

## 6. Checklist for people working in: Stores and Retail

- Purpose:** To help people in stores and retail 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 dextrose<sup>1</sup>;</p> <p>b) wheat based maltodextrins<sup>1</sup>;</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 fat<sup>1</sup>;</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 SO<sub>2</sub> 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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<sup>1</sup> 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
<b>1. General points</b>				
1.1 Are there procedures for handling allergens?	<i>These points must be included in the internal control program!</i>			
1.2 Does the store have an internal allergen list?				
1.3 Do all employees who handle unpackaged food products receive training?				
<b>2. Sweets, “natural sweets”, nuts - unpackaged</b>				
2.1 Are sweets, nuts or products that contain allergens included in the EU allergen list sold in bulk?	High-risk products include chocolate with nuts, chocolate-coated hazelnuts, yoghurt-coated fruit, sesame seed candies.  <i>(Add other allergen-containing goods sold in your store to the checklist!)</i>			
2.2 Are the products placed in such a manner as to reduce the risk for contamination of (or exposure to) other foods?				
2.3. Is information about product ingredients available?				
2.4 Are there procedures for ongoing control and updating of ingredient lists?				
2.5 Are appropriate tools (scoops, tongs) provided to take these products?				
2.6 Are separate tools provided for different allergenic foods?				
2.7. Are there filling and cleaning procedures to reduce the risk of contamination?				
2.8 Are the procedures used and followed?				

Control Point	Example of problem	Yes	No	Note current routines and areas for improvement
<b>3. In-store bakery</b>				
3.1 Are breads and other goods baked in the store sold?	High-risk products include country bread with soy flour, French rolls with sesame seeds, peanut butter cookies, cream pastries, decorative peanut toppings.  <i>(Add other allergen-containing goods sold in your store to the checklist!)</i>			
3.2 Do these products contain allergens? If so, which one(s)?				
3.3 Are the products placed in such a manner as to reduce the risk of exposure to (or contamination of) other foods?				
3.4 Is information about product ingredients available?				
3.5 Are there procedures for ongoing control and updating of ingredient lists?				
3.6 Are appropriate tools (tongs) provided to take these products?				
3.7 Are separate tools provided for different allergenic foods?				
3.8 Are there filling and cleaning procedures to reduce the risk of contamination?				
3.9 Are the procedures used and followed?				

Control Point	Example of problem	Yes	No	Note current routines and areas for improvement
<p><b>4. Marinated delicacies – unpackaged</b></p> <p>4.1 Are marinated delicacies that contain allergens included in the EU list sold in bulk?</p> <p>4.2 Are the products placed in such a way as to minimize the risk of exposure to other foods?</p> <p>4.3 Is information about product ingredients available?</p> <p>4.4 Are there procedures for ongoing control and updating of ingredient lists?</p> <p>4.5 Are appropriate tools (spoons, tongs) provided to take these products?</p> <p>4.6 Are separate tools provided for different allergenic foods?</p> <p>4.7 Are there filling and cleaning procedures to reduce the risk of contamination?</p> <p>4.8 Are the procedures used and followed?</p>	<p>High-risk products include feta cheese and olive mixtures, anchovy-stuffed olives, satay-based marinades (peanuts).</p> <p>Keep in mind that marinade drippings can contaminate other products.</p> <p><i>(Add other allergen-containing goods sold in your store to the checklist!)</i></p>			

Control Point	Example of problem	Yes	No	Note current routines and areas for improvement
<p><b>5. Restaurants and caterers</b></p> <p>5.1 Are ready-to-eat foods sold in serving size portions?</p> <p>5.2 See separate checklist for restaurant workers (Checklist 7)!</p>				
<p><b>6. Meat counter – in-store packing</b></p> <p>6.1 Are products that contain the substances on the EU allergen list handled and packed in the store?</p> <p>6.2 Are products placed in such a manner as to reduce the risk for contamination of other foods?</p> <p>6.3 Is information about product ingredients available?</p> <p>6.4 Are there procedures for ongoing control and updating of ingredient lists?</p> <p>6.5 Are appropriate tools used?</p> <p>6.6 Are separate tools used for different allergenic foods?</p> <p>6.7 Are there filling and cleaning procedures to reduce the risk of contamination?</p> <p>6.8 Are the procedures used and followed?</p>	<p><b>High-risk products</b> include sausages, refrigerated ready-to-eat foods, salad mixtures, liver paté.</p> <p><i>(Add other allergen-containing goods sold in your store to the checklist!)</i></p>			

Control Point	Example of problem	Yes	No	Note current routines and areas for improvement
<p><b>7. Cheese counter – in-store packing</b></p> <p>7.1 Are products that contain the substances included in the EU allergen list handled and packed in the store?</p> <p>7.2 Are the products placed in such a manner as to reduce the risk for contamination of other foods?</p> <p>7.3 Is information about product ingredients available?</p> <p>7.4 Are there procedures for ongoing control and updating of ingredient lists?</p> <p>7.5 Are appropriate tools used?</p> <p>7.6 Are separate tools used for different allergenic foods?</p> <p>7.7 Are there filling and cleaning procedures to reduce the risk of contamination?</p> <p>7.8 Are the procedures used and followed?</p>	<p>High-risk products include cheeses that contain nuts.</p> <p><i>(Add other allergen-containing goods sold in your store to the checklist!)</i></p>			

