

SG



The allergy guide



What are allergens –
and how to deal with them?

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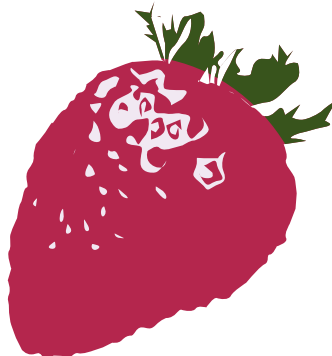


With a little knowledge and pinch of good choices, you can offer temptations that guests with a range of challenges can eat.

If we take a broader perspective, all food items have the potential to cause some kind of allergic reaction. Nevertheless, some foods have a worse reputation than others.

The food service industry can be challenging for individuals with food allergies. Customers often encounter a wall of flour, dairy products, eggs, and nuts, making it difficult to navigate towards more allergy-friendly options.

Perhaps this is an area where your establishment could excel?



Chapter 7:



Allergy and intolerances

For some people, food can cause anything from discomfort to severe medical conditions. It is important to understand the difference between an actual allergy and a food intolerance..

Food allergy

An allergy is, simply put, the immune system's reaction to one or more proteins in food. Even very small amounts can trigger a reaction in some individuals. Only 1–3% of the population has such diagnoses. Children may outgrow allergies or intolerances by the time they reach school age. This is particularly true for allergies to cow's milk and eggs. Other allergies, however, can persist throughout life.

Symptoms

Allergic reactions can affect almost any organ system, but the most common involve the skin and gastrointestinal tract. Examples include hives, diarrhea, vomiting, stomach pain, asthma, itching, headaches, and atopic eczema. The most severe reaction is anaphylactic (allergic) shock, which in rare cases can lead to cardiac arrest and death.

Food intolerance

This term refers to various reactions and discomfort caused by consuming certain foods.

In cases of food intolerance, the immune system is not involved. These reactions often occur due to low levels of enzymes needed to break down certain components in food or due to substances in the food that trigger a reaction. Examples of non-allergic food sensitivities include lactose intolerance and hypersensitivity to strawberries, tomatoes, or citrus fruits.

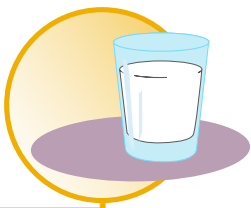
Symptoms

The most common symptoms of food intolerance are diarrhea, stomach cramps, nausea, or other gastrointestinal issues. These symptoms are generally considered less severe than those caused by allergies.

Chapter 2.



The important 14



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There are specifically 14 foods you should monitor. Since 2014, all food service establishments are legally required to inform customers about food containing these allergens:

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3 av 14

4 av 14

– See the complete list from [The Norwegian Asthma and Allergy Association](#).

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Milk and dairy products

7 av 14

1. Milk allergy:

8 av 14

In cases of milk allergy, the reaction is caused by proteins in the milk, so lactose-free products are not a solution. Individuals with milk allergy must completely avoid all milk and milk-containing products.

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A person allergic to cow's milk will often react to other types of milk as well.

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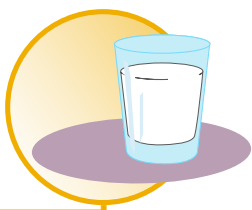
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2. Lactose intolerance:

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Lactose intolerance involves sensitivity to lactose, the sugar in milk. The digestive system has a reduced ability to break down lactose, which can cause intestinal discomfort but is not dangerous. People with lactose intolerance can often tolerate small amounts of

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lactose daily, but they need to determine their own limits.

2 av 14

Foods that may contain milk:

3 av 14

- Baby porridge
- Processed meat products: sausages, pâtés, liver paste, pies, and spreads
- Bread, cakes, biscuits
- Chips and snacks
- Dessert sauces
- Pre-made desserts
- Fruit purées
- Pastries containing or brushed with milk
- Liqueurs
- Margarine
- Cheese-flavored snacks
- Pies
- Pancake and cake mixes
- Instant mashed potatoes
- Salad dressings
- Chocolate (including white and dark)
- Chocolate powder
- Smoothies
- Sauces, soups, and instant soup mixes
- Wine (if clarified with casein)

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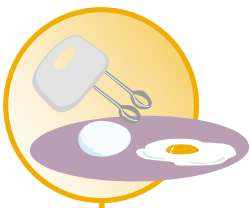
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(Source: The Norwegian Asthma and Allergy Association)



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Eggs and egg products

2 av 14

Individuals allergic to eggs can react to even very small amounts of both egg whites and yolks. A person allergic to chicken eggs may also react to other types of eggs.

