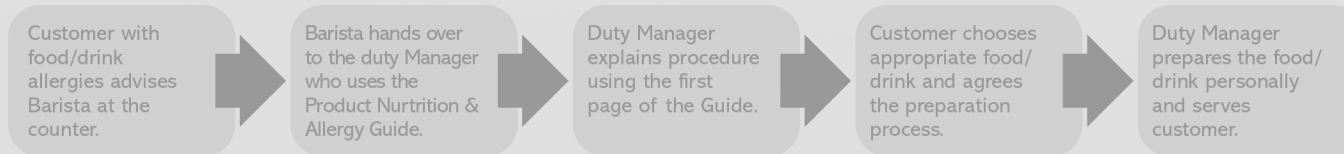


INTRODUCTION



Please note that we cannot guarantee the absence of any allergen. As we use shared equipment in a busy environment, some products may not be suitable for those with severe allergies. Our menu constantly changes; please advise our Team every time you visit as we may be using substituted ingredients.

Information for Customers

Costa always puts customers at the heart of everything we do and as the Nation's favourite coffee shop, we are committed to providing accurate information to help our customers make informed choices about the food and drink we offer.

Allergens

We know that allergic reactions can make some people very ill and indeed fatal in extreme cases. The information provided in this document to help our customers who are intolerant or allergic to food/drink make appropriate choices. We ask our Duty Managers to help our customers use this document however the final decision will always be that of you, the customer.

The following columns detail our usual in-store procedures where customers have advised us of their allergy or intolerance before ordering food/drink.

Pre-packed food and drink

Sandwiches, bottled drinks, crisps, snacks etc. Allergen information is provided on the packaging labels. Once opened (for warming etc.), inevitably the food/drink will be exposed to other allergens in stores.

Open food and drink

Drinks made in store, unwrapped cakes etc. Allergen information is provided in this document. Please ensure that you have spoken to the Duty Manager who will inform you of any substitutions and the preparation methods and precautions used in store.

Information for Team Members

If an allergy sufferer is provided with incorrect information about allergen or served the wrong food or drink, they could suffer a severe reaction, in extreme cases this can be fatal.

Follow these instructions

1. When a customer asks about ingredients, allergens, how food/drink is prepared or an allergy sufferer or parent makes you aware of a food allergy/intolerance advise and involve the Duty Manager immediately. NB: For Drive Thru' stores - When a customer ordering in a Drive Thru' lane makes you aware of an allergy/intolerance, ask that they drive to the window where the Duty Manager will take over the order. Then follow the rest of this procedure.
2. The Duty Manager must handle the rest of the order, preparation and service process personally.
3. Ask the customer to explain the food and/or ingredients they cannot eat and whether it is a life-threatening allergy.
4. Refer to the Product Nutrition & Allergy Guide starting with these instructions and information contained on the first pages.
5. Help the customer to find the relevant information in the Guide to allow them to make an informed choice.
6. If the customer asks for further information try to obtain an accurate answer. If unsure, advise the customer that you are unsure.

7. Talk through with the customer the steps that you will take to prepare the food/drink explaining that shared equipment is used (such as steam arms, Merrychef etc.) Obtain the customer's confirmation that this is satisfactory. (Step 8 onwards).
8. Wash and dry your hands thoroughly.
9. Wash all the relevant equipment by using the dishwasher - wash these items on their own. Equipment may include tongs, chopping board, Merrychef liners, knives, stainless steel milk jugs, tray, crockery and cutlery for example.
10. Where necessary dry the items using blue roll.
11. Prepare the allergy sufferer's food/drink on its own; do not prepare other customers' food/drink at the same time.
12. Serve immediately without delay by personally handing the customer the specially prepared food/drink.
13. If this procedure has not been followed from the outset or the food/drink becomes contaminated during the process, discard, then start again afresh.

Tips

- The allergy sufferer will be the person best able to judge what food they can safely eat/drink. Our job is to ensure the information provided is accurate.
- If it is necessary to consult a manufacturer's label, show this to the customer.