

## 7. Checklist for people working in: Restaurants and catering

**Purpose:** To improve the safety of food handling and comply with current legislation.  
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. Purchasing</b>				
1.1 Are there procedures for choosing suppliers? 1.2 Does your company have its own allergen list? 1.3 Do all purchasers receive training on these procedures?	<i>These points should be included in the internal control program!</i>  <i>At a minimum, the list should include the substances on the EU allergen list.</i>			
<b>2. Choice of supplier</b>				
2.1 Is the supplier already approved and does it follow the requirements you have laid out in your internal control program? 2.2 Does the supplier have procedures that guarantee that all allergenic substances are identified and handled correctly? 2.3 Does the supplier have adequate control of its sub-suppliers? 2.4 Are the procedures used for all suppliers?	The supplier is not aware of allergy/intolerance issues.  Pasta with egg and pasta without egg are produced in 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
<b>3. Purchasing procedures</b>				
3.1 Is the supplier aware of the regulations for allergens and labelling/information and have procedures to ensure these regulations are followed?	Herb- and 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 delivered product can not be easily identified due to unclear or incorrect labelling. New recipe is not identified and old product is mixed with new.			
3.3 Are there procedures for how recipe changes or other product changes are communicated and labelled?				
3.4 Are there procedures for informing suppliers about shortcomings in the labelling and requesting improvement?	<i>(Add your own examples to the checklist!)</i>			
3.5 Is the risk of contamination considered before new raw materials are taken into the premises?				
3.6 Are the procedures used and followed?				
3.7 Are there procedures for following up suppliers?				

Control Point	Example of problem	Yes	No	Note current routines and areas for improvement
<b>4. Procedures and training</b>				
<b>4.1 Internal controls/HACCP plans</b>  Are there internal controls/HACCP programs that include allergy risks for all parts of food preparation – from receiving, handling and storage of raw materials to finished food dishes?				
<b>4.2 Training</b>  Have the people preparing the foods received training in allergy issues?	Training must include replacement staff, job rotation workers, maintenance staff, etc. All employees must understand the risks of allergens in order to minimize contamination of the product by allergens and be able to meet the needs and wishes of the consumer. E.g. servers must know what gluten is.			
<b>4.3 Information on recipe changes</b>  Are there procedures in place to ensure that those who prepare and serve food are informed of recipe changes?				

Control Point	Example of problem	Yes	No	Note current routines and areas for improvement
<p>4.4 Procedures for recipe changes</p> <p>Are there procedures for how altered recipes are to be handled?</p>				
<p>4.5 Measures for suspected contamination</p> <p>Are employees encouraged to take immediate action in the case of suspected contamination, incorrect labelling, mistakes in menus and other consumer information, and are there procedures in place for this?</p>	<p><i>See also Handling Procedures for Product Alerts, AI–EI, at the end of this checklist!</i></p>			
<p>4.6 Emergency plan</p> <p>Does the company have an emergency plan that gives clear instructions on what should be done in the case of a suspected allergic reaction to a meal?</p>	<p><i>See also Handling Procedures for Product Alerts, AI–EI, at the end of this checklist!</i></p>			
<p>4.7 Internal audits</p> <p>Are regular internal audits conducted to ensure compliance with the general points for control of allergy risks?</p>				

Control Point	Example of problem	Yes	No	Note current routines and areas for improvement
<b>5. Raw materials: Receiving, storage, weighing</b>				
5.1 Receiving raw materials  Are there procedures for how raw materials, ingredients and intermediate goods are identified when received in order to ensure that the right raw material has been delivered?				
5.2 Labelling  Are raw materials and intermediate goods clearly labelled to avoid the risk of mix-ups?				
5.3 Handling  Are allergenic raw materials, ingredients and intermediate goods kept separate from each other and from other foods to minimize the risk of contamination?				

Control Point	Example of problem	Yes	No	Note current routines and areas for improvement
<b>6. Preparation, premises and equipment</b>				
6.1 Preparation of foods for special diets and foods for people with allergies.  Is there a special area and specially labelled utensils for preparation of such foods?	If several foods for special diets are prepared in the same area, is there a risk of cross-contamination? When preparing foods and heating foods in a microwave oven, specially designated protective lids should be used for each special food dish.			
6.2 Recipes  Are there procedures to ensure that the right recipe is always used/followed?	If no recipe is used, it is critical that there are procedures to control the content of food products, especially the 14 regulated allergens included in the EU list.			
6.3 Raw materials  Are there procedures to ensure that the right raw materials are always used? Are there procedures to ensure that ingredient lists are always carefully reviewed?				
6.4 Labelling  Are there procedures to ensure that packaged food dishes are always labelled correctly?	Label the container – labelling the lid can lead to mix-ups.			
6.5 Follow-up  Do the personnel continuously review possible situations for cross-contamination between meals or between work counters, and cooking- and food preparation vessels and utensils?				



Control Point	Example of problem	Yes	No	Note current routines and areas for improvement
<b>7. Distribution and serving</b>				
<p>7.1 Serving</p> <p>Do servers know that they must be able to inform dining guests of whether the food served contains any of the 14 allergens included in the EU list?</p>	<p>Open handling of several different food dishes can lead to a risk of contamination. Plated dishes for allergic guests can be confused with meals for other guests.</p> <p>In the case of self-serve buffets, it is especially important that food dishes be clearly marked or that personnel are easily accessible to provide this information. Extra emphasis of the risks of contamination with buffet service may be necessary.</p>			
<p>7.2</p> <p>Is there a clear division of responsibility to ensure that the guest and kitchen staff receive the right information?</p>	<p>Mistakes and mix-ups can easily occur on the way to and from the kitchen.</p> <p>Communication between the person(s) preparing the food and the person(s) eating it must be clear and without fault.</p>			
<p>7.3</p> <p>Are there procedures in place to ensure that the right food is served to the right guest?</p>				
<p>7.4 Utensils</p> <p>Are there separate utensils for each food dish?</p>				

Control Point	Example of problem	Yes	No	Note current routines and areas for improvement
<b>8. Cleaning and controls</b>				
<p>8.1 Post-preparation controls</p> <p>Are there procedures for when post-preparation controls of food dishes should be carried out to confirm that accidental exposure to allergen has not occurred?</p>	<p>Cleaning routines must exist for the premises, equipment and utensils.</p> <p>Sufficient time must be set aside for cleaning. Hidden areas in the equipment must be identified, and equipment may therefore need to be dismantled.</p> <p>If the products are packed at a later time, attention must also be paid to allergy risks when establishing the cleaning routines for packing equipment.</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 own procedures should always be followed first.</p> <p>People involved in alerts are often those who handle consumer contact, purchasing, and marketing and distribution managers.</p>	
<p><b>B. Gather information</b></p> <p>B.1 Is the guest still sick?</p> <p>B.2 Which food(s) did the guest eat?</p> <p>B.3 What else did the guest eat?</p> <p>B.4 Does the guest 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 guest 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>Note the name and telephone number of the guest.</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 control agency!</p>	<p>Save as much of the remaining food that was served to the guest as possible to enable testing.</p> <p><i>(Add your own comments to the checklist!)</i></p>	

Control Point	Comments	Notes
<p><b>D. Take action</b></p> <p>D.1 Protect other guests – Consider whether sales should be stopped!</p> <p>D.2 Inform supplier and control agency?</p> <p>D.3 Investigate whether the food dish 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 guest.</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><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> <p>E.2 Ensure that the person who prepared the food dish is informed of the situation.</p>		

Date: .....

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

Company name and address: .....

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