearly so you know what allergens are in them. Careful storage will help you do this. Check pre-packed food labels so you know what allergens are in them.</p>	<p>If food is not labelled clearly, you could use ingredients that might be harmful to a customer who has an allergy or intolerance to them.</p>
<p><b>Deliveries</b></p> <p>Check deliveries to make sure you have the correct order and labelling information is always provided.</p>	<p>If you receive the wrong order or a different product, there may be different allergens in the food.</p>



## CHECK IT

Where do you keep allergen information for non-pre-packed/loose foods you sell?

Do your staff know where to find accurate and up-to-date allergen information for non-prepacked/loose foods you sell?

Yes      No

Have you trained all your staff in how to handle allergen information requests?

Yes      No

Where do you display your signposting so customers know where to find allergen information?

If you prepare and wrap foods for sale on site yourself, you need to label these PPDS foods with full ingredient labelling and with allergens clearly emphasised. What do you do to check the allergen information on these product labels is correct?

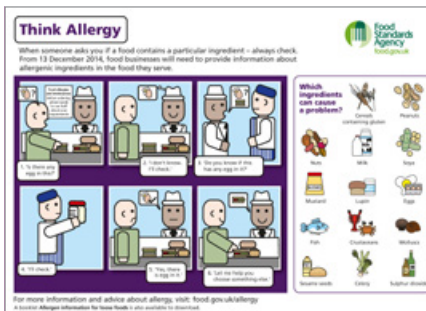
If you are delivered with a different product or order a new product, what do you do to ensure your allergen information is up-to-date?

## THINK TWICE!

You need to know what allergens are in the food you prepare and have accurate information to give customers, if they ask. All staff should know how to handle requests for allergen information. Allergies can be life threatening.

There are some helpful tools and templates to help you record allergenic ingredients in your dishes.

You can find this and other tools on the [FSA website](http://www.food.gov.uk/fsa).



You can use this Think Allergy poster to help with staff training. This poster is also available in Simplified Chinese, Punjabi, Bengali and Urdu.



Use this allergen recipe chart to help you keep a record of the allergens in the food you prepare. Staff can also use this to give information to customers.



These individual allergen menu sheets can be used for one-off dishes, such as 'specials', when ingredients run out or to share information between shifts.