

ALLERGEN MENU POLICY







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SUPPLIERS 2 SAFFRON

APPROVED SUPPLIERS

- ▶ Vetted by My Purchasing Partner, the Food Team and **Safety team**
- ▶ Allergen Policies and procedures are checked.

SAFFRON

- ▶ Saffron is a software package which prepares and costs recipes and menus using live client supplier catalogue data.
- ▶ It provides up to date allergen and nutritional reports.

PRODUCT INFORMATION

- ▶ Product information lists for all core ingredients are received.
- ▶ Product information lists are provided by supplier.
- ▶ Product information lists are uploaded onto Saffron at Head Office.

PRODUCT CHANGES

- ▶ Changes to product information / codes are reported through to the Food team.
- ▶ The Food team check the existing allergen information against any notified changes to products.

COMMUNICATION OF CHANGES

- ▶ Any product or recipe changes are communicated to the Chef Managers / Executive Chefs and Operations Managers.
- ▶ Any changes to allergens are highlighted and a communication sent out immediately to all Chef Managers / Executive Chefs.
- ▶ New allergen tables / matrices will be created using Saffron.





CREATING NEW MENUS

RECIPES

- ▶ Recipes are devised by the Food team.
- ▶ Recipes are loaded onto Saffron.

RESEARCH

- ▶ Recipes are analysed for allergen content on a regular basis.
- ▶ Research into alternative products that can reduce the allergens within IFG recipes is ongoing.

ALLERGENS

- ▶ Saffron software pulls allergens from individual ingredients and puts them together to obtain the allergen information for a recipe.
- ▶ The allergen information can be produced in 2 formats:
1. on a recipe card and 2. in a matrix style table.
- ▶ A monthly sense check of 4 menu items is completed to ensure that the allergens pulled through by Saffron are accurate.
- ▶ The recipe is pulled from Saffron and the allergen content is completed following the manual process – this is then compared against the allergen information provided by Saffron. Where any issues are identified this is flagged up to Saffron, escalated to Impact Safety and a full review of the allergens, following the manual process, must be completed by the Food team.

MENUS

- ▶ 3 week cycle menus are devised by the Food team, to be compliant with national nutritional guidelines.
- ▶ The menus will be added onto Saffron and allergen matrices are created.
- ▶ For primary schools the allergen matrices are categorised into the weekly menus.
- ▶ For secondary the allergen matrices are categorised into different food offerings including hot deli options, main meal - meat, main meals - halal and dessert.
- ▶ The allergen matrices include information on the 14 allergens identified within the Food Information Regulations 2014.
- ▶ The menus, recipes and allergen matrices are issued via Sharepoint to the Chef Manager/ Executive Chef, the Operations Managers and the schools prior to the start of the menu cycle.
- ▶ Chef Manager/ Executive Chefs have read only access to Saffron.





NUT AND PEANUT POLICY

The Food Safety Act 1990 imposes legal duties on all suppliers of food to take all reasonable steps and exercise due diligence to ensure that Food Business Operators sell safe food.

The Food Information Regulations 2014 require that all caterers are able to provide customers with accurate information in regards the top 14 allergens as prescribed, for the foods we serve.

It is the policy of Impact Food Group to:

- ▶ Purchase ingredients and food products from reliable nominated suppliers.
- ▶ Maintain a locked down buying lists so that we can actively monitor the allergens within the company.
- ▶ Remove foods or food products that contain nuts or peanuts from IFG buying lists.
- ▶ Not use nuts or peanuts as ingredients in any IFG recipes.
- ▶ Where we are alerted to a food declaration “may contain nuts or peanuts”, we will seek to replace the product with a similar product that does not contains nuts or peanuts or contains the declaration on the packaging.
- ▶ Ensure that all practicable measures are taken with food during purchase and receipt, storage, preparation, cooking, display and service to prevent cross contamination of allergens.
- ▶ Place allergen awareness posters at every service point sign posting customers to refer to IFG catering staff if they have a food allergy or have any allergy questions.
- ▶ Train all IFG employees in our allergen policies and procedures.
- ▶ Run an auditing programme throughout the business to ensure that allergen policies and procedures are being strictly applied.
- ▶ Advise all IFG employees that they must not bring any personal foods into work, especially foods that contain nuts or peanuts, to reduce any potential for cross contamination.

It is important to note that whilst we do not include nuts or peanuts within our recipes, and we take all reasonable precautions, we cannot guarantee that there will not be any cross contamination of nuts or peanuts on foods with in our kitchens. Where customers have any queries or concerns they are advised to speak directly with the Chef Manager/ Executive Chef.

