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Whitbread Responsible Drinking Policy

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Whitbread Policy
Responsible Drinking

WHO THIS POLICY APPLIES TO:

- All Whitbread food and drink suppliers (including 3rd party and household brands)
- Whitbread Support Centre Teams
- Whitbread Operational Teams
- Whitbread NSF Technical Team
- Whitbread Logistic teams

WHITBREAD INTENT

At Whitbread we always put the guest at the heart of all that we do in line with our Force for Good programme.

We are committed to providing our guests with inclusive choice and accurate dietary information to help them make an informed choice. We believe that alcohol can be enjoyed as part of a healthy and balanced lifestyle provided our guests and team members act in a responsible and informed way.

Our approach to responsible drinking is aligned to our 'Force for Good' targets:

"We will support the wellbeing of our guests and customers in a responsible and transparent way whilst maintaining great taste, quality, choice and value for money for our guests"

SCOPE

This document outlines the Whitbread responsible drinking policy and procedures. It is applicable to all Whitbread menus and brands across all drinks and beverages. It covers the legal guidelines, licensing laws and voluntary pledges in relation to the sale of alcohol.

INTRODUCTION:

Misuse of alcohol can be harmful and we believe it is important to achieve responsible drinking within our outlets. We deliver this through training of our team members and providing an appropriate selection of products and information to enable our guests to enjoy alcoholic drinks responsibly and to take account of official guidance on alcohol consumption.

PROVISION OF GUEST INFORMATION

We will provide accurate, easy to use, and up to date information to support Responsible Drinking on all our guest menus. This information will be available on-line and within our sites. We continuously review how we can make the information easy to use and access.

- Our guests are provided accurate responsible drinking in our restaurants and online and our menus are clearly labelled with the calorie content of all beverages
- On our buffets all beverages are clearly labelled with calories per serving
- Our responsible drinking information is easy to read and understand
- We include ABV's on all drink menus with an Alcohol Units table showing guests the number of units by wine size and ABV.
- We support the DrinkAware initiative and display their website address on all menus featuring alcoholic drinks.

PROVISION OF CHOICE

We strive to offer our guests a choice of beverages including alcoholic, low alcoholic and non-alcoholic along with choices for dietary needs e.g. gluten free, dairy free

We provide a choice of serving sizes for our guests and ensure 125ml glass sizes are available in all brands upon request.

We never dispense alcohol directly into the mouth.

We do not stock alcoholic products which could unduly appeal to people under the age of 18.

We will always include a non-alcoholic option(s) in any promotion that includes an alcoholic beverage(s).

THE SELLING OF ALCOHOL

As signatories to the Portman Group, our policy is to promote sensible drinking through our service style, range and promotional activity, ensuring that all these areas focus on delivering exceptional quality product, perfectly served.

We ensure effective action is taken in all premises to reduce and prevent under-age sales of alcohol (primarily through rigorous application of Challenge 21 and Challenge 25).

We always ensure our minimum price for a unit of alcohol will not be lower than prevailing government guidelines.

As a business we do not create drinking games that mean guests consume an excessive amount of alcohol

THE SELLING OF ENERGY DRINKS

We recognise that there has been extensive research conducted by Government showing consistent evidence of links between regular consumption of energy drinks by children and the harmful effects of these drinks on their overall health and wellbeing.

We support the British Soft Drinks Association Code of Practice on energy drinks ensuring that energy drinks are not promoted, marketed or sold to under 16's. Any energy drinks that may be offered in our restaurants are proprietary brands and carry an advisory note stating 'not recommended for children'.

OUR SUPPLIERS

We only work with responsible manufacturers and suppliers who provide labels with clear unit content, NHS guidelines and a warning about drinking when pregnant on bottles for our guests.

OUR TEAMS

We train all our team members via the Licensing Module on AIMS's Academy on line training portal. As part of their training, we provide our teams with the relevant licensing information and best practice on identifying and dealing with guests who should be refused alcohol.

Whitbread PLC offer an Employee Assistance Programme through which employees with concerns about alcohol addiction can seek help.