



Marston's Food Supplier Charter





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1. INTRODUCTION

Marston's has built a proud reputation for providing quality products at competitive prices to our customers. We strive to build a loyal, trusted supplier base through building partnerships with suppliers who share our values and maintain high standards and ethical business practices. The Marston's Supplier Charter forms part of the trading terms and the contract between Marston's and our suppliers. This document details the sourcing policies including pre-requisite standards that are required by all suppliers to gain approval to supply.

The Acoura Assist web portal will be used to manage the supplier audit and corrective action process. Product and raw material specification information will continue to be held on the Starchef system.

All details from all our food suppliers must be updated annually or as required if there is a change in the information held on the database. This may be an approved change in recipe or raw material but it also includes any personnel changes and contact details, for which there is a standard form available. Please note that all deadlines communicated via the Acoura Assist web portal are set by Marston's and must be respected.



2. CORPORATE RESPONSIBILITY

Our Vision: "Making Marston's the place to be for our customers, our people and investors"

The achievement of our strategic aims is reliant upon an ethical approach to the way we treat our customers, employees, communities and the environment.

Marston's have a proud record of respecting our customers and caring for our employees. We have a proud legacy of our pubs and breweries being an intrinsic part of their local communities. The high esteem with which our pubs and beers are held is never taken for granted. The Board recognises that Marston's long term success will always be reliant upon the character of our operations.

The responsibility for ensuring that Marston's operates in an ethical manner is that of the Board. In order to ensure that the strategic goals are achieved in a manner consistent with the company's ethics and to help communicate these values to our operations teams the Board set up some years ago a Corporate Responsibility (CR) Committee headed by the Corporate Risk Director. The Committee sets the CR strategy, defines targets where appropriate, and has oversight of the actions taken by the business to achieve the strategy. The CR Committee is in consultation with the wider business concerning how the Company engages with employees, customers, communities, charities and the environment. The CR strategy and progress on action points is reported to the Board.

During 2016 the CR Committee reassessed its strategy to ensure it supports the Group's long-term growth and commercial objectives. The Committee considered its future approach in relation to emerging trends impacting our customers and employees. Our key stakeholders were surveyed so that we could better define our CR priorities.

| Our Priorities | Our Goals |
|---|---|
| 1. We care about our customers' wellbeing | Food safety, healthy options, responsible marketing |
| 2. We invest in our people | Health & safety, employee engagement, training and development |
| 3. We partner with suppliers who share our values | Ethical sourcing |
| 4. We celebrate our local communities | Charitable support, community involvement |
| 5. We reduce our environmental impacts | Waste segregation, energy and water efficiency, CO ₂ emissions |



The CR vision is aligned with the Group’s ambition, purpose and ways of working and aims to focus attention upon our CR goals and actions.

| Business Objective | CR Goals |
|--|---|
| 1. Operating a high quality pub estate | Health & safety, employee engagement, training and development, environmental impacts. |
| 2. Targeting growth: building pub restaurants, Premium pubs and further developing Franchise | Health & safety, ethical sourcing |
| 3. Increased investment in rooms | Health & safety, ethical sourcing, training and development |
| 4. Offering the best consumer experience: Quality, service, value and innovation | Food safety, responsible marketing of alcohol, employee engagement, training and development |
| 5. Leadership in the UK beer market | Health & safety, responsible marketing of alcohol, employee engagement, training and development, charitable giving, community engagement, environmental impact |
| 6. Ensuring people are at the heart of our business | Health & safety, employee engagement, training and development, charitable giving, community engagement |

Marston’s actively strives to engage with suppliers who share our values and approach to CR. To achieve this we expect our key suppliers to follow the Corporate Code of Ethics published by CIPS (Chartered Institute of Procurement & Supply). The code sets out the values, business culture and practices which all organisations can adopt. The code requires a commitment to the eradication of unethical business practices, including bribery, fraud, corruption and human rights abuses, such as modern slavery and child labour. Further details are found in this document in Section 4.0 Ethical Trading.

3. SOURCING POLICIES

3.1 Pre-requisite Standards for Food and Drink Suppliers

The minimum requirements for supply are detailed below.

