

Pizza Hut FSA Commitments

April 2009

General

Our heritage dates to 1958 when the first Hut was opened in the US. Pizza Hut came to the UK in 1973 and we have grown into the UK's favourite Pizza business with over 700 restaurants in the UK and 13,000 across the world. Pizza Hut is unique in that it operates both dine-in restaurants for those who want to eat out, and home delivery and collection outlets for those who prefer to enjoy a meal at home.

We are committed to providing our customers with great tasting food at value for money prices in a relaxing and informal environment that all the family can enjoy.

Progress to date

A number of years ago we introduced an ambitious nutritional policy to ensure we have meal options on the menu that provide less than 67% of Guideline Daily Amounts (GDA) in salt, fat and calories for adults and less than 50% GDA for children, through various means including reformulation, new product development and portion control. This will enable us to meet FSA salt targets by the end of 2010. We have improved the nutritional profile of our menu by actively pursuing our nutrition strategy with a salt reduction program and action to reduce saturated fat and increase the healthier options on the menu.

- **Salt Reduction:** Since 2004 we have removed approximately 30% of salt from a range of products including pizzas, pastas and sauces. During 2008 we removed a further 10% of salt from across the product range.
- **Fats:** During 2007 Pizza Hut UK removed all hydrogenated vegetable fats from the menu by reformulating our pastas, meat toppings, seasonings and desserts. At the same time we were careful not to increase our saturated fat level.
- **Children's Menu:** We have significantly improved our children's menu, by removing all artificial colours and flavours, introducing added fibre to wraps, using only whole muscle chicken and reducing salt and saturated fat levels across the menu targeting <50% GDA of salt and fat. Our ketchup and Spaghetti Bolognese are made using hidden vegetables and we now offer a free trip to our salad station with all Children's meals which we are actively promoting.
- We have extended our menu offering to include more consumer dietary choices including a significant improvement of choice in our salad station by increasing the variety of fruit and vegetables, and extending our range of pasta dishes.



Forward Commitment

- To implement our nutritional policy to help our customers make healthier choices by actively continuing to make reductions in salt, calories and saturated fat where possible. Over the next year, as part of our ongoing programme of menu development, we will review our ingredients with our suppliers and team of development chefs to make changes.
- We will work closely with the FSA and in partnership with our suppliers to implement our nutritional policy.
- We will continue to offer a range of dietary choices to meet a range of consumer needs.

Planned Monitoring

- Monitor customer feedback on our policy.
- Regular meetings with suppliers to ensure they remain aligned with our strategy.
- Our nutritional policy is published on our website for suppliers.
- We will regularly update the FSA with our projections and achievements in our target areas.

Supply Chain/Procurement

Progress to date

- We have detailed nutritional guidelines that all of our suppliers must adhere to, which are continually reviewed and updated.
- We are recognised within the food industry as having one of the strongest and most rigorous auditing standards for our supply base.
- We have an ongoing QA monitoring programme which ensures the nutritional status of our ingredients.
- All product specifications for ingredients include nutritional and allergy information.
- We are committed to selecting great quality ingredients, ensuring consistent supply and avoiding the use of unnecessary additional ingredients.

Forward Commitment

- To work with our supply partners to proactively improve the nutritional profile of ingredients we use on our menu, both in reformulation and new product development, to reduce the number of 'red' products on the menu according to the FSA traffic light labelling tool.
- We will develop new products to comply with our own nutritional policy and the FSA 2010 salt targets, and to offer lower fat and salt options in each menu category.
- We will ensure we only work with new suppliers that can meet our nutritional policy requirements.
- We will continue to select ingredients on positive consumer dietary, provenance and taste preferences.

Planned Monitoring

- Improve and update the nutritional profiles in our published data.
- Continue our ingredient sampling programme to ensure great taste and our microbiological analysis programme to ensure food safety.
- All suppliers briefed on nutritional importance during regular reviews.



