

Check before you prepare

Follow the agreed allergen procedure from ordering to service.

01 Confirm the requirement

Record the exact food allergy, intolerance or coeliac requirement and tell the person preparing the meal.

02 Check every ingredient

Use current labels, recipes and allergen records, including sauces, garnishes and substitutions.

03 Decide whether you can cater safely

Check cross-contact risks. Tell the customer if you cannot provide a suitable meal.

04 Prepare with effective controls

Wash hands. Use an effectively cleaned area, utensils and equipment. Change contaminated clothing or gloves.

05 Keep the order separate

Protect ingredients and the finished meal. Use fresh portions, not shared utensils or contaminated containers.

06 Identify and serve correctly

Clearly identify the meal and confirm the customer. Recheck any last-minute change before service.

Never remove an allergen from a finished dish and call it safe. Cleaning must remove allergen residues. Disinfectant alone does not do this.