- Certification to Global Food Safety Initiative (GFSI) Standard e.g. BRC Grade A / IFS Higher / ISO 22002-1:2009 – all of which include the requirement for a HACCP (Hazard Analysis Critical Control Point) based food safety system.
- Importers and traders – Suppliers acting on behalf of manufacturers not under their direct control must ensure that the production sites conform to GFSI Standard and provide supporting evidence.
- In exceptional circumstances by prior agreement, certification to Safe & Local Suppliers Association (SALSA) for small, regional suppliers is acceptable. This also has a HACCP requirement.
- Conformance to the Marston's Supplier Charter i.e. this document.
- Confirmation and evidence of the absence of Genetically Modified Organism (GMO) ingredients.
- An annual schedule of DNA testing for horsemeat in all meat and minced meat products and independent analytical results confirming its absence. Marston's reserves the right to request DNA tests of protein from other livestock.
- Where applicable, animal welfare policies and evidence of compliance throughout the supplier's supply chain.
- Evidence supporting menu claims such as Provenance, Sustainability, Fairtrade, Vegetarian, Vegan, Nutritional and Allergen data.
- Corporate Social Responsibility (CSR) statements in terms of Employee Welfare, Environmental Standards, and production site Health & Safety standards. All suppliers should be registered with Sedex and working to the ETI basecode, <http://www.ethicaltrade.org/eti-base-code> before supplying Marston's.
- Suppliers agree to have their production sites audited for food safety before being approved to supply Marston's. We reserve the right to carry out periodic, unannounced visits at key food and drink suppliers for safety and ethical checks.
- Marston's may share data with suppliers from time to time. Suppliers are expected to treat all data as sensitive unless explicitly advised otherwise. Suppliers must not handle or store our employee or customer data without our approval. Every effort must be made by our suppliers to protect all data and information they handle, control or maintain. Suppliers must take steps to protect the confidentiality, integrity and availability of the data wherever it may be. Suppliers must advise Marston's immediately should a suspected data breach take place.



3.2 Food Safety and Quality

Specifications

Marston's product specifications are stored on Starchef (product information database).

The Starchef specification must hold true information about the product at all times.

No amendments should be made to any of Marston's products without the change first being communicated to the Group Compliance Manager for approval.

- Only Marston's may amend pack sizes, weights, costs, categories and product titles. This information must never be changed by the supplier.
- Any changes a supplier wishes to make to a live Starchef specification must first be communicated to, and approved by, Marston's.
- Any nutritional data entered must be analytical, not theoretical unless approved by Marston's.
- McCance and Widdowson's (The Composition of Foods Integrated Dataset) values may be acceptable for unprocessed single ingredient products such as cereals, dairy products, eggs, meat, fish, fruit and vegetables, but prior approval to provide such information must be given by Marston's.
- Questions in the intolerance data tab must only ever be answered yes or no. The answers should reflect the direct ingredients used in the recipe of the product, not what could be present as a result of cross contamination. A supplier may include any details of what the product "may contain" within the notes section of Starchef and on the physical case label.
- There should be no changes in allergens or nutritional information from the first showing in NPD to when the product goes live. Any changes that cannot be avoided must be communicated immediately to Marston's.

Allergen Information

As per the EU Provision of Food Information to Consumers' Regulation (No.1169/2011) all food businesses need to provide accurate information about allergenic ingredients used in food. Marston's require its suppliers to provide such information on all products.

Shelf Life and Temperature

All food and drink products delivered to us must be within their minimum durability dates and as per the agreed minimum shelf life as defined within the product specification. Products received at depot should be at the following temperatures:

Chilled Goods: **1-5 °C**

Frozen Goods: **-18 °C or below**



Additives including Flavour Enhancers

New products are not allowed to use artificial flavour enhancers e.g. mono sodium glutamate.

No food products on our menus should contain the Southampton six colours that are linked to hyperactivity in children. Sunset Yellow (E110), Quinoline Yellow (E104), Carmosine (E122), Allura Red (E129), Tartrazine (E102), Ponceau 4R E124).

Animal Testing

Marston's does not allow any of its products or ingredients of its products to be tested on animals. It is the supplier's responsibility to ensure that all raw ingredients used in the production of any Marston's product are not tested on animals, and suppliers must be able to verify this via their own supply chain management processes, if required.

Acrylamide

Acrylamide is a substance that is produced naturally in food when cooking at high temperature and has been linked to causing cancer in animals. Products at risk include biscuits, crackers, crispbreads, bread, breakfast cereals, fried potato products, crisps, chips and coffee.

Suppliers to Marston's of products that are susceptible to acrylamide formation must be able to demonstrate good manufacturing practice to monitor and reduce levels based on risk, and this should be included within the production site's HACCP plan. Controls in place should include raw material selection, recipe design, process method (cooking times and temperature) and finished product standards. Suppliers must be able to prove they have a suitable monitoring system in place.

