

# Gluten-free under the law

**DOs** and **DON'Ts** to remember when accommodating coeliac and other gluten sensitive customers.



**DO** tell the customer that you cannot guarantee the food is 'gluten-free' but you have labelled the menu items that have gluten-containing ingredients.



**DO** provide written information on gluten-containing ingredients (wheat, rye, barley, oats, spelt or kamut) or products made from these where customers can see.



**DO** show the customer you are fully aware of the potential for cross-contamination with gluten from other sources (e.g. drifting flour) and that you can take the necessary steps to avoid this.



**DO** make your own gluten-free food if you can, or buy in pre-packed food already labelled as gluten-free. Keep all gluten-free food separate.



**DO** ensure all your staff are aware of what they can and cannot say about the presence of gluten in food.



**DON'T** say 'gluten-free' or 'very low gluten' unless you have a laboratory test to prove it<sup>1</sup>.



**DON'T** say the following unless you can prove either 'gluten-free' or 'very low gluten':

- Suitable for people intolerant to gluten
- Suitable for coeliacs
- Specifically formulated for people intolerant to gluten
- Specifically formulated for coeliacs



**DON'T** use the negative form of these statements either. For example, 'Not suitable (or unsuitable) for coeliacs.'



**DON'T** use the terms:

- No gluten-containing ingredients
- Coeliac friendly



**DON'T** use terms like 'gluten-free' or 'very low gluten' for foods that, in their natural state, would not contain gluten anyway such as cheese, eggs and milk.

For more food allergen advice, visit [www.safefood.eu](http://www.safefood.eu)

<sup>1</sup>'Gluten-free' now specifically means the gluten concentration in the final food is up to 20 mg of gluten per kg of food. 'Very low gluten' now specifically means the gluten concentration in the final food is between 21 and 100 mg of gluten per kg of food.