MANAGING FOOD ALLERGIES

Working together to create a safe & pleasant dining experience
Did you know?

About 1 out of every 20 Americans has a food allergy.

• Understanding food allergies and providing a safe and pleasant dining experience for customers with food allergies is very important to Aramark.
• The Aramark Food Allergy Policy and support tools help our managers and associates understand this important issue and help provide a safe environment for our clients, customers and employees.
Our food allergy support tool kit provides a breadth of resources

✓ **Our Food Allergy Policy**
  Provides guidance for Aramark managers and associates.

✓ **Our Operator Support Tools**
  Help our people implement the company’s policy in our operations.
  Utilize best practice tools from leading industry trade associations.

✓ **Our Customer Communication Tools**
  Encourage customers with food allergies to reach out to our managers for personalized assistance.
The Aramark Food Allergy Policy provides guidance for managers and associates.

**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. Please refer all questions relating to the ingredients or content of any food to the manager 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 so inform the inquiring person.

3. Because we must rely on food manufacturers’ and processors’ ingredient listings, we may not be aware of ingredients which are actually 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 sell or serve that food item and instead 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, CALL 911 IMMEDIATELY, or, where required by client policy, alert the client’s emergency services, security or health department, as appropriate.

6. Remember that 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 contact your Safety and Risk Control Manager.

8. All locations MUST post in the kitchen, this policy and the “Food Allergies, what you need to know” Poster. Also available at: [http://www.foodsafety.org/Food Allergies what you need to know](http://www.foodsafety.org/Food Allergies what you need to know) (Locations without a kitchen must post in a common area that is not customer-facing).
Operator Support Tools

Allergen awareness training for our associates helps support operational excellence.
Operator Support Tools

Food allergy FAQs help train and support our associates and managers.
Operator Support Tools

Food Allergy Posters displayed in our kitchens provide basic information and important reminders, everyday.
Customer Communication Tools

Customer awareness tools help us communicate important allergy messages.

Food Allergy Awareness

Please be advised that products prepared in our kitchen may have come into contact with common food allergens. Please direct any questions regarding an allergy or food ingredients to the food service manager or supervisor.

Common Food Allergens

- Peanuts
- Tree Nuts
- Fish
- Soy
- Wheat
- Eggs
- Milk
- Shellfish/Seafood

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Customer Communication Tools

Our Nutrition in the News Fact Sheet provides general consumer information
FAQs

How does Aramark assist customers with food allergies?

Our customers know best. They best understand their individual food allergy and are best able to determine what they should eat or avoid.

Aramark managers assist our customers by providing the most accurate and complete information they can, so each customer can make decisions based on the ingredients or contents of the food or beverage they are considering.

Are Aramark managers able to make special accommodations for customers with specific food allergies?

Aramark managers take pride in serving our customers’ needs.

Given the very specific and unique needs associated with food allergies our managers are happy to meet with customers to better understand their needs and to determine how they can best serve them.
FAQs

Do Aramark recipes have allergy labels? Can a labeling program be created for our location?

Our menu sand menu signage do not carry allergy labels for several important reasons:

- We believe our customers’ safety is better served by directly connecting them with a trained manager who can understand their unique needs and share relevant food content information due to the following reasons:
  - Our extensive culinary database contains over 10,000 recipes and uses thousands of supplier/manufacturer products.
  - Each product can further contain many sub-ingredients (e.g., mayonnaise sub-ingredients include soybean oil, water, eggs, vinegar, salt, sugar, lemon juice, natural flavors, etc.).
  - Accordingly, a typical recipe with 5-10+ components or products often contains over 100 sub-ingredients.
  - Across a full monthly cycle menu (and our extensive culinary database), this quickly adds up to hundreds of thousands of sub-ingredients from thousands of different manufacturers/suppliers.
  - Aramark managers focus on providing individualized customer support and real-time, on-location information for the recipes and ingredients of interest to each customer.