



Guide Book

FOR SERVERS AND SELLERS OF FOOD, CLASS II BEER,
TOBACCO AND OTC MEDICINES

WHAT WAS THE RULE AGAIN?

You may already know which rules apply to servers and sellers of food, Class II beer, tobacco and OTC/non-prescription medicines.

But sometimes it's good to have a reminder. This Guide Book contains tips and information from the City of Trollhättan's Health & Environment Administration and Permit & Licensing Unit.

BEFORE YOU START



If you are planning to open a kiosk, a supermarket or to sell/serve food, you must always register your business with the Health & Environment Administration at least 14 days before you start. You can send in a registration form, or register online at www.trollhattan.se/tillstand. You can also call us on +46 (0)520-49 74 75 or e-mail miljo@trollhattan.se. We charge a fee for our registration services.

If you are planning to sell tobacco products or Class II beer, you must register several days in advance with the City's Permit & Licensing Unit. You can send in a registration form, or register online at www.trollhattan.se/tillstand. You can also call us on +46 (0)520-49 50 00 or e-mail social@trollhattan.se.

If you are planning to sell OTC medicines, you must register in advance with the Swedish Medical Products Agency (Läkemedelsverket). Further information and a registration form can be found at www.lakemedelsverket.se.

Rules and tips for sellers and servers of food

To ensure that the food you sell and serve is safe, you and your staff need to know about the following:

- **Training and knowledge**

You and your staff are responsible for making sure that you have enough knowledge of food hygiene, and how to handle food safely.

If your staff do not have the right knowledge, it is your responsibility to teach them.

- **Good premises and equipment**

Your premises must be big enough and have the right layout for you to handle food safely. For example, it is important that all the surfaces where you work with food are in good condition and easy to keep clean.

- **Right packaging material**

All materials that come into contact with food, such as plastic gloves, bags, plastic tubs or buckets and other items, must be approved for use with food. This is normally shown on the package labelling (for example the glass and fork symbol), or you can ask the manufacturer if you are not sure. When you use packaging again, such as plastic buckets, remember that they must be undamaged, clean and suitable for storing food.

- **Safe storage and handling**

Store and handle foods so that they do not spoil. For instance, always separate raw foods from cooked food, so that liquid from raw meat, for example, does not drip onto cooked meat.

- **Correct waste storage**

When you store your waste, make sure it doesn't come into contact with food or attract pests. Remove waste from inside the premises as quickly as possible. For example, drinks cans (which can often be returned for a deposit in Sweden), can attract flies during the summer.





- **Keep pests out**

Make sure that vermin (pests such as mice, rats and flies) do not come into your premises where you handle and store food. Bear in mind that mice can get in through very small holes and that rats can sometimes get in via the drains. Keep doors and windows shut, or install mosquito nets in front of them as a shield.

- **Clean properly**

Make sure your premises are clean, especially areas where you prepare and store food. Think about your cleaning routines: are they good enough or do they need to be changed? Remember to use different cleaning equipment for the kitchen, toilets and serving area. If there are many staff working in your premises, it's also important that somebody checks that the cleaning is done properly and often enough.

- **Check the quality of drinking water**

If you make ice using an ice machine, it is important to clean the machine and ice scoop regularly. Also remember to store and handle the ice in a way that it stays clean. It's also important to keep tap strainers clean. Unscrew them and clean them regularly.

If you use water from your own well and not from the municipal system, you must check that the drinking water is of high enough quality.

- **Keep the right temperature**

To ensure bacteria and toxins do not form in the food, it must be cooked and stored at the right temperature. A thermometer is necessary for measuring temperatures. Be sure to keep cold food cold, and hot food hot. Bacteria thrive most in temperatures of +8°C – +60°C, so do not store food between those temperatures.



Think about the following:

- Find out what temperature your fridges and freezers have to be to prevent food from spoiling. Read the packaging for storage advice.
- Remember that virtually all the food you cook and re-heat must reach a temperature of at least +72°C. However there are some exceptions: for example, beef fillet steak can be cooked at a lower temperature.
- When you keep food warm, it must have a temperature of at least +60°C.
- When you cool food – remember to cool it as fast as possible. A good guide is that it should take no more than 4 hours to cool the food down to +8°C. Also take care not to cool food down in the same place you store chilled foods.