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4 av 14

Many products and dishes contain eggs: Cakes, biscuits, dressings, mayonnaise, mayo-based salads, certain types of pasta, breaded dishes, and gratins. Yeast-based pastries are often brushed with eggs, ice cream and sorbet may include egg products.

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Eggs in baked goods

Eggs have excellent binding properties and contribute to rising, making them difficult to omit in baked goods. Eggs are often found in white bread, light bread, and naan bread.

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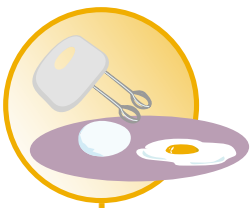
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You can purchase egg substitutes from your wholesale supplier. Increasing the amount of baking powder can also serve as a good substitute for eggs in baking.

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1 av 14

Foods that often contain eggs:

2 av 14

- Scrambled eggs, omelets, frittatas, soufflés
- Egg noodles, fried rice (Asian dishes)

3 av 14

- Quiche

4 av 14

- Processed meat and fish products:
hamburgers, meatballs, pâtés, fish cakes,
gratins

5 av 14

- Croutons, breadcrumbs

6 av 14

- Mashed potatoes

7 av 14

- Remoulade, mayonnaise

8 av 14

- Soups and sauces (hollandaise, béarnaise)

9 av 14

- Mustard

10 av 14

- Spaghetti, macaroni

11 av 14

- Chocolate-coated marshmallows

12 av 14

- Macaroon filling, cake fillings, and glazes

13 av 14

- Meringue

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- Mousses

- Cakes, muffins, doughnuts, biscuits, cake mixes

- Egg-brushed yeast-based pastries

- Icing on cakes

- Ice cream, sorbet, parfait

- Liqueurs

- Waffles, pancakes, rice pancakes

- Wine (if clarified with egg)

- Confectionery

- Desserts: Chocolate fondant, tiramisu

(Source: The Norwegian Asthma and Allergy Association)



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Nuts and nut products

There are two types of nut allergies:

2 av 14

1. Primary nut allergy:

3 av 14

This type, especially involving peanuts, can be associated with severe reactions, though these are rare. It is often a lifelong allergy.

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5 av 14

2. Cross-allergy:

6 av 14

Many individuals with pollen allergies can react to peanuts, hazelnuts, almonds, Brazil nuts, and walnuts. The body confuses proteins, leading to a reaction. Cross-allergies are usually harmless and cause milder symptoms than primary nut allergies.

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Not all nuts are nuts

10 av 14

The term “nut” is used for fruits or seeds that can be very different. For instance, peanuts are legumes, not nuts. Therefore, a person may tolerate peanuts even if allergic to hazelnuts or almonds.

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Nutmeg is not an actual nut, so it is safe for those with nut allergies. Coconut is a drupe and is generally well tolerated by those with nut allergies.

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Nuts in baked goods

2 av 14

Nuts are almost unavoidable in bakery products. Bread, baguettes, and rolls are often made with nuts. Chocolate can also contain crushed or whole nuts. Chocolate manufacturers do not guarantee that their products are free from nut traces. Marzipan and macaroon filling consist of almonds, and nougat contains hazelnuts.

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Foods where nuts often appear:

7 av 14

- Bread and whole-grain baked goods
- Cake fillings, marzipan, and toppings
- Chocolate
- Pesto: Pine nuts and cashews
- Hummus: Chickpeas and sesame seeds
- Certain sauces for main dishes and desserts
- Generally: Vegetarian dishes and salads

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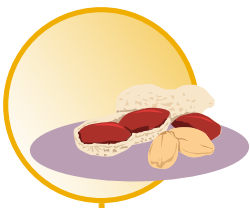
Pure nut oils contain small traces of nut proteins and should be avoided in cases of nut allergies.

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(Source: The Norwegian Asthma and Allergy Association)

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Peanuts og peanut products

2 av 14

Peanuts are not true nuts but legumes from a completely different plant family. For this reason, peanuts are categorized separately.

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4 av 14

Peanut oils used industrially in products like potato chips and snacks contain minimal peanut traces and are tolerated by most people.

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CAUTION!

7 av 14

Nut allergies are among the most severe allergies. In some cases, individuals with severe nut allergies may experience anaphylactic shock, potentially losing consciousness. Although such reactions are rare, it is crucial to stay vigilant.

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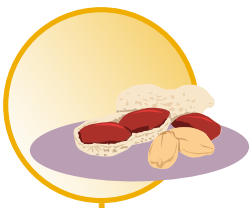
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Be prepared:

- Know how to recognize anaphylaxis symptoms.
- Ensure all staff are trained to act quickly if an allergic reaction occurs.

