

# Allergens

Good Hygiene Practice  
Guide No 13

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**SAFE  
FOOD**  
served with you in mind



# Allergens

Good Hygiene Practice Guide No: 13



HACCP Chart Reference

Receipt / Storage / Preparation / Cooking / Counter  
Service / Bar / Hospitality

## Legal Requirements

Under the Food Information Regulations 2014 food businesses are required provide allergy information for all unpacked food, including plated food, buffet food and food from a service counter. In Ireland allergen information must be displayed for the customers at the point of sale or service.

## Definitions

### Allergy

A food allergy is when the immune system triggers a reaction to a food or ingredient (allergen), causing symptoms such as rashes and hives, swelling and in some cases difficulty in breathing. These symptoms can develop very quickly. The severity of the reaction varies from person to person and can be fatal to some people. Information on the 14 major allergens listed below must be provided, however, people can be allergic to any food or ingredient, such as pea protein, stone fruit, coconut or mushrooms.

### 14 Major Food Allergens

- **Peanuts** - including peanut butter, peanut oil and ground peanuts. Often found in curries, stir-fries, sauces and cakes.
- **Nuts** - including almonds, Brazil nuts, cashews, hazelnuts, pecans, walnuts, macadamias, and pistachios. Often used in curries, stir-fries, sauces, cakes, deserts, crackers, ice cream and marzipan.
- **Crustaceans** - such as prawns, shrimps, langoustines, lobster, crab and scampi. Can be found in stocks, curry pastes and dishes prepared with shrimp paste.
- **Molluscs** - such as mussels, oysters, whelks, snails and squid. Can be found sauces and stocks, and any dishes prepared with oyster sauce.
- **Fish** - all species. Found in stocks and salad dressings (Caesar salad dressing) as well as dishes seasoned with fish sauce, soya sauce and Worcestershire sauce.
- **Eggs** - fresh, powdered, dried or pasteurised, includes both yolks and whites. Often ingredients in cakes, sauces, mousses, ice-creams, brioche bread and mayonnaise, and also used to glaze pastry dishes and as a binder in meat dishes.
- **Milk** - includes all mammalian milk, such as cow, goat and sheep's milk and products such as yoghurt, cream, cheese, butter, and ghee. Often in powdered soup and sauces, dips, dressings, chocolate, brioche bread, meat products and can be used as a glaze.
- **Cereals Containing Gluten** - wheat (including spelt and Kamut flour), rye, barley, and oats. Flour and bran found in bread and breadcrumbs, pasta, pastries, cakes, some meat products, sauces, soups, batter, stock, semolina and couscous.
- **Soya** - made to produce tofu, bean curd, soya flour, soy sauce and soya milk. Can be found in ice cream, sauces, deserts and meat and vegetarian products.
- **Sesame Seeds** - including sesame oil and paste, used to produce tahini and halva. Often found in houmous, bread and breadsticks, stir-fries and salads.
- **Celery / Celeriac** - including celery stalks, leaves, seeds and powder. Often found in soups, stocks, salads and meat products and an foods prepared with Marmite.
- **Mustard** - including mustard paste, powder, seeds. Often used in stocks, soups, salad dressings, stews, curries, and fish and meat products.
- **Lupin** - used in some types of bread and pastries as well as an alternative to soya in some vegetarian products.
- **Sulphur Dioxide** - Preservative used in vinegar, pickles, meat products, fruit juice, chocolate, dried fruit, wine and beer.



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## Intolerance

A food intolerance is an adverse reaction to a food or ingredient which doesn't involve the immune system. The body has difficulty digesting certain foods and symptoms usually include stomach upsets, bloating and headaches. These symptoms tend to develop more slowly than food allergies and are unlikely to be fatal but can be very unpleasant.

## Coeliac disease

Coeliac disease is an autoimmune disease, which means that the body attacks itself when gluten is eaten. This causes damage to the lining of the gut, and causes symptoms such as diarrhoea, abdominal pain and bloating. Damage can be severe and irreversible, leading to lifelong consequences for affected individuals.

