



INFORMATION REGARDING

Allergens

in non-prepacked foods





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General information

Who is responsible for ensuring that the rules are complied with?

Anyone who imports, produces or sells food is responsible for knowing and complying with the rules.

How can food business operators ensure that the food is safe for people with food allergies?

Good procedures at all stages in the food business operator (FBO) are crucial to providing safe food to customers with food allergy or intolerance.

Who is responsible for documenting and confirming the information provided?

You must have systems to ensure that you can document and confirm, in a suitable way, that information, such as the contents of allergens in a dish, is correct.

Who controls the food?

The Norwegian Food Safety Authority (Mattilsynet) controls FBOs such as restaurants, snack bars, canteens and other places that produce, process and sell food and drinks. The FBOs have an independent responsibility for complying with the rules. The role of the Norwegian Food Safety Authority is to ensure that the rules are complied with.



**Non-
prepacked
food**

How to inform about allergens

This information is meant for those producing or selling food that is not prepacked, e.g. over the counter, in restaurants, canteens and by catering. It gives suggestions on how to inform customers about ingredients that some individuals are allergic to – these are called allergens. It is your responsibility to find good and practical solutions that comply with the regulation.

Consumers shall be informed about ingredients in the food that can trigger an allergy or intolerance. From December 13th 2014 and onwards, this requirement also applies to food sold without packaging – referred to as non-prepacked food.

People may be allergic to or intolerant to many ingredients, but the regulation requires that there are **14 specific allergens** that must be indicated. The list is common to the EU and Norway and applies to all food, both with and without packaging. Please find the list of the 14 most common allergens on page 14.

THE REQUIREMENTS ARE SET OUT in the Regulation of 28 November 2014 no. 1497 on food information to consumers (the Food Information Regulation), Section 1 Article 12 no. 5, cf. Article 44.

**FIND
OUT MORE
HERE**

The regulation requires that information about allergens is given **directly to consumers in writing**. Employees should also know which allergens the food contains, but customers should be able to find this information easily without asking the staff. The information can be given on the menu, for example, or on a notice, screen or poster.

In this guidance you will find more detailed information on what the new requirements imply and examples of how to comply with them.



Frequently asked questions

What are allergens?

If you have an allergy, the body reacts to natural substances in your food. These substances are called allergens. A list of the 14 most common allergens has been made, see pages [14](#) and [15](#).

What does the regulation say about information on allergens in non-prepacked food?

From December 13th 2014, there are new rules for labelling of allergens in food. There are changes for prepacked and non-prepacked food. Non-prepacked food is food served over the counter, in restaurants, cafés, snack bars, fast food restaurants, canteens, hospitals, take-aways etc. For this kind of food it is now mandatory to provide written information about 14 ingredients. These are ingredients in food that can cause allergic reactions.

Which food business operators are covered by the new requirements?

All food business operators that handle non-prepacked food and drink must provide written details of allergens in it. This applies to restaurants, cafés, snack bars, take-away premises, catering firms, stalls etc. Grocery stores must also provide written information of allergenic ingredients in non-prepacked foods.

Do the requirements cover all types of sale and delivery of non-prepacked food?

For temporary arrangements such as school events and flea markets, or where a sports team sells sausages and cakes for just a few hours, it is not necessary to provide information of allergens in non-prepacked food.

Which allergens have to be indicated?

The regulation contains a list of 14 allergens that people most often are allergic to. These must be indicated if they are present in the food. Note that the type of cereal and type of nuts must be stated because many consumers need this information. The list is common to the EU and Norway, and can be found on page [14](#) of this document. More information can be found [here](#).

Which language should be used?

The written information about allergens in foods must be in Norwegian.

How should the information be given?

Information on the presence of allergens can be given on menus, notices, boards, screens etc. Most important is that the information should be given in writing and is easily accessible to customers without them having to ask for it. Oral dialogue between customers and staff is a natural addition to written information, but not a substitute for it. The information must include the word "contains" followed by the specific allergens. For example: "Contains wheat, soybean and eggs."

Are there exceptions to the requirement for information of allergens?

