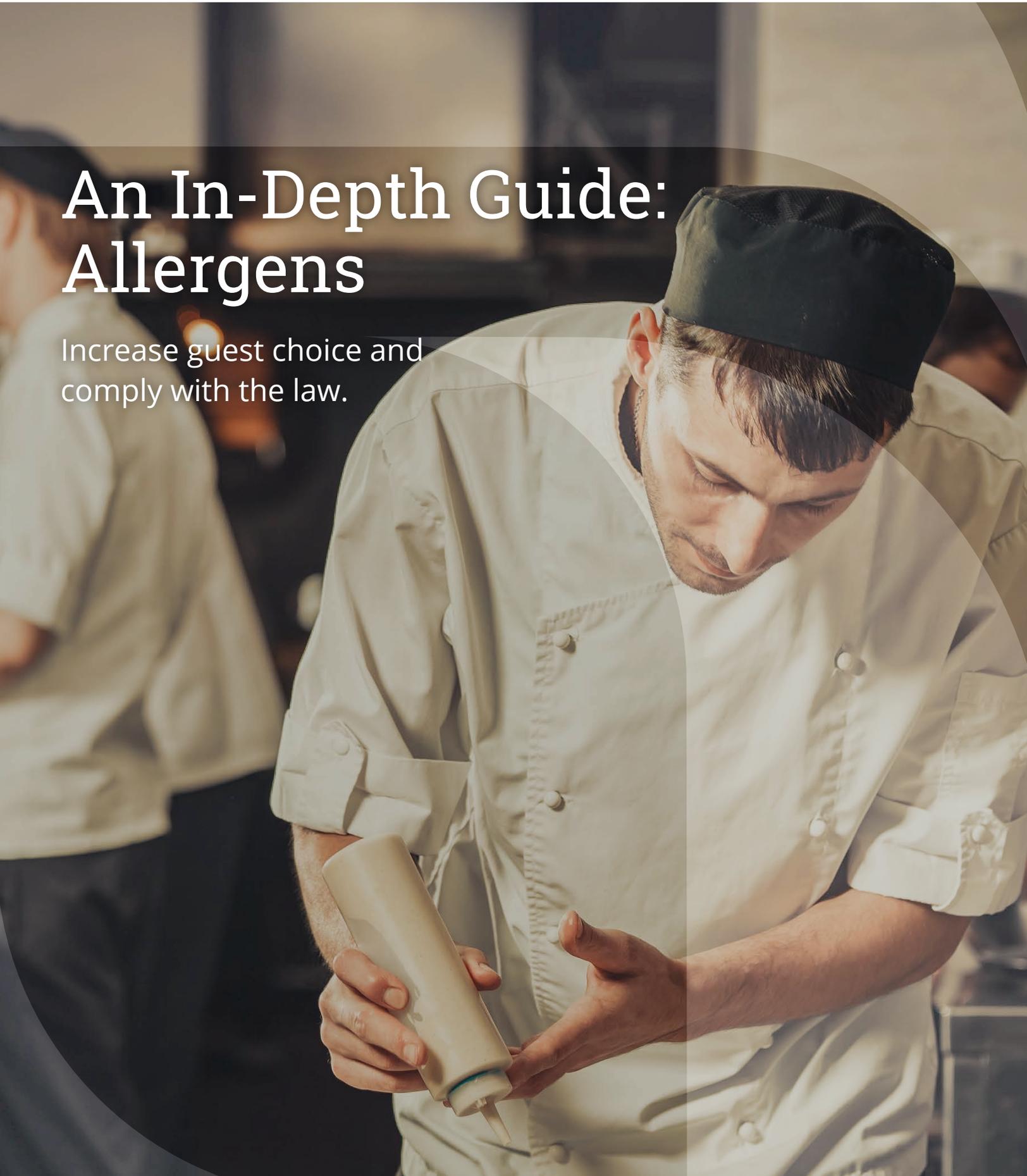


An In-Depth Guide: Allergens

Increase guest choice and
comply with the law.





