

UK&I Provision of Allergen Information - Procedure

Date: October / 2025

PURPOSE

The purpose of this procedure is to set out the process for providing allergy information to customers and to ensure they understand the risk of cross-contact.

The aim is to ensure that all allergen information is communicated clearly, accurately, and safely to protect customers and staff.

SCOPE

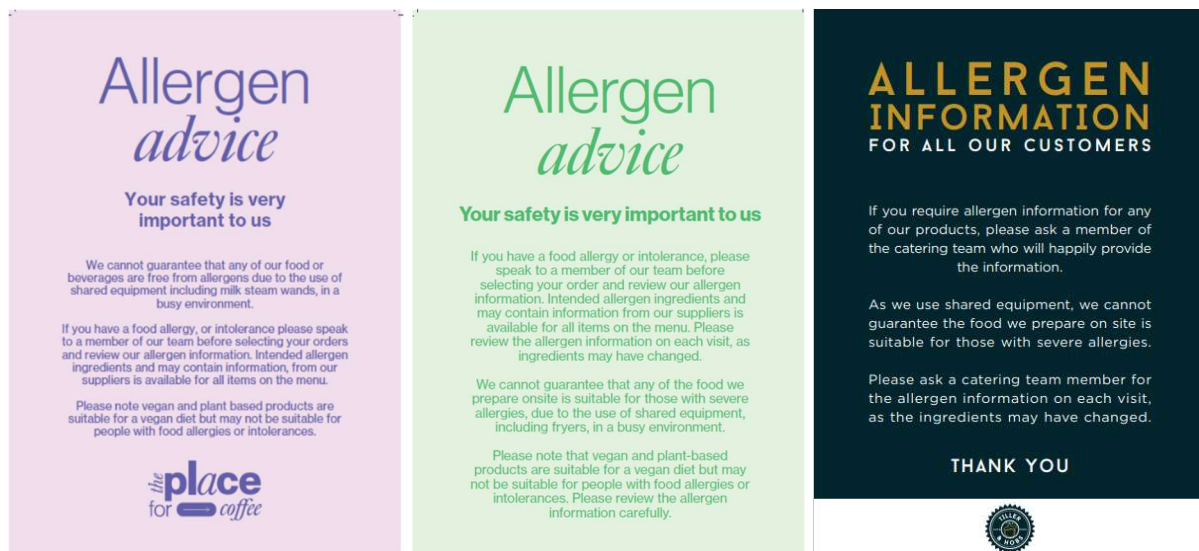
This procedure applies to all **PlaceMakers (PM)** in Workplace, Healthcare Retail, and Senior Schools, involved in the handling, preparation, and service of food and beverages across all locations. (For served coffee, served hot chocolates, and blended drinks for customers with allergies, please refer to the Serving Customers with Allergies or Intolerances in Coffee Shops or Other Outlets SOP and follow these specific processes.)

This procedure does not apply to Patient Catering or Primary Education.

PROCEDURE

Allergy Advice Signage: - The Allergy Advice Signage must be clearly visible at the Point of Sale (POS) and near the till at all times.

Ensure it is not obstructed by items such as displays, menus, or flyers.



The Place

Wholegrain

Tiller & Hobs

Allergy Wobblers: -

These are the allergy wobblers that are to be used at all service points.

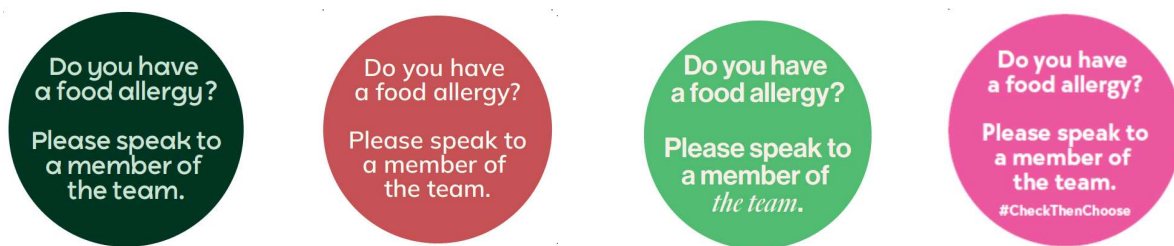
ISS Classification - **Restricted - Internal**

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Version: 2



Process - Restaurants: When a Customer Declares a Food Allergy or Intolerance

If a customer confirms or informs you they have a food allergy or intolerance, the following controls must be implemented immediately.

Step-by-Step Process

- Politely thank the customer for telling you.
- Ask **which food or drink** they are enquiring about.
- 1. Point out the **cross-contact statement** on the allergen awareness signage.