New Product Development (NPD)

Marston's requires all suppliers to fully consider all the ingredients in NPD proposals. Any non-essential ingredients should be removed, before proposals are submitted. In order to maximize the freedom of choice given to its customers, Marston's does not want to declare the presence of an allergen, dairy product or additive, when they do not add anything of benefit to the final product.

See also Trademarking of Product Brands on the following page.

Non Gluten Containing Ingredients (NGCI) v Gluten Free (GF)

Marston's does not make GF claims on any dishes. However, Marston's does like to include NGCI dishes on its menus. Suppliers are encouraged to remove gluten where possible, where there is no material effect on the final product.



3.3 Healthy Eating and Clear Labelling

Calorie Controlled Menus

It is the aim of Marston's to develop dishes that offer both full flavour and appropriately-sized portions, with a lower calorie level. We work to under 600 calories as a target meal count and we recognise that an increasing number of customers are interested in the nutritional values of the food they eat. We aim to provide this information on our website and at our pubs so that it is available when desired by customers. It is a requirement for all suppliers to provide this information in their product specification.

Salt Reduction Targets

Marston's has a strong redevelopment programme in place to reduce the salt content in its products in line with the Department of Health's Salt Responsibility Deal. Suppliers are requested to ensure all new lines achieve the relevant PHE 2017 salt target. Marston's has committed that no new lines will be launched unless they meet these targets.

Sugar Reduction

Marston's continually strives to meet the demand for healthier options particularly within our children's menu. Our focus going forward is to support the Public Health England Sugar Reduction programme and achieve 20% reduction in sugar content for the applicable categories. NPD should minimise the introduction of products that are above the guideline sales weighted average sugar levels.

Trans Fats and Hydrogenated Vegetable Oil

Marston's is proud to declare that all our meals are free from artificial trans fats and hydrogenated vegetable oils. No new products will be launched that contain artificial trans fats and hydrogenated vegetable oils.

Clear Labelling

Marston's is committed to ensuring that all claims on menus can be substantiated by suppliers and are included in the product specification. Where provenance exists in a product we would expect these details to be communicated as part of the NPD process and included on Starchef and Acoura Assist.

Trademarking of Product Brands

Marston's expects suppliers to confirm that any brand name can be declared, and be able to provide sufficient evidence to substantiate such claims, prior to offering the product.

Mechanically Recovered Meat

Marston's does not allow the use of any mechanically recovered meat in any products in our menus.



3.4 Animal Welfare and Assurance Schemes

Animal Welfare

Marston's is committed to animal welfare. We expect suppliers to employ high standards of animal welfare both for animals that are reared for meat and dairy products, and for animals used for work and transport. We encourage suppliers to have RSPCA assurance for products where appropriate, and require to be made aware of this where it is in place.

We specifically endorse the "Five Freedoms" concept:

- Freedom from hunger and thirst.
- Freedom from discomfort.
- Freedom from pain, injury and disease.
- Freedom to express normal behaviour.
- Freedom from fear and distress.

We encourage suppliers to employ high standards of animal welfare and for animals to be transported in line with these requirements. We are further committed to achieving an integrated supply base to allow, wherever possible, whole life traceability.

Meat

As a minimum:

- Meat must be reared, transported for slaughter, be slaughtered, and processed according to relevant legislation.
- Meat entering the chain must be from licensed slaughter premises.
- Carcass and packed meat must be traceable and the country of origin information must be declared in the specification, including details where the animals are born, reared and slaughtered.
- Antibiotics are only permitted when prescribed by a vet to prevent discomfort or treat illness and no growth promoters are allowed in any medicine or animal feed. All animal medicines must be authorised for use, used appropriately and records kept for 5 years.
- In respect of meat whose slaughter and preparation method is certified as Halal and/or Shechitah, the slaughter provisions must accord with those appropriate codes, and must include humane stunning of the animal prior to slaughter. (In some countries, this requirement may differ on religious grounds).
- Calves reared for veal must be produced on a farm that is RSPCA Assured and therefore meets as a minimum UK standards in terms of space, bedding and fibrous food. The use of veal crates is strictly prohibited.



Fish

All fish and fish products supplied should be from sustainable sources. This principle applies to farmed fish, wild sea fish and shell fish. All suppliers must ensure, and demonstrate by such supporting evidence as Total Allowable Catch (TAC) data, certification scheme certificates or scheme membership, that all such goods supplied to us meet minimum standards. The specification must include details of the commercial name of the species, the production method, the catch area (FAO Area name) and the type of fishing gear used. Tuna must be caught using the pole and line method.