Ask Yourself a Few Questions

Food allergies and intolerances are increasingly driving customer decisions about where to spend their money. As the prevalence of food intolerances and allergies has grown, so too has the effort required by restaurateurs/food operators to maintain customer dining choice, while protecting their guests from accidental exposure to allergens.

Risk Management:

- How likely are you to accidentally expose customers to undeclared allergens in your menu items?
- Do you know how to demonstrate compliance with the FDA and state laws?

Supplier Relationships:

- Can suppliers provide accurate, timely ingredient and allergen information?
- If not, is there another supplier that can take their place?

Inventory Management:

- How will you manage inventory of packaged ingredients (as opposed to fresh food) if an ingredient's allergen profile changes?

Systems:

- What systems can help you calculate an accurate allergen value for a menu item?
- What other systems are needed to communicate to restaurant staff and customers?

Menu Flexibility:

- How can you engineer your menu so guests with intolerances or allergies can still find menu items they can enjoy?
- How can you show potential guests what options are available and safe to consume with their allergies or intolerances?

Customer Service and Communication:

- In addition to complying with allergen reporting legislation, what other steps can you follow to ensure guests are fully informed?
- How can you make sure staff provide the correct information to customers every time?

Increase Guest Choice and Comply With the Law

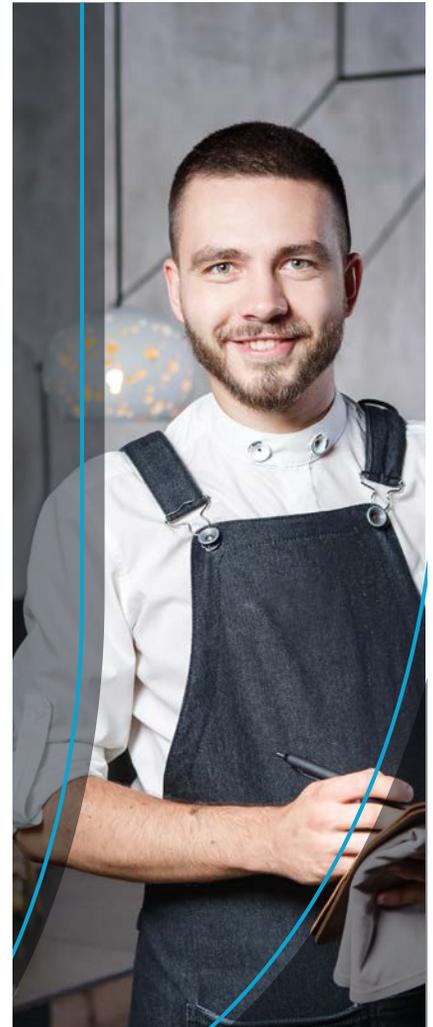
While the FDA requires food manufacturers to include accurate allergen information on labels and packaging, legislation varies state to state for how restaurants communicate this information to guests. Ensuring accurate information is a matter of guest safety, and many systems require a manual process for updating recipes. This can be a time-consuming — and often inaccurate — process.

Today, a solution with integrated recipe systems can automatically update all recipe allergen values when the relevant ingredients change. This means consumer-facing information reflects live updates to allergens, available to the front-of-house teams or through various digital channels, such as websites, apps or digital signage.

What's the Issue?

An estimated 15 million Americans suffer from food allergies, and many more from food intolerance. An allergic reaction can be produced by even a trace amount of an ingredient. Symptoms range from mild itching to anaphylaxis (shock). Around 200,000 people experience emergency hospitalizations as a result of a food-related allergy.

There is no cure for food allergy. The only way to manage it is to avoid food that causes the reaction. Food service businesses need to help customers make informed decisions about the dishes they order. Failure to do so risks making customers ill — or worse, not to mention court proceedings, prosecution, fines and reputational damage.



