

## ISS Education Allergen Policy September 2019: Secondary Education

If your child suffers from food allergy and, or intolerance we are committed to ensuring that your child can make informed meal choices with confidence. This is particularly so for those pupils who have recently transitioned from primary to secondary school where they previously may have had a bespoke dietary safeguarding menu. Your ISS Education catering team, whilst having freedom to create great food, also operate systems that ensure we know every key allergen that is contained within your child's meal. Should you or your child have queries and, or concerns, please feel free to approach one of our staff who will be able to assist you.

In compliance with the legislation, the kitchen managers in all of our catering units hold an allergen summary of the key 14 allergens as covered by the December 2014 EU Food Information for Consumers Regulation (FIC).<sup>1</sup>

ISS Education ensures health and safety are at the forefront of all policies and procedures. To ensure the safeguarding of all customers, it is company policy that the following processes are adhered to at all times:

1. A customer notice is displayed in a visible and appropriate position at, or as near to, the point of service in every school catering outlet. This notice informs all customers that allergen information (as per the regulations) is available upon request.
2. ISS Education is compliant with the legislation, holding allergen information for all dishes (recipes) served. Allergens listed in the allergen summary sheets are those key 14 allergens as stated by the legislation. Customers may enquire as to the allergens present in any of dishes served as and when required.
3. ISS Education particularly encourages those children who have recently transitioned from primary school and have allergies and, or intolerances to approach and ask any member of the ISS Education catering team if they have any questions, queries and, or concerns regarding the ingredients (allergens) in any of the dishes (recipes).
4. Processes and procedures are in place to ensure any changes in the allergen profile of a dish, e.g., the delivery of a replacement product to a unit, are clearly highlighted to customers at the point of service.
5. Auditing ensures all policies and procedures are adhered to.

The 14 key allergens as covered by the legislation include:

Cereals containing gluten	Lupin	Sesame seeds
Celery and celeriac	Milk	Soya
Crustaceans	Molluscs	Sulphur dioxide and sulphites
Eggs	Mustard	Tree nuts
Fish	Peanuts	

<sup>1</sup> FIC 14 Key Allergens : Cereals containing gluten; crustaceans; eggs; fish; peanuts; soybeans; milk; nuts; celery; mustard; sesame; sulphur dioxide & sulphites; lupin, and; molluscs.

<http://eur-lex.europa.eu/legal-content/EN/TEXT/PDF/?uri=CELEX%3A32011R1169&from=en>

### **Nut Allergy**

The term 'nut' refers to both peanuts and tree nuts. People who are allergic to tree nuts should also avoid peanuts and tree nut derivatives because of the risk of cross-contamination. People with an allergy to one type of tree nut have a greater chance of being allergic to other types.

Whilst it is not the policy of ISS Education to knowingly use nuts in any dishes (recipes) some products, from some manufacturers, are produced in factories where nuts have or may have been present. In these circumstances, the supplier will place disclaimers on their products 'may contain nuts'. We have no direct control over the manufactures' processes or procedures in their factories.

We work very closely with our suppliers and procurement team to ensure we have full nutritional and allergen information for every product, so all data is available to our operational colleagues.

ISS Education cannot be liable for the processes and, or environments of our third party suppliers and manufacturers. We will advise and take account of product information they pass to us and err on the side of caution which may limit some product choices. ISS Education cannot be responsible for any contamination or cross contamination that takes place prior to our receiving the products (examples of this may include contamination that takes place when a manufacturer transports product to stores or to us, contamination arising during the creation of the products, or in any other situation where nuts may have contacted the products).

At ISS Education we hope your child is able to enjoy the wide range of nutritionally balanced lunches available to them at their school. If you have any questions with regard to this policy, please contact us at: [FDT@uk.issworld.com](mailto:FDT@uk.issworld.com)