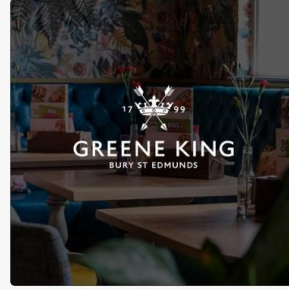
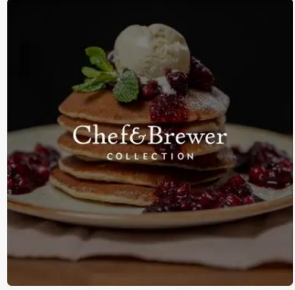




Cutting the Mustard; The challenges in a large multi-site catering operation

November 2024

Greene King – who are we?



With a collection of over 1,600 Pubs, Restaurants & Hotel establishments across the UK, we really do work hard to offer something for everyone!



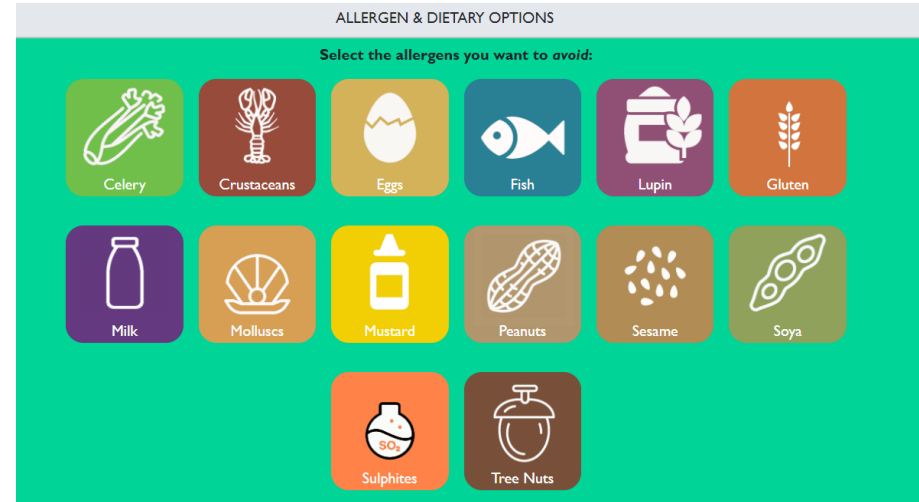
The size and range of our business creates significant allergen challenges with over 13,000 employees - so how do we tackle them?

Let's go behind the bar to learn more!!



Allergen Processes

- The Nutrition team are responsible for ensuring we remain safe, legal and compliant with regards to allergen information and processes for the managed estate
- Our allergen information displays the **14 legislative allergens** in all meals via an in-pub electronic tablet, site specific website and ordering app



- Our brands such as Farmhouse Inns and Farmhouse Kitchen also have an additional electronic tablet to allow the full ingredient labelling of their takeaway cakes in line with Natasha's Law Pre-packed for direct sale legislation

Allergen Processes



- All team members **MUST** undertake allergen training as part of their Safe to Work module
- This training piece is devised centrally and updated in line with legislation changes and focuses on key operational activities

Keeping up to date!

- UK Hospitality – Nutrition group and Food Experts group. This is a platform for upcoming legislation to be identified and discussed, as well as providing supportive materials on from legislative changes
- All lobbying and responses to legislation consultations/changes are collated with the internal corporate affairs team & our local authority



Behind the Dish

- Our Master data system displays every dish available on every menu – even down to a bowl of chips!
- This tool allows us to understand the cost as well as directly feeding the allergen information platform
- We also have the support of a full Regulations Team at our 3rd Party provider - Food Alert
- Their role – to review every single food product set up and the information completed by our suppliers to ensure data accuracy

Our Ingredient Sourcing Policy

All suppliers are required to sign up to our allergen policies and compliance expectations are identified, alongside key areas around sourcing requirements



Our Biggest Challenges to Overcome

- Increased spotlight on the out of home sector to do better
- Product data accuracy – information is completed by humans, so we need to limit risk and room for error
- Increase supplier awareness of risk and ingredient changes
- Product recalls do happen!
- Dishes are served incorrectly – especially when specific dietary requests are involved
 - Improve our processes at our till points, messaging to guests and kitchen team communications
 - Part-time members of the team or those without personal allergen awareness