- **Personal hygiene**

- Everybody who works with food must be able to wash their hands easily. There must be hot and cold water, soap and paper towels for drying hands.
- There must be one toilet that is only for the people who work in the kitchen. It must not be shared with guests. Staff toilets must not be right next to places where unpacked food is handled.
- Make sure that clean work clothes are stored where they will not get dirty.
- Everybody who prepares food and handles unpacked food must wear a hat or cap. If someone scratches their head, for example, bacteria, skin flakes or hair could get into the food.
- Make sure there are good routines in place for people who smoke or use snuff, to make sure they keep their hands clean and that no snuff or tobacco comes into contact with food.



- **Right information on packaging and menus**

If you sell packaged food, make sure it is labelled correctly. This must include a list of ingredients in Swedish. More information about labelling requirements can be found on the National Food Agency (Livsmedelsverket) website: www.slv.se.

If you have a menu, make sure that it is correct. If for example the menu says fillet steak, fillet steak must be what your guests are served.



- **Trace your food**

You should be able to easily trace which shop or supplier you buy your products from. If for example there are reports of salmonella-infected meat, it is important that you can quickly remove the relevant product. To trace food, you will need to save all receipts, invoices and/or packing notes.

- **Annual fee**

Every year you pay a fee to the city council so that the Health & Environment Administration can come out and check that you are selling and serving safe food. We must do this by law. We also provide you with a service in the form of support and information.

The fee varies depending on what kind of business you have – what foods you handle, how many employees you have, etc. We will always send you our invoice at the beginning of the year, even though we may not come to visit until later. Information about the current fee can be found at www.trollhattan.se/tillstand.

If you close down or sell your business, it's important that you let the Health & Environment Administration know. Otherwise you may still have to pay the fee the next year, even if you no longer run the business.

More information about rules relating to food can be found at www.slv.se (the National Food Agency website).

Rules and tips for sellers of tobacco products

You and your staff need to know about the following:

- **Tobacco products**

Tobacco products include all products that contain tobacco and are designed to be smoked or used in the mouth. This includes cigarettes, cigars, cigar papers, cigarillos, pipe and rolling tobacco, moist snuff, chewing tobacco, portion tobacco, raw tobacco and hookah tobacco.

- **Register before selling**

All tobacco sales must be registered with the city council. It doesn't matter where it is sold – so register even if you wish to sell tobacco on the street, in a smoking room, from a vending machine or online. If you sell tobacco without registering in advance, you risk having to pay a fine or going to prison for up to 6 months.

Along with your registration, you must also submit your own control programme – this means that you must write down the procedures that the staff have to follow when they are selling tobacco, to make sure that the Swedish Tobacco Act is always being followed. You also have to describe how you inform your staff about the procedures and about the Tobacco Act's rules. Also write what happens if the procedures are not followed.

Remember to send in a copy of your control programme along with your registration to start selling tobacco.

- **Minimum age 18 years**

Tobacco products may not be sold or given to anyone under the age of 18. Also, you must not sell tobacco to anyone you suspect may pass the product on to somebody under the age of 18. Always ask to see photo ID if you are not sure of the customer's age. There must also be signs in your premises clearly showing that tobacco may not be sold to people under the age of 18.



- **Ban on selling single cigarettes**

It is not permitted to sell single cigarettes.

- **Tobacco tax**

You are responsible for ensuring that tobacco tax is paid for tobacco products sold in your business.

- **Labelling of tobacco products**

You must not sell unlabelled or incorrectly labelled tobacco products. Warning texts on tobacco products must be in Swedish.

- **Marketing**

You must not advertise tobacco products on advertising signs outside your business or in a display window. You may not advertise tobacco products inside the place where you are selling them in a way that people could find pushy or obtrusive or that could encourage people to use tobacco.

- **Training and knowledge**

You and your staff are responsible for making sure that you have enough knowledge about the rules for selling tobacco products. If your staff do not have the right knowledge, it is your responsibility to teach them.

- **Annual fee**

Every year you pay a fee to the city council so that the Permit & Licensing Unit can come out and check that you are following the rules for selling tobacco products. We must do this by law. We also provide you with a service in the form of support and information. Information about the current fee can be found at www.trollhattan.se/tillstand. You can also call us on +46 (0)520-49 50 00.

If you close down or sell your business, it's important that you let the Permit & Licensing Unit know. Otherwise you may still have to pay the fee the next year, even if you no longer run the business.



More information about rules relating to tobacco sales can be found at www.folkhalsomyndigheten.se (the Swedish Public Health Agency website).