### Intolerance



#### REACTION:

Delayed

#### SYMPTOMS:

Bloating, diarrhoea,  
headaches and lethargy

### Allergy



#### REACTION:

Immediate

#### SYMPTOMS:

Rash, hives, swelling  
lips, face or tongue,  
breathing difficulty,  
anaphylaxis and death

### Coeliac disease



#### REACTION:

Delayed

#### SYMPTOMS:

Diarrhoea, constipation,  
vomiting, abdominal  
pain and bloating

Colleagues should be aware of the different symptoms potentially exhibited by customers and seek appropriate medical attention if required.



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## Gluten Free

### Definition:

Legally only foods that contain 20 parts per million (ppm) or less gluten can be labelled as Gluten Free. To advertise a food as Gluten Free, testing must have been undertaken in order to determine that the gluten content is not above 20ppm.

Due to the potential cross-contact risks in operational kitchens, and the absence of any testing method we **must not** advertise open food, or any food made in our units as Gluten Free.

### Guidance:

- Food produced in unit and food served open must not be signposted as food as Gluten Free. In the UK you may label menus as No Gluten Containing Ingredients (NGCI), where items are made without any gluten containing ingredient, but cannot be guaranteed to comply with Gluten Free gluten levels. Under legislation this is not permitted in the Republic of Ireland.
- No Gluten Containing Ingredient menus must have the below disclaimer:  
**This menu is prepared without any ingredients containing gluten. However, due to the way products are handled and prepared in our busy kitchen environment and due to the potential risk of cross-contact declared by our suppliers, we cannot guarantee that our food is 100% free from a specific allergen, including gluten. Please check the allergen information provided and speak to a staff member regarding your dietary requirements before ordering.**
- Food can be only identified and sold as Gluten Free when the product is clearly identified by the manufacturer as Gluten Free and is sold in its original wrapper or container.
- Any Gluten Free food, such as pizza bases or pasta, which is opened and subject to any handling or preparation within the unit cannot be sold as Gluten Free.
- Use separate kitchen equipment and utensils (chopping boards, knives, pans and other complex equipment) when making a non-gluten containing ingredient food.
- Clean down and sanitise work surfaces, equipment and your hands before preparing any non-gluten containing ingredient foods.



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## Responsibilities

It is essential that everyone in the catering unit understands their role and responsibilities regarding the provision of accurate allergen information to the customer.

Good knowledge, understanding and processes throughout the food chain are important to allow the customer to trust that any food they have requested is safe to eat.

Role	Responsibility
Operations Manager / Operations Director	<ul style="list-style-type: none"><li>Audit to ensure the allergen procedures are in place and being adhered to as part of their operational visits.</li><li>Ensure the allergen risk assessment has been completed.</li></ul>
Unit Manager / Head Chef	<ul style="list-style-type: none"><li>Procure food from the Compass approved vendor list.</li><li>Ensure that all compass colleagues and agency staff are suitably trained in allergen awareness.</li><li>Complete the allergen risk assessment annually and review it following a significant incident (for example a substantiated or a near miss allergy incident) or any significant change in operations (such as a new food offer).</li><li>Make sure all Compass colleagues and agency staff understand the Compass procedures for managing allergens.</li><li>Ensure accurate allergen information is provided to the front of house service team.</li><li>Make sure the allergen report is accurate to the day's menu and available in a customer facing location.</li></ul>
Chef / Catering Assistant	<ul style="list-style-type: none"><li>Where relevant, follow the Source recipe or provided specifications implicitly to ensure that the dish is aligned to the provided allergen information.</li><li>Where a bespoke recipe is used an "emergency" recipe should be created on the Source. If the Source is not available, produce a manual allergen report for each menu item.</li><li>Where reasonably possible avoid possible allergen cross-contact in storage areas and in the kitchen during food preparation.</li><li>Take specific precautions if making a known allergen free meal.</li><li>Accurately brief and inform the front of house service team regarding the ingredients and allergens used in the menu.</li></ul>
Front of House Service Team	<ul style="list-style-type: none"><li>Complete the Compass Allergen Awareness e-learning training provided.</li><li>Always refer to the allergen reports when asked by a customer about the specific contents of a dish / menu item.</li><li>Never advise the customer on their choice but allow them to make an informed decision.</li><li>Never guess the answer to a specific allergen question.</li><li>Always seek the advice of the Head Chef / Unit Manager if in doubt.</li><li>Be open and approachable to encourage customers to ask about allergens.</li><li>Ask customers about allergies in hospitality settings.</li></ul>



