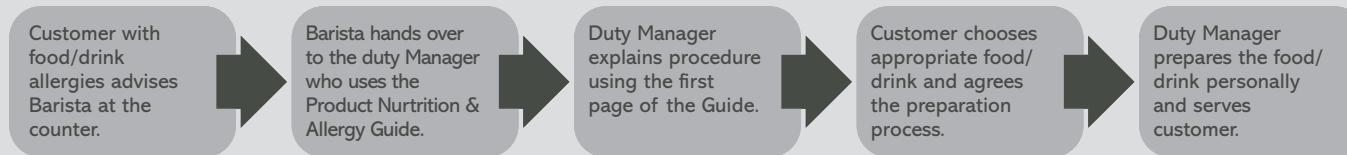


INTRODUCTION



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 a 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.

CONTENTS KEY

'N' means that the component is not part of the product as it is delivered by the supplier.

'Yes' in a column entitled 'allergen(s) (e.g. wheat gluten) present' indicates that the product contains that allergen & is therefore not suitable for a guest with an allergy or intolerance to it.

'C' means that this component is present in the manufacturing site/factory/supply - chain & our suppliers believe there is a significant risk that this allergen could cross - contaminate the food.

'Yes'/'No' in the column entitled 'suitable for Vegetarians/Vegans' details information supplied by the product manufacturer. It does not take into account the in - house storage/preparation methods where cross - contamination issues could render the information void.

NOTES

Allergy data detailed in the table has been derived from technical specifications obtained from the suppliers of the products.

Please note that all food and drinks in store may experience allergen cross contamination. There is a high risk of this cross contamination in the panini press, drinks and any items on the open front counter.

Gluten is a protein component of wheat, rye, barley & oats. When guests/Coeliacs ask about gluten consult the relevant columns.

Dairy includes all products containing milk or milk derivatives e.g. cheese, butter, yoghurt.

The Treenuts/nuts column indicates the presence of the following; almonds, Brazils, cashews, hazelnuts, macadamias, pecans, pistachios, walnuts & their respective derivatives. The 'Tree Nut Source (If Present)' column indicates which tree nut is present in the product.

We have taken all reasonable steps to ensure that this table is accurate. Please note this data is accurate up until the point where the products enter the store. Once displayed/ heated the allergen status of the products is likely to change. Your statutory rights are not affected.

Please note that all our drinks nutrition information has been calculated using published nutrition data and that dairy based drinks may be subject to some natural seasonal variation.

Nutrition is calculated for Signature Roast Blend (caffeinated) made to brand standard. Information for decaffeinated coffee will be the same.

For Branded Packaged products please refer to the product packaging, outer box labelling or the brand's own website.

CUSTOMISATION

The drinks in the document show the allergy and nutrition for the drink as served, made to the standard recipe, using semi-skimmed milk, unless otherwise stated.

If you wish to customise this drink by adding a different milk or milk alternative or adding syrups or changing a topping etc, please use the drinks extras page and also talk to your Costa Barista/Duty Manager about the drink recipe.

COSTA INFORMATION ON CAFFEINE JANUARY 2021

INFORMATION FOR CUSTOMERS

- Caffeine naturally occurs in coffee beans and as with any natural products, levels can vary depending on origin, variety, climactic and growing conditions
- The caffeine content in the finished coffee varies widely depending on the type of coffee bean in the blend and the method of preparation used
- Our Signature Blend is a blend of several origins. The level of caffeine variation driven by beans alone would be more significant than in a single origin coffee
- In addition, grind size, water temperature, length of extraction will all have an impact on caffeine level in the final drink. The longer the extraction, the more caffeine is extracted from the beans
- Character Roast, being 100% Arabica, has approximately 25% less caffeine than Signature Blend Mocha Italia

