

## FAKA Baking & Cooking Club

### Contacting a Food Manufacturer

#### *Review & Conversation guide*

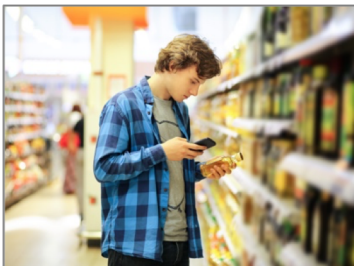
Step #1: Research product packaging and document questions that you have about your food allergen(s).

Step #2: Visit the company's website for more information about food allergens.

Step #3: Before calling the manufacturer, review the conversation guide on page two of this document.

### Contacting a Manufacturer

- Explain that you have food allergies and questions about ingredients in a product—you will need to speak with the appropriate person.
- Be very clear when identifying the product that you are calling about. Ask the agent if he or she needs the UPC?
- Tell them the allergens you need to avoid. If you are calling about a specific ingredient or have a processing question, you can inform the agent at this time (*pre-write allergens in on p. 2*).



- Ask if the product is produced in a dedicated facility or on dedicated equipment free from the top 8 U.S. food allergens, or your specific allergens.
- If the product is made on the same equipment as foods containing your allergen, ask about their cleaning process and separation of ingredients within their facility.
- Ask if each batch is tested for your specific allergens. Ask how they handle batches that test positive for allergens in a product that should not contain the allergen.
- At the end of the call, verify once more that you are both speaking about the same product and repeat the information they provided. For example:
  - *“To confirm, we are talking about the Great Value allergy-free white baking chips: None of the top 8 allergens are processed on the same line except for milk and soy, and you will email me with more information on how the lines are cleaned and products tested. Is that correct?”*
- Due to COVID-19, ask about any manufacturing or label changes that could affect the product.
- Ask if the information shared on the call can also be sent to you in an email.
- If during the call you discover that the product is not safe for you, you can politely end the call.
- If the agent answers questions before you can ask them, there is no need to repeat the question. Also preview the conversation guide before your call and edit as it pertains to your situation.

## Conversation Guide

My allergies:

Milk \_\_\_\_, Peanut \_\_\_\_, Tree Nuts \_\_\_\_, Egg \_\_\_\_, Wheat \_\_\_\_, Soy \_\_\_\_, Fish \_\_\_\_, Shellfish \_\_\_\_,  
Sesame \_\_\_\_, Gluten \_\_\_\_, Other \_\_\_\_\_.

*\*In case you are asked, be prepared to provide your name, phone number, zip code, and the location where the product was purchased. Have a pen and pencil ready to take notes.*

### Hello:

- I am calling today because I have severe food allergies, and I have questions about your products. Are you the individual that I need to speak with today?
- Do you need the UPC and the name of the product?
- Is this product made in a dedicated facility or processed on dedicated equipment free from the top 8 allergens *or* my specific allergens?

### If not,

- How do you separate this product from other products that contain my allergens?
  - Is this product produced first on the line before other products that contain my allergens?
  - Is the equipment cleaned and tested for allergens after processing each product?
  - What is the procedure if an allergen-free product is tested positive for containing the allergen?  
How are the batch and labeling handled?
- 
- What are the *natural* ingredients, spices, or flavorings listed on the ingredient label?
  - I want to be sure I have the correct information. To confirm... (***Repeat the exact name of the product and the information that the agent provided to you***)
  - Do I need to worry about ingredient labels or manufacturing changes on this product due to COVID-19?
  - Is information about food allergens in your products also available on your website?
  - Last, can you send this information to me in an email to reference it in the future?

Thank you.