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Foods that may contain peanuts:

2 av 14

- Muesli bars
- Asian and Oriental dishes: spring rolls, noodles, and curry

3 av 14

- Pre-made desserts
- Breakfast cereals

4 av 14

- Ice cream
- Kebabs

5 av 14

- Biscuits, cakes, and similar items

6 av 14

- Muesli bars, diet bars
- Nougat

7 av 14

- Salad dressings
- Satay sauce

8 av 14

- Sauces
- Chocolate

9 av 14

- Snacks and chips (fried in peanut oil)
- Spaghetti sauce

10 av 14

- Soups
- Turkish delight

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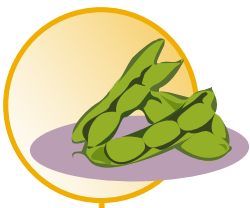
- Certain types of pesto

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(Source: The Norwegian Asthma and Allergy Association)

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Soya and soy products

2 av 14

Soy allergy involves a reaction to one or more proteins in soybeans.

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Soy flour can be an ingredient in bread, hamburger buns, hot dog buns, and mixed meat products such as meat patties, blended burgers, kebabs, sausages, and fish paste products.

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Soy can also be found in soups, sauces, stews, dairy products, pancakes, muesli, cakes, cookies, biscuits, confections, chocolate, and other snacks. Soy sauce may also contain soy protein.

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Soy oil and soy lecithin are generally considered safe for individuals with soy allergies. The production process of soy oil typically removes the proteins that cause allergic reactions.

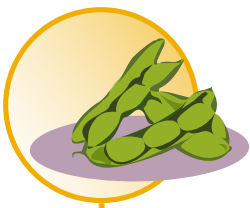
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Foods that may contain soy:

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- Tofu
- Teriyaki
- Soy milk and soy yogurt
- Fermented soy products: miso, soy sauce, tamari, tempeh
- Broth
- Breakfast cereals
- Mayonnaise and margarine made with soy oil
- Sausages and pizza
- Marinades, tapenades, soups, and sauces
- Chocolate and desserts
- Vegetarian products

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(Source: The Norwegian Asthma and Allergy Association)

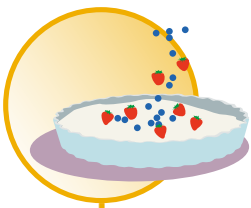
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Gluten and gluten products

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Gluten is a group of proteins found in common grains such as wheat, spelt, rye, and barley. Some children and adults become ill after consuming wheat and other gluten-containing grains. This can be due to celiac disease, gluten intolerance, or wheat allergy.

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Oats are distantly related to wheat and are tolerated by most individuals with gluten allergy. However, there is some risk of contamination with wheat during production. Guaranteed gluten-free oats can be purchased from your supplier.

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Gluten in baked goods

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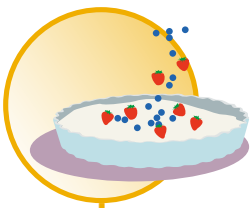
Most baked goods contain gluten. There is also a risk of cross-contamination in most Norwegian bakeries.

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Foods that may contain gluten:

2 av 14

- Flour

3 av 14

- Malt extract

4 av 14

- Spices

5 av 14

- Yeast extract

6 av 14

- Spreads

- Breaded or battered products

- Dressings, marinades, soups, and sauces

- Crispy fried onions

- Beer

- Candy

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- Processed meat and fish products

- Noodles and pasta

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(Source: The Norwegian Asthma and Allergy Association)

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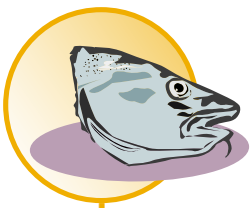
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Fish and fish products

2 av 14

Fish allergy involves a reaction to proteins in one or several types of fish. Even small amounts of fish can cause severe allergic reactions in highly sensitive individuals. Some people also react to the steam produced when fish is cooked or fried.

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Foods that may contain fish:

6 av 14

- Roe and caviar
- Crabsticks
- Marinades, broths, sauces, and soups
- Liver pâté, tapenades, Caesar dressing, and Worcestershire sauce: may contain anchovies

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(Source: The Norwegian Asthma and Allergy Association)

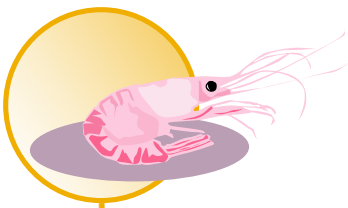
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Shellfish and shellfish products

2 av 14

Shellfish allergy typically involves a reaction to a protein found in shellfish. Some people may experience skin reactions from touching the shells but not from eating the flesh.

