



Food allergens, intolerances and general information for customers

Goal: Protect customers with food allergies or intolerances by avoiding cross-contamination and providing accurate information about the presence of allergens and those foods or ingredients to which some people are intolerant.

In the following table 'allergens' includes the foods described under 'what foods cause allergic reactions or intolerances' on page 49.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
<p>Some people have a reaction to food containing allergens.</p> <p>These people may buy food from you which they do not react to, but the food may be cross-contaminated with allergens from foods they do react to.</p>	<p>Manage food preparation and display to prevent cross-contamination from food containing allergens.</p> <p>When handling foods that contain known allergens, take extra care not to contaminate other foods or equipment.</p>	<p>Observe storage, preparation and display practices to avoid the risk of allergen contamination.</p>	<p>Inform staff about the importance of using clean utensils at all times and of avoiding cross-contamination of food and equipment, particularly when staff switch from working with foods containing allergens to other foods during the same preparation session (for example, use separate utensils).</p> <p>If non-allergenic food may be contaminated with an allergen, make sure that it is not used in the preparation of food that is intended to be allergen-free.</p> <p>If food may include allergens, follow the instructions on the following pages about making information available to customers and staff.</p>
<p>Cleaning might not be preventing cross-contamination of foods containing allergens with other foods</p>	<p>Thoroughly clean and sanitise equipment and work areas.</p> <p>Ensure staff clean and sanitise all equipment and surfaces that come into contact with allergens.</p>	<p>Ask staff whether they understand how to prevent cross-contamination during cleaning.</p>	<p>Include clear instructions in your cleaning arrangements to prevent cross-contamination during cleaning.</p>

