

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.

Aramark Food Allergy Policy

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.foodallergy.org/Food Allergies what you need to know](http://www.foodallergy.org/Food%20Allergies%20what%20you%20need%20to%20know). (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.

Training Tool **Allergen Awareness** Food Safety FS-HCM-09-VA-02 04/27/15 Page 2 of 2

Why is it important to know about food allergies?

- It is estimated that 12 million Americans have food allergies, with about 3 million being children. It is estimated that a severe allergic reaction results in 150 deaths and 50,000 hospital admissions each year. (This information is provided by the Food Allergy and Anaphylaxis Network – FAAN)
- Food allergy occurs when a person's immune system attacks a food protein. Ingestion of the offending food causes a sudden release of chemicals, including histamine, which causes the symptoms of an allergic reaction.
- Strict avoidance of the allergy-causing food is the only way to avoid a reaction. There is no cure, and at this time there is no treatment for food allergies.
- 8 foods count for 90% of all food allergic reactions: Peanut, Tree Nuts, Fish, Shellfish, Soy, and Wheat

How do I recognize if someone is having an allergic reaction?

- Food allergic reactions can range from mild to severe. Symptoms typically appear within minutes to 2 hours after the person has eaten the food to which they are allergic to.
- Symptoms may include one or more of the following: itching, hives, swelling of the tongue and difficulty breathing, hives, vomiting, abdominal cramps, drop in blood pressure, loss of consciousness, which can ultimately cause death.

What to do if a customer identifies that they have a food allergy or food intolerance?

- Immediately inform your manager. The manager will be responsible for answering all food allergen and menu/ingredient related questions.
- For more information, please refer to the Aramark Allergen FAQs for Aramark Associates.

Follow-up questions:

- What are the 8 top food allergens?
- Who should be informed if a customer identifies that they have a food allergy or intolerance?
- Why should you refer food allergen and menu/ingredient questions to the manager?

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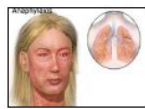
aramark **ARAMARK SAFE**

Training Tool **Allergen Awareness** Food Safety FS-HCM-09-VA-02 04/27/15 Page 1 of 2



What is a food allergy?

- Body's negative reaction to a protein in a food.
- Small amount of food protein can trigger a reaction.
- No cure.
- Only prevention is avoiding certain foods.



What are the symptoms of an allergic reaction?

Respiratory Tract	Skin	Gastrointestinal Tract
<ul style="list-style-type: none"> Breathing difficulty Coughing Wheezing 	<ul style="list-style-type: none"> Rash Swelling Itching 	<ul style="list-style-type: none"> Vomiting Diarhea



How can we prevent reactions?

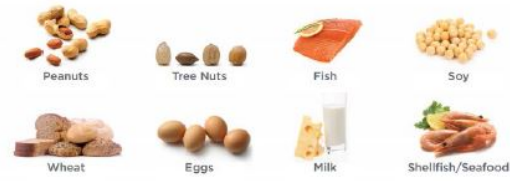
- Awareness
- Communication
- Teamwork
- Know the top 8 food allergens



What to do

- Refer all customer questions to the manager on duty.
- If a customer has a reaction, CALL 911 IMMEDIATELY.
- We are not medically trained or qualified to provide allergy counseling.

The Most Common Food Allergens



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aramark **ARAMARK SAFE** Safety Assurance in Food & Environments

Operator Support Tools

Food allergy FAQs help train and support our associates and managers.

Help Guide

Food Allergy FAQs for Aramark Associates
Understanding & Implementing Aramark's
Food Allergy Policy
Food Safety
FS-HCM-09-HG-01
10/06/15
Page 1 of 2

1. What is Aramark's Food Allergy Policy?
 The Aramark Food Allergy Policy is a one page need to know about food allergies. All Aramark questions from customers, clients, or employees support tool to help Aramark associates understand related to food allergies.

