

Our Approach to Allergens

Allergen Training



Before commencing employment, all staff must pass a 45-minute allergen training module which is certified and refreshed each year. A daily team briefing ensures that staff are aware of the allergen content of that day's menus so the information they give to customers is accurate and verifiable. We also have 'Allergen Champions' at our sites – this role is taken on by an experienced team member who has been trained to provide their colleagues with additional support. In addition, our colleagues have access to our dedicated allergen helpdesk.



Identification of Allergens – StarChef

Our online menu management system StarChef, allows us to ensure accurate identification of allergens. All nominated suppliers are required to provide allergen information about their products. These are linked to recipes within our StarChef system, providing our chefs with a complete list of the top 14 allergens in each product / dish.

If a recipe on StarChef cannot be followed (for example, if a product substitution occurs and an ingredient has to be used from a non-nominated supplier), then a manual process is carried out and a new allergen report generated for that dish. We carry out StarChef training to ensure we meet the required standards and have a dedicated e-mail address for StarChef related queries.

Natasha's Law

As a company, we devised working action groups to ensure the new legislation regarding Natasha's Law is adhered to throughout the business. This group have delivered presentations to the business on PPDS and Natasha's Law, have held question and answer sessions with colleagues, developed a range of supporting resources and have developed an online mandatory training module which all staff have completed. This will be certified and refreshed each year.

