

SOP Template: Allergen Labeling and Menu Communication Standards

This SOP defines **allergen labeling and menu communication standards** to ensure clear and accurate disclosure of potential allergens in food products. It includes guidelines for identifying common allergens, labeling requirements, consistent menu terminology, staff training on allergen awareness, communication protocols with customers, and procedures for updating allergen information. The goal is to enhance consumer safety, reduce allergen exposure risks, and comply with regulatory requirements.

1. Purpose

To establish procedures for identifying, labeling, and communicating food allergens to protect consumers from allergen exposure and ensure compliance with relevant laws and regulations.

2. Scope

This SOP applies to all menu items and food products offered or prepared in the establishment and includes all staff involved in food preparation, service, and menu development.

3. Common Allergens

Identify and disclose the following common allergens (as defined by local regulations):

- Peanuts
- Tree nuts
- Milk
- Eggs
- Fish
- Crustacean shellfish
- Wheat
- Soy
- Sesame (if applicable by regulation)
- Any additional allergens as required by local laws

4. Allergen Labeling Requirements

1. All menu items and food labels must clearly indicate the presence of any of the above allergens.
2. Use a consistent allergen icon/key next to menu items containing declared allergens.
3. For prepackaged foods, allergens must be declared in accordance with regulatory standards (e.g., bold font, separate allergen statement, etc.).
4. Update menus and product labels immediately upon recipe or ingredient changes affecting allergen content.

5. Consistent Menu Terminology

1. Use standard and clear terminology for allergen listings, for example, "Contains: Milk, Eggs, Wheat."
2. Avoid ambiguous or technical language that customers may not understand.

6. Staff Training

1. All staff must complete allergen awareness training annually and upon hiring.
2. Training topics include common allergens, cross-contact prevention, reading ingredient labels, and effective communication with guests regarding allergens.
3. Maintain records of completed trainings.

7. Customer Communication Protocols

1. Encourage customers to inform staff of any allergies when ordering.
2. Ensure staff can confidently discuss menu items' allergen content or direct inquiries to a knowledgeable

supervisor or manager.

3. Document and communicate any special allergy requests to kitchen and service staff.
4. Use established allergen key/legend on printed and digital menus.

8. Updating Allergen Information

1. Review recipes and ingredient lists monthly and upon receiving new products or supplier changes.
2. Update menus, food labels, and staff training materials as needed when changes occur.
3. Notify staff of any changes in menu items or ingredient allergen status immediately.

9. Documentation and Records

1. Maintain up-to-date allergen information logs for all menu items and prepackaged products.
2. Keep records of staff training, menu updates, and customer incident reports as required.

10. Compliance and Review

1. Conduct periodic audits of allergen information and labeling practices for accuracy.
2. Review and update this SOP at least annually or upon changes in regulations or menu offerings.