2. As an Aramark associate, what should I do if I have a question about the contents of any food or beverage to the manager on duty. As part of our Aramark's Food Allergy Policy guides you to refer to the manager on duty. As part of our support tool to help Aramark associates understand related to food allergies, it is important that Aramark managers understand the contents of any food or beverage to the manager on duty. As part of our Aramark's Food Allergy Policy guides you to refer to the manager on duty. As part of our support tool to help Aramark associates understand related to food allergies, it is important that Aramark managers understand the contents of any food or beverage to the manager on duty.

3. What if a customer asks a question about the contents of menu items associates can highlight some recipe components that if they need more complete information additional questions, the associate must refer them to the manager on duty.
Customer: "What's in this meatloaf?"
Aramark Associate: "I know that the recipe includes beef, but for complete information, I would be happy to get more information from the manager on duty. Would you like to speak with the manager on duty?"

4. If a customer asks if a menu selection has an allergen, what should you say?
 If the menu selection clearly does have the ingredient, you should tell the customer. For example:
Customer: "Does this muffin have nuts in it?"
Aramark Associate: "Yes, this muffin has nuts, so it is not safe for someone with a nut allergy."

However, never tell a customer that a menu selection does not have an allergen if you are not sure. If you are not sure, you should refer the customer to the manager on duty. For example:
Customer: "Does this muffin have nuts in it?"
Aramark Associate: "I don't see nuts listed on the menu, but I would be happy to get more information from the manager on duty. Would you like to speak with the manager on duty?"
—or— Aramark Associate: "I don't know, but I would be happy to get more information from the manager on duty. Would you like to speak with the manager on duty?"

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Help Guide

Food Allergy FAQs for Aramark Managers
Understanding & Implementing Aramark's
Food Allergy Policy
Food Safety
FS-HCM-09-HG-02
10/06/15
Page 1 of 4

1. What is Aramark's Food Allergy Policy?
 The Aramark Food Allergy Policy is a one page policy statement that highlights the key information Aramark associates need to know about food allergies. All Aramark associates who have any involvement with food allergy related questions from customers, clients, or employees should read the entire policy. These FAQs were developed as a support tool to help Aramark managers understand and implement the policy. The policy itself should guide all actions related to food allergies.

2. As an Aramark manager, are there materials other than the Food Allergy Policy that I should review?
 In addition to reading Aramark's Food Allergy Policy and these FAQs, be sure to read and understand the information on the Food Allergy Poster. This poster **MUST** be posted in the kitchen of all Aramark locations. [Click here](#) to access the following resources:

- ▶ Aramark Food Allergy Policy FAQs for Aramark Managers
- ▶ Aramark Food Allergy Policy FAQs for Aramark Associates
- ▶ Aramark Allergen Awareness Hourly Associate Training (available for US and Canada)
- ▶ Aramark Food Allergy Policy and Food Allergy Poster (available for US and Canada)
- ▶ Customer-Facing Aramark Food Allergy Awareness Poster (available for US and Canada)

3. Why is posting the Food Allergy Poster mandatory?
 The Food Allergy Poster provides food service staff with basic information and important reminders about food allergies. For example, this poster identifies the foods that are most likely to cause allergies such as peanuts, tree nuts, fish, shell fish, eggs, milk, wheat and soy (and sulfites and mustard for Canada). This poster also lists the symptoms of allergic reactions and how to get help for a customer who is having a reaction. Lastly, this poster includes tips on preventing allergic reactions and reminds food service staff to refer customers with questions about allergies to a manager. In the Commonwealth of Massachusetts, this poster must also be legally posted.

4. What is an Aramark manager's role in implementing the Aramark's Food Allergy Policy?
 Aramark managers should assure that they and their associates read and understand the policy. The manager's primary role is to answer food allergy related questions from customers, clients, or employees based on the guidance provided in the policy. Specifically, the policy defines the manager's role as providing basic food content information to enable the customer to make his or her determination about what to eat or not eat. Since Aramark managers are not allergy experts however, managers should not give medical advice. Each client and customer must be advised that the ultimate responsibility for the customer's safety rests with that customer.

