



Allergen Management SOP

Standard operating procedure for managing food allergens. Covers the 14 declarable allergens, order-taking procedure, kitchen controls, and incident response.

FK-SOP-FS01
v1.0

Template
Document

Location:		Effective Date:	
Approved By:		Reviewed By:	

Legal Requirement

Under the Food Information Regulations 2014, food businesses must provide accurate allergen information for all food sold or provided. Failure to do so is a criminal offence and can result in prosecution, unlimited fines, and imprisonment.

Order-Taking Procedure

1. Ask every customer if they have any food allergies or intolerances before taking their order.
2. Record the allergy clearly on the order ticket/POS system. Do not rely on memory.
3. If unsure whether a dish contains a specific allergen, tell the customer you will check – never guess.
4. Consult the allergen matrix or recipe folder. If still uncertain, escalate to the manager or chef.
5. Confirm the allergen-safe order back to the customer before sending it to the kitchen.
6. Mark the order ticket clearly as an allergy order (e.g. 'ALLERGY – NO NUTS').

Critical Control Point

All allergy orders must be prepared on clean, sanitised surfaces using clean utensils. Cross-contact with allergens is a critical food safety risk.

Kitchen Preparation Procedure

1. On receiving an allergy order, the chef must read the ticket aloud and confirm the allergen.
2. Wash hands thoroughly and put on fresh gloves before preparing the allergy order.
3. Use clean, sanitised chopping boards, utensils, and cookware. Do not reuse items from other prep.
4. Prepare the allergy order separately from other dishes where possible.
5. Check all ingredient labels, including sauces, marinades, and garnishes, for the declared allergen.
6. Plate the allergy order separately. Do not place it on the pass alongside dishes containing the allergen.
7. Inform the front-of-house team that the allergy order is ready and must be delivered directly to the correct customer.

Monthly Allergen Controls Audit

Question	Yes	No	Notes/Action
Is the allergen matrix up to date and accessible to all staff?			
Have all new menu items been assessed for allergen content?			
Are ingredient labels checked on every delivery?			
Are allergen-free preparation areas clearly designated and maintained?			
Have all staff completed allergen awareness training in the last 12 months?			
Is there a documented procedure for handling allergen incidents?			
Are 'may contain' warnings reviewed and communicated to staff?			
Are allergen records kept and available for inspection?			

Incident Record

Record any allergen-related incidents, near-misses, or customer complaints below. Include date, details, action taken, and outcome.

Staff Allergen Training Record

Staff Name	Date Trained	Trainer	Signature

Manager Sign-off

Date:		Initials/Signature:	
Corrective Action / Notes			



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