

Food Allergy Information Support materials

Copies of this poster are available from Northamptonshire Trading Standards Service – email business@northamptonshire.gov.uk or call 01604 368100



Food Allergies
Could be a matter of **life and death**

Don't juggle with your customers' **SAFETY**

Golden rules for keeping your customers safe

- 1** Take customer requests **SERIOUSLY**
 - Listen carefully to your customer
 - Tell the kitchen about the food allergy
 - Let your customer know what you are able to do
 - Double check orders before serving
- 2** **STOP** cross contamination
 - Keep orders allergen-free from start to finish
 - Start fresh - clean hands, gloves, workspace, utensils, pans and dishes
 - Use clean utensils for serving the meal
- 3** **CHECK** for allergies
 - Know the ingredients in the foods you sell
 - Check recipes and food labels - food products may change
 - Beware of allergens hiding in foods like sauces, soups, dressings and oils

Any food can be an allergen!
The most common are:
peanuts, tree nuts (eg brazil, walnuts, hazel)
cereals containing gluten: wheat/barley/rye/oats
milk & milk products, eggs
fish, shellfish (crustaceans, molluscs)
soybeans, celery, mustard, lupin, sesame seeds, sulphur dioxide and sulphites

my county council

There are additional leaflets, posters and guidance from the Food Standards Agency, including online training, to be found at <http://www.food.gov.uk/business-industry/allergy-guide>