

Cityserve is committed to making our services accessible to all service users

To protect allergy sufferers and give them confidence in the food they buy and meet their obligations under Food Safety law

We provide allergen information to the customer for both pre-packed and non-prepacked food and drink. By either labelling the prewrapped product or providing allergen information at the point of Order for non-prepacked or pre-ordered food.

We have implemented procedures to handle and manage food allergens effectively in food preparation.

Prepacked Foods will be labelled in line with The Food Amendments Regulations 2019

We train all our employees in Allergen awareness and refresh this training annually.

We Inspect our sites to ensure these procedures are in place and are followed.

14 Allergens

Coming to a food label near you



The way allergens are labelled on prepacked foods is changing because of new regulations. The Food Information Regulation, which comes into force in December 2014, introduces a requirement that food businesses must provide information about the allergenic ingredients used in any food they sell or provide.

There are 14 major allergens which need to be mentioned (either on a label or through provided information such as menus) when they are used as ingredients in a food. Here are the allergens, and some examples of where they can be found:

1 Celery	This includes celery stalks, leaves, seeds and the root called celeriac. You can find celery in celery salt, salads, some meat products, soups and stock cubes.
2 Cereals containing gluten	Wheat (such as spelt and Khorasan wheat/Kamut), rye, barley and oats are often found in foods containing flour, such as some types of baking powder, batter, breadcrumbs, bread, cakes, couscous, meat products, pasta, pastry, sauces, soups and fried foods which are dusted with flour.
3 Crustaceans	Crabs, lobster, prawns and scampi are crustaceans. Shrimp paste, often used in Thai and south-east Asian curries or salads, is an ingredient to look out for.
4 Eggs	Eggs are often found in cakes, some meat products, mayonnaise, mousses, pasta, quiche, sauces and pastries or foods brushed or glazed with egg.
5 Fish	You will find this in some fish sauces, pizzas, relishes, salad dressings, stock cubes and Worcestershire sauce.
6 Lupin	Yes, lupin is a flower, but it's also found in flour! Lupin flour and seeds can be used in some types of bread, pastries and even in pasta.
7 Milk	Milk is a common ingredient in butter, cheese, cream, milk powders and yoghurt. It can also be found in foods brushed or glazed with milk, and in powdered soups and sauces.
8 Molluscs	These include mussels, land snails, squid and whelks, but can also be commonly found in oyster sauce or as an ingredient in fish sauces.
9 Mustard	Liquid mustard, mustard powder and mustard seeds fall into this category. This ingredient can also be found in breads, curries, marinades, meat products, salad dressings, sauces and soups.
10 Nuts	Not to be mistaken with peanuts (which are actually a legume and grow underground), this ingredient refers to nuts which grow on trees, like cashew nuts, almonds and hazelnuts. You can find nuts in breads, biscuits, crackers, desserts, nut powders (often used in Asian curries), stir-fried dishes, ice cream, marzipan (almond paste), nut oils and sauces.
11 Peanuts	Peanuts are actually a legume and grow underground, which is why it's sometimes called a groundnut. Peanuts are often used as an ingredient in biscuits, cakes, curries, desserts, sauces (such as satay sauce), as well as in groundnut oil and peanut flour.
12 Sesame seeds	These seeds can often be found in bread (sprinkled on hamburger buns for example), breadsticks, hummus, sesame oil and tahini. They are sometimes toasted and used in salads.
13 Soya	Often found in bean curd, edamame beans, miso paste, textured soya protein, soya flour or tofu, soya is a staple ingredient in oriental food. It can also be found in desserts, ice cream, meat products, sauces and vegetarian products.
14 Sulphur dioxide (sometimes known as sulphites)	This is an ingredient often used in dried fruit such as raisins, dried apricots and prunes. You might also find it in meat products, soft drinks, vegetable as well as in wine and beer. If you have asthma, you have a higher risk of developing a reaction to sulphur dioxide.

For more information, visit: food.gov.uk/allergy or nhs.uk/conditions/allergies

Sign up to our allergy alerts on food.gov.uk/email, or follow #AllergyAlert on Twitter and Facebook

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