

Estates and Facilities Guidance Note EHSN -37

Food Allergy Procedure

Issue #4 January 2026

Overarching statement

1. The University of Huddersfield's Catering Department (Huddersfood) is committed to reducing the risk to students, staff and visitors regarding the provision of food and the consumption of allergens in food, which could lead to an allergic reaction.
2. This procedure is available on the Huddersfood webpage and will be reviewed annually.
3. Huddersfood is unable to guarantee a completely allergen free environment. However, we will aim to minimize the risk of exposure, encourage self-responsibility and plan for effective response to possible emergencies.
4. Catering staff receive food allergen training as detailed in Sections 22-25.

Objectives of this Procedure

5. To promote food allergen awareness to staff, students and visitors at University of Huddersfield
6. To provide clear guidance to all catering staff on their responsibilities for the provision of food to anyone using the catering facilities who may have a food allergy, food intolerance or coeliac disease.
7. To ensure that relevant food allergy training and food safety training are provided for all catering staff.
8. To ensure appropriate information and support is available for catering staff and customers.

Allergen Labelling Legislation

From 13 December 2014, legislation (the EU Food Information for Consumer Regulation 1169/2011) requires food businesses to provide allergy information to the consumer for both prepackaged and non-prepackaged food and drink.

Non-prepacked (loose) foods include:

- foods sold loose in retail outlets
- foods which are not sold prepacked.
- Non Pre-packed you must supply allergen information for every item which includes one of the 14 allergens

You can provide allergen information for non-prepacked foods by any means such as:

- full written allergen information on a menu, chalkboard or in an information pack
- verbally, with a written notice placed in a clearly visible position explaining how your customers can obtain this information

You can display this [allergy and intolerance sign](#) to tell customers how they can find allergy information, or create your own.

Written allergen information, supported by a conversation.

Prepacked for direct sale –

From October 2021, in accordance with Natasha's Law, foods need to have a label with a full ingredients list with allergenic ingredients emphasised within it.

Prepacked refers to any food put into packaging before being placed for sale.

- Is either fully or partly closed by the packaging

- Cannot be altered without opening or closing the packaging
- It is ready for sale

Prepacked for direct sale are foods that have been packed on the same premises from which they are being sold.

Background

What Is a Food Allergy?

9. Food allergies affect the body's immune system. The body reacts to certain allergens in food by producing antibodies which can cause immediate and sometimes severe symptoms, such as: itching or strange metallic taste in the mouth, swelling of the throat and tongue; difficulty in swallowing or speaking; abdominal cramps, nausea and vomiting; skin hives (nettle rash) anywhere on the body. In most extreme cases, difficulties in breathing and a severe fall in blood pressure (anaphylactic shock) can prove fatal.

What is Food Intolerance?

10. A food intolerance is when an individual has difficulty digesting certain foods or ingredients in food. If someone consumes a food that they are intolerant to they may feel unwell. Common symptoms include diarrhea, bloating and stomach pain. Less common symptoms include headache, lethargy, feeling sick, joint pain or rashes. Symptoms can last for a few days or hours.
11. Food intolerance is harder to diagnose than a food allergy. The person with a known allergen trigger may know what food ingredients will provoke a reaction. However, they may well have eaten this food or a specific dish previously and had no adverse reaction.

Coeliac Disease

12. Coeliac disease is a lifelong autoimmune disease caused by a reaction to gluten.
 - 1 in 100 people have the condition.
 - Symptoms include bloating, diarrhea, nausea, wind, constipation, tiredness, sudden or unexpected weight loss, hair loss and anemia.
 - Once diagnosed, it is treated by following a gluten free diet for life.

Who is at risk?

13. Anybody can develop a food allergen or intolerance at any time in their life, irrespective of whether they have consumed the food previously. A person with an allergy is at risk even if they consume a small amount of food allergens.
14. Food allergies and intolerances can be life changing. In the UK they affect around 8% of children and 2% of adults. In December 2014, the law on how allergen information is provided by food businesses changed to make it easier when buying food or eating out with an allergy or intolerance.
15. Students and young people living away from home are a vulnerable group who may be at higher risk if they have allergies. This is due to a number of factors that are associated with learning to look after themselves in a new environment and, in addition, possibly not wanting to appear different from their peer group. It is because of this high-risk group that

the Catering Department will provide as much information as possible about the food we sell to all customers; requests for information about the food we sell is available at the point of sale.

