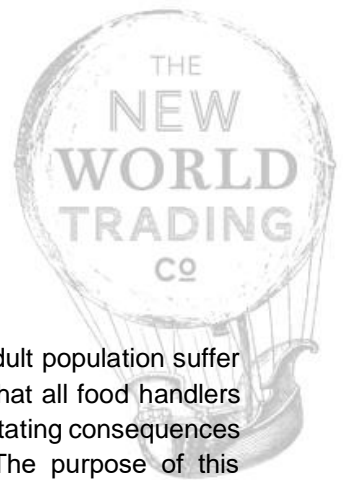


Allergen Information and Policy



According to the European Food Information Council, approximately 2% of the adult population suffer from food allergies and 3-7% of children. Allergies are incurable. It is important that all food handlers understand allergens and their effects as the ingestion of allergens can have devastating consequences for some consumers. It's a legal requirement to declare specific allergens. The purpose of this legislation is to provide clear and accurate information about allergens in products, so it is easier for people affected by food allergies to make informed choices.

Statements displayed on our menus and in visible locations within our restaurants (where required) state that Allergen Information is available upon request.

In order to ensure that staff members and guests are fully informed of the allergens contained in our menu items, we write this information down. We do so in the form of allergen matrix sheets that are produced and distributed online by our Executive Head Chef.

As of August 2019, all ALLERGEN INFORMATION is to be accessed via QR codes online ONLY. There will be no paper copies of allergen information.

All new menus we produce will now have a QR code on that guests scan with their mobile or tablet to access the allergen charts. Until all menus are reprinted, we will be supplying you with table cards that have a QR code to access all allergen information.

If a guest needs help to access the allergen info, then a member of the management team (only) should use the manager iPad to scan the QR code for the guest.

Remember, if you are unsure **DO NOT GUESS**. You must supply the online allergen sheets to the guest so they can make an informed decision. It is an offence to provide inaccurate or incomplete information about allergenic ingredients used in our foods.

It is imperative that kitchen and front of house staff communicate verbally and in written form to ensure everybody is aware of guest's needs when the order is handed over and foods are served. Please ensure all allergens you have been informed of by the guest are clearly noted on the kitchen ticket.

Any food or drink that is subject to an allergen message must be carried out and served to the table, or the full process supervised, by the duty manager on shift (Please see COVID-19 Update below for more information).

When preparing dishes for guests with allergies, chefs must follow spec books and allergen sheets and allergen flow chart displayed in all kitchens. If you do not have an allergen flow chart on display, notify your line manager immediately.

Any breach of this procedure or failure to produce the allergen information will be classed as a Gross Misconduct offence, as will any failure to fully train new staff on the allergen procedure during induction or to deal appropriately with any member of staff who has breached the procedure.



Allergen Information and Policy – Update in light of COVID-19

Managing the control of allergens whilst keeping workers and customers safe during COVID-19 is of extreme importance.

Whilst additional controls are being implemented across sites to maintain social distancing between individuals it is important to refocus on allergen controls as you are adapting and reorganising your general procedures.

In order to safely control allergens in relation to additional COVID-19 measures which have been implemented, the following controls must be adhered to during this time:

- Ensure all staff are aware of the allergen procedures and any amendments that have been made with changes to the day to day controls.
- The duty manager on shift must supervise an allergen order and table service of the dish from a suitable social distance.

Where this is not possible:

- Upon the confirmation of an allergy from a table, the manager becomes the contact and server for the table for the allergen order.

If you have any questions relating to this update, please contact Katrin Toots or James Scott.