Impact Food Group cannot guarantee a nut free zone within dining halls as we have no control over what our customers, both pupils and staff, bring into school. By following the steps above Impact Food Group complement School Policies endorsing that no peanuts or nuts are brought into the school environment.





ALLERGEN DIETS - PRIMARY

ALLERGEN DIETS

- ▶ Upon request all parents/ carers will be provided with the allergen information for the existing menu cycle.
- ▶ IFG will feed all pupils with food allergies or intolerances where it is safe and practical to do so.
- ▶ IFG will not provide tailored recipes for allergies outside of the 14 allergens identified within the Food Information Regulations.
- ▶ IFG will not partake in any partial reintroductions.
- ▶ IFG will provide each primary school with the Impact Food Group Allergen Diet procedure.

ALLERGEN DIET REQUESTS

- ▶ IFG will share a **Food Allergen Declaration form** for parents/carers to report that their child has food allergens.
- ▶ The school is to issue a copy of the **allergen diets procedure and food allergen declaration form** to any parent/carer who reports a food allergy.
- ▶ The school is to provide assistance to any parent/carer who needs help with the completion of the food allergen declaration form.

RECEIPT

- ▶ Upon receipt of a completed food allergen declaration form, the **catering team** will be notified automatically and will make arrangements for the initial contact with the parent/ carer within 5 working days.

ALLERGEN MENU

- ▶ A suitable Allergen Diet menu will be issued to the parent/ carer along with any relevant allergen information.
- ▶ The Catering Manager/ Executive Chef, will be provided with the child's name and allergen requirements.
- ▶ The Catering Manager/Executive chef will be provided with the allergen menu information including any alternative recipes prior to the roll out of the allergen diet menu.
- ▶ The date of implementation for the allergen diet menu **MUST** be agreed by all parties (The operations manager, the school, the catering manager and the parents).

PRE ORDERING

- ▶ Arrangements for the pre-ordering of allergen diets, must be put in place and agreed between the school, parent and Catering Manager/ Executive Chef.

IDENTIFICATION

- ▶ All pupils with **an Allergen Menu** must be identified by the school to IFG serving staff, prior to lunch service. IFG provide blue bracelets
- ▶ IFG request that a photograph of each pupil with **an Allergen Menu** menu is provided and shared with the serving staff to assist identification .

REVIEW

- ▶ Upon receipt of a notification of any change in food allergen requirements the parent/carer must update the food allergen declaration form.
- ▶ **If changes** are needed the revised Allergen Diet menu will be issued to **the parent** before sharing with the Catering Manager Executive Chef and the school.
- ▶ Parents/Carers will be contacted annually to confirm that the allergen information that we hold is correct.





MANAGEMENT OF ALLERGEN DIETS AT SITE - PRIMARY

PRE ORDERING

We request that the school help us to establish a system for the pre ordering of all allergen meals. **Where meals are ordered using the online ordering system, no additional arrangements are required.**

Catering managers are to be notified at least one week in advance.

This information can be collated by the school and returned to us the week before. E.g. if you are ordering for week 2 of the menu cycle, the information should be received by the kitchen on the Monday of week 1.

Where the school are unable to collate the information we ask that you set up a system for the parents of allergen menus to report the orders through to the kitchen, the week prior to that on the menu cycle. It would be preferable for this information to be e-mailed so that it is in a written format.

PLATING ALLERGEN MEALS

All allergen meals must be pre-plated prior to service.

In addition to them being pre-plated they must be sealed and labeled. The label must include the name of the pupil, the year, their food allergies and the name of the dish they are receiving. **THIS APPLIES TO BOTH MAIN MEAL AND DESSERT**

For Production kitchens delivering to service kitchens, all allergen meals must be pre plated into transparent take away boxes, prior to labeling.

There are to be no recipe alterations

There are to be no additions or removals of any ingredients

There are to be no substitute products

There is to be no changes after the meal has been pre-plated. All gravies, custards etc are to be pre-added, if they are suitable and included within the recipe.

Even Jacket Potato options **MUST** be pre-plated and labeled.

Self service salad bars **MUST** not contain any of the 14 allergens.

Any salads containing allergens e.g. pasta salad/ couscous/ mayonnaise based salads, and breads must be served by the serving staff.

IDENTIFICATION

Make arrangements with the school for the identification of pupils with allergens – this may be a coloured wrist band, a lanyard, a placemat etc. or if the school supervises the service, it could be that they identify the child to the kitchen staff.