| TYPE OF COFFEE | N. OF SHOTS | CAFFEINE PER DRINK WITH SIGNATURE BLEND (MG) | CAFFEINE PER DRINK WITH HALF-CAFFEINE BLEND* (MG) | CAFFEINE PER DRINK WITH CHARACTER ROAST (MG) |
|----------------|-------------|----------------------------------------------|---------------------------------------------------|----------------------------------------------|
| ESPRESSO | 1 SHOT | 100 | 50 | 75 |
| | 2 SHOTS | 200 | 100 | 150 |
| | 3 SHOTS | 300 | 150 | 225 |
| | 4 SHOTS | 400 | 200 | 300 |
| CORTISSIMO | 3 SHOTS | 238 | 119 | 179 |
| CORTO | 2 SHOTS | 141 | 70 | 106 |
| RISTRETTO | 1 SHOT | 90 | 45 | 68 |
| | 2 SHOTS | 180 | 90 | 135 |

*Half-Caffeine Blend: Half of the blend is made using decaffeinated coffee beans, the other half is made using caffeinated coffee beans.

| TYPE OF COFFEE | SIZE OF DRINK | CAFFEINE PER DRINK (MG) |
|----------------|-----------------|-------------------------|
| FILTER COFFEE | MINI | 128 |
| | SMALL | 192 |
| | MEDIUM | 256 |
| | LARGE | 320 |
| COLD BREW | SMALL | 160 |
| | MEDIUM | 210 |
| DECAF | 2 SHOTS (1 POD) | 2 |

| TYPE OF COFFEE | MINI | | SMALL | | MEDIUM | | LARGE | |
|----------------|----------------|----------------|----------------|----------------|--------------|--------------|--------------|--------------|
| | DRINK IN | TAKE AWAY | DRINK IN | TAKE AWAY | DRINK IN | TAKE AWAY | DRINK IN | TAKE AWAY |
| LATTE | 1 (ESPRESSO) | 1 (ESPRESSO) | 1 (ESPRESSO) | 2 (ESPRESSO) | 2 (ESPRESSO) | 2 (ESPRESSO) | 3 (ESPRESSO) | 3 (ESPRESSO) |
| CAPPUCCINO | 1 (ESPRESSO) | 1 (ESPRESSO) | 2 (ESPRESSO) | 2 (ESPRESSO) | 3 (ESPRESSO) | 3 (ESPRESSO) | 4 (ESPRESSO) | 4 (ESPRESSO) |
| MOCHA | 1 (ESPRESSO) | 1 (ESPRESSO) | 2 (ESPRESSO) | 2 (ESPRESSO) | 3 (ESPRESSO) | 3 (ESPRESSO) | 4 (ESPRESSO) | 4 (ESPRESSO) |
| AMERICANO | 1 (ESPRESSO) | 1 (ESPRESSO) | 2 (ESPRESSO) | 2 (ESPRESSO) | 3 (ESPRESSO) | 3 (ESPRESSO) | 4 (ESPRESSO) | 4 (ESPRESSO) |
| FLAT WHITE | 2 (CORTISSIMO) | 2 (CORTISSIMO) | 3 (CORTISSIMO) | 3 (CORTISSIMO) | N/A | N/A | N/A | N/A |
| FLAT BLACK | 2 (CORTISSIMO) | 2 (CORTISSIMO) | 3 (CORTISSIMO) | 3 (CORTISSIMO) | N/A | N/A | N/A | N/A |