Milk

Milk must be produced in a safe, hygienic environment and meet the relevant Codes of Practice.

Chicken Eggs

Suppliers of fresh chicken eggs should meet appropriate standards for health and safety, traceability, shelf life and animal welfare. These should be aligned with those set out in the British Egg Industry Council's Lion Code. It is Marston's policy that all new products to be launched with egg as an ingredient must use certified free range eggs.

Fresh Produce

We expect our suppliers to meet the relevant legislation and Codes of Practice applicable in their marketplace and generally strive towards best practice particularly in the use of chemicals and pesticides. Suppliers must have certification to a recognised standard that is appropriate to their operation. This can include BRC, GlobalGap, EurepGap, Red tractor and LEAF Marque.

Residue test results from an accredited laboratory must be recorded and documented actions must be retained for a minimum of 2 years. Suppliers must possess and adhere to a list of the current applicable Maximum Residue Levels for the UK market and must have a robust system of traceability from seed to end product in place.

3.5 Sustainability and Environmental Policies

Sustainability

Suppliers must where possible:

- Ensure raw materials are obtained from sustainable sources.
- Reduce their carbon footprint by sourcing locally and minimising food miles.

Palm Oil

- All palm oil used in Marston's products must be RSPO certified.

Environment

Suppliers must where possible ensure the following:

- Waste and pollutants are minimised and disposed of in an efficient, safe and environmentally responsible manner.
- Energy usage is minimised.
- Comply with international, national and sector codes of practice concerning the use of chemical products, including pesticides.

Suppliers must seek to make continuous improvements in their environmental performance and, as a minimum, comply with the requirements of local and international laws and regulations.

Suppliers must make practical efforts to minimise the use of energy, water and raw materials. Where possible these resources must be renewable.

Suppliers must avoid contamination of the local environment and ensure that air, noise and odour pollution is within nationally defined limits.

Waste

Suppliers must where possible:

- Apply waste hierarchy to their business operation and production chain.
- Avoid sending waste to landfill.
- Minimise packaging in products and distribution.
- Ensure all packaging is recyclable and easily segregated.
- Where a supplier has the means to remove and recycle packaging, they should take steps to backhaul.

Business Continuity

All Marston's suppliers are required to provide evidence of their continual supply chain risk management and commitment to the continuation of supply. This can be provided in the form of business continuity plans, disaster recovery plans or other available evidence.



4. Ethical Trading

Ethical Business Practices

Marston's maintains high ethical standards in carrying out its business activities and therefore will only trade with suppliers who adopt ethical business practices and adhere to strict principles that do not compromise our integrity and honesty.

Legal Compliance

Suppliers must ensure full adherence to all relevant laws and regulations within their jurisdiction. Where there is a conflict between legal standards and these principles, the supplier must comply with whatever standard affords workers the highest level of protection.

Health and Safety

Suppliers are required to adhere to all national and local Health and Safety regulations, as well as following all pub specific procedures. Suppliers must ensure they conduct their business in line with industry best practice in their specific field.

Pay

Wages and benefits must be at least fully comparable with local industry benchmarks or national legal requirements, whichever is higher. Wages must always be sufficient for basic needs whilst still providing some discretionary income. Wages should be paid in full and on time, at agreed intervals.

Before entering into employment, workers should be informed as to the payment process. Wages must be paid directly to the workers in the form of cash or cheques or into the workers' nominated bank account. Information relating to wages must be available to workers in an understandable form.

No deductions from wages, other than those required by national law, must be permitted without the express agreement of the worker concerned. Deduction from wages for disciplinary purposes must not be permitted.

Working Hours

These should conform to industry benchmarks and local and national laws. Hours must not be excessive and include proper provision for sleep and resting time.

Workers must not be expected to work in excess of 48 hours per week, or less if there is a lower national limit or an agreed industry benchmark.

Overtime should be voluntary, limited to no more than 12 hours per week, and not requested on a regular basis; it must be paid at a premium rate or in accordance with national legislation.

There should be proper provision for rest and sleep. Breaks, holiday allowance and rest periods must be in full accordance with national law. Individual workers should have on average at least one full day's rest per 7 days or the equivalent if shift work is involved.



Working Conditions

We expect suppliers to provide suitable and safe working environments for all workers which, at the very minimum, uphold local standards.

Every effort must be made to provide a safe and hygienic working environment. Adequate steps should be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work. Suppliers must have appropriate procedures in place to deal with serious injuries.