Yes, you do not need to label foods where the dish or product itself tells the customer that it contains an allergen, such as eggs, smoked salmon and bowls of nuts (see list of allergens on page [14](#)). Some foods, such as fish cakes/burgers, may however contain several allergens, and these must be indicated. To avoid confusion, it is then advisable to list all allergens. For example, the text could read: "Contains fish, wheat and soybean."

What is an ingredient and what is a cross-contaminant?

An ingredient is used to produce or prepare a product, while a cross-contaminant substance is accidentally present in the product in small quantities. Ingredients also include additives and herbs and spices. Details of ingredients must be given when these are allergens. For example, if chips are fried in peanut oil, the oil is an ingredient and the dish must be marked "Contains peanuts."

How do we handle the new rules?

Good procedures are crucial at all stages in the food business operator if we are to provide safe food to customers. The requirements for identifying and preventing risks also apply to allergens; see Food Hygiene Regulation. Food business operators must ensure that their staff is familiar with the rules. Find out more [here](#).

Who is responsible for finding good and practical solutions that comply with the rules?

Anyone who produces and sells non-prepacked food is responsible for knowing and complying with the rules. The food business operator is responsible to find good and practical solutions that comply with the rules.



Restaurants, canteens and hotels

Snack bars, cafés, canteens, restaurants and hotels are some of the food business operators that have to label the food they serve. The requirements also cover drinks.

TIP!

Note that it is important for the customers to be able to find and read the information easily without having to search for it.

Written information about allergens can for example be given next to every dish on the menu. The information can also be placed in one or more visible places on the premises, either as a printed poster or on an electronic notice board.

The information must be readable and easy to understand. It is important to also provide details of allergens in items (side-dishes) like sauces and bread. Drinks are also covered by the regulation. Remember to provide written details of allergens in wine, draught beer, cocktails, smoothies etc.

The information on allergens in "menu of the day" must always be updated.

Hotels and other places that offer room service can for example provide allergen information on the menu in the hotel room.



ENSALADA DEL MAR
Frisk skaldyrssalat med koriander og chili
Inneholder: Skalldyr

ENSALADA CESAR
Klassisk cesarsalat med urtekrutonger
Inneholder: Melk, hvete

KYLLING FAJITAS
Marinerte og grillede kyllingstrimler,
tortillas og tilbehør
Inneholder: Soya, melk, hvete

QUESADILLA SALMON
Tortillas med røkt laks, mango, lime
Inneholder: Fisk, hvete, melk

NACHOS
Maischips, bønnepuré, ost, salsa,
mole



Catering

Food business operators that take orders and deliver directly to customers must provide information on allergens before and after the food is ordered.

NOTE!
The requirement for written allergen labelling also applies to food served at meetings.

Catering firms with permanent sites can give information about allergens in the same way as restaurants. On the other hand, if the arrangement takes place in a company, a private home or the like, the written information is given at site.

The requirement for written allergen labelling also applies to food served at meetings.

A catering firm that delivers ready-prepared food, such as tapas or pizza (where there is no need for further preparation or serving) must provide written details of allergens to the customer.

If the catering firm also prepares and serves the food, it is responsible to ensure that the consumers are given written information of allergens in it.



Sitronpai
Inneholder: Hvete, melk og egg



Ostekake
Inneholder hvete, hasselnøtter, melk og egg



**Food stores,
kiosks and petrol
stations**

Food stores, kiosks and petrol stations that sell non-prepacked food, such as salads and hot dishes, must also label it.

NOTE!
If the information not is placed right next to the relevant food, it must still always be easy for the consumer to find the information and to read it.

It shall be easy for the consumer to find and read the information on allergens, and it should be clear which allergens that have been used in the different foods and dishes.

Written information about allergens in non-prepacked food shall be placed close to the food that contains the allergens. It shall be easy for the customer to find this information.

The food business operator (FBO) itself has to decide how to meet this requirement in the best possible way for consumers. One solution will not fit all situations or all FBOs.





Bakeries and cafés

In bakeries and cafés it is advisable to provide written information on allergens next to every single product.

NOTE!

If the information is not placed right next to the relevant food, it must still be easy for the consumer to find and read it.

Written details of allergens may be provided on a label or notice placed next to the individual dish or baked item on the counter or shelf.

When the food business operator considers it best to apply a notice placed centrally stating that customers can find details of allergens in a folder or the like, there should also be written information next to the actual products or dishes to indicate that the food contains allergens. This should also refer to the specific information on the allergens.





