

# SUPPLIER INGREDIENT ALLERGEN CASE STUDY

## Incident summary

NSW Food Authority received a complaint that a NSW Company had supplied a South Australian manufacturer with an ingredient that contained undeclared dairy.

The South Australian manufacturer had used the ingredient (containing dairy) to produce a product that was labelled as 'dairy free'.

A consumer who was allergic to dairy suffered a reaction when they consumed the product.

## Investigation summary

The NSW supplier of the ingredient was investigated as a result of this incident.

That investigation involved a review of the systems that the supplier had put in place to ensure allergens are correctly identified.

The investigation found that although the supplier had a detailed system in place, including specification sheets that identified allergens, they assumed the ingredient would be used in a dairy product as the ingredient supplied to the SA manufacturer had originally been developed for use in dairy products.

The business was fined and details placed on the Food Authority's Name & Shame list.

The product specification sheet had not been reviewed and updated to include dairy allergen information.

## Food safety implication

Food ingredient suppliers have a responsibility to inform their customers by providing accurate information on the allergen status of products, and ensuring best practice food manufacture and storage procedures to avoid cross contamination.

This incident reinforces the need to:

- periodically review product information to ensure it is up-to-date and accurately identifies allergens that may be present in an ingredient, and
- ensure risk-based management systems include checks to ensure procedures and documents are up-to-date and relevant for all products.

## What should businesses do?

Businesses should not make any assumptions about the customer's knowledge or use of a product.

Businesses should know what their responsibilities are regarding

allergen declarations are and can meet them.

Check that the information provided to customers is up-to-date and accurate.

## More information

Be prepared. Be allergy aware.

[http://www.foodauthority.nsw.gov.au/Documents/retail/be\\_prepared\\_be\\_allergy\\_aware.pdf](http://www.foodauthority.nsw.gov.au/Documents/retail/be_prepared_be_allergy_aware.pdf)

Allergy aware checklist

[http://www.foodauthority.nsw.gov.au/Documents/retail/allergy\\_aware\\_checklist.pdf](http://www.foodauthority.nsw.gov.au/Documents/retail/allergy_aware_checklist.pdf)

Declaring allergens

[http://www.foodauthority.nsw.gov.au/Documents/retail/factsheets/declaring\\_allergens.pdf](http://www.foodauthority.nsw.gov.au/Documents/retail/factsheets/declaring_allergens.pdf)



About the NSW Food Authority: The NSW Food Authority is the government organisation that helps ensure NSW food is safe and correctly labelled. It works with consumers, industry and other government organisations to minimise food poisoning by providing information about and regulating the safe production, storage, transport, promotion and preparation of food.

Note: This information is a general summary and cannot cover all situations. Food businesses are required to comply with all of the provisions of the Food Standards Code and the *Food Act 2003* (NSW).



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