

Questions to Ask the Food Manufacturer



When you have a food allergy, there may be times when you need to call a food manufacturer. The contact information is on the product label. You can call them:

- To get more information about precautionary labeling.
- To clarify ingredient information.

Make sure you have the food label in front of you when you call. It is important to ask clear, direct questions. Use this list as a guide.

- What is your company's food allergy labeling policy?
 - When do you use precautionary labeling such as "may contain".
- What is your Allergen Control Plan?
 - Does this plan include information about how food is: stored, handled, processed and packaged?
 - Does the plan identify allergenic foods and ingredients?
- Are incoming raw ingredients reviewed for food allergens?
- Are allergenic ingredients or products stored separately to prevent cross-contact?
- Are the employees trained on how to prevent cross-contact?
 - What type of training do they get and how often do they get this training?

Product information:

1. Does it contain any _____ (allergen)?
2. Is it made or packaged on the same equipment as another product that contains this allergen?
 - If the answer is yes, ask:
 - What steps are taken to reduce the risk of cross-contact?
 - Are the machines cleaned between products? Is the equipment taken apart so that everything is thoroughly cleaned?
 - Is the allergen free product made on the same day or a different day as the allergen containing product?
3. Is it made or packaged in the same facility as another product that contains the allergen?
 - If the answer is yes, ask:
 - How do you make sure there is no cross contact?
 - Where is the allergen? Is it in the same room, the other side of the factory, or in a different building?

To sign up for allergy alerts for food recalls and ingredient notices, visit the FARE website at:
<https://www.foodallergy.org/living-food-allergies/food-allergy-essentials/allergy-alerts>

For more information about food allergies and food manufacturing, visit the FDA website at:
<http://www.fda.gov/Food/GuidanceRegulation/GuidanceDocumentsRegulatoryInformation>