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## Back Of House Process

### Food Supply Chain

- Ensure that all foods and food ingredients are purchased through the company's approved vendor listed suppliers.
- All Compass approved suppliers provide accurate allergen information for all approved products and ingredients via Foodbuy Online or SAP in Ireland, which are automatically linked to any recipes within the Source recipe database. This is updated every 24hrs to ensure information is accurate.
- Food manufacturers are required to ensure this information is kept up to date and correct.
- Should ingredients come via alternative means then the allergen information must be obtained directly from the product information on the packaging.

### Menu Planning

- Menu and production planning should take place on the Source or other similar menu system in order to utilise the allergen information for each ingredient / product.
- The recipe card must be checked immediately prior to production of the dish to ensure the most up to date allergen information is contained.
- Recipes must be followed exactly as described on the recipe card with no deviations.
- If the Source database cannot be accessed or recipe cards are unable to be printed, then the manual allergen builder must be used. This must be checked and signed off by the head chef or another responsible person.
- Menu labelling is clear and concise, ensuring that foods which may cause an allergic reaction are properly labelled within the name of the dish or on the menu. For example: strawberry mousse with almond shortbread.
- The menu must be updated when recipes change.
- Never declare a dish to be free from a particular food unless this has been specifically labelled so by the manufacturer and is sold unopened.

### Manual Allergen Builder

- This is used when access to the Source is not available.
- The Manager or Head Chef must be responsible for completing the manual allergen log.
- A manual allergen log must be completed for each dish on the menu.
- Read the label or packaging of every ingredient to identify what known allergens it contains or may contain.
- The name of *Cereals with Gluten* i.e. wheat (e.g. spelt, Kamut/Khorasan), rye, barley, and/or oats and the name of *Nuts from Trees* i.e. almond, Brazil nut, cashew, hazelnut, pecan, walnut, macadamia and/or pistachio must be specified and listed.

List of the 14 major allergens

List all menu items

Tick (✓) to indicate the food contains the allergen

MC to indicate a precautionary allergen warning from manufacturer's information

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## Receipt & Storage

- Check deliveries to ensure that the product delivered is the product you ordered. It may not be immediately evident that items delivered are different to those which you normally use.
- Check for discrepancies between the product packaging information and the Source recipe. Report any issues immediately by logging a helpdesk ticket on Foodbuy online under 'Source Discrepancy'. In Ireland this should be reported to the Nutritionist and Source owner.
- Check whether the supplier has information about any changes in the ingredients of foods delivered.
- Keep ingredients in original containers whenever possible.
- If food is decanted, you must accurately re-label it. Use the new combined BOH food information and allergen sticker.
- Ensure you clearly identify the known allergens from the original packaging, as well as the date or opening / decanting and the shelf life.
- Store dry goods so that items are contained and cannot leak or spill. Small amounts of allergen containing foods can contaminate other food products through improperly sealed containers, or during transit from the store to the food preparation area.
- Where possible, store known allergens separately or below other foods.
- Clear up any spillages immediately and keep shelving free from loose food debris as this could easily transfer onto other products and food preparation surfaces.



