

3. Checklist for: Purchasers for Stores and Retail

Purpose: To help purchasers for stores and retail to improve the safety of food handling.
To help consumers with allergies and food intolerances.

Requirements: To be aware that consumers expect and demand that all food handlers have the knowledge and insight required to supply safe foods of high quality. Consumers can not be responsible for mistakes and errors at the production and distribution stage.
To read and understand the Food Sector Guidelines and have insight on what “allergy and intolerance” involves! It is important to be aware of the level of sensitivity, reactions and consequences.

In this document, *allergens* refers to allergens and other food intolerance-causing substances. The substances and products thereof listed below are those that most often cause allergic and adverse reactions. These are also the foods and ingredients for which special requirements regarding labelling and food information to consumers apply (Regulation (EU) No. 1169/2011 and Swedish National Food Agency regulation LIVSFS 2014:4).

<p>1. Cereals containing gluten, namely: wheat, rye, barley, oats, spelt, kamut or their hybridized strains, and products thereof, except:</p> <p>a) wheat based glucose syrups including dextrose¹;</p> <p>b) wheat based maltodextrins¹;</p> <p>c) glucose syrups based on barley;</p> <p>d) cereals used for making alcoholic distillates including ethyl alcohol of agricultural origin.</p>	<p>2. Crustaceans and products thereof.</p> <p>3. Eggs and products thereof.</p> <p>4. Fish and products thereof, except:</p> <p>a) fish gelatine used as carrier for vitamin or carotenoid preparations;</p> <p>b) fish gelatine or Isinglass used as fining agent in beer and wine.</p> <p>5. Peanuts and products thereof.</p>
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<p>6. Soybeans and products thereof, except:</p> <p>a) fully refined soybean oil and fat¹;</p> <p>b) natural mixed tocopherols (E306), natural D-alpha tocopherol, natural D-alpha tocopherol acetate, and natural D-alpha tocopherol succinate from soybean sources;</p> <p>c) vegetable oil derived phytosterols and phytosterol esters from soybean sources;</p> <p>d) plant stanol ester produced from vegetable oil sterols from soybean sources.</p> <p>7. Milk and products thereof (including lactose), except:</p> <p>a) whey used for making alcoholic distillates including ethyl alcohol of agricultural origin;</p> <p>b) lactitol.</p>	<p>8. Nuts, namely: almonds (<i>Amygdalus communis</i> L.), hazelnuts (<i>Corylus avellana</i>), walnuts (<i>Juglans regia</i>), cashews (<i>Anacardium occidentale</i>), pecan nuts (<i>Carya illinoensis</i> [Wangenh.] K. Koch), Brazil nuts (<i>Bertholletia excelsa</i>), pistachio nuts (<i>Pistacia vera</i>), macadamia or Queensland nuts (<i>Macadamia ternifolia</i>), and products thereof, except for nuts used for making alcoholic distillates including ethyl alcohol of agricultural origin.</p> <p>9. Celery and products thereof.</p> <p>10. Mustard and products thereof.</p> <p>11. Sesame seeds and products thereof.</p> <p>12. Sulphur dioxide and sulphites at concentrations of more than 10 mg/kg or 10 mg/litre in terms of the total SO₂ which are to be calculated for products as proposed ready for consumption or as reconstituted according to the instructions of the manufacturers.</p> <p>13. Lupin and products thereof.</p> <p>14. Molluscs and products thereof.</p>
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¹ And the products thereof in so far as the process that they have undergone is not likely to increase the level of allergenicity assessed by the authority for the relevant product from which they originated.

Control Point	Example of Problem	Yes	No	Note current routines and areas for improvement
1. General points				
1.1 Are there procedures for choosing suppliers? 1.2 Does your company have an internal allergen list? 1.3 Do all purchasers receive training in these?	<i>These points should be included in the internal control program!</i> <i>At a minimum, the list should include the allergens included in the EU list.</i>			
2. Choice of supplier				
2.1 Is the supplier already approved? 2.2 Does the supplier have procedures that guarantee that all allergenic substances are identified and handled correctly? 2.3 Has the supplier been informed of your company's internal allergen list? 2.4 Does the supplier have adequate control of its sub-suppliers? 2.5 Are there product specifications that cover all of the necessary information? 2.6 Does the supplier have good procedures for traceability? 2.7 Is there an approved alternate supplier in case of delivery problems etc.? 2.8 Are the procedures used for all suppliers? 2.9 Are supplier audits carried out?	The supplier is not aware of allergy/intolerance issues. Pasta with egg and pasta without egg are produced on the same production line or in the same factory and may get mixed up. Breaded/battered fish and unbreaded fish are handled on the same production line. Nuts, peanuts or other allergens are handled in the production line or on the premises with no particular consideration given to allergen contamination. <i>(Add your own examples to the checklist!)</i>			

