



What to ask when you call a manufacturer.

1.

It is important to alert Allergy & Anaphylaxis Australia of a reaction or issue with a food product. It is equally important for consumers to also contact manufacturers and the health department directly so that they are aware of the issue and can action it accordingly.

If you are uncertain about the ingredients in a packaged product, call the manufacturer's Consumer Support Line.

Start by identifying yourself as someone who either has or cares for someone who has severe food allergies and is at risk of anaphylaxis.

State exactly what you (or who you are shopping for) are allergic to.

Name the product you are enquiring about.

Have the package with you when contacting the company.

Communicate the name of the product, the size of the packet, Best Before/Use by date and batch number.

If you do not get a satisfactory response from the Consumer Helpline representative, ask to speak with the Quality Assurance Manager or other allergen informed personnel working at that manufacturing site.

- Provide your name, phone number, and the product name if you have to leave a message.
- Keep a record of the date and who you speak to.
- Keep a record of the answer you receive.
- Thank companies with good allergen policies and reward them with your business. Tell your friends and family members about their products.

REMEMBER:

Cross contamination or cross contact refers to a food being inadvertently contaminated with food ingredients other than those listed on the food label during the course of it being grown, transported, manufactured, prepared, stored or served. This cross contact or cross contamination can cause allergic reactions in individuals sensitive to those particular food proteins.



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CROSS-CONTAMINATION/CROSS CONTACT / PRECAUTIONARY STATEMENTS WARNINGS ARE VOLUNTARY.

Allergy & Anaphylaxis Australia encourages people to heed warning statements on food products. Some individuals chose to ignore statements believing that manufacturers use these statements for legal protection. If you decide to take a risk with a food product that has a warning statement, at least consider calling the company to find out why the product has a warning statement and then choose a safer time to eat the product i.e. when you are with family or close friends who know what to do in an emergency. You and your family might like to create some rules around consuming foods with a warning statement. Talk with your doctor about age appropriate management of your child surrounding this controversial issue.

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