## Preparation & Cooking

- Always prepare and cook allergen free meals in a separate area or before any other allergen containing foods being prepared.
- Ensure good standards of cleanliness and personal hygiene are adopted to help minimise any potential allergen cross-contact.
- Don't rely on your knowledge of product ingredients. Check the ingredients of any bought in ready-made foods, such as desserts, pies or breads.
- Carry out periodic checks of product ingredient labelling versus the allergens declared on the Source recipe. Record these checks on your Food Delivery Record Form and escalate any issues to the Unit Manager.
- Ensure any discrepancies between the Source allergen report and your ingredients used are noted and recorded on the allergen report for that dish.
- Follow the steps below when working to a managed menu offer:





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## Labelling

### Bought In Food Ingredients

- Allergen information labelling for bought in food may vary slightly from one product to the next.
- The 14 major allergens will be emphasised, either highlighted in bold, underlined or in italics.
- Check packaging information carefully for any ingredient used when creating a bespoke recipe to understand both the known allergens and any other allergen advisory information, such as May Contain, provided about the product.

**12 Breaded mozzarella sticks.**  
**Ingredients** Mozzarella Cheese Filling (65%), Breadcrumb Coating, Batter, **Mozzarella Cheese Filling** contains: Mozzarella Cheese (Milk), Water, Dried Potato, Potato Starch, Stabilizer (Methyl Cellulose). **Breadcrumb Coating** contains: Breadcrumb, Intermediate Breadcrumb, Sunflower Oil, Batter, Water. **Breadcrumb** contains: **Wheat** Flour, Water, Yeast, Salt. **Intermediate Breadcrumb** contains: **Wheat** Flour, Water, Yeast, Salt, Sunflower Oil. **Batter** contains: **Wheat** Flour, **Wheat** Starch, Cornflour, Rice Flour, Salt, Paprika, Dried **Egg**. **Wheat Flour** contains: **Wheat** Flour, Calcium Carbonate, Iron, Thiamin, Niacin.

**Allergy advice** For allergens, including cereals containing gluten, see ingredients in **bold**. Also, may contain nuts.

### In-Unit Made Foods

When food has been prepared in advance of service and stored in the fridge or frozen down for use at a later date, a green allergen label should be applied to the food, clearly marking which allergens the food contains. This information should be obtained from the Source recipe sheet, the allergen log or directly from any ingredient packaging.



## Healthcare Allergen Labelling

In patient dining situations a bespoke label is used to clearly communicate to the patient and ward nurse what allergens have been **excluded** from a meal, and the Healthcare allergen label must be used.



### Pre-Packaged Food for Direct Sale (PPDS)

- The Food Information (Amendment) Regulations require allergen and ingredient labelling of pre-packaged food.
- Pre-Packaged for Direct Sale (PPDS) includes in-unit made food which is placed into packaging prior to being ordered by the customer. This typically includes wraps, sandwiches, boxed salads and protein pots, but also burgers or hot dogs that are wrapped in anticipation of a rush.
- All PPDS Source recipes can be used to print a food label highlighting allergens in sub-ingredients and 'may contains' for the product.
- Any in-unit made pre-packaged food sold must have a fully compliant PPDS label.
- For more information see GHP 21: Natasha's Law.
- PPDS labelling is not a legal requirement in the Republic of Ireland, however, it is best practice, and should be in place.



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## Allergen Cross-Contact

Allergen cross-contact is when one food comes into contact with another food and allergen proteins are transferred from one food to the other. This can happen at any point in the catering unit, from delivery, to storage, production and cooking, through to display or service.

Even traces of allergen cross-contact can cause severe and potentially fatal reactions in some people. It is an important part of our food safety procedures to ensure that steps are taken to minimise cross-contact wherever possible.

### Back Of House Guidance:

The following measures should be adopted within a kitchen to minimise allergen cross-contact:



## Colleagues

- Ensure good personal hygiene, including clean uniform / overalls
- Always wash hands between handling known allergen containing foods and before preparing and an allergen free meal
- Wear a disposable apron and gloves when preparing allergen free foods and dispose of them once used



## Cooking

- Cook allergen free meals separately
- Always use clean pans, cooking equipment and utensils for each dish being made
- Do not use shared equipment e.g. stirring spoons / ladles between different dishes
- Use separate fryers or clean oil for any allergen free items being cooked and clearly designate fryers for use.
- Where possible cover food on the hob or in the oven to prevent accidental splashing or dripping from one dish to another



## Cleaning

- Thoroughly clean down and sanitise worksurfaces between preparation of each dish
- Equipment should be washed through a dishwasher as this is a more effective way of removing food particles
- Dismantle complex equipment and clean via a dishwasher cycle
- Undertake an additional thorough clean after 'dusty' or powder based preparation methods



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## Barista and Blended Beverage Guidance:

Where barista coffee machines and drink blenders are used for cow's milk and plant-based milk alternatives, such as oat, soy and almond milk, there is a risk of cross-contact between equipment and cleaning cloths.