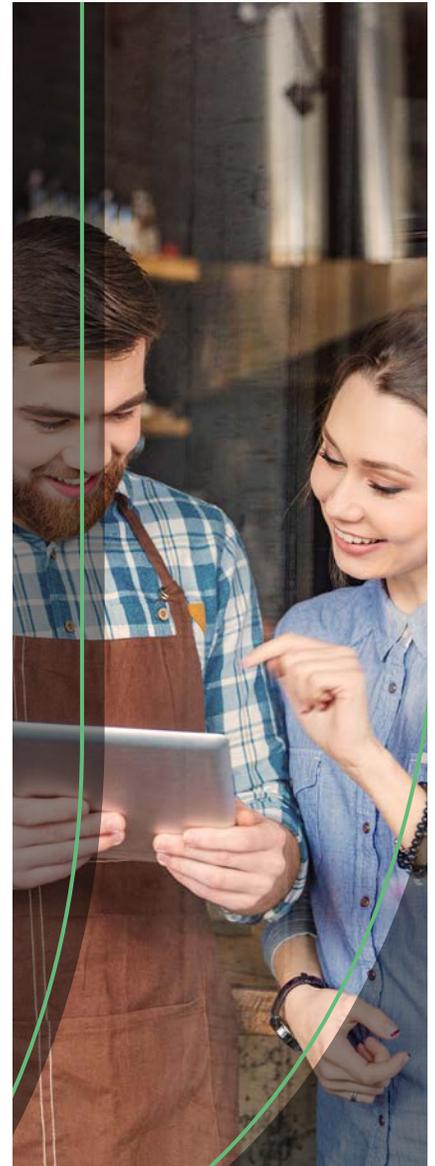
Getting it Right

What Does Good Recipe Allergen Management Look Like?

- You know your state's law and the latest version of the FDA Food Code, and how to demonstrate compliance with both.
- You have accurate ingredient allergen ...data and accurate allergen content for each recipe.
- There is a clear process for updating the front-of-house team and customers on any changes to a menu item's allergen profile, including:
 - Timely ingredient updates from suppliers. Alternatively, information can be downloaded instantly from the USDA's fully comprehensive database.
 - Formally agreed lag time between an ingredient's allergen content changing and informing the buying organization.
 - Plan for updating restaurants, front of house, and websites with any changes.

You Know You're Doing it Correctly When...

- The provision of accurate nutrition and allergen information is part of your supplier agreements.
- There is an agreed process for timely supplier updates.
- Clear roles and responsibilities are agreed across departments, especially responsibility for data accuracy, timely updates and the effect of getting things wrong.
- Suppliers and your procurement and kitchen teams take responsibility for allergen information.



What Can You do Right Now?

- Make sure you know what you buy, and from whom.
- Formally agree on recipe content and methodology.
- Ensure chefs follow the recipes.
- Regularly check the recipe specification to ensure the written recipe accurately reflects recipe content in the real world.
- Update ingredient allergen information quickly.
- Communicate menu-item allergen information to teams, both in regular training and in written information.
- Make sure that menus across all digital platforms are up-to-date and fully accurate.



Fourth's recipe & menu engineering solution has given us the tools to increase margin. It saves far more than it costs and we could not run our business efficiently without it. I can't imagine being without it, and I would absolutely recommend it to any hospitality business needing accurate, reliable recipe creation and costs.

Christine Parker,
Catering Compliance Manager, SA Brain and Company Ltd.

Fourth's Comprehensive Solution

Ingredient Allergen Data

- 70+ ingredient intolerance values are stored in the solution.
- Allergen data can be uploaded in bulk, saving time.
- Individual ingredient allergen data can be easily changed, when needed.

Recipe Allergen and Nutrition Data

- Auto-calculates a recipe's nutritional values and allergen content based on constituent ingredient information.
- Offers options for standard, school, scientific and extended nutrition view.
- Enables customer-facing staff to answer any customer allergen and nutrition questions on handheld devices.
- Auto-updates, so each time a recipe changes, allergen data is automatically calculated and updated. Employees always have the latest information readily available.



Fourth Expert Top Tip

More customers are demanding greater information about the food and drink that they consume. Being able to change your offering frequently maintains your competitive edge, but the first of these often hampers the second. Maintaining all this information in readily accessible and automated systems can help to control this important aspect of your business.

Adrian Chalmers,
Director of Project Delivery, Fourth

Reports

- Allergen content of ingredients, recipes, and menus is easy to report on, plus you gain insight into what filters your customers use when looking at your menu online.
- Reports available in PDF and Excel format.