The manager's role is also to help familiarize his/her associates with the Aramark Food Allergy Policy and to communicate that an associate's role is to refer any allergy related questions to the manager on duty as specified in the policy.

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Safety Assurance in Food & Environments

Operator Support Tools

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

Food Allergies

what you need to know

 Millions of people have food allergies that can range from mild to life-threatening.

Most Common Food Allergens

			
Peanuts	Tree nuts	Fish	Shellfish
			
Eggs	Milk	Wheat	Soy

- * **Always let the guest make their own informed decision.**
- When a guest informs you that someone in their party has a food allergy, follow the four R's below:**
 - **Refer** the food allergy concern to the department manager, or person in charge.
 - **Review** the food allergy with the customer and check ingredient labels.
 - **Remember** to check the preparation procedure for potential cross-contact.
 - **Respond** to the customer and inform them of your findings.
- * **Sources of Cross-Contact:**
 - Cooking oils, splatter, and steam from cooking foods.
 - Allergen-containing foods touching or coming into contact with allergy-free foods (i.e. a nut-containing muffin touching a nut-free muffin).
- Any food equipment used for the processing of allergy-free foods must be thoroughly cleaned and sanitized prior to use.**
 - All utensils (i.e. spoons, knives, spatulas, tongs), cutting boards, bowls, pots, food pans, sheet pans, preparation surfaces.
 - Fryers and grills.
 - Wash hands and change gloves after handling potential food allergens.
- * **If a guest has an allergic reaction, call 911 and notify management.**



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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

FALL 2015

NUTRITION NEWS

WHAT'S HAPPENING IN SCHOOL FOOD?

School Lunch vs. Packed Lunch?

Did you know?
Recent research shows school lunch rates higher for nutrition compared to lunches brought from home.

Three separate university studies – from Tufts, Baylor and Virginia Tech – compared lunches brought to school by students versus school lunches and found packed lunches consistently were less nutritious.^{1,2,3}

Now that the meal pattern and nutrition requirements of the Healthy, Hunger-Free Kids Act are in full effect for the National School Lunch Program, every school lunch must offer (at a minimum):

- Up to 1 cup of fruit
- Up to 1 cup of vegetables (mix of colors)
- Up to 2 servings of whole grains
- Up to 2 or more ounces of meat or vegetarian protein
- 1 cup of low-fat or fat-free milk
- Controlled amounts of calories, saturated fat and sodium

But even if they are more nutritious, how does school lunch taste?
Aramark's team of chefs develops nutritious and innovative menus using feedback from students, school faculty and parents based on results obtained from surveys, taste tests and sampling events.

School lunch examples include popular items with a healthy twist, such as:

- Chicken nuggets with whole-grain coating
- Whole-grain crusted pizzas
- Baked chicken patties
- Whole-wheat burritos
- Oven baked French fries... and so much more!

Just **27%** of lunches brought from home included at least three of the five school lunch program requirements.¹

Another study showed about **90%** of packed lunches contained foods such as high calorie desserts, snack chips and sweetened beverages – all foods that are not permitted or are very limited in the school lunch program.²

Want to share your thoughts?
Your school's cafeteria manager and nutrition director want to serve all students meals they enjoy and are good for them. Any and all feedback is welcome.

¹ Hutbard KL, et al. What's in Children's Backpacks: Foods Brought From Home. JADA. 2014; 142:1421.
² Caruso KL, Collier KW. Quality and Cost of Student Lunches Brought From Home. JAMA Pediatr. 2013;157(1):88-90.
³ Farris AR, et al. Nutritional Comparison of Packed and School Lunches in Pre-Kindergarten and Kindergarten Children Following the Implementation of the 2010-13 National School Lunch Program Standards. J Nutr Educ Behav. 2014;46(6): 621-626.

healthy for LIFE

Since everyone's health history and nutritional needs are so different, please make sure that you talk with your doctor and a registered dietitian to get advice about a diet and exercise plan that's right for you. [visit myhealthyforlife.com](http://myhealthyforlife.com)

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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.