Follow the below colour coding for jugs, cloths and pitchers to minimise this risk.



### A) Hot Beverages:

- Ensure the correct coloured jug is selected for the type of milk being used.
- Select the correct coloured cloth for the type of milk being used. Coloured cleaning cloths should only be used for wiping the steam wand after making each drink and not for general cleaning.
- Purge the steam arm before use to expel any moisture and milk residue from inside the steam wand.
- Open the valve and release steam for approx. 4 seconds in order to properly flush out any residue.
- Immediately after steaming the milk, wipe down the arm with the appropriate coloured cloth and then purge the steam arm for a further 4 seconds.



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- All colour coded cloths should be stored in clear Perspex container, clearly marked for the relevant product, and kept on top of the barista machine.



- Cleaning cloths should be replaced approximately every 4 hours to avoid build-up of milk residue on the cloth and should be disposed of or thoroughly washed prior to re-use.
- The Perspex cloth containers should be washed at the end of every day.
- All milk jugs must be regularly cleaned.
- Each type of milk should be stored in a sealed container and clearly labelled.

### B) Blended Drinks:

- Blender jugs must be washed in a dishwasher to remove residues before and after being used for alternative milks.
- Alternatively colour coded blender jugs (available through Bunzl Lockhart) can be used in-line with colour coding for barista jugs and cloths (use a clear jug for cow's milk drinks).

### Preventing Cross Contact - Service & Display

- When displaying or serving foods it is important that good segregation is achieved in order to minimise allergen cross-contact.
- Display known allergen containing foods on separate plates or boards.
- Where possible use separate tongs and equipment to handle each food item.
- Ensure equipment is washed before re-use.
- If handling food directly wash hands before each service.
- Always use clean crockery to serve food on.



### Preventing Cross Contamination - Buffet or Counter Service

- All items on a buffet or served from a counter should be clearly labelled.
- Provide service cutlery for each self-service buffet item to prevent cross-contact from one food item to another.
- Ensure any specific allergen free foods are separately plated, covered and clearly labelled, e.g. no milk.
- Where possible plate up individual buffet menu items separately to reduce the risk of cross-contact from one food type to another.
- Remove and replace utensils that have been used on different foods.





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## Front of House Process

### Food Service:

- The daily full preservice brief to the front of house team by the head chef or equivalent should include information on the menu in respect to allergens and any allergen-free preordered meals. Record this at the top of the **Food Service Temperature Record Form**.
- Cross reference back of house allergen information with that in the allergen folder, on menus or tariffs, tablets or QR codes before service.
- Display the **Compass Allergen Information** poster to inform customers how and where the allergen information is available.
- Use separate chopping boards and utensils when preparing or handling known allergens.
- Where appropriate set up separate customer service stations to enable the segregation of allergens via separate boards, knives and other self-service equipment.



### Customer Allergen Reports:

- Customer allergen reports can be provided using either of the following options:



Paper Reports



Digital Tablets



Menus or Tariffs



QR code

- Allergen reports must be easily accessible, accurate and include all menu items, and must be checked by a senior manager before service.
- Tablets should be positioned in a suitable customer facing location.
- In the Republic of Ireland allergen information must be displayed so that it is easily located and accessible.
- Paper and tablet allergen reports are in the form of a matrix. Presence of allergens is shown with a tick (✓) and MC is used where the manufacturer of an ingredient has indicated a risk of allergen cross-contact.
- Allergen logs must be kept for a minimum of 4 weeks or for 4 weeks after the period the menu is 'live'.