Integration

- Fourth's Recipe and Menu Engineering solution is fully integrated with Fourth Analytics, to provide 360° insight and smart dashboards. You'll get to see the real story behind your data.
- The system also easily integrates to other systems or third-party applications, driving more accurate forecasting.



Fourth Expert Top Tip

Recipes should be precise, capture hidden costs, highlight allergens and production information for the benefit of both the kitchen as well as front-of-house. This promotes knowledge transfer and the upsell of the right content — facilitating menu profitability and informed decision making.

Nimirta Lulla,
Senior Solutions Architect, Fourth

Sample Fourth Reporting Capabilities

Sample customer view of nutritional information on Restaurant's website

Bacon & Cheese Burger

Servings: 1
Cooking time: 10 mins



Ingredients

Name	Quantity
BEEF BURGER Patti - 4 oz	1 each
BURGER BUNS (Medium)	1 each
HEIRLOOM - HERITAGE - TOMATO (6lbs)	100 g
HEINZ TOMATO KETCHUP (300ml BTL)	1 tbsp
TABASCO RED PEPPER SAUCE	1 tsp
COS LETTUCE (X10)	50 g
MILD CHEDDAR CHEESE - BLOCK (Kraft)	70 g
PICKLES KOSHER - GLASS	20 g
BUTTER UNSALTED - 12 PACK	10 g
BACK BACON (Sliced) - NATURALLY SMOKED	250 g

Nutrition

Name	Per Serving
Sat Fat (g)	31.435
Energy (kJ)	
Energy (kcal)	1396.963
Protein (g)	50.143
Carb (g)	28.044
of which Sugars (g)	
Starch (g)	
Fat (g)	119.954
Sat Fat (g)	48.63
Mono-unsaturates (g)	47.686
Polyunsaturates (g)	15.76
Fibre (g)	3.029
Sodium (g)	2.3149
Trans fat (g)	
Calories from Fat (kcal)	1079.588
Salt (g)	5.7874
Vitamin A % (g)	
Vitamin C % (g)	22.375
Calcium % (g)	542.252
Iron % (g)	2.771

Allergy Information

- Suitable for Gluten Free Diet
- Organically Produced
- Suitable for Vegans
- Contains Eggs or Egg Derivatives