Common Food Allergens

16. Under current legislation, there are **14 Major Allergens**, shown below, which must be clearly labeled if they are present in the food on offer. (Although customers may report allergies to other foods that are not listed below). Further information on products that the 14 major allergens are commonly found is detailed in Appendix 1.

* The name of cereals containing gluten must be included on the allergen labelling

†The name of the nuts should be included on allergen labelling

Responsibilities

17. The Catering Operations Manager and the Head Chef are responsible for ensuring compliance with current legislation relating to Allergens and ensuring that all food provided by Catering Services has accurate allergen information available.
18. The Head & Sous Chef will ensure that all recipes and associated information is accurate and up to date on the recipe file database.
19. The catering management and supervisory team will ensure that the allergen information is available for all “common food allergens” listed above and that this information is readily available at each catering outlet and for hospitality orders.

Training

All catering staff must complete a departmental induction before commencement of work.

20. All Chefs hold a current Food Safety Certificate, Level 2 or above.
- A recognised training course on food allergy awareness will be completed within 12 months of employment.
 - Food allergy awareness within the Catering Department will be supported by regular ‘toolbox talks’.

- All appropriate catering staff will be required to successfully complete a recognised allergy awareness refresher training course via a third-party service provider at least every 2 years.
21. The Food & Beverage Catering Assistants hold a current Food Safety Certificate, Level 2 or above.
- A recognised training course on food allergy awareness will be completed within 12 months of employment.
 - Food allergy awareness within the Catering Department will be supported by regular 'toolbox talks'.
 - All appropriate catering staff will be required to successfully complete a recognised allergy awareness refresher training course via a third-party service provider at least every 2 years.
22. Casual Staff will complete the departmental induction and will be trained on local procedures by the Head Chef, Sous Chef or the Catering/Hospitality supervisors.
- If a customer seeks advice on allergens/ingredients the casual staff member will ask a member of the catering team to speak with the customer before serving any food to them.
23. All training records will be maintained and stored by the catering management team..

Kitchen

24. Dishes which are produced in house will be from standard ingredients from approved suppliers. Any ingredient changes/supplier changes affecting standard ingredients will be detailed in daily menus and/or through product labelling.
25. Where allergenic ingredients are packaged openly/loosely, they are stored separately in a sealed container to reduce the risk of contamination.
26. Equipment/utensils used in the preparation of food for people with a food allergy/intolerance are cleaned according to standard procedures (see Hazard Analysis at Critical Control Point (HACCP) manual) which under normal circumstances should be sufficient.
27. All foods which are prepared for special diets will be prepared in an area which is sanitised and free from cross contamination. Separate chopping boards and equipment are to be used for this purpose.
28. When cooking food for customers with a food allergy or intolerance this will be prepared before any other food to avoid cross contamination. The area will be thoroughly cleaned before preparation of food and after use. The food once prepared will be stored with cling film and labelled as required.
29. Where dishes contain any of the 14 allergens: these will be clearly identified to the customers through menus and/or product labelling.
30. A member of the kitchen team will provide a pre-service briefing to the catering supervisor prior to the lunchtime service. This will include menu familiarization and information relating to menu items containing allergens.

Food Service

31. The kitchen team will make the front of house aware of any dishes which contain allergens and if in doubt, must check with the Kitchen or a Catering Supervisor. If a customer requests further information on the presence of allergens and if the front of house is in any doubt they will check with the Kitchen team/Catering Supervisor.
32. If there is an event, the Hospitality Supervisor or equivalent will provide a pre-service brief to the front of house staff to inform them of the menu and its content. If there are specific

dietary requirements from the guests, then it will be clearly communicated through the pre-service brief or through labelling (if self-service) which items have been prepared for their meal.

33. If, for any reason, the allergens of a dish or product cannot be confirmed the dish or product must not be sold.

34. Separate utensils for different dishes/products will be used during service to avoid cross-contamination of allergens.

Communication

35. Where an external or internal event booking is made, the event organiser will liaise with the catering management team in respect of the arrangements pertaining to guests' dietary requirements.

36. Catering staff and managers are to communicate with customers who have specific dietary requirements and to help them to find a suitable product which is safe for them to eat.

37. The Catering department will endeavor to provide as much information as possible on the website and on the daily menus.

38. If customers need further information, they are encouraged to meet with the Catering Management or supervisors to identify any specific requests.

