

## **FOOD STANDARDS REQUIREMENTS - The Food Information Regulations 2013**

**Food allergens can be life threatening** and the only way people can manage a food allergy is to avoid the foods that make them ill. An oversight on your part – such as serving someone a food they are allergic to – can damage the reputation of your business as well as cause serious harm to your customer. Food allergens cannot be removed by cooking. That is why it's essential to practise good kitchen hygiene, as well as careful separation, storage and labelling of ingredients when preparing food.

**Food Business Operators** need to provide information to consumers if any of the declarable allergens are in food they supply or are in the ingredients used in the preparation of the foods they supply. This does not include these substances being present through cross-contamination but care must be taken to avoid any cross contamination. Your supplier has a duty to provide you with information about products he/she has supplied to you, to help you comply with the regulations.

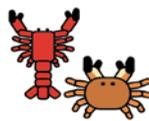
### **The 14 allergens that should be declared are;**



Celery



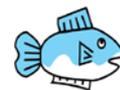
Cereals  
containing  
gluten



Crustaceans



Eggs



Fish



Lupin



Milk



Molluscs



Mustard



Nuts



Peanuts



Sesame seeds



Soya



Sulphur dioxide

### **Non pre-packed foods**

#### **The information can be supplied;**

- On the menu.
- On chalk boards or tickets.
- On a menu, ticket or label that can easily be seen by customers.
- Oral. – If information is given verbally there must be a prominent sign or it must be otherwise clearly indicated that such information can be obtained upon request (see signposting to allergen info example below).

- Oral information must be **accurate**, **consistent** and **verifiable** upon challenge
  - Is there a process in place to enable consistent information to be provided? Such as refer queries to the nominated member of staff?
  - Verifiable ingredients information on a chart, recipe book, ingredients information sheets, scrap books with labels.

**It is not acceptable to say that all your foods may contain allergens.**

It is **not acceptable** for you to say that you do not know whether or not a food contains an allergen listed above and deny any knowledge.

Allergen information must be specific to the food, complete and accurate. This also applies to food pre-packed for direct sale, such as from deli counters, bakeries or sandwich bars.

Food Business Operators must not refuse to provide allergen information on foods served nor give the wrong information on a menu or through verbal communication.

**Signposting to allergen info (example)**

When using oral information the business must be upfront in making it clear that allergen information can be obtained upon request i.e. through a signpost saying that allergen information can be obtained from a member of staff.

# FOOD ALLERGIES and INTOLERANCES

Please speak to our staff about the ingredients  
in your meal, when making your order.

**Thank you.**

**Pre-packed Foods**

For pre-packed foods, mandatory information must appear directly on the package or on a label attached to it.

For more information refer to Food Standards Agency Leaflet, **Allergy: what to consider when labelling food – (A guide for small and medium businesses that make or sell pre-packed food)**.

### **Distance Selling**

For food offered for sale online, by telephone or catalogue, meals on wheels, home caterers, the mandatory food allergen information for the 14 allergens listed above must be made:

- **available before the purchase is concluded** (i.e. appearing on material supporting the distance selling or other appropriate means clearly identified by the food business operator e.g. menu leaflet, website/online. Telephone numbers to obtain oral allergen information must not be a premium number).

### **AND**

- **available upon delivery** in writing (e.g. packaging, stickers on takeaway food containers, receipts, delivery driver carry allergy information in a folder in the car).

The requirements for those selling to consumers are that the consumer receives the same information when buying food at a distance as they do when buying in a retail environment. Therefore, all mandatory information must be available before the purchase is concluded and at the moment of delivery and it must be available to the consumer with no additional costs.

### **Resources for businesses:**

Allergy and intolerance: guidance for business at:  
<http://www.food.gov.uk/business-industry/allergy-guide>

Resources for allergen information at:  
<http://www.food.gov.uk/business-industry/allergy-guide/allergen-resources>

Free allergen training at: <http://allergytraining.food.gov>