| TYPE OF COFFEE | DRINK IN | TAKE AWAY |
|----------------|-----------|-----------|
| CORTADO | 2 (CORTO) | 2 (CORTO) |



| Product Description | Dietary Choices | | Allergens | | | | | | | | | | | | | | | | Nutrition per 100g/ml | | | | | | | Nutrition per portion | | | | | | | | | | | |
|---------------------|--------------------------|---------------------|---------------------------|--------------|-----------------|--------------|---------------|--------------|---------------|---------------|---------------------|------------------|-------------------|-----------------|-----------------|------------------|-----------------|----------------|-----------------------|------------------------------|----|------|---------|---------------|------------------|-----------------------|-------------|----------|-----------------------|----|------|---------|---------------|------------------|-----------|-------------|----------|
| | Suitable for Vegetarians | Suitable for Vegans | Cereals Containing Gluten | | | | Soya products | Egg products | Milk products | Fish Products | Crustacean Products | Mollusc Products | Sulphite Products | Sesame Products | Celery Products | Mustard Products | Peanut Products | Lupin Products | Tree Nuts Products | Tree Nut Source (if present) | kJ | kcal | Fat (g) | Saturates (g) | Carbohydrate (g) | Sugar (g) | Protein (g) | Salt (g) | Portion weight (g/ml) | kJ | kcal | Fat (g) | Saturates (g) | Carbohydrate (g) | Sugar (g) | Protein (g) | Salt (g) |
| | | | Wheat Products | Rye Products | Barley Products | Oat Products | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| SAVOURY | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--------------------------------------------------|-----|-----|-----|---|-----|---|-----|-----|-----|---|---|---|---|---|---|-----|---|---|---|--|------|-----|------|------|------|-----|------|-----|-----|------|-----|------|------|------|------|------|-----|
| NEW YORK DELI PASTRAMI & EMMENTAL PRETZEL ROLL | NO | NO | YES | N | N | N | N | YES | YES | N | N | N | N | N | N | YES | N | N | N | | 1006 | 240 | 10.1 | 2.4 | 26.1 | 2.6 | 10.2 | 1.1 | 202 | 2032 | 484 | 20.4 | 4.8 | 52.8 | 5.3 | 20.6 | 2.3 |
| CHICKEN & PESTO CIABATTA | NO | NO | YES | N | N | N | N | YES | YES | N | N | N | N | N | N | YES | N | N | N | | 771 | 183 | 5.3 | 0.7 | 21.6 | 1.8 | 10.8 | 1.0 | 190 | 1466 | 348 | 10.1 | 1.4 | 41.1 | 3.4 | 20.5 | 1.8 |
| CHICKEN CLUB SANDWICH | NO | NO | YES | N | YES | N | N | YES | N | N | N | N | N | N | N | N | N | N | N | | 885 | 211 | 9.2 | 1.5 | 19.3 | 1.3 | 12.3 | 0.7 | 401 | 3548 | 846 | 36.9 | 6.1 | 77.2 | 5.2 | 49.3 | 2.6 |
| CHICKEN & BACON CAESAR SALAD | NO | NO | YES | N | N | N | N | YES | YES | N | N | N | N | N | N | YES | N | N | N | | 745 | 179 | 13.5 | 2.7 | 3.4 | 1.0 | 10.6 | 0.7 | 181 | 1489 | 359 | 27.0 | 5.4 | 6.7 | 2.0 | 21.2 | 1.3 |
| GREEK FETA & QUINOA SALAD | YES | NO | N | N | N | N | YES | N | YES | N | N | N | N | N | N | N | N | N | N | | 578 | 138 | 4.4 | 2.2 | 18.9 | 7.9 | 4.5 | 0.3 | 266 | 1694 | 403 | 12.9 | 6.3 | 55.3 | 23.1 | 13.2 | 0.9 |
