

Food Safety Policy Statement

LNER is committed to ensuring the highest standards of food safety and hygiene in respect of the purchase, storage, preparation, handling and serving of food and drink.

LNER will ensure the safe and hygienic provision of food and drink for our customers through compliance and adherence to all relevant UK and EU food safety legislation as applicable to the regions we service and operate within.

In particular, I will ensure that LNER:

- identifies and evaluates food safety risks using HACCP (Hazard Analysis and Critical Control Point) principles;
- minimises food safety hazards and effectively controls risks;
- complies with all relevant legislation and establishes standards of best practice;
- provides training appropriate to work activities undertaken in relation to food safety and food allergens and in accordance with the principles of this Policy;
- clearly defines and communicates the responsibilities and accountabilities of relevant employees;
- through the provision of suitable equipment and facilities, maintains at all times the highest possible standards of cleanliness and hygiene;
- monitors and audits compliance with legal and internal standards, and where necessary implements effective remedial measures for improvement; and
- records, investigates and where necessary acts upon any complaints of ill-health or poor food quality.

LNER also expects and requires the same high standards of food safety from our suppliers and contractors and arrangements shall be in place to monitor and ensure compliance with these standards.

I ask all LNER employees to support the aims of this policy by ensuring that they are fully aware of their responsibilities and act in accordance with our standards of food safety and hygiene.

In addition to normal fault reporting processes, our Employees are encouraged to report safety related faults, unsafe acts, unsafe conditions or environmental/security issues through our Close Call app, and to report any malpractice or wrongdoing that is in the public interest through our Speaking Up Policy channels.

David Horne
Managing Director