LOUNGERS

Responsible Food & Drink Retailing Policy

We operate café/bar/restaurants in a diverser ange of sites and locations across England and Wales under three distinct brands: Lounge, Cosy Club, and Brightside. We have a strong reputation for value- for-money and food and drink menus that offer something for everyone. We recognise our responsibility to help people make informed choices about what they eat and drink when they visit our sites. We understand that the eating habits we develop in childhood can shape how we eat for life and want to play our part in building good food habits in our nation's young people. This Responsible Food & Drink Retailing Policy sets out our beliefs and approach.

What does this policy cover?

1. We offer healthy choices one very menu
2. We aim to satisfy all diets
3. We only serve top quality food from trusted suppliers
4. We are vigilant about managing allergens
5. We promote responsible drinking

Other relevant policies:

•Environmental Policy: outlines the steps we are taking to minimise our impact on the planet by reducing our energy use, increasing our recycling rates, and switching to green electricity.
•Modern Slavery Act Policy: sets out our zero-tolerance position on modern slavery both within our business or in any of our supply chains. In addition, we publish a Modern Slavery Act statement every year.

1 We offer healthy choices on every menu

National obesity levels continue to rise and the growth in out of home eating is a contributing factor. As a hospitality business, we have a role to play in helping our customers make positive choices for their health, and in ensuring that our recipes are appropriately balanced.

Our approach:

• Most of our batch recipes are made in house and our dishes are cooked fresh to order.
• As required by law, we indicate the calories in each dish on our menus to help people make informed choices.
• We always have at least two main dishes on our menu that contain fewer than 800 calories.
• We never promote overconsumption by, for example, offering free refills of soft drinks, or free extras with main courses.
• We offer healthy options for children. For example, at Lounge, we provide a complimentary starter of carrot sticks and hummus and a fruit juice carton (not from concentrate) with every order of a child's main course. We do not promote fizzy drinks on our Kids' Menu.

Our aspirations:
• For every menu launch, we will train our team to understand which dishes carry the greatest nutritional benefit so that they can inform our customers.
• We are working with a nutrition expert to better understand and improve the nutritional content of our menu.
• We will set maximum targets for the calories, fat, salt, and sugar in all dishes on the children's menu, as well as a minimum target for protein.

2 We aim to satisfy all diets

We pride ourselves on offering something for everyone, which means we cater for different diets and needs.

Our approach:

• Our extensive all day core menus have an average of 52 dishes from a wide variety of cuisines that cater for different occasions and budgets.
• Wherever possible, we switch to gluten-free or vegan versions of certain standard ingredients to make our menu more accessible. Examples include gluten free panko, gluten-free sausages, and vegan mayo. This enables us to provide greater menu choice and to deliver our gluten-free food more safely.
• On request, we provide separate vegan and gluten-free versions of our menu. On average, our vegan menus offer a choice of 18 dishes, and our gluten-free menus offers 36 dishes. These include some dishes that are on the core menu, as well as core menu dishes that have been adapted.

3 We only serve top quality food from trusted suppliers

We have high standards and are proud of what we put on our plates. We source our ingredients from a hand-picked group of suppliers who share our values on animal welfare, sustainability, and quality.

Our approach:
• Wherever possible, every shell egg we cook is free-range and British Lion Approved. •We only buy meat that complies with retained EU/UK legislation and that meets the principals of Farm Animal Welfare Council (FAWC) five freedoms.
• We insist on Deforestation and Conversion Free (DCF) beef and choose not to buy beef from Brazil. 100% of our beef comes from British and Irish suppliers. Our Lounge beef burgers, for instance, are from Dovecote Park which sources its beef from British farms and maintains the highest standards of animal welfare and husbandry.
• We only use MSC certified wild caught fish and BAP 2* and above certified farm fish (or Global GAP equivalent). •We minimise our use of additives as much as practically achievable and, where unavoidable, only permit FSA approved additives, compliant with all relevant Legislation and Food Safety guidelines.
• Foods and ingredients supplied to Loungers must not be irradiated, genetically modified, use nano technology, or contain the artificial colours E102, E104, E105, E122, E124, E129 or E120.

Our aspirations:
• Lounger Ltd is committed to improving chicken welfare standards and is a founding member of the Sustainable Chicken Forum.

• We want 100% of the egg-containing products we buy to be from free-range hens. As of October 2023, 22 of the 27 products we buy contained free range eggs, and we are working on the final five items.
• We aim to remove all hydrogenated vegetable fats and MSG from our menus and are currently seeking alternatives for the very small number of products that contain these.
• We are currently seeking assurance from our suppliers that:
o Any palm oil in the ingredients we buy is from a certified sustainable source.
o Any soy used as feed in our livestock supply chain is from a certified sustainable source.

4 We are vigilant about managing allergens

We understand that customers with allergies depend on us to provide them with a safe meal and we take that responsibility very seriously.

Our approach:
• Our comprehensive Food Allergen Management process covers how we store, handle, prepare, and serve food and drink containing the known 14 allergens.
• All staff involved in food and drink preparation receive appropriate allergen training.
• Either at the till, at the table, or through our order-at-table app, our customers are asked whether they have an allergy before they order.
• Our online menu allows customers to select the allergen(s) they wish to avoid and view an edited menu.
• All allergen orders are taken by a manager, and allergen orders are prepared in a designated area in the kitchen using dedicated colour coded utensils.
• When a customer discloses an allergy, we clearly label their meal to ensure it is given to the correct person.

5 We promote responsible drinking

Excess alcohol consumption can lead to safety issues for both our customers and staff, so we take active steps to help people have a good time without overdoing it.

Our approach:
• Our café-bar style operation promotes responsible drinking by its very nature, with most alcoholic drinks purchased alongside food.
• More than half of all our drink sales are low or no alcohol, including soft drinks, hot drinks, beers, and mocktails.
• We use a 'Think 25' approach and request proof of age ID from anyone who we think looks under 25.
• We show the percentage alcohol by volume (ABV) of all beers and ciders on our menu so that our customers can make informed decisions.
•We will never serve alcohol to a person who appears drunk.

Our aspirations:
• We plan to introduce lower alcohol wine options and will display the % ABV on our drinks menu.