Control Point	Example of problem	Yes	No	Note current routines and areas for improvement
3. Purchasing procedures				
3.1 Is the supplier familiar with the rules regarding allergens and understand the implications?	Seasoning mixes used contain milk protein without declaring it.			
3.2 Is information provided for all components of all ingredients and raw materials from both the supplier and sub-suppliers?	The supplier does not state what other products are produced on the same production line.			
3.3 Are there procedures for how the product should be labelled?	The supplied product can not be easily identified due to unclear or incorrect labelling.			
3.4 Are there procedures for how recipe changes or other product changes are communicated and labelled?	New recipe or recipe changes are not marked so old product may be confused with new.			
3.5 Is the labelling of the supplied products clear and understandable?	In the case of imports from a third country, it is important to check that suppliers are familiar with the EU allergen list! When importing directly, the company itself is responsible, otherwise it is the supplier's responsibility.			
3.6 Are there internal procedures for handling information on shortcomings in the labelling?				
3.7 Are there internal procedures for informing suppliers and requesting improvement when shortcomings occur?				
3.8 Are the procedures used and followed?	<i>(Add your own examples to the checklist!)</i>			
3.9 Are there procedures for following up suppliers?				

Control Point	Example of problem	Yes	No	Note current routines and areas for improvement
4. Purchasing procedures – In-store packing of foods for the consumer				
4.1 Are the legal requirements for labelling of substances listed in EU's allergen list being met?	<p>Labels are not affixed properly, text is illegible (small print, poor contrast between text and background).</p> <p>Milk protein used in seasoning mixes without declaring it.</p> <p>Check procedures with purchasers for food manufacturers.</p> <p><i>(Add your own comments to the checklist!)</i></p>			
4.2 Is the labelling of delivered products clear and understandable?				
4.3 Are there procedures for handling products with missing or improper labels?				
4.4 Does the store have procedures for communicating shortcomings in the labelling to the supplier?				
4.5 Are there procedures for informing suppliers and requesting improvement when labelling problems occur?				
4.6 Are there procedures for producing information for labelling of products sold in the store?				
4.7 Are there appropriate work tools and equipment for in-store handling?				
4.8 Does the store have procedures for transferring ingredient lists from supplier packaging to store-packed product?				
4.9 Are the procedures used and followed?				

Control Point	Example of problem	Yes	No	Note current routines and areas for improvement
5. Existing product with new composition – Made from new recipe				
5.1 Are there procedures for suppliers to communicate recipe changes regarding substances on the EU allergen list to the purchaser?	Popsicle with milk protein added is sold in similar packaging as product without milk protein.			
5.2 Does the recipe change involve the addition of any substances on the EU allergen list?	Almonds on baked roll replaced by peanut topping with no clear information or change in package design.			
5.3 Have the store and consumer been informed of the “new recipe” through information on the package, change in design, in-store indication , or similar?				
5.4 Are there procedures for handling old stock so that the store does not confuse “old” product with “new”?	<i>(Add your own comments to the checklist!)</i>			
5.5 Are the procedures used and followed?				
6. Restaurants and caterers				
6.1 Is food prepared in the store being sold?	See separate checklist for restaurants and catering (Checklist 7)! <i>(Add your own comments to the checklist!)</i>			

Date:

Name of person who completed checklist:

Company name and address:

Review your work practices with the help of the checklist regularly. Take and document corrective actions. Save completed checklists!

Handling procedures for product alerts

Control Point	Comments	Notes
<p>A.1 Are there procedures for handling product alerts?</p> <p>A.2 Are the procedures used and followed?</p>	<p>This is a general guideline and the company's internal procedures should always be followed first.</p> <p>People involved in product alerts are usually those working with consumer contact, purchasers, store managers, site supervisors, and marketing and distribution managers.</p>	
<p>B.1 Is the consumer still sick?</p> <p>B.2 Which product did the consumer eat?</p> <p>B.3 What else did the consumer eat?</p> <p>B.4 Does the consumer have a known allergy or intolerance – to what?</p> <p>B.5 Tell the person you will get back to him/her.</p>	<p>If the consumer is sick – suggest that he/she seek medical attention.</p> <p>Note the product name, size, “use by” date, date of purchase, store where it was purchased, batch number and EAN code.</p> <p>If possible: ensure that the product in question is saved and try to obtain an unopened package from the same batch for testing.</p> <p><i>(Add your own comments to the checklist!)</i></p>	
<p>C. Evaluate</p> <p>C.1 Contact your supervisor or person in charge of handling urgent consumer complaints – evaluate together.</p> <p>C.2 If necessary, gather more information. Contact supplier? Perform analyses? Seek the assistance of the control agency!</p>	<p><i>(Add your own comments to the checklist!)</i></p>	

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<p>D. Take action</p> <p>D.1 Protect other consumers – Consider whether sales should be stopped!</p> <p>D.2 Inform supplier and regulatory agency?</p> <p>D.3 Investigate whether the product should be recalled?</p> <p>D.4 Investigate, in cooperation with authorities, whether a press statement should be issued?</p> <p>D.5 Inform the affected consumer.</p> <p>D.6 Request an investigation and follow-up by supplier.</p>	<p><i>(Add your own comments to the checklist!)</i></p>	
<p>E. Follow up – Improve</p> <p>E.1 Once the case is resolved, follow up the outcome and discuss how your procedures can be improved!</p> <p>E.2 Ensure that the purchaser responsible is informed of the situation.</p>		

Date:

Name of person who completed product alert checklist:

Company name and address:

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