First Aid

39. Principles for administering emergency medication.

- Developed in conjunction with Disability Services and Occupational Health, the principles are intended for the situation where an individual is not able or will find it difficult to self-administer emergency medication. Examples could be a significant epilepsy episode or rapid anaphylactic shock.

Whilst they may be called to such situations, the principles are not targeted solely for first aid personnel. The principles reflect it could be anyone who comes across such-a-situation. Their initial and rapid actions could potentially be crucial in ensuring the person's continued wellbeing before further assistance arrives (e.g. emergency services). Here is the link to the [principles](#).

40. Further medical assistance but no ambulance is required.

- First aid personnel may advise the injured or unwell person that further medical assessment or treatment direct from campus is appropriate however the requesting of an ambulance is not. The following link provides the [protocol](#) in such instances.

This procedure will be reviewed annually.

Procedure owners: Fiona Rotheray, Catering Operations Manager
Tom Armstrong, Head Chef

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Appendix 1.

The examples given are not exhaustive but indicate products commonly containing these allergens.

Gluten containing cereals, e.g. Wheat, Rye, Barley, Oats, Spelt and Kamut Bread, wheat flour, biscuits, crackers, pasta, breakfast cereals (including items like breadcrumbs and batter), cakes, pastry, semolina, soya sauce. It is also found in many processed foods such as soups, gravies, sauces, sausages, haggis, fish cakes and all processed foods must be checked to ensure they are gluten free.

Celery and Celeriac, e.g. Stalks, Seeds and Leaves Salads, soups and celery salt, stock cubes, stew pack, some meat products

Eggs, e.g. Hens, Duck, Turkey Quail, Goose, Gull and Guinea Fowl Cakes, sauces, pasta, mayonnaise, glazed produces, some meat products (e.g. meatloaf, used as a binder), quiche, mousse, foods brushed with egg, Quorn Fish.

Fish, e.g. Fish sauces, pizzas, relishes, salad dressings, stock cubes and Worcestershire Sauce

Crustaceans and Molluscs, e.g. all Fish, Prawns, Lobster, Crab, Clams, Oysters, Mussels and Langoustine Soy and Worcestershire sauce. Thai fish sauce, relish, some salad dressing, fish extracts, oils and paste

Milk, e.g. Cows, Sheep and Goat Milk powder, yoghurt, butter, margarine, cheese, cream, ghee, milk glazed products, ice cream, custard and other milk puddings Milk power and milk products are used in many manufactured products. Some processed meats, chocolate, some canned fish, Quorn

Mustard, e.g. Mustard paste, seeds, leaves, flour, salad dressings, marinades, soups, sauces (e.g. cheese sauce), curries, some meat products, occasionally cheese scones.

Peanuts, e.g. Arachis or groundnut oil, peanut flour, satay sauce, refined peanut oil. Cakes, biscuits, ice cream desserts, breakfast cereal, salad dressing, confectionary and vegetarian products.

Tree nuts, e.g. Walnuts, Cashew, Pecan, Brazil, Pistachio, Macadamia, Queensland, Almonds, Hazelnut, Chestnut Cakes, biscuits, sauces, desserts, bread, crackers, ice cream desserts, praline (hazelnut), some choc spreads, nut butters, essences and oils, marzipan and frangipane (almond), pesto, nut salad dressings, breakfasts, confectionary, vegetarian products. Botanically, pinenuts are seeds and coconuts are drupes, most people allergic to nuts can safely eat these BUT small numbers of people may independently be allergic to either.

Sesame seeds, e.g. Oil or paste, tahini, houmous, furikake, gomashio, e.g. Flour, Tofu, Beancurd, Textured Soya Protein, Soy Sauce and Edamame Beans Tofu, textured vegetable protein, soy sauce, soy bean flour used in cakes, biscuits, pasta, burgers, sausages, confectionary. Dairy products made from soya beans including soya milk and some ice creams.

Sulphur Dioxide and Sulphites, e.g. Some meat products, stock cubes, bouillon mix, fruit juice drinks, dried fruit/vegetables, wine, beer, cider

Lupin Seeds and flour, e.g. Some types of bread and pastries, e.g. waffles particularly those manufactured in France and Belgium.

Soya, e.g. Bean curd, edamame beans, miso paste, textured soya protein, soya flour, tofu, desserts, ice cream, meat products, sauces and vegetarian food. Soya is a stable ingredient in East and South East Asian cuisine.