

RESPONSE TO CORONER'S RECOMMENDATIONS ON BEHALF OF SUBWAY SYSTEMS AUSTRALIA PTY LTD ("SSA")

Subway Systems Australia Pty Ltd ("SSA") extends its deepest condolences to the Irvine family following the loss of their son, Jack Irvine ("Jack"). As franchisor for the SUBWAY® system in Australia, our team has been deeply saddened by the tragic circumstances of Jack's passing.

SSA acknowledges the findings of the Victorian Coroners Court that SSA already provides safe guards to alert customers to necessary ingredient and allergen information, and stores are heavily reliant on customers placing orders to communicate their allergen risks.

SSA makes the following responses to the Coroner's Recommendations:

Recommendation 4

*"With a view to enhancing its' policies and procedures for notifying members of the public about the ingredients in their products and with a view to minimising risk of adverse allergic reaction from inadvertent exposure to allergens, I **recommend** that Subway Systems Australia provide a copy of the Allergen Guide with each catering order/pack such that the customer has readily available a reference guide for the consumers."*

SSA acknowledges the Coroner's recommendation and takes this recommendation seriously. The Coroner's recommendation will be implemented by SSA for all stores in Australia. SSA is currently working on an appropriate Allergen Guide version to be provided by stores with all catering platters collected by customers. The provision of an Allergen Guide should assist customers in the responsible management of their own catering event. SSA anticipates the initial version of the guide will be completed and available in stores within the next 3-6 months. Prior to receipt of this recommendation, large stickers have already been produced for adhering by stores to catering platter lids directing consumers to the website where nutritional, allergen and ingredient information already exists and is available. SSA believes the separate hard copy Allergen Guide will further enhance the sticker initiative already undertaken by SSA for consumers.

SSA will be implementing a mandatory policy for stores to provide the latest version of the Allergen Guide with each catering platter ordered. Customers will be encouraged to display the Allergen Guide with the purchased platters at their event. The Allergen Guide will identify potential allergens and can be placed by the customer near the catering platter at point of consumption at their event. We will also be recommending to customers for the availability of the Allergen Guide to be brought to the attention of their event attendees so that attendees or care providers can proactively view Allergen information.

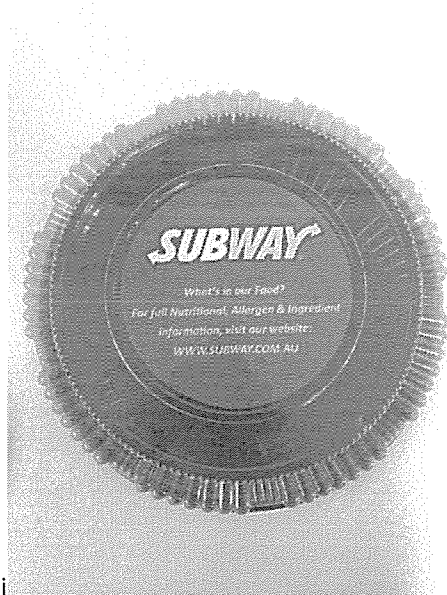
SSA encourages the rest of the food service industry to consider the Coroner's recommendations. SSA is prepared to work closely with regulators, and the broader food industry about making ingredient and allergen information transparent to minimise risk of adverse allergic reaction.

Recommendation 5

*"With a view to enhancing its policies and procedures for notifying members of the public about the ingredients in their products and with a view to minimising risk of adverse allergic reaction from inadvertent exposure to allergens, I **recommend** that Subway Systems Australia implement a mandatory labelling policy for its catering orders/packs such that a label identifying potential allergens such as nuts, can be placed with the platter by the customer when it is laid out for the consumers."*

SSA acknowledges the Coroner's recommendation and as stated in response to recommendation 4 above, SSA is currently working on an appropriate Allergen Guide for catering purposes to be provided with all catering platters in Australia within the next 3-6 months. SSA will be implementing a mandatory policy for stores to provide the latest version of the Allergen Guide with each catering platter ordered. Customers will be encouraged to display the Allergen Guide with the purchased platters at their event. The Allergen Guide will identify potential allergens and can be placed by the customer near the catering platter at point of consumption at their event. We will also be recommending to customers for the availability of the Allergen Guide to be brought to the attention of their event attendees so that attendees or care providers can proactively view Allergen information, if required.

Prior to receipt of this recommendation, large stickers have already been produced for adhering by stores to catering platter lids directing consumers to the website www.subway.com.au for the latest nutritional, allergen and ingredient information. An illustration of the sticker is below:



The sticker should act as a dual prompt for firstly, a consumer to think before consuming (if the lid is displayed by the customer for viewing by end consumers), and secondly, for the catering event holder to consider their guests and their dietary considerations. The separate Allergen Guide will accompany platters, and provide the allergen information for consumers in a convenient and easy to read/follow format. SSA considers platter labels may not come to the attention of a consumer at an event as platter lids are often removed, turned upside down and not displayed for various reasons, such as catering table space at events. Regardless, this large sticker as illustrated above will be mandated to appear on the platter lids, as well as the separate Allergen Guide to accompany the platters, which is intended to be placed with the platter. SSA believes this should meet the Coroner's recommendation in ensuring that customers have allergen information available which can be placed with the platter by the customer when it is laid out for the consumers.

SSA will also be encouraging its franchisees and their staff to bring the Allergen Guide to the attention of the customer by saying for example upon pick-up or delivery of the order "you have received a copy of our Allergen Guide with your platter order to enable your guests to refer to allergen information about our food if required."

Recommendation 6

*"With a view to enhancing its policies and procedures for notifying members of the public about the ingredients in their products and with a view to minimising risk of adverse allergic reaction from inadvertent exposure to allergens, I **recommend** that Subway Systems Australia mandate the display in the public area of the Allergen Guide in each Subway restaurant outlet."*

While allergen, nutritional and ingredient information is available for access at the website www.subway.com.au, upon request at the restaurant level, and via SSA's Customer team already, SSA acknowledges the Coroner's recommendation. SSA will mandate the display by stores of the latest Allergen Guide in the public area of each store in Australia within the next 6 months. The Allergen Guide will be displayed in a frame as close to the order point as possible, and updated over time as needed. Changes will be communicated by SSA to its franchisees. Additionally, SSA will require hard copies of the latest Allergen Guide to be available to customers upon request.

Conclusion

In mandating policy changes for store operations in Australia, SSA will require field consultants who conduct regular monthly store visits to review store materials with franchisees on a regular basis, and work with franchisees on ensuring that franchisees do update materials in their own stores. Franchisees will be notified by SSA when materials and information are updated and changes occur to the website information.

SSA hopes that by taking such additional measures in acknowledgment of the Coroner's recommendations similar tragic events may be preventable in the future.

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Darryl Mossop
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For and On Behalf of
Subway Systems Australia Pty Ltd