| WILTSHIRE HAM, MATURE CHEDDAR & TOMATO CROISSANT | NO | NO | YES | C | C | C | C | YES | YES | N | N | N | N | N | N | N | N | N | C | | 1192 | 286 | 17.7 | 10.9 | 16.5 | 3.0 | 14.4 | 1.3 | 153 | 1824 | 438 | 27.1 | 16.7 | 25.2 | 4.5 | 22.0 | 2.0 |
| ROASTED MUSHROOMS - TOAST TOPPING* | YES | YES | N | N | N | N | N | N | N | N | N | N | N | N | N | N | N | N | N | | 154 | 37 | 0.5 | 0.1 | 2.9 | 0.1 | 4.0 | 0.1 | 90 | 139 | 33 | 0.5 | 0.1 | 2.6 | 0.1 | 3.6 | 0.1 |
| ROASTED MUSHROOMS - BAP FILLING* | YES | YES | N | N | N | N | N | N | N | N | N | N | N | N | N | N | N | N | N | | 154 | 37 | 0.5 | 0.1 | 2.9 | 0.1 | 4.0 | 0.1 | 30 | 46 | 11 | 0.2 | 0.0 | 0.9 | 0.0 | 1.2 | 0.0 |
| SMASHED AVOCADO - TOAST TOPPING* | YES | YES | N | N | N | N | N | N | N | N | N | N | N | N | N | N | N | N | N | | 590 | 143 | 14.0 | 2.8 | 1.2 | 0.8 | 1.6 | 0.6 | 114 | 673 | 163 | 16.0 | 3.2 | 1.4 | 0.9 | 1.8 | 0.7 |
| SMASHED AVOCADO - BAP FILLING* | YES | YES | N | N | N | N | N | N | N | N | N | N | N | N | N | N | N | N | N | | 590 | 143 | 14.0 | 2.8 | 1.2 | 0.8 | 1.6 | 0.6 | 57 | 336 | 82 | 8.0 | 1.6 | 0.7 | 0.5 | 0.9 | 0.3 |
| HEINZ BAKED BEANS* | YES | YES | N | N | N | N | N | N | N | N | N | N | N | N | N | N | N | N | N | | 335 | 79 | 0.2 | 0.0 | 12.8 | 4.6 | 4.7 | 0.6 | 200 | 669 | 158 | 0.4 | 0.0 | 25.6 | 9.2 | 9.4 | 1.2 |
| SCRAMBLED EGG - TOAST TOPPING* | YES | NO | N | N | N | N | N | YES | YES | N | N | N | N | N | N | N | N | N | N | | 442 | 106 | 7.2 | 2.7 | 1.1 | 1.1 | 9.2 | 0.2 | 125 | 553 | 133 | 9.0 | 3.4 | 1.4 | 1.4 | 11.5 | 0.3 |
| SCRAMBLED EGG - BAP FILLING* | YES | NO | N | N | N | N | N | YES | YES | N | N | N | N | N | N | N | N | N | N | | 442 | 106 | 7.2 | 2.7 | 1.1 | 1.1 | 9.2 | 0.2 | 65 | 287 | 69 | 4.7 | 1.8 | 0.7 | 0.7 | 6.0 | 0.1 |
| VEGAN BUTTERNUT SQUASH ROLL | YES | YES | YES | N | N | N | N | C | C | N | N | N | N | N | N | N | N | N | N | | 1013 | 243 | 13.0 | 5.5 | 24.9 | 4.8 | 4.1 | 0.8 | 130 | 1317 | 316 | 16.9 | 7.2 | 32.4 | 6.2 | 5.3 | 1.0 |
| CHEESE TWIST | YES | NO | YES | N | N | N | N | YES | YES | N | N | N | N | N | N | N | N | N | N | | 1964 | 471 | 29.9 | 20.5 | 38.7 | 1.6 | 11.4 | 1.7 | 50 | 982 | 235 | 15.0 | 10.3 | 19.4 | 0.8 | 5.7 | 0.8 |

*The allergen and nutritional data provided are for the add-ons only. For the Toast slices and Bap products please refer to the main estate Allergen and Nutrition Information guide.

| SWEET PASTRIES | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|------------------|-----|----|-----|---|---|---|-----|-----|-----|---|---|---|---|---|---|---|---|---|---|--|------|-----|------|------|------|------|-----|-----|----|------|-----|------|------|------|------|-----|-----|
| BUTTER CROISSANT | YES | NO | YES | C | C | C | C | YES | YES | N | N | N | N | N | N | N | N | N | C | | 1772 | 425 | 24.5 | 15.8 | 40.5 | 6.1 | 9.3 | 0.9 | 59 | 1046 | 250 | 14.5 | 9.3 | 23.9 | 3.6 | 5.5 | 0.5 |
| CHOCOLATE TWIST | YES | NO | YES | N | C | C | YES | YES | YES | N | N | N | N | N | N | N | N | N | C | | 1549 | 370 | 18.6 | 12.2 | 42.3 | 20.2 | 7.1 | 0.7 | 85 | 1316 | 315 | 15.8 | 10.4 | 36.0 | 17.2 | 6.0 | 0.6 |