Pizza Hut®

Kitchen Practice/Operations

Progress to date

- We use oven-baking in preference to frying and as a result many of our starters have a lower fat content e.g. our potato wedges contain 6g/100g fat compared to fried wedges which would contain about 12g/100g fat.
- Many of the products on our menu are prepared by hand at the time of ordering so we have detailed procedures for the preparation of all our products. All staff are trained to the highest standards in food preparation and are retrained on a regular basis.
- Our kitchen standards include product quality, consistency and ensure correct portion control and we monitor this through our CHAMPS training and monitoring programme.
- We have a rigorous quality monitoring programme for all incoming ingredients.

Forward Commitment

- Continue to hold regular training with clear instruction to focus on execution consistency and excellence.
- Continue to ensure consistent preparation methods which ensure that nutritional standards are met in terms of portion size.
- Continue restaurant audits and mystery shopping programmes, to monitor and ensure staff compliance.
- Strict oven and equipment maintenance programme.
- As part of our ongoing staff training we will include additional materials in team training that demonstrate the importance of their actions with respect to product nutrients e.g. ensuring strict adherence to portion size.

Planned Monitoring

- We continually review the restaurant audits and mystery shopper results, and update training and policies where necessary.



Menu Development & Planning

Progress to date

- We recognise the importance of a balanced diet and believe all foods can be eaten as part of a balanced diet.
- Our menu offers a wide variety of menu items, including pizza, pasta, salads as well as a range of portion sizes.
- Pizza Hut is famous for its Salad Station which has recently been improved to provide a more exciting and appealing variety of salads and which encourages all our visitors to use this as part of their 5 a day. Our children's meals also contain a free salad bowl which we actively promote on the menu.
- In 2008 we introduced a selection of pasta dishes to our menu in order to offer our customers even more options when they dine out. Pasta is also available for delivery, making us the first national chain to offer takeaway pasta.
- Products are made to order so customers can choose base and toppings to suit any diet preferences. Change requests can often be accommodated, including a half cheese option. This is highlighted on the menu and will enable customers wanting to reduce their saturated fat and calorie intake to do so.
- As previously stated we have and will continue to make significant nutritional improvements to our menu.
- We always serve whole milk on our childrens' menu. Semi-skimmed milk is available in all restaurants on request.
- Our Salad Station contains a choice of normal and low fat dressings.

Forward Commitment

- Reduce salt by a further 10% in 2009 to meet the FSA salt targets by the end of 2010.
- Continue with our reductions in saturated fat , prioritising 'red' dishes but recognising that there are significant 'technological and taste' challenges to manage.
- To review portion sizes and portion control.
- To offer more choice on the menu, including low fat items.
- To continue our programme of better for you children's choices, to ensure all meals contain less than 50% GDA for salt, fat and calories.
- We will continue to ensure that all new products meet salt targets and that the saturated fat content is reviewed to meet our nutritional policy.

Planned Monitoring

- We will work with our global nutritional specialists to ensure all processes, procedures and commitments are followed through.
- Publish the successes on an annual basis.



Customer Information

Progress to date

- We are one of only a few restaurant groups that currently has detailed nutritional and allergen information on our website.
- This information is also available in store by asking a member of staff or from our Customer Careline.
- Products are made to order and generally we are able to accommodate requests to change ingredients.
- We have been working with the FSA to better understand other ways to communicate this information.

Forward Commitment

- To take part in the FSA calorie labelling testing.
- Continue to improve the customer website, making it easier and quicker to access relevant data.
- We will continue to make nutritional data available pre-purchase where possible by providing stores with booklets and continuing to update our website information for on-line ordering.
- Upgrade our internal nutritional database to ensure all Dine In and Delivery Restaurants have live data available.

Planned Monitoring

- We will respond positively to trends in customer feedback.
- We will listen and talk to our customers thorough our Customer Careline.
- We will run our own research on the calorie declaration initiative, sharing the findings with the other companies in the FSA's Early Adopters group.
- Ensure we take best practices from Pizza Hut globally.

