



## Food Allergy Policy

1. Aramark is committed to providing a safe and pleasant dining experience. We rely on the ingredient listings of our food manufacturers and processors, and the reliability of our manufacturers and processors is a key component of Aramark's overall approach to food quality and safety, including dealing with allergens. However, we are not allergy experts and therefore cannot give medical advice regarding food-related allergies.
2. Refer all questions relating to the ingredients or preparation of any food to the manager and chefs on duty. Remember, in responding to such questions we must be as accurate and complete as we can. Do not guess at the content of any food. If we do not know what the ingredients are in a certain food item, then we need to inform the inquiring person.
3. Because we must rely on our food manufacturers and processors ingredient listings, we may not be aware of ingredients which are in the food but not listed on the container or packaging.
4. If a person identifies a severe allergy and there is any question about the ingredients of a food item, do not tell customers food is free from allergens or encourage customers to consume. Consider having a chef prepare a meal made without the allergen(s) in question and encourage the person to select an alternative item not containing the allergen(s) if alternatives are available.
5. **If any person displays a reaction which may indicate a food allergy, remind customer to use their Epi-Pen or Auvi-Q (also known as "epinephrine") and CALL 911 IMMEDIATELY,** or, where required by client policy, alert the client's emergency services, security or health department, as appropriate.
6. Apart from Aramark registered dietitians, we are not medically trained or otherwise qualified to provide allergy counseling. If a client provides information about a person's allergies or requests that our personnel meet with that person to address potential allergy problems, we will provide basic food content information to enable the person to make his or her determination about what to eat or not eat based on the food content information we provide and any alternatives we suggest. However, we must advise the client and any person identifying an allergy concern that the ultimate responsibility for a person's safety rests with that person.
7. If you have any questions at any time about this policy notify your manager to contact Safety & Risk Solutions.
8. All locations **MUST** post this policy and the "Food Allergies: Big 9" visual aid (page 2 of this document) in the kitchen. Locations without a kitchen must post in a common area that is not customer-facing.

# Food allergies

Anyone can be allergic to any food though these foods cause most allergic reactions



## THE BIG 9



*Even tiny traces of allergens can cause severe reactions*



## Prevent allergic reactions following these tips:



Always wash your hands before preparing food



Follow recipes & avoid making unapproved changes



Refer all ingredient questions to managers



Use clean utensils to handle allergen-friendly food

## Severe reactions

can occur if someone eats or touches food they're allergic to, symptoms include:



Hives, itching, swelling



Difficulty breathing, swallowing



Weakness, dizziness, fainting



Vomiting, nausea, diarrhea



***Call 911 immediately if someone is experiencing severe symptoms***