Instructions

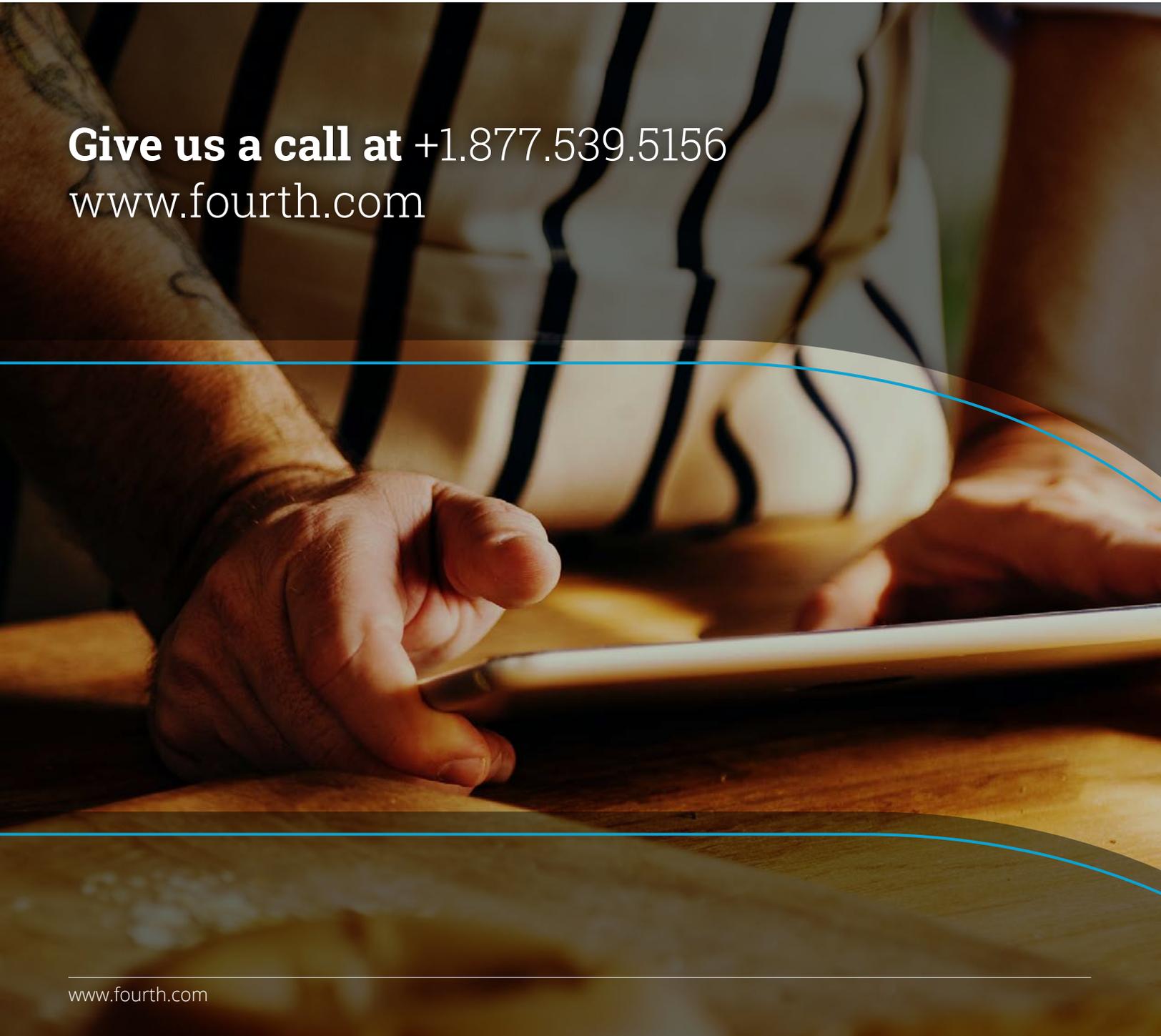
Method

- Heat the oven to 200°F, arrange a rack in the middle, and place a baking sheet on the rack. Divide the meat into 4 equal portions. Shape each portion into an even 1/2-inch-thick patty that's about 1 inch wider in diameter than the hamburger buns. Using your thumb, make a shallow 1-1/2-inch-wide indentation in the center of each patty
- Place the bacon in a large frying pan. Cook over medium heat, turning once, until browned and crispy, about 10 minutes. (Depending on the size of your pan, you may need to do this in 2 batches.) Transfer the bacon to a paper-towel-lined plate and set it aside. Remove about half of the bacon fat from the pan and set it aside.
- Season the hamburger patties generously on both sides so that you can see a thin layer of salt and pepper. Return the pan to medium heat, place 2 of the patties in the pan indentation-side up, and let them cook undisturbed in the bacon fat until browned on the bottom (do not press down on them), about 4 minutes. Flip the patties over, place 2 slices of cheese on each, and continue cooking until the patties are just slightly pink in the center for medium and the cheese is melted, about 4 minutes more. Transfer to the baking sheet in the oven to keep warm. Wipe out the pan with paper towels, add the reserved bacon fat, and cook the remaining 2 patties
- When all of the burgers are ready, place a patty on each bun bottom, top with 4 of the bacon pieces, garnish as desired, and cover with a bun top

About Fourth



Fourth provides end-to-end, best-in-class technology and services for the restaurant and hospitality industries. Their supply chain and workforce management solutions, coupled with the industry's most complete data and analytics suite, give operators the actionable insights they need to control costs, scale profitability, improve employee engagement, and maintain compliance. Since its merger with US-based HotSchedules, Fourth serves more than 7,000 customers across 120,000 locations globally.

A close-up photograph of a chef's hands in a kitchen. The chef is wearing a white uniform with black stripes on the sleeves. They are holding a metal knife and are in the process of cutting something on a wooden cutting board. The background is slightly blurred, showing a kitchen environment.

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