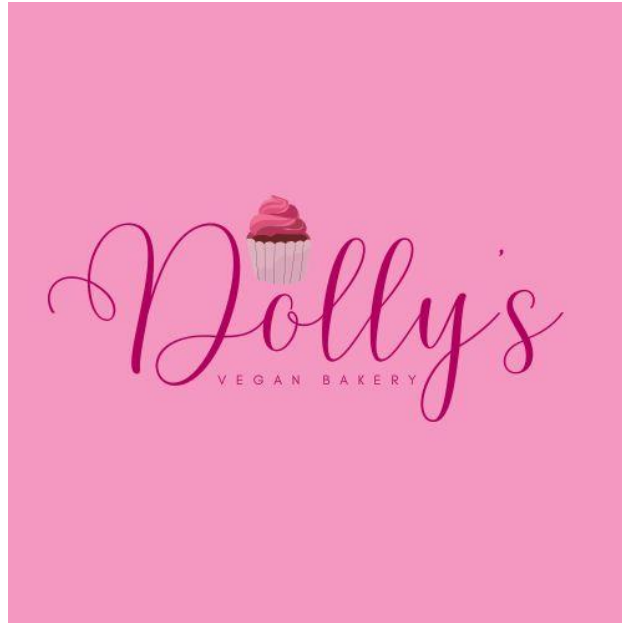




FOOD SAFETY AND ALLERGENS POLICY

Effective: August 2025

Responsible Officer: Laura Amies, Owner/Director

Review Date: August 2026

Vision

To prove that vegan baking, nobody misses out and that every cake and/or bake is just as indulgent, joyful and memorable.

Tone of Voice

At Dolly's, our tone of voice reflects who we are and what we stand for.

We are passionate about people and celebrations. Every message we share, whether it's on social media, with a customer, or on a handwritten cake note, should feel personal, friendly, and genuine. We believe nobody should ever feel like they're "missing out," so our words are always inclusive and uplifting.

We are caring and supportive, making customers feel valued, heard, and part of something special. At the same time, we are professional and proud, with a confidence that reflects the quality and creativity of what we do.

We speak with warmth, enthusiasm, and a touch of fun. Our language is positive, approachable, and easy to understand, avoiding jargon but full of flavour just like our cakes.

Above all, our words should make people feel welcome, excited, and included.

Our Commitment

- All products are 100% vegan and made without the use of animal products.
- We comply with UK food safety and allergen regulations, including Natasha's Law.
- Allergen information is clearly provided for each product and available on request.
- Everyone connected to the business, including owners, staff and regular helpers, has completed full hygiene and allergen training to ensure all products are prepared safely and responsibly.

Allergens

Although every effort is made to avoid cross-contamination, please note:

- Our kitchen handles the following allergens: gluten, nuts, peanuts, soya, sesame, and sulphites.
- Therefore, we cannot guarantee that any product is free from trace allergens, even if not listed as an ingredient.
- Customers must inform us at the time of ordering if they (or anyone consuming the product) have allergies or intolerances.
- Some ingredients we use may carry "may contain" allergen statements from the supplier. For example, icing sugar may carry a warning that it may contain egg, which is outside of our control.

The 14 major allergens recognised by UK law are:

- Cereals containing gluten

- Crustaceans (not applicable to our vegan products)
- Eggs (not applicable to our vegan products)
- Fish (not applicable to our vegan products)
- Peanuts
- Soybeans
- Milk (not applicable to our vegan products)
- Nuts (almonds, hazelnuts, walnuts, cashews, pecans, pistachios, Brazil nuts)
- Celery
- Mustard
- Sesame seeds
- Sulphur dioxide/sulphites
- Lupin
- Molluscs (not applicable to our vegan products)

Labelling & Information

- Each product sold will be accompanied by a clear ingredient list.
- For pre-packed products (e.g. postal bakes), full allergen labelling will be provided in line with Natasha's Law.
- Customers can request allergen information before placing an order.

Customer Responsibility

- It is the customer's responsibility to check allergen information before placing an order and to inform us of any allergies or intolerances.
- By placing an order, customers acknowledge and accept that products are made in a kitchen that handles allergens and therefore cannot be guaranteed allergen-free.

Good Practice in Our Kitchen

- We follow strict hygiene procedures to reduce the risk of cross-contamination.
- Separate equipment and utensils are used wherever possible.
- Surfaces are cleaned and sanitised before and after every bake.
- All team members, owners, and helpers have full hygiene and allergen training, ensuring every bake meets our high safety standards.