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4 av 14

Highly sensitive individuals may also react to the steam produced when shellfish is cooked.

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6 av 14

Foods that may contain shellfish:

7 av 14

- Canned shellfish
- Marinades and marine spices
- Shrimp chips
- Red coloring (astaxanthin) from shrimp/crab shells

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(Source: The Norwegian Asthma and Allergy Association)

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Mollusks and mollusk products

2 av 14

Mollusk allergy involves a reaction to proteins in mollusks. Some individuals may experience skin reactions from touching the shells or inhaling steam from cooking mollusks.

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Mollusks:

6 av 14

- Squid
- Octopus
- Mussels
- Cockles
- Scallops
- Sea urchins
- Snails
- Sea snails
- Abalone
- Oysters

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Foods that may contain mollusks:

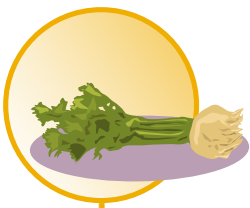
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- Marine spices, sauces, and marinades
- Oyster sauce

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(Source: The Norwegian Asthma and Allergy Association)

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Celery and celery products

2 av 14

A person allergic to celery reacts to proteins found in celery, both in the stalk and the root.

3 av 14

Foods that may contain celery:

4 av 14

- Celery seasoning, herb blends
- Waldorf salad
- Broths, soups, and sauces
- Gratins
- Potato products
- Canned food
- Processed meat and fish products
- Mustard
- Sausages

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(Source: The Norwegian Asthma and Allergy Association)

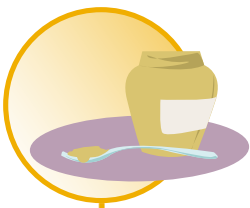
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Mustard and mustard products

2 av 14

Individuals with mustard allergy typically react to proteins in mustard. Mustard also contains other substances that may cause irritation or other reactions.

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4 av 14

Foods that may contain mustard:

5 av 14

- Aioli
- Processed meat and fish products
- Pickles and other canned foods
- Ketchup
- Marinades, dressings, sauces, and soups
- Curry dishes
- Pâtés and sausages
- Mayonnaise and remoulade

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(Source: The Norwegian Asthma and Allergy Association)

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Sesame seeds and sesame products

A guest with a sesame allergy reacts to proteins in sesame seeds.

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3 av 14

Sesame in baked goods

Sesame is a product to be mindful of, as it is a somewhat “invisible” allergen that is often found in baked goods.

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5 av 14

Foods that may contain sesame:

6 av 14

- Hummus
- Sesame oil
- Tahini
- Candies and snacks
- Breaded fish
- Pasta sauces
- Pesto
- Rice cakes
- Sesame oil (may contain traces of sesame proteins)
- Vegetarian dishes

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(Source: The Norwegian Asthma and Allergy Association)

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Sulfites/Sulfur dioxide

2 av 14

Sulfite allergies are uncommon but can occasionally trigger allergy-like symptoms in individuals with asthma or allergic rhinitis.

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4 av 14

Sulfites are volatile and evaporate during storage and heating.

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Sulfites in baked goods

6 av 14

Sulfites are often added to food to extend shelf life. Some sulfites enhance taste and color, others inhibit bacterial growth, and some prevent browning reactions.

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Sulfites naturally occur in low doses in onions and cabbage and as a by-product of fermentation in beer and wine.

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Sulfites used as food additives:

11 av 14

- E220 sulfur dioxide
- E221 sodium sulfite
- E222 sodium bisulfite
- E223 sodium metabisulfite
- E224 potassium metabisulfite
- E226 calcium sulfite
- E227 calcium bisulfite
- E228 potassium bisulfite

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Foods that may contain sulfites:

2 av 14

- Candied fruit

3 av 14

- Sauces

- Syrups

4 av 14

- Lemon and lime juice

- Sauerkraut and its juice

5 av 14

- Dried fruit and vegetables (e.g., apricots, tomatoes)

6 av 14

- Dried and processed potato products (mashed potatoes, gratins, frozen items)

7 av 14

- Wine (especially white wine) and cider

- Wine vinegar

8 av 14

- Processed meat products

- Processed cheeses

9 av 14

- Fruit juices (e.g., grape juice)

- Jelly

10 av 14

- Corn syrup

- Cornstarch

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- Pectin

- Shellfish

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- Pickled foods (e.g., pickled onions)

- Jams

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(Source: The Norwegian Asthma and Allergy Association)

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Lupin and lupin products

2 av 14

Lupin is a legume that can cause allergies and, in rare cases, cross-reactions. Lupin flour is particularly popular in France.