Suppliers must complete fully documented risk assessments of their sites and accommodation provided, and regularly monitor risks posed to workers' health and safety.

Suppliers are expected to assign a senior management representative to be responsible for health and safety issues. Suppliers should set up procedures to consult with employees to seek their contribution in assessing the site's health and safety and in developing health and safety standards.

No worker must be employed in potentially hazardous conditions without having received adequate safety training and supervision. Health and safety training must be commensurate with supplier's own health and safety responsibilities and must accord with the risk of hazard to which the worker is exposed.

Records of safety training must be available for inspection on request. Individual workers must be able to demonstrate their understanding of the job and the ability to perform it to at least the minimum standard required by their employer.

Suppliers must provide essential items of climatically appropriate protective clothing and safety equipment free of charge to their workers.

Workers must be provided with access to potable drinking water, clean toilets and washing facilities.

Where provided, accommodation must be safe, clean and meet the basic needs of workers.

Secure storage facilities should be provided. Suppliers should provide a range of mixed gender, segregated and family accommodation as appropriate for the number of workers housed.

Where management provides dedicated transport for the movement of the workforce to, from, or within the workplace, these must conform to the minimum standards set down in the appropriate national transport legislation. In the absence of such legislation, the management must make every reasonable effort to minimise risk to the workforce whilst transporting them.

Food, beverages and domestic goods offered for sale to workers must be at price levels no higher than those prevailing nationally.



Employment of Children and Young People

Suppliers must clearly document and communicate their policies with staff for prohibiting child labour in the workplace.

Our suppliers must not employ any worker who is either:

- younger than the applicable legal minimum age of employment;
or
- younger than the age of completion of compulsory education, whichever is higher.

In any event, our suppliers are absolutely prohibited from the employment of those under the age of 15.

Young workers are distinguished as those between the ages of 15-18. We expect our suppliers to give particular focus to the health and safety and educational needs of young employees.

Young people aged between 15 and 18 must not be expected to work throughout the night or under potentially hazardous conditions.

If the supplier discovers that children are working for the supplier involved, the supplier will be expected to cease the practice and provide remediation for the children concerned, including support for the child to attend and remain in quality education until no longer a child. The supplier must also immediately notify Marston's of any such occurrence.

Forced Labour

All work must be conducted on a voluntary basis and free from the imposition of any penalties or sanctions. We absolutely do not agree to purchase any products from any supplier produced through forced, bonded or involuntary labour. We will not tolerate slavery and human trafficking by any of our suppliers for Marston's, or any other purpose, and fully expect our suppliers to take active steps in ensuring the same.

Suppliers must allow their employees the right to leave after giving reasonable notice. Workers must not be required to lodge deposits or I.D. papers unless it is a legal requirement to do so. In all circumstances these must be returned promptly upon cessation of employment.

Freedom of Association and Employee Representation

Suppliers' employees must have the fullest practicable rights of freedom of association. We encourage suppliers to share information with their employees and to develop effective mechanisms for consultation.

Suppliers must recognise and respect the rights of workers to freely join associations (such as workers councils, trade unions and workers associations) which can collectively represent their interests. Employers must not interfere with or attempt to dominate or control such bodies, nor discriminate against workers choosing to belong to them.



Suppliers should respect the rights of such workers' associations to represent their members, and to bargain collectively as defined and interpreted by the International Labour Operations (ILO) and national legal framework.

Suppliers must share with their employees any information which will affect working conditions, and develop effective mechanisms for consultation.

Where the right to freedom of association and collective bargaining is not permissible under national law, suppliers should facilitate the development parallel means of independent and free association and bargaining.

Treatment of Workers

Physical abuse or the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation is absolutely prohibited.

Disciplinary and grievance procedures must be clearly documented and communicated to all employees. All disciplinary measures of must be recorded.

Equality of Treatment

Provided that all workers show sufficient ability and capability, our suppliers must provide them with equal access to jobs.

There must be no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on (but not limited to) gender, age, disability, national origin, race, marital status, sexual orientation, political opinion, union (or non-union) membership, religion or caste. Workers must not be expected to perform duties incompatible with their physical or mental abilities.

5. Product Supply, Rejection, Recall and Cost Recovery

Delivery Times

Deliveries, both directly to pubs or to our Distribution Centres, must take place within the agreed delivery times.