Control Point	Example of problem	Yes	No	Note current routines and areas for improvement
<b>8. Fish counter – in-store packing</b>				
8.1 Are products that contain the substances included in the EU allergen list handled and packed in the store?	High-risk products include fish- and shellfish patés, seafood/egg salad, breaded/battered herring.			
8.2 Are products placed in such a manner as to reduce the risk for contamination of other foods?	Keep in mind that drippings and splashes can contaminate other products.			
8.3 Is information about product ingredients available?	<i>(Add other allergen-containing goods sold in your store to the checklist!)</i>			
8.4 Are there procedures for ongoing control and updating of ingredient lists?				
8.5 Are appropriate tools used?				
8.6 Are separate tools used for different allergenic foods?				
8.7 Are there filling and cleaning procedures to reduce the risk of contamination?				
8.8 Are the procedures used and followed?				



Control Point	Example of problem	Yes	No	Note current routines and areas for improvement
<b>9. Unpackaged foods of other types than those listed above</b>	<p>High-risk products include frozen shrimp, pickled cucumbers, marinated chicken grilled in the store, beer sausages and salad bars.</p> <p><i>(Add other allergen-containing goods sold in your store to the checklist!)</i></p>			
9.1 Are products that contain the substances included in the EU allergen list handled, packed, or sold in bulk in the store?				
9.2 Are products placed in such a manner as to reduce the risk for contamination of other foods?				
9.3 Is information about product ingredients available?				
9.4 Are there procedures for ongoing control updating of ingredient lists?				
9.5 Are appropriate tools used?				
9.6 Are separate tools used for different allergenic foods?				
9.7 Are there filling and cleaning procedures to reduce the risk of contamination?				
9.8 Are the procedures used and followed?				

Control Point	Example of problem	Yes	No	Note current routines and areas for improvement
<p><b>10. Purchasing procedures – supplier-packed foods</b></p> <p>10.1 Choice of supplier and product – see separate checklist for purchasers (Checklist 2).</p> <p>10.2 Is the labelling of delivered products clear and easy to understand?</p> <p>10.3 Are there procedures for handling products with missing- or improper labelling, or that have no Swedish text?</p> <p>10.4 Are there procedures for informing the supplier and person responsible for purchasing when there are shortcomings in the labelling?</p> <p>10.5 Are the procedures used and followed?</p>	<p>Examples of improper labelling: Labels are not affixed properly, text is difficult to read (small print, poor contrast between text and background).</p> <p><i>(Add your own examples to the checklist!)</i></p>			
<p><b>11. Procedures for providing information to the consumer – non-prepackaged foods</b></p> <p>11.1 Are there routines for how your store provides information on food products packaged at the request of the consumer or pre-packaged for direct sales? (All information must be available to be provided verbally or in writing. Allergens must always be declared.)</p> <p>11.2 Are there routines for how your store provides information about non-prepackaged products sold, e.g. self-serve bulk foods or foods served in a restaurant or from a kiosk or deli. (Allergens must always be declared. Information regarding a food's contents must be able to be provided at the request of the consumer.)</p>	<p><i>These points must be included in your internal control program!</i></p>			

Control Point	Example of problem	Yes	No	Note current routines and areas for improvement
<p><b>12. Existing product with new composition – made from new recipe</b></p> <p>12.1 Is there a procedure for communicating recipe changes to the people working with production and labelling?</p> <p>12.2 Does the change in recipe involve the addition of any of the allergens listed in the table given in this checklist?</p> <p>12.3 Is the “new recipe” brought to the attention of consumers, e.g. through information on the package, a change in design, or <b>in-store indication</b>?</p> <p>12.4 Are there procedures for handling old stock so that consumers do not confuse “old” product with “new”?</p> <p>12.5 Are the procedures used and followed?</p>	<p><i>Examples of changes:</i>                      Popsicle containing milk protein is sold in packaging similar to product without milk protein.</p> <p>Almonds on baked roll replaced by peanut topping without clear information or change in package design.</p> <p><i>(Add your own examples to the checklist!)</i></p>			

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><b>A. General points</b></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, purchasers, store managers, site supervisors, marketing and distribution managers.</p>	
<p><b>B. Gather information</b></p> <p>B.1 What are the consumer's symptoms? 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><b>C. Evaluate</b></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 regulatory agency!</p>	<p><i>Add your own comments!</i></p>	

Control Point	Comments	Notes
<p><b>D. Take action</b></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 if it is established that the error is earlier in the production chain.</p>	<p><i>(Add your own comments to the checklist!)</i></p>	
<p><b>E. Follow up – Improve</b></p> <p>E.1 Once the case is resolved, follow up the outcome and discuss how your procedures can be improved!</p>		

Date: .....

Name of person who completed product alert checklist: .....

Company name and address: .....

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