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4 av 14

Lupin allergy is typically a reaction to proteins in lupin. It can also cause severe cross-reactions in individuals with peanut allergies.

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6 av 14

Foods that may contain lupin:

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- Baguettes/French rolls
- Gluten-free flour blends
- Gluten-free baked goods
- Hamburgers
- Hamburger buns
- Partially baked bread products
- Flour blends
- Pasta
- Pizza bases
- Sausages
- Hot dog buns

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(Source: The Norwegian Asthma and Allergy Association)

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Chapter 3.



Allergy-friendly routines

Consumers have the right to know if there is anything in the food they might react to. Therefore, it is essential for all staff to have good knowledge of common allergens and for routines to be well-established:

Behind the counter

- Separate bread with and without gluten.
- Prevent crumbs from seeded or nut-containing bread from falling into other foods.
- Use separate baskets, boards, and knives for gluten-free bread.
- Avoid garnishing prepared sandwiches with nuts, peppers, or citrus to cater to those with allergies.

Avoid cross-contamination

- Dedicate a specific area for preparing allergen-containing foods.
- Clean surfaces, pots, pans, and utensils thoroughly. Use separate tools for allergenic ingredients.
- Ensure food items are distinguishable, well-labeled, and consistently stored to avoid confusion.
- Practice good hand hygiene!



Common sources of contamination:

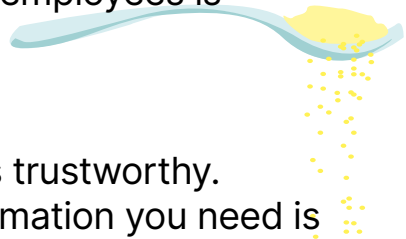
- 1) Grill surfaces not properly cleaned.
- 2) Frying oil used for various raw ingredients.
- 3) Breadcrumbs used for breading.
- 4) Steam and splashes from boiling food.
- 5) All utensils: spoons, knives, rolling pins, tongs, cutting boards, pots, pans, trays, grills, workbenches, etc.
- 6) Cloths and towels used on allergen-contaminated surfaces.

Ordering and serving

- Do not guess if a customer asks about allergens. If unsure, be honest and explain how the food is prepared, allowing the customer to assess its safety.
- Ensure clear communication between the customer and staff to avoid misunderstandings.
- Once prepared, label the food immediately to prevent mix-ups.
- Serve individuals with food sensitivities simultaneously with other guests.
- Encourage customer dialogue: “Do you have a food allergy? – Ask us!”

Staff knowledge

- The restaurant should have an allergen coordinator responsible for training staff and updating menus and informational materials.
- Regular training for all employees is essential!



Purchasing process

- Ensure your supplier is trustworthy.
- Much of the food information you need is often available in your supplier's ordering system.
- Read the product declarations **each time** you receive a new shipment. Ingredients may have changed.

Good inventory management

- Familiarize yourself with all ingredients in the products you use.
- As much as possible, store items in their original packaging. If transferred to different containers, attach ingredient lists to the new packaging for easy content verification.

Limiting allergen use

There are variations of many food products that either do not contain or contain fewer common allergens. By using allergen-safe ingredients in dishes prepared from scratch, it becomes easier to accommodate a wider range of dietary needs. Make sure substitute products are also available.

Allergy-friendly options are available through your supplier at Servicegrossistene.



Tips

Create an “allergy matrix” for the 14 mandatory allergens for every dish on your menu. This matrix provides staff and customers with a clear overview of whether a dish or product contains any of the 14 labeled ingredients..

Tips for allergy matrices:

- Ensure they are easily accessible to customers.
- Keep them updated at all times.



Chapter 4.



Guest information

«One of our bakers grew up with a mother who has celiac disease. These muffins are baked using her favorite recipe!»

The Bakery

Personal stories that create a connection can help build trust and make customers feel safe.

Customers with allergies or sensitivities who receive clear information about the food they buy – and who have positive experiences – become loyal customers and excellent ambassadors for your business.

Labeling food

- Written information about the 14 mandatory allergens must be easily accessible to staff and customers for everything served. This can be displayed on menus or small signs in the counter display.
- For exceptional customer service, consider including common irritants like paprika and chili in addition to the 14 mandatory allergens, as many people are sensitive to these as well.

Sources

- naaf.no (The Norwegian Asthma and Allergy Association)
- snl.no (Norwegian lexicon)
- helsenorge.no (the Norwegian Institute of Public Health)
- forskning.no
- lommelegen.no

Any questions about
allergy-friendly products?

– Ask us!

sg.no

SG