Delivery Temperatures

The following temperature requirements apply for all frozen or chilled food deliveries:

- Chilled Goods: **1-5 °C**
- Frozen Goods: **-18 °C or below**

Frozen or chilled goods that fail to meet temperature requirements will be rejected. Previously rejected stock will not be accepted on redelivery without the written authority of the Marston's Technical Team. Rejected deliveries will be recorded as delivery failures, and will be liable to cost recovery.

Food Deliveries

All 'mixed' product pallets must be stacked in layers, with segregation between each layer.

Case labels must be facing outwards and be visible.

All cases must be labelled with:

- Product code (both supplier and Marston's where possible).
- Description.
- Pack size.
- Date code.
- Storage temperature e.g. 'Store at or below -18°C.
- Specific special handling instructions.

Any products that fail to meet the agreed specification e.g. mouldy or damaged will be rejected by the pallet i.e. if there is one affected case the pallet will be rejected. If damages are found within pallets at a later point, this will be reported to the supplier for rectification/replacement at the supplier's cost.

Once unloaded, goods will be checked against the delivery sheet.

Vehicle Requirements

Vehicles/trailers used for the transportation of food products must be suitable for the purpose, maintained in good repair, in a hygienic condition and not contain materials which compromise the safety or quality of the goods.



All date codes are checked and recorded. If shelf life or validated product temperature does not meet the agreed parameters, the stock will be rejected.

Product Non-Conformance

Any rejection is considered a serious breach of this agreement. It must be followed by a full investigation by the supplier identifying the causes, rectification proposal and long term preventative actions. Suppliers will also be liable to cost recovery.

Rejection and Recall

Safety and quality issues resulting in rejections or full recalls from pubs within Marston's is considered a material breach of contract.

Supplier Responsibility

It is the responsibility of the supplier to notify Marston's immediately if it becomes aware of any defective goods which have been supplied to the Distribution Centre or pub directly.

Defective goods are defined as any goods that are unsafe or unfit for consumption, use or which fail to comply with the specification. This will include, but is not limited to:

- Product safety, quality or legality.
- Foreign objects or infestation.
- Product labelling.
- Product packaging.

In the event that the Supplier notifies Marston's of any defective goods, or Marston's has reasonable grounds to believe that any of the Supplier's goods are defective, Marston's may, at its sole discretion, recall all affected goods or agree a course of remedial action with the Supplier.

The following information must be provided when reporting defective goods:

- Batch numbers.
- Product details.
- Product code and date codes.
- Full description of the problem.
- Amount of goods affected.



Customer Complaints

- Any complaints on product quality or foreign bodies will be directed from our Catering Hotline. The hotline operates 7 days a week, 365 days a year from 9am until 5pm. Pubs contact us via email or phone with any product issues they may have.
- The Catering Hotline will forward any complaints they receive via email to the technical contact they have details on file for. We will forward information to include date codes, batch code, product code, nature of the complaint, photographs (if available) and pub contact details. The product/foreign body in question will be held at the pub.
- It is the supplier's responsibility to make contact with the pub by phone within 24 hours of being notified of the problem.
- The supplier should make every effort to collect any affected product/foreign body to enable them to complete a full and thorough investigation.
- The supplier is required to provide a written response to every complaint within 10 days – response to be sent back to cateringhotline@marstons.co.uk. The response does not need to be sent to the pub as Marston's will handle that communication.
- Where credit is due to the pub for the affected product this should be covered in the response. Marston's will then arrange the credit with A F Blakemore. Suppliers are not to send cheques or cash to the pub as recompense for the complaint. Where replacement product is offered to the pub the supplier must arrange direct delivery of said product to the pub – we cannot arrange this via A F Blakemore.
- Suppliers are only to contact the pub who raised the quality problem, they are not to make contact with the actual customer.

We will recall a product when:

- The product is unsafe for human consumption.
- The product quality is at such a level that consumption could be commercially damaging.
- A foreign body is found and believed to have come from manufacture.
- A significant number of complaints from pubs through the Catering Hotline.
- At the request of the manufacturer.

- Marston's will communicate the need to recall both verbally and in writing to the supplier.
- Where a product is recalled from pub we will give pubs 7 days to return stock to depot.
- The supplier will then need to collect recalled product from depot within 7 days.
- Marston's and A F Blakemore will confirm the quantity to be collected and the credit required – credit should be forwarded to A F Blakemore within 30 days.
- It may be necessary to recoup costs from the supplier for loss of sales/reputation during the period product was not available – this will be discussed as each situation arises.

If a supplier is aware of a problem with a product that requires recall then they should contact the catering hotline on 01902 329133 as soon as they are made aware of the problem themselves.