



Allergens Policy

Updated: 15 June 2026

Plan Scope

It is important to know what to do when preparing a meal for someone who has a food allergy because these allergies can be life-threatening; allergens can cause anaphylaxis and death.

Please follow below food safety management systems when preparing meals for someone with an allergy.

Clear communication between all site staff and volunteers about these procedures is necessary to ensure they are correctly implemented and to prevent any life-threatening cross contamination of allergens.

Listed Allergens

The following allergens could potentially be life-threatening to service users if present in FEAST meals.

- Tree nuts (such as almonds, hazelnuts, walnuts, Brazil nuts, cashews, pecans, pistachios, and macadamia nuts)
- Peanuts
- Celery
- Eggs
- Fish
- Milk
- Mustard
- Sesame
- Soybeans
- Cereals containing gluten (such as barley and oats)
- Crustaceans (such as prawns, crabs, and lobsters)
- Lupin
- Molluscs (such as mussels and oysters)

- Sulphur dioxide and sulphites
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Staff Training

All FWU staff and volunteers should have a minimum Food Safety Level 2 certificate which is in date and Allergen training. This can be organised by the Volunteer Coordinator or Kitchen Operations Coordinator.

Requesting & Recording Service User Allergies

For in-house meals, community meals and Healthy Eating and Budgeting (HEB) programmes, FEAST chefs, HEB coordinators and kitchen volunteers should ask service users if they have an allergy. Some people may have allergies to foods that fall outside the list of common allergens. This information should be recorded in writing, printed and put on the kitchen wall so it is clearly visible to all chefs, volunteers and venue staff who work in the kitchen at different times. Written records should be updated regularly and when new service users join the service.

Communicating Allergens with Service Users

Meals Prepared & Served on Site

For in-house meals, community meals or HEB programmes, allergens should be added to the menu board against each dish being served, or on clearly written labels next to dishes served using the following chart as a guide (included in the Safer Food Better Business pack in all FEAST kitchens).

Dishes and their allergen content

(Note – Please state the name of the cereal(s) containing gluten* and/or the name of the nut(s)†)

Dishes														
	Celery	Cereals containing gluten*	Crustaceans	Eggs	Fish	Lupin	Milk	Mollusc	Mustard	Nuts†	Peanuts	Sesame seeds	Soya	Sulphur Dioxide
	✓			✓	✓		✓		✓					

Review date:

Reviewed by:



Packaged & Delivered Food

For prepared meals which are packaged into containers and left on site for service users to take, or prepared and delivered to other venues, all allergens present should be clearly listed on food labels and attached to each individual packaged meal container:

FOOD NAME:

PREP DATE:

USE BY DATE:

FROZEN DATE:

DEFROST DATE:

THIS PRODUCT CONTAINS THE FOLLOWING ALLERGENS:

☐ Lupin
☐ Eggs
☐ Fish
☐ Peanuts
☐ Sesame
☐ Milk
☐ Mustard

☐ Celery and Celeriac
☐ Cereals containing Gluten
☐ Nuts (Almonds, hazelnuts, walnuts, cashew, pecan, brazil, pistachio, macadamia/ Queensland)
☐ Soy Beans (edamame, miso, tofu)
☐ Soya

☐ Sulphites & Sulphur Dioxide (preservative found in some dried fruit)
☐ Crustaceans (i.e: prawns, crab, lobster, crayfish)
☐ Molluscs (i.e: clams, snails, mussels, whelks, oysters, squid)
☐ Other _____

Keep food for meal recipients with a severe allergy separate, labelled, and covered well. Ensure that the right meal is served to the correct person.

Preventing Cross Contamination

For in-house meals and community meals, where a service user has notified FEAST staff or kitchen volunteers of a severe allergy, refrain from using any foods containing the specific allergen in the kitchen, and please ask all staff and volunteers to avoid bringing them into building on the day of cooking.

Please check all donations for the allergen in question.

Food Preparation

- Cross contamination of allergens can occur through utensils, other cooking equipment and surfaces. Use separate preparation boards and equipment dedicated to allergy-free meals and make sure work surfaces and equipment have been thoroughly cleaned before preparing food for someone with an allergy.
- If possible, use a totally different working area for allergen-free meal prep.
- Hands must be washed thoroughly before preparing the dish. Washing your hands is proven to remove more allergens and is more effective than using antibacterial hand sanitisers.
- Check the labelling information of all ingredients used to make sure that they do not contain the food they are allergic to, including oils, dressings, glazes, sauces and garnishes.
- If you cannot be confident that an ingredient does not contain the allergen and to avoid using any mislabelled foods, cook from scratch.
- If you make a mistake when preparing a dish for with a food allergy, do not just remove the ingredient containing the allergen from the dish and still serve the food - start from scratch with fresh ingredients.

Storage

- It is important to make sure all foods stored in the kitchen are labelled clearly listing the allergens in the food, fully covered, and placed into sealed containers. Ideally these will be kept in a separate area.

Suspected Cross Contamination

If cross contamination is suspected in any meals produced, the Kitchen Operations Coordinator should be informed immediately.

Any meals produced with suspected cross contamination should be discarded and are not suitable for consumption.

If a meal has already left the kitchen or been delivered, the receiving venue should be notified immediately to ensure no cross contaminated meals are consumed.

Please also refer to the 'Food Allergies' pages in the Cross Contamination section of the Safer Food Better Business Pack which is in the on-site FEAST With Us folder.

This outlines site-specific practices for food safety management and details about which food might contain the 14 allergens.

What to do if in the case of an allergic reaction

If you think a service user is having a severe allergic reaction:

- Do not move them
 - Ring 999 and ask for an ambulance with a paramedic straight away - explain that your service user could have anaphylaxis (pronounced 'anna-fill-axis')
 - Notify the venue service manager and identify the onsite first aider
 - Make sure someone stays with the service user and send someone outside to wait for the ambulance
 - If the customer has an adrenalin or Epi pen, help them to get it
 - After the service user has been treated, log the incident with the Operations Manager.
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Contacting Us

If you have any questions about this policy, please contact us at info@feastwithus.org.uk.

Reviewed and approved on 15 June 26 by Caroline Monkhouse Flower, CEO, and Helen Burgess, Chair of the Board of Trustees, on behalf of the board.

Signed by:



Helen Burgess
Chair of the Board of Trustees

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