Other sales premises, e.g. stalls and markets

Permanent or temporary stalls or markets must provide written details on allergens. This also applies to offers of food samples.

NOTE!

Anyone who sells food should also be able to provide oral information on allergens in the food they are selling.

Food stalls at food markets and festivals are often small, and it may be practical and effective to place the information on allergens close to the relevant foods or on a separate menu.

The information can also be placed in other ways, but it must be easy to find and read, and it must be clear which allergens that are present.





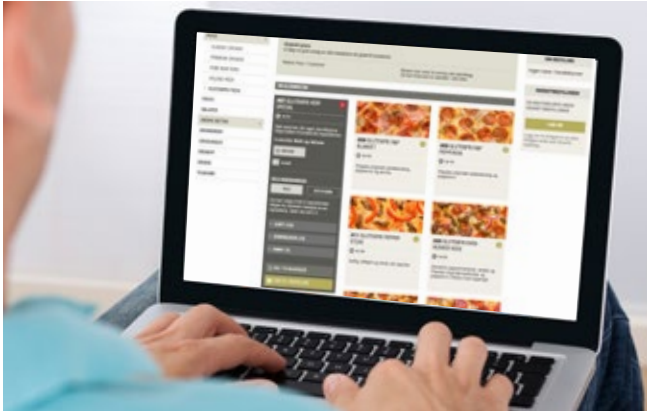
Food delivered to the consumer

Food business operators that are engaged in «distance selling» can for example provide details on allergens on their order page on the internet.

NOTE!

Even if the customer is given details of allergens when ordering, the information should also be given in writing with the delivery.

FBOs that take orders and deliver directly to the consumer must provide details of allergens before the products or dishes are ordered. The information must be in writing, e.g. in a booklet or on the website. Consumers must also be given the information when they receive the products or dishes.





Licensed premises

Drinks such as draught beer, cider, cocktails, wine and smoothies are also covered by the information requirements for allergens. The requirements apply to both alcoholic and non-alcoholic drinks.

TIP!
A simple solution is to print details of allergens directly on the wine list.

Information on allergens in drinks may be provided in various ways. For example, wine lists may contain details of sulphite content. Allergen information for other drinks, such as cocktails, could perhaps be given on a separate sheet in the price list.





Institutions and organisations

It may sometimes be difficult to provide written information on allergens. Special arrangements are then needed.

TIP!
Activity schools and kindergartens can for example post next week's menu with details of allergens in a visible place.

Activity schools for children, centres for elderly etc. that serve food are also required to provide written information on allergens. As children not always will understand this information, those in charge must be given the details.

Hospitals, prisons and other institutions that serve food are subject to the same rules. Note that patients and inmates also must be given written information on allergens in the food, even if they eat in their rooms. It may be provided together with the food on the tray or in a menu.

Some people may not be able to understand or perceive the information provided. In that case, a nurse, carer or similar person must be given the information on allergens.

Organisations that supply free food to private individuals or central meeting places must therefore provide written details of the presence of allergens. In some cases, it may also be necessary to provide information orally.



Allergens that always should be indicated

Below is a list of the 14 allergens that Europeans most commonly react to. Annex II to the European Food Information Regulation (EU) No 1169/2011 has been determined by EFSA (the European Food Safety Authority). This is based on scientific documentation. The following information should be read in conjunction with the Norwegian Food Information Regulation.

1. Cereals containing gluten, namely: wheat, rye, barley, oats, spelt, kamut or their hybridised strains, and products thereof, except:

- a) wheat based glucose syrups including dextrose(1);
- b) wheat based maltodextrins(1);
- c) glucose syrups based on barley;
- d) cereals used for making alcoholic distillates including ethyl alcohol of agricultural origin.

2. Crustaceans and products thereof.

3. Eggs and products thereof.

4. Fish and products thereof, except:

- a) fish gelatine used as carrier for vitamin or carotenoid preparations;
- b) fish gelatine or Isinglass used as fining agent in beer and wine.