Once the child has been identified, then the child is to be handed over the meal in the sealed condition, so that they can see the label.

DELIVERED IN PRIMARIES

The transported meals logbook must be completed, including full information on all allergen meals provided.

The person receiving the delivery must check and sign the transported meals logbook, to the effect that they have checked and received all of the allergen meals sent and that all appears to be in order.



SECONDARY SCHOOL MEDICAL DIET POLICY

PURPOSE

This Medical Diet Policy defines Impact Food Group's practice in the delivery of safe school meals for pupils with medical dietary requirements in Secondary Schools.

SCOPE

This Medical Diet Policy covers all secondary school meals prepared and served by Impact Food Group. For the purpose of this policy a medical diet is defined as being a medically prescribed therapeutic diet as a treatment for a medical condition, including pupils with food allergies or food intolerances. It does not include diets required for religious, cultural or personal requirements/preferences and dietary trials or elimination diets.

MEDICAL DIET PROCEDURE

1. It is expected that the majority of secondary school-aged pupils self-manage their individual dietary requirements.
2. Pupils can do this by ask our staff for information on the presence of any of the 14 allergens, listed in the Food Information Regulations (Appendix 1) within the foods served and select foods that meet their own individual needs from the menu.
3. Key attributes of our food safety systems related to allergens and provision of allergen information to customers (*including pupils, staff and visitors*) includes:
 - ▶ Suppliers provide specific information about the ingredients of prepared foods through detailed labelling descriptions.
 - ▶ Chefs are trained to follow approved standard recipes containing ingredients that have allergen information stored in Saffron. Additionally, all food handlers are trained to follow the 'manual allergen process' to provide allergen information. If there have been any substitute products then the new allergen information must be recorded using the manual matrix(*within the IMPACT SAFETY DAILY LOG*), and signed and dated.
 - ▶ All food items are to be described fully within the name of the dish.
 - ▶ For grab and go items the allergen information will be provided on the individual food labels, on the ticket describing the food or within matrixes that will be made available for all customers to refer prior to making a food selection.
4. Pupils requiring medical diets that cannot be provided through standard process.
 - ▶ All food handlers receive training on food allergy awareness and procedures including, the risks involved and how to minimise these when storing, preparing and serving food. All colleagues are trained on the correct procedure to follow when providing allergen information to our customers.
 - ▶ Chefs will be able to provide a list of ingredients for foods prepared on site at the request of our customers.
 - ▶ For pupils requiring medical diets, including those with allergies or intolerances to foods that are outside the 14 allergens (Appendix 1), those with multiple complex allergies, the below process applies.
 - ▶ Parent/Carer to make contact with the school who will contact Impact Food Group. The parent/ carer will e provided with the ingredients within the dishes on offer so that they can help their child make positive healthy and safe food choices.
 - ▶ Parent / Carer to determine dishes that are suitable based on their child's requirements. Parent / Carer to communicate this to their child. Alternatively the parent / carer can liaise directly with the school teaching staff to assist locally.
 - ▶ For complex medical dietary requirements where the support of the Food Team is required, supporting medical evidence in the form of a letter from a GP, pediatric consultant or dietitian may be requested.
 - ▶ Impact Food Group are unable to accept responsibility/ liability for this process due to possibility of ingredient substitutions, or pupil making incorrect food choice.
 - ▶ Where available Impact Food Group will upload pupil medical needs onto the biometric till system. This will flag that a pupil has an allergy and IFG team members are prompted to ask the pupil if they have checked to make sure that the food does not contain any ingredients that may be unsafe for them.
 - ▶ Customer information notices will be placed in clear obvious locations at each till point.
 - ▶ A copy of all allergen matrices will be available at each service point
5. Impact Food Group reserve the right to refuse to provide a meal if it is deemed to be too complex or high risk to safely manage at site level. Such cases will be referred back to the parent/carers and the school will be notified.

APPENDIX I

14 Food Allergens Prescribed within the Food Information Regulations



CEREALS CONTAINING GLUTEN:

namely wheat (including specific varieties like spelt and Khorasan), rye, barley, oats and their hybridised strains) and products thereof



CRUSTACEANS

and products thereof (for example prawns, lobster, crabs and crayfish)



EGG

and products thereof



FISH

and products thereof



PEANUT

and products thereof



SOYBEANS

and products thereof



MILK

and products thereof (including lactose)



NUTS

namely almond, hazelnut, walnut, cashew, pecan nut, Brazil nut, pistachio nut and Macadamia nut (Queensland nut) and products thereof



CELERY

and products thereof



MUSTARD

and products thereof



SESAME SEEDS

and products thereof



SULPHUR DIOXIDE AND SULPHITES

(at concentrations of more than 10mg/kg or 10mg/L in terms of the total SO2 which are to be calculated for products as proposed ready for consumption or as reconstituted according to the instructions of the manufacturers)



LUPIN

and products thereof



MOLLUSCS

and products thereof (for example clams, oysters, scallops, snails and squid)

APPENDIX 2

THERE ARE A GROWING LIST OF FOODS OUTSIDE OF THE 14 MAJOR ALLERGENS THAT CAN CAUSE ALLERGIC REACTIONS TO SOME OF OUR CUSTOMERS.

