

5. Checklist for people working with: Consumer Information

- Purpose:** To help people working with consumer information to improve the safety of food handling from an allergy perspective. 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
<p>1. Training</p> <p>Do the people who work with consumer information receive ongoing training in allergy issues?</p>				
<p>2. Guidelines</p> <p>Are there guidelines for how your customer care department or similar informs consumers about the company's products?</p>	<p>A database on allergy information can, for example, be established as a basis for responding to consumer queries. It is essential that this information be kept up to date.</p>			
<p>3. Statistics</p> <p>Are statistics kept on incoming questions about allergens, and are there procedures for following up these questions?</p>				
<p>4. Procedures regarding product information</p> <p>Are there procedures in place to ensure that those working with consumer information are informed of product contents, recipe changes, or similar?</p>	<p>Recipe changes are made without informing customer care department, salespersons, etc.</p> <p>Websites and other online information are not up to date or can be misunderstood.</p>			

Control Point	Example of problem	Yes	No	Note current routines and areas for improvement
5. Procedures for immediate measures Are there procedures in place for those working with consumer contact to take action in the case of suspected contamination or incorrect labelling?	It is important to assess the risk of contamination, and use this as a starting point when responding to consumer queries.			
6. Emergency plan Does the company have an emergency plan that gives clear instructions on what should be done in the case of suspected allergic reactions?				
7. Updating procedures Are there procedures to ensure the information on allergen lists and other product information is correct and up to date?	Recipe changes are made without informing the customer care department, salespersons, etc. Websites and other online information are not up to date or can be misunderstood.			
8. Sector agreement – Product fact sheets Is the sector agreement regarding product fact sheets from Li being followed?	<i>(This point only applies if allergen lists of some type are issued to consumers.)</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. General points</p> <p>A.1 Are there procedures for handling product alerts?</p> <p>A.2 Are the procedures used and followed?</p>	<p>The company's internal procedures should always be followed first.</p> <p>People involved in product alerts are usually those who work with consumer contact, purchasing, and marketing and distribution managers.</p>	
<p>B. Gather information</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 the product was purchased, batch number and EAN code.</p> <p>If possible: save the product in question 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>	

Control Point	Comments	Notes
<p>D. Take action</p> <p>D.1 Protect other consumers – Consider whether sales should be stopped!</p> <p>D.2 Inform supplier and control agency if there is reason to believe that a food product that has entered the market may be harmful to human health, and communicate the measures taken.</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>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 person who received the complaint is informed of the situation.</p>		

Date:

Name of person who completed product alert checklist:

Company name and address:

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