

30.9.2019

Food Safety Unit

---

## INFORMATION THAT NEEDS TO BE PROVIDED TO THE CUSTOMERS AT RESTAURANTS AND CAFÉS

The seller or supplier of foodstuff is responsible for the correct labeling of the items. This release will provide general information on the labeling of non-prepacked foods in restaurants and cafeterias.

## NON-PREPACKED FOODS, WHICH INFORMATION AND HOW THE INFORMATION NEEDS TO BE PROVIDED

In restaurants, the foodstuffs are almost without exception non-prepackaged foods, which are generally subject to the following labeling requirements.

Non-prepacked foods are foods that are

- served to the consumer for immediate consumption,
- packaged in the restaurant for immediate sales, e.g., take away -products
- packaged by the consumer, e.g. the customer packs a salad portion from a salad bar
- packaged at the request of the customer.

The following information needs to be provided about the non-prepacked foodstuffs:

- Name of the food
- Ingredients and products that cause allergic reactions or intolerance
- Country of origin of meat that has been used in the food (fresh and frozen beef, pork, lamb, goat and poultry meat)
- Country of origin, if the foodstuff is produced outside of Finland

The information should be provided as follows:

- In bilingual municipalities, it is recommended that the information is given in both Finnish and Swedish
- In writing in the close proximity of the non-prepacked foodstuffs either in a brochure or on a blackboard
- The information can be given verbally if the consumer is informed in writing that they can get more information from the staff. For example:

**”Hyvä asiakkaamme, lisätietoja elintarvikkeista saa henkilökunnalta.”**

**“Dear Customer, you can get more information about the foodstuffs from the staff.”**

- The origin of the meat, needs to be notified in writing. There is separate instruction “Mandatory country-of-origin labelling of meat at restaurants and cafés”.
- The information that needs to be provided must be available in writing or electronically in the restaurant or café.

30.9.2019

Food Safety Unit

---

- A description of how and where information about allergens can be found must be included in the in-house control plan.
- Separate notification is not required in cases where the specific nutritional needs of the consumer have been identified in advance and the food has been prepared based on this information (e.g. kindergartens, schools, hospitals, elderly care, prisons).

**PREPACKED FOODS**

- In cases where foodstuffs are meant to be sold under a longer period, and they have been for example vacuum packed or in another way sealed so they can be stored longer, the foodstuffs are considered prepacked. Prepacked foodstuffs are packed already before the sales.
- If the restaurant delivers prepacked foodstuffs to another company for sales, they are considered prepacked. In the before mentioned cases the products need to bear the labeling required by the legislation.

**SUBSTANCES AND PRODUCTS THAT CAUSE ALLERGIES OR INTOLERANCES**

1. Cereals containing gluten and products made of these cereals
2. Crustaceans and crustacean products
3. Eggs and egg products
4. Fish and fish products
5. Peanuts and peanut products
6. Soy beans and soy bean products
7. Milk and dairy products
8. Nuts and nut products
9. Celery and celery products
10. Mustard and mustard products
11. Sesame seeds and sesame seed products
12. Sulphur dioxide and sulphite in concentrations of more than 10 mg/kg or 10 mg/l
13. Lupin and lupin products
14. Molluscs and mollusc products.

**MORE INFORMATION**

- [Elintarviketieto-opas elintarvikevalvojille ja elintarvikealan toimijoille 17068/2](#)
- City of Helsinki, environmental services, guidance Monday to Friday from 9:00 to 11:00, tel. 09 310 14000, e-mail [elintarviketurvallisuus@hel.fi](mailto:elintarviketurvallisuus@hel.fi).

---

<b>Postal address</b> City of Helsinki Environmental Services PO BOX 58235 FI-00099 CITY OF HELSINKI <a href="mailto:elintarviketurvallisuus@hel.fi">elintarviketurvallisuus@hel.fi</a>	<b>Street address</b> Viikinkaari 2a Helsinki 79	<b>Telephone (exchange)</b> +358 9 310 1635  <b>Fax (registry)</b> +358 9 655 783	<b>Account number</b> 800012-62637 <b>IBAN</b> FI06 8000 1200 0626 37 <b>BIC</b> DABAFIHH	<b>Business ID</b> 0201256-6  <b>VAT number</b> FI02012566
--	--	---	--	--