



# Allergen Management –The Tricky Bits !

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# Agenda

- About Lion and LDD
- Allergen Management Steps – The Basics
- Lesson's I learned (LIL's)
  - Education and Training
  - Incoming Goods
  - Product Labelling
  - Zoning
  - Trials
  - Off site considerations
  - Post Launch
- Summary
- Questions



# About Lion



## Our operations

- Major office
- Major brewery
- Craft brewery
- Micro brewery
- Winery
- Specialty cheese factory
- Milk processing facility
- Dairy food facility
- Plant milk facility
- Juice facility
- Contract bottling facility

**38**  
Manufacturing sites



Our core purpose:

*Be Sociable. Live Well.*

A snapshot of our business:

<b>38</b>	<b>6,640</b>	<b>86%</b>	<b>\$2.3m</b>	<b>\$5.4bn</b>	<b>\$4.1bn</b>	<b>\$475m</b>
Manufacturing facilities across 6 countries	People employed	Overall people engagement score	Community investment	Economic contribution	Total revenue	Earnings before interest and tax (EBIT)



# About Lion Dairy and Drinks

## Our Dairy & Drinks business

**9** Milk processing facilities

**2** Juice facilities

**2** Specialty cheese facilities

**1** Dairy food facility

**1** Plant milk facility

**2,700+**

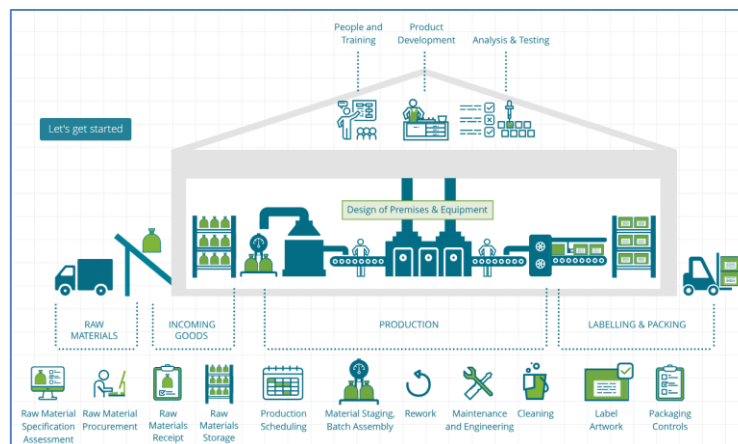
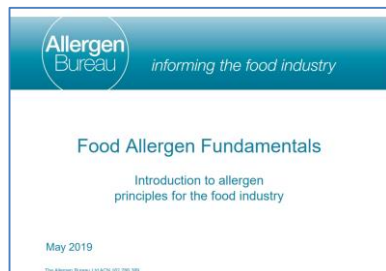
People employed

**390**

Dairy farm relationships (direct or through DFMC)



# Allergen Management



[http://allergenbureau.net/wp-content/uploads/2019/06/Food-Allergen-Fundamentals\\_May19.pdf](http://allergenbureau.net/wp-content/uploads/2019/06/Food-Allergen-Fundamentals_May19.pdf)

<http://allergenbureau.net/vital/vital-online>

<https://info.allergenbureau.net/infographic>

[http://allergenbureau.net/wp-content/uploads/2013/11/Allergen\\_Guide\\_2007.pdf](http://allergenbureau.net/wp-content/uploads/2013/11/Allergen_Guide_2007.pdf)

<https://www.dairysafe.vic.gov.au/publications-media/technical-information-notes/343-dfsv-tinallergen-managementout2>

<http://www.foodstandards.gov.au/consumer/foodallergies/foodallergenportal/Pages/default.aspx>

<https://allergyfacts.org.au>



# LIL Education and Training

- General Knowledge
- What will change and why
  - protect consumers
  - choose a colour
  - new equipment
  - new processes
  - new behaviours
- Your ideas
- Who wants to be involved
- Start super early
- Integrate this future into general coverstaions

*Always customer at the heart.*

We are obsessed with the needs of our customers. We earn their trust to be their first choice. We keep our commitments to drive hard for results and deliver growth.





# LIL Incoming Goods

## Incoming Ingredients

- Communicate early to suppliers
  - Labels
  - Packaging
  - Colour

## Storage

- Space to segregate
- Training

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# LIL Product Labelling

- Early Conversations
- Consumer perspective
- Changes to products already in the market
- Legislated vs Not Legislated
  - Specific language used
  - Naming the nut/fish/source of gluten
  - Placement on the label
  - Precautionary labelling
- Use resources available to you /your industry

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# LIL – Zoning

- Is Zoning needed
- Traffic Flow
- Waste
- Uniforms
- Emergency Management

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# LIL – Trials

- Trial chicken and egg
- How much control is acceptable
- Start conversations early

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# LIL Off Site Considerations

- Transport
- Warehousing

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# LIL – post launch

- Verification continues
- Validation continues
- Lets Get Efficient
  - *Do we really need x hours to clean down the line*
  - *We want to put more SKU's into the schedules so will need to reduce the clean time*
  - *We're just going to add x allergen – it's OK because we're already set up for allergens*
- Rinse and repeat – keep assessing – monitoring – training

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# Summary

## DO's

- Use on line Resources available to you
- Talk to the crew – involve everyone
- Use HACCP approach
- Start planning early
- Consider end to end
- Always think about the consumer
- Post Launch Reviews

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## DON'T's

- Think it will be quick
- Try to do it by yourself
- Get complacent post launch
- Allow any changes without validation and verification
- Stop thinking about the consumer





Thank you