Explain clearly but politely that:

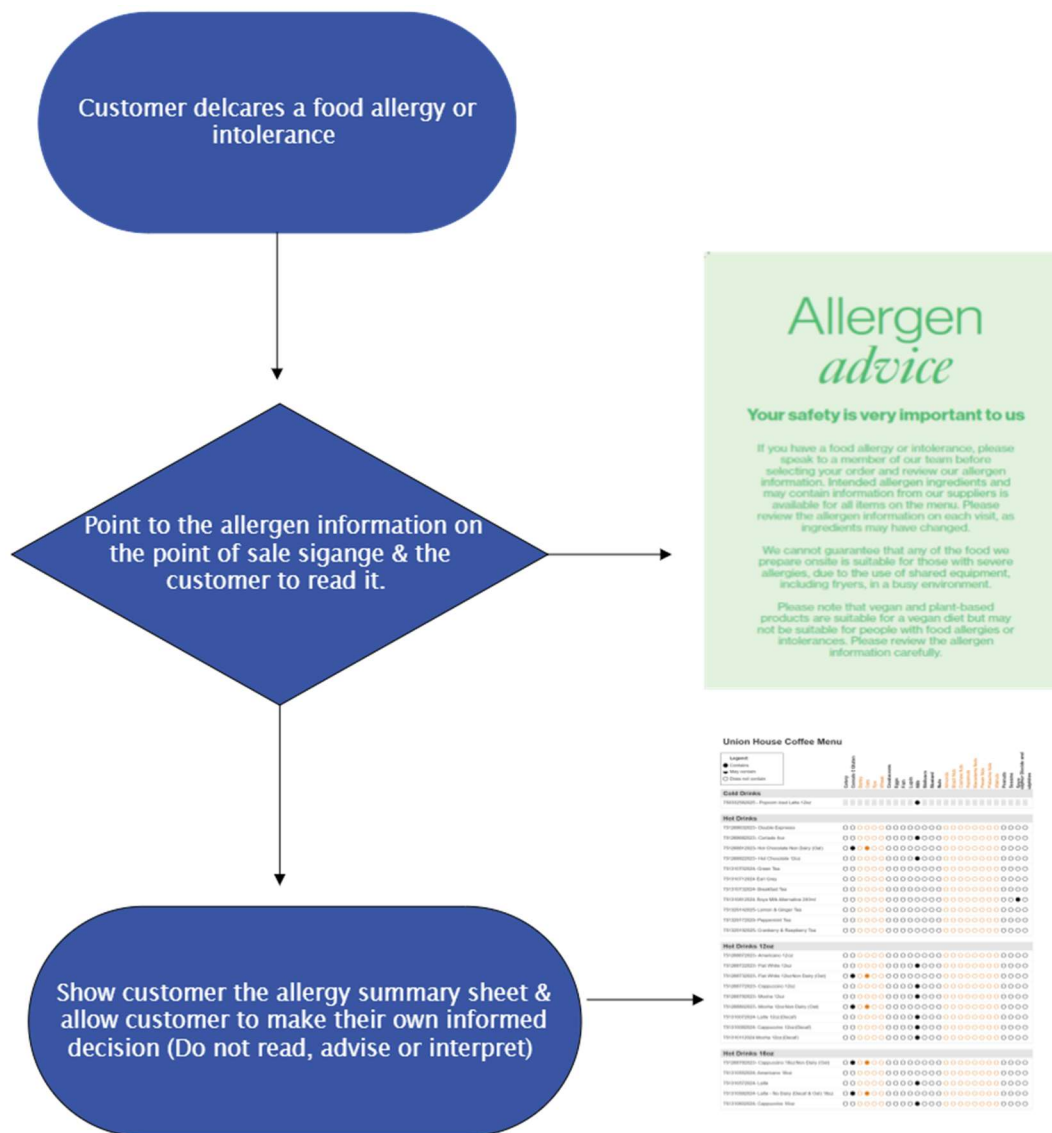
"We cannot guarantee that any of the food we prepare onsite is suitable for those with severe allergies, due to the use of shared equipment like fryers and steam wands, in a busy environment."

2. Locate the Allergen Summary Sheet
 3. Explain the Format
- Explain the symbols:
 - **Solid Circle** = allergen *present*
 - ◐ **Semi-Circle** = ingredient *may contain* allergen
4. Encourage the customer to review information and make their own informed decision
- Do **not** interpret or advise on safety - empower them to decide and make their own choice.
 - In Secondary Schools, if the pupil is not confident or unsure whether a menu item is suitable, you must ask a member of school staff to assist them.

Remember:

- Do not guess or respond immediately

- Always say: "Let me check that for you," and ask the customer to read the allergen awareness signage
- Then, provide information that clearly reflects the presence of allergens
- Empower the customer to make their own informed decision



Incidents or Near Misses

- Incidents and near misses must be reported immediately via the HSEQ incident reporting system (Velocity EHS)

ROLES & RESPONSIBILITIES

- PlaceMakers – Responsible for following this procedure to ensure safe practices & procedures are followed and completing all required training.
- Management – Ensure all PMs have completed the required training related to allergen management and food safety.
- Customers – responsible for informing the PlaceMakers of any allergies.
- Food Safety Team - Responsible for auditing this procedure during scheduled food safety audits to ensure compliance

TRAINING

All team members involved in food service must complete the following training as applicable.

- ISS Food Allergy Training
- ISS Level 2 Food Safety training
- ISS Served Coffee Allergy Training
- Natasha's Law Training
- Don't Risk It Training – Senior Schools

DEFINITIONS

- PM - PlaceMaker
- DMP – Dynamic Menu Planner
- SOP – Standard Operating Practices.
- POS – Point of Sale

DOCUMENT REFERENCES

- Food Safety Manual
- Natasha's Law Allergy Manual

CHANGE LOG

Date of Change	Author of Changes – Name and a Job Title	Short Summary of Changes
October 2025	Sibajene Mbulo – Technical Food Safety Consultant	New procedure
	Claire Lucas – Food Safety Manager	