IT IS OUR POLICY THAT OUR CATERING TEAMS WILL NOT AMEND ANY RECIPES TO EXCLUDE THESE ITEMS FROM THE DISH.

HOWEVER YOU NOTIFY US THAT YOUR CHILD HAS ONE OF THESE FOOD ALLERGENS OR ANOTHER FOOD ALLERGEN THAT IS NOT INCLUDED ON THE LIST; YOU WILL BE CONTACTED BY ONE OF OUR OPERATIONS SUPPORT TEAM MEMBERS WHO WILL GUIDE YOU THROUGH THE INGREDIENTS WE USE AND PROVIDE YOU WITH A FULL LIST OF OUR RECIPES AND ALL OF THE INGREDIENTS SO THAT YOU ARE ABLE TO MAKE SAFE FOOD CHOICES FOR/WITH YOUR CHILD.

- ▶ Onion
- ▶ Garlic
- ▶ Tomato (with the exception of raw tomato)
- ▶ Potato
- ▶ Fructose
- ▶ E-numbers and additives (with the exception of artificial colours, please note that Impact Food Group do not knowingly use ingredients containing undesirable additives)
- ▶ Herbs
- ▶ Spices
- ▶ 'Seeds' - unless the type of seed is specified
- ▶ Salicylates
- ▶ Low FODMAP
- ▶ Citric Acid
- ▶ Benzoates and cinnamon
- ▶ Legumes- unless the variety is specified
- ▶ Yeast
- ▶ Derivatives of corn
- ▶ 'Beans'- unless the variety of bean is specified



APPENDIX 3

ALLERGEN DECLARATION FORM

Pupil's Name:

Pupil's Date of Birth:

Address:

Postcode:

Parent/Guardian's Name:

Contact Telephone Number:

Email Address:

School Name and Address:

Brief outline of pupil's food allergy/intolerance (as per medical letter):

Have you included medical evidence? YES () NO ()

Without a copy of medical evidence in the form of a Dietitian or Paediatric Consultant letter, detailing your child's food allergy/intolerance, we will not be able to provide your child with a medical diet.

PARENTAL CONSENT TO DATA PROCESSING

The personal data about your child contained within this form will be gathered, stored and used to create an allergen diet for your child and to ensure your child receives the correct safe meal. More information about how your child's personal data is available in our Allergen Diet Privacy Notice.

Please sign below to indicate that you are happy for your child's personal data to be processed for the purposes indicated in this form and in the Allergen Diet Policy. You can withdraw your consent to this processing at any time, but please note that if you do so, we will not be able to continue to provide your child with an allergen diet.

Please note that if the details within this form (including your contact details) change, you must inform us immediately by requesting and completing a change of details form from your school.

It may be that we need to contact you annually to review your child's allergen diet and if no response is received, your child's allergen diet will be discontinued, so it is very important that we have up-to-date contact details for you.

By providing this information and signing the request form you are confirming your wish for us to provide your child with an allergen diet.

Signed: _____ Date: _____

Print name: _____

APPENDIX 4

ALLERGEN DIET CHANGE TO PERSONAL DETAILS

Pupil's Name:

Pupil's Date of Birth:

School Name and Address:

Postcode:

PLEASE COMPLETE RELEVANT AREAS FOR CHANGE

Parent/Guardian's Name:

New Parent/Guardian Name:

Previous Address:

New Address:

Postcode:

New Postcode:

Email Address:

New Email Address:

Contact Telephone Number:

New Contact Telephone Number:

Any changes to diagnosis please supply supporting medical evidence.

Brief outline of pupil's food allergy/Intolerance (as per medical letter):

Have you included updated medical evidence (if applicable)? **YES ()** **NO ()**

Without a copy of medical evidence in the form of a Dietitian or Paediatric Consultant letter, detailing your child's food allergy/intolerance, we will not be able to provide your child with a medical diet.

IMPACT FOOD GROUP

