



## Starting the Conversation on Gluten-Free Products

### Ingredients

- Do you use gluten-free ingredients to manufacture this product?
- How do you know that the ingredients are gluten free?
- Do you or your suppliers test the ingredients for gluten?
- Which tests are used?
- Are the tests done in-house or by an independent laboratory?
- Do you test randomly, on a regular basis or by Lot?
- If each lot is tested, what is a lot size?
- Do you make the results public and / or share them with interested consumers?
- Could you forward a copy / copies of these results to me?
- If an ingredient tests as containing >20 parts of gluten per million, what action is taken?

### Facility

- Is the product processed or manufactured in a facility that also handles gluten?
- If yes, is the product processed on equipment that also processes gluten?
- What precautions are taken to minimize / prevent the possibility of cross contamination?
- Do you follow Good Manufacturing Practices (GMP)?
- Do you participate in a Hazard Analysis and Critical Control Points program (HACCP)?
- Does your company have an Allergen Awareness Program?

### Finished Product

- Is the finished product tested for gluten?
- If not, how do you know that the finished product is gluten free?
- Which tests do you use?
- Are the tests done in-house or by an independent laboratory?
- Do you test randomly, on a regular basis or each Lot?
- If each Lot is tested, what is a Lot size?
- Do you make the results public and / or share them with interested consumers?
- Could you forward a copy / copies of results to me?
- If a product tests as containing >20 parts of gluten per million, what action is taken?

### Investigations / Recalls/Complaint Process

- Have any products labelled as gluten free been the subject of an investigation by a government entity in regards to containing gluten in amounts in excess of >20 ppm? What were the results of that investigation?
- Has a product labelled as gluten free ever been the subject of a recall by a government entity? Why?
- Has your company ever voluntarily removed a product labelled as gluten free from the market due to concerns about the presence of gluten in excess of 20 ppm? What were the circumstances?
- Tell me about your complaint process? How are consumer concerns about products that are labelled gluten free handled by your company?