



August 7, 2017

To Whom It May Concern,

Recently we have had an increase in questions and concerns about gluten in our food, so we want to reassure our customers with coeliac disease and gluten intolerance about our menu, our processes and our accreditation.

We renewed our official Coeliac UK "Gluten Free Accreditation" in March 2017 and issued an updated gluten free claim on our main menus: "The majority of items on this menu are gluten free, as accredited by Coeliac UK. *Please note: these items are not gluten free - Chả Giò (spring rolls), Nem Hả Sắn, Hoisin sauce & the beers. Bún dishes can be ordered without a spring roll on request."

The reason why our Chả Giò (spring rolls) and Nem Hả Sắn are now marked as containing gluten is that our supplier from the Far East changed their ingredients and unfortunately this is out of our control – in the meantime we are working to source an alternative frying rice paper that does not contain gluten. To be clear, it is only our frying rice papers that we use for spring rolls and Nem Hả Sắn that contain gluten – the rice papers we use for summer rolls and with our Banh Xeo are still gluten free.

Regarding cross-contamination, there is no reason to be concerned. This is because we use separate fryers for our dishes that contain gluten and the few ingredients containing gluten are sealed and kept separate from everything else in our kitchen.

We hope this clarifies things further and that anyone with coeliac disease will not only appreciate the variety of GF dishes on our menu, but feel confident and safe in eating in our restaurants.

Kind regards,
All at Pho