



Allergen Statement – October 2018

The safety of customers is our number one priority. We have always had a robust policy for controlling allergens in our business and have every confidence in our approach and in our trained staff to keep our customers safe every day.

We are fully committed to providing customers with all the necessary information to ensure they can make a safe and informed choice

We employ several practices to ensure our staff are fully equipped to serve customers with allergies. This includes regular training for every single member of our staff; clear messaging wherever food is presented for sale and regular audits of every one of our locations. In addition, we have Allergy Champions appointed at every location to deliver allergy information. These specially trained members of our team are tasked with delivering accurate information about everything we sell to our customers and reassuring them about the safety of our food.

As we sell a broad range of open, packaged and part packaged food items our policy is to provide verbal information when asked about allergens by a consumer. "Please ask about allergen notices" are displayed at prominent positions in the catering areas. This is not only legally compliant but also allows clear information to be provided relating potential cross contamination that can occur in manufacturers sites and our own kitchens.

We have a full end-to-end allergy management system, which exceeds the legal requirements. This end-to-end system is regularly reviewed to ensure our customers have the correct information conveyed to them, in an appropriate manner, which enables them to make informed and safe decisions.

As part of our ongoing reviews, in partnership with our Primary Authority Partner, we are taking a full review of every aspect of the way we manage and control allergens and where appropriate, we will be implementing any additional controls that are deemed to be required.