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## Hospitality and Conferences

- Information about guests with allergies should be requested at the time of booking.
- The hospitality order form should list the name of the guest and the specific food allergy or intolerance.
- Prior to food service the front of house supervisor or Allergen Champion must make contact with any guests who have identified an allergy or intolerance and check the information is correct.
- Where appropriate the catering team must prepare a separate plated dish, wrapped and labelled with the details of the product and the absence of any specific allergens, e.g. chicken salad (no milk).
- Alternatively, the front of house supervisor or Allergen Champion should take the meal directly to the customer, again confirming the product and ensuring it meets their needs.
- Allergen information must be provided and available for customers for all hospitality events.

## School Meals

- When pupils have been specifically identified as having an allergy or intolerance, special arrangements should be in place involving parents, the school and catering management.
- Please refer to the Chartwells sector specific allergen policy and pupil medical diet procedure.

## Patient Feeding

- Please refer to separate sector specific guidance for the agreed protocol regarding allergen information and identification of patient meals in a healthcare setting.

## Customer Enquiries

Where customers ask service colleagues directly for allergen information or require additional help, the following rules must be followed:

- When asked for allergen information provide the customer with the Allergen Information Folder or direct them to the allergen tablet, menu or QR code.
- Colleagues must not recommend or advise the customer on their choice but must allow the customer to make an informed decision.
- Should the customer seek further guidance or have an allergy to a food other than the major 14 allergens, they must be referred to the supervisor, Allergen Champion or chef responsible for preparing or cooking the item.
- Colleagues must NEVER guess the answer to an allergy or intolerance enquiry but must always seek clarification.



I have a nut allergy. Is this safe for me to eat?

Here is the Allergen Report, which contains allergen information for all our menu items.





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## Severe Allergies

If a customer declares a severe allergy prior to, or on arrival at a venue or unit, it is important to ensure the customer is provided with the details of any allergens and / or food ingredients they may be exposed to at the venue or unit. Provision of this information will enable customers to make an informed decision on whether to proceed to enter the venue or unit, based on the severity of their specific allergy.

To support this position, the Unit / Responsible Manager must provide the customer with details of all allergens and / or food and drinks ingredients that are present at the site that the customer may be exposed to, including any allergens that may be contained in products as a result of the manufacturing process. This is important, as an individual with a severe allergy may, for example, suffer allergic reactions through airborne exposure to food or drink they are allergic to, or exposure by touch or through direct consumption of certain foods and or drinks.

The Unit / Responsible Manager will also need to determine whether it is reasonably practicable for specific foods and / or allergens to be removed or adequately segregated to mitigate consumer exposure and any associated risk. If allergens and / or foods cannot practically be removed, the customer should be updated, to allow them to make an informed decision.

## Vending

### Compass Rules:

#### a) In Unit Made Food

- All in unit made food (e.g. sandwiches) sold in an unmanned vending machine must have PPDS labelling. Whilst PPDS labelling is not legally required in the Republic of Ireland, it is recommended that all vending items are provided with this information.
- Where possible the label should be placed on the food, so that the customer can easily read the information listed.
- Bought in food has all necessary labelling provided by the manufacturers on the packaging.
- It is good practice to have allergen information available for all retail items sold in a vending machine to provide to customers prior to purchasing an item.

#### b) Hot Drinks

- Hot drink vending machines should have a notice displayed on the machine that provides allergen information for all items, such as drink powders or syrups used in making the drink.
- This notice must be regularly reviewed and changed should there be any changes to the drink mixes used.
- The notice should be displayed in a prominent place to enable customers to see and read the notice before purchase.



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## Allergen Champion Role

All units must have at least one designated Allergen Champion, who can ensure that customers with allergies and other dietary requirements are adequately looked after and ensure they receive the correct meal.