Rules and tips for sellers and servers of Class II beer

You and your staff need to know about the following:

- **Register before selling and serving**

If you wish to sell and/or serve Class II beer (also known as 'folköl' or 'folk beer' in Sweden, these contain 2.25-3.5% alcohol by volume), you must register with the city council before you start.

Along with your registration, you must also submit your own control programme – this means that you must write down the procedures that the staff have to follow when they are selling this kind of beer, to make sure that the Swedish Alcohol Act is always being followed. You also have to describe how you inform your staff about the procedures and about the Alcohol Act's rules. Also write what happens if the procedures are not followed.

Remember to send in a copy of your control programme along with your registration to start selling and serving Class II beer.



- **Requirements for selling and serving Class II beer**

To sell Class II beer, your company must first be registered with the City of Trollhättan's Health & Environment Administration as a food-based business. If you wish to open a shop or a kiosk selling Class II beer, you must have a wide range of food items for sale, such as dairy products, cold meats, dried goods, tinned goods, fruit and vegetables. Ice-cream, sweets and potato chips are not considered a wide range of food items.

If you wish to open a restaurant serving Class II beer, your customers must also be able to buy hot food such as pizzas, sandwiches with hot fillings/toppings, hamburgers or similar. You must also have a range of non-alcoholic drinks for sale.



- **Minimum age 18 years**

Class II beer may not be sold or given to anyone under the age of 18. Also, you must not sell Class II beer to anyone you suspect may pass the product on to somebody under the age of 18. Always ask to see photo ID if you are not sure of the customer's age. There should be signs in your premises clearly stating that Class II may not be sold to people under the age of 18.



- **Training and knowledge**

You and your staff are responsible for making sure that you have enough knowledge about the rules for selling and serving Class II beer. If your staff do not have the right knowledge, it is your responsibility to teach them.

- **Annual fee**

Every year you pay a fee to the city council so that the Permit & Licensing Unit can come out and check that you are following the rules for selling Class II beer. We must do this by law. We also provide you with a service in the form of support and information. Information about the current fee can be found at www.trollhattan.se/tillstand. You can also call us on +46 (0)520-49 50 00.

If you close down or sell your business, it's important that you let the Permit & Licensing Unit know. Otherwise you may still have to pay the fee the next year, even if you no longer run the business.

More information about rules relating to selling and serving Class II beer can be found at www.folkhalsomyndigheten.se (the Swedish Public Health Agency website).

Rules and tips for sellers of OTC medicines

You and your staff need to know about the following:

- **Register before you start selling**

If you are planning to sell OTC/non-prescription medicines, you must register in advance with the Swedish Medical Products Agency (Läkemedelsverket). You must also write down the procedures you have in place for selling OTC medicines (this is known as an 'own control programme').

More information about rules relating to selling OTC medicines can be found at www.lakemedelsverket.se (the Swedish Medical Products Agency website).



- **Annual fee**

The City of Trollhättan Permit & Licensing Unit is commissioned by the Medical Products Agency to check that you are following the rules for selling OTC medicines. We must do this by law. We also provide you with a service in the form of support and information. The city council charges a fee for this work. Information about the current fee can be found at www.trollhattan.se/tillstand. You can also call us on +46 (0)520-49 50 00.

If you close down or sell your business, it's important that you let the Permit & Licensing Unit know. Otherwise you may still have to pay the fee the next year, even if you no longer run the business.



If you wish to serve alcohol, you must always have an alcohol licence

Applications for a licence to serve Class III/strong beer, wine, spirits etc. can take up to 4 months to handle, so it is important that you contact the alcohol-licensing co-ordinator at the City's Permit & Licensing Unit early on, to go through what you will need to make an application.

You can contact the alcohol-licensing co-ordinator via the city council's central phone number: +46 (0)520-49 50 00.

Do you have any questions?

Please feel free to contact us!

If you are opening a kiosk, a supermarket or will be selling/serving food:
Call +46 (0)520-49 74 75 or e-mail miljo@trollhattan.se

If you are planning to sell tobacco products or Class II beer:
Call +46 (0)520-49 50 00 or e-mail social@trollhattan.se

If you wish to sell OTC medicines:
Contact the Swedish Medical Products Agency (Läkemedelsverket),
www.lakemedelsverket.se

Further information can also be found at www.trollhattan.se/tillstand

Remember!

If you close down or sell your business, it's important that you let us know. Otherwise you may still have to pay the fee the next year, even if you no longer run the business.



Trollhättans Stad