5. Peanuts and products thereof.

6. Soya beans and products thereof, except:

- a) fully refined soybean oil and fat(1);
- b) natural mixed tocopherols (E306), natural D-alpha tocopherol, natural D-alpha tocopherol acetate, and natural D-alpha tocopherol succinate from soybean sources;
- c) vegetable oils derived phytosterols and phytosterol esters from soybean sources;
- d) plant stanol esters produced from vegetable oil sterols from soybean sources.

7. Milk and products thereof (including lactose), except:

- a) whey used for making alcoholic distillates including ethyl alcohol of agricultural origin;
- b) lactitol.

8. Nuts, namely: almonds (*Amygdalus communis* L.), hazelnuts (*Corylus avellana*), walnuts (*Juglans regia*), cashews (*Anacardium occidentale*), pecan nuts (*Carya illinoensis* (Wangenh.) K. Koch), Brazil nuts (*Bertholletia excelsa*), pistachio nuts (*Pistacia vera*), macadamia or Queensland nuts (*Macadamia ternifolia*), and

products thereof, except for nuts used for making alcoholic distillates including ethyl alcohol of agricultural origin.

9. Celery and products thereof.

10. Mustard and products thereof.

11. Sesame seeds and products thereof.

12. Sulphur dioxide and sulphites at concentrations of more than 10 mg/kg or 10 mg/litre in terms of the total SO₂ which are to be calculated for products as proposed ready for consumption or as reconstituted according to the instructions of the manufacturers.

13. Lupin and products thereof.

14. Molluscs and products thereof.

1) 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 EFSA for the relevant product from which they originated.

Examples

Examples of foods containing the 14 allergens

Allergenic ingredients may also be present in health foods and food supplements.

Cereals containing gluten:

These include wheat, rye, barley, oats, spelt, kamut etc. These cereals are often found in foods containing flour, such as croutons, bread and pastries, cakes, couscous, processed meat and fish products, sauces and soups. The cereal must be declared, but the producer can choose to mention gluten in addition.

Crustaceans: These include crabs, lobsters, prawns, krill, crayfish and scampi. Crustaceans are often found in salads. These ingredients may also be present in shellfish and fish dishes, and in stir-fries, sauces etc. for use in Thai dishes.

Eggs: Eggs are often found in cakes, mayonnaise, mousse, soufflés, pasta, pies, some meat products, sauces, desserts and dishes brushed with egg.

Fish: Fish can often be found in shellfish and fish dishes, liver pâté, salad dressings, tapenade, stock and Worcester sauce.

Peanuts: Peanuts are often found in biscuits, cakes, deserts, chocolates, ice cream, peanut oil, peanut butter, and Asian and oriental dishes.

Soybean: Soybean can be found in tofu, miso, tempeh, soy sauce, soy drinks, soy yoghurt and soy flour etc. Soybean is also used in some desserts, ice cream, meat and fish products, sauces/soups and vegetarian dishes/products.

Milk: Milk can be found in butter, cheese, cream, ice cream, desserts, milk powder and yoghurt, baked goods, soups and sauces etc. Some foods are “brushed” with milk.

Nuts: These include almonds, hazelnuts, walnuts, cashews, pecans, pistachios, Brazil nuts and macadamia nuts. Nuts are often found in bread, biscuits, cookies, desserts, ice cream, chocolate, marzipan, nut oils and sauces. Flaked almonds are used in Asian dishes.

Celery: This includes the stem and leaves, seeds and roots (tubers) from the celery plant. Celery is often found in herbs and herb mixtures, salads, some processed meat and fish products, soups, dressings and stock.

Mustard: This includes mustard, mustard powder and mustard seeds. Mustard is often found in processed meat products, curry dishes, marinades, salad dressings, sauces and soups.

Sesame seeds: Sesame seeds may be found in bread, vegetarian dishes, sweets, crisp bread, biscuits, hummus, sesame oil, sesame flour and tahini (sesame pasta).

Sulphites: Sulphites are often used to preserve fruit and vegetables (including tomatoes), and in some meat products, as well as in soft drinks, juice, wine and beer.

Lupin: This includes lupin seeds and lupin flour, and may be found in some types of bread, pastries, flour, vegetarian products and pasta.

Molluscs: These include bivalves, escargots, octopus, mussels, scallops, oysters, cockles, sea urchins, squid, calamari, marine snails etc. Molluscs are often found in fish and shellfish dishes, soups, marinades, sauces and fish and seafood seasonings.



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