### Allergen Champions are:

- responsible for regularly checking that allergen information is available for customers, and that is easily accessible, complete and matches the menu.
- the point of contact for any customer with an allergy, intolerance, coeliac disease or other dietary requirement.
- the communication channel between the customer and the kitchen team.
- responsible for making sure that customers with allergies are provided with food that is suitable for them.
- there to support their colleagues in their roles when dealing with questions around dietary requirements.

### Process for hospitality events and functions:

1. Where the venue has prior knowledge of the customer's allergy or dietary requirements via an event booking form, this must be shared with the Allergen Champion.
2. The Allergen Champion should be introduced to the Event Organiser and then make sure that the information they have is correct.
3. Where possible the Allergen Champion should make themselves known to the delegates with allergies or dietary requirements. If they cannot be introduced at the beginning of the event, then the organiser should be advised that the Allergen Champion will be available throughout food service.
4. Where a customer has not pre-arranged a specific meal or advised of an allergy or other dietary requirement the Allergy Champion should liaise with the customer and provide them with the allergy information.
5. The Allergen Champion must consult with the chef, ensuring the information is communicated to the catering team preparing the meals.
6. The Allergen Champion should serve the allergen free meal directly to the guest, again checking that the meal matches their dietary needs.

### Training:

Allergen Champions are trained how to deal with customers' dietary requirements and the correct processes to ensure that these customers are served suitable meals. Training also includes awareness of coeliac disease, religious diets and the importance of getting it right, and what to do if a customer is having an allergic reaction.

### Identification:

Allergen Champions may wear a badge to identify themselves. In addition, they may wear additional or different uniform to distinguish them from other team members.





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## Allergy Incidents

### Emergency Procedures

If an allergic customer becomes unwell or you suspect a customer may be suffering from an allergic reaction:

- Immediately call 999 (122 or 999 in the Republic of Ireland) to summon emergency assistance or follow the site emergency procedure.
- There may be a first aider or appointed person on site who will administer medication or take charge of the situation. Otherwise, advise the emergency services that you suspect your customer may be suffering from a severe allergic reaction or anaphylaxis.
- Do not move the customer but try to help them into a comfortable position.
- You can help the customer administer medication but should not administer an EpiPen for them.
- Make sure that a member of the catering team remains with them until help arrives.
- If possible, obtain the customer's name and contact details.
- Contact your H&S Manager or Sector Lead for further advice.

### Emergency Plans

For persons known to have allergic reactions, any delay in administering medication may be critical. In schools, emergency plans may have been agreed between parents, the school and key catering team members on what action is required. Schools may have nominated a First Aider or Appointed Person to administer medication or to use an EpiPen to administer adrenalin to the casualty.

### Adrenaline autoinjectors (e.g. EpiPens)

An EpiPen is a prescription medicine applied by injection and is issued only to the affected person or to the school under strict user guidelines from a medical practitioner. It must be applied only by authorised persons who have had full training and only in the circumstances agreed in the emergency plan.



### Reporting an Incident

- Any suspected or confirmed Food Allergy Incident or Near Miss must be reported using the Alleged Food Allergy Reporting Form and must then be logged on AIR3.
- Telephone the unit manager, who should contact the relevant Health & Safety Manager or Sector Lead to inform them of the incident.
- The Alleged Food Allergy Reporting Form is available on the Compass HSE website.
- Make sure that the form is filled in correctly and with sufficient detail.

# Allergens

Good Hygiene Practice Guide No: 13



HACCP Chart Reference

Receipt / Storage / Preparation / Cooking / Counter  
Service / Bar / Hospitality

## Additional Guidance

1. Food Hygiene Training - Allergen Training
  - Refer to **Good Hygiene Practice Guide No: 1 - Food Hygiene Training** for guidance on what food handlers are trained upon within the Compass Food Safety E-learning training
2. Prevention of cross contamination
  - Refer to **Good Hygiene Practice Guide No: 4 - Cross Contamination** for guidance on how to minimise cross contamination risks
3. Natasha's Law
  - Refer to **Good Hygiene Practice Guide No: 21 - Natasha's Law** for guidance on what constitutes PPDS food and how to produce compliant labels via the Source







