

SUBJECT: FOOD ALLERGIES & FOOD INTOLERANCES

1. INTRODUCTION

- 1.1 Harrison Catering Services recognise the fact that a relatively small number of its customers may suffer allergic reactions or may be intolerant to one or more of the commonly eaten foods and that the transfer of accurate information between the Catering Manager and the customer about the ingredients of any food on display for sale or being served is the best method of managing the risk
- 1.2 This policy relates only to food allergies or food intolerances and does not cover any other dietary choice except autoimmune diseases such as Coeliac disease which requires the removal of gluten from the diet
- 1.3 Some children have a partial allergy or intolerance to eggs, milk or gluten e.g. wheat and have been advised they can consume these items in one form but not in another (often referred to as the “Egg, Milk or Gluten Ladder”). The Company is unable to accept responsibility for serving food in this manner and deciding what level of the food allergen is safe for them to eat. If the child has an allergy or intolerance to a particular food then the Company is unable to serve food containing egg, milk or gluten e.g. wheat in any form to the child. When any trials have been completed and the child no longer has an allergy or intolerance to these food allergens, the Company and the School should be informed and the Food Allergy Management Form updated so that the child can be served with the appropriate foods
- 1.4 The Food Information Regulations apply to food which is **NOT** pre-packed for direct sale (PPDS) and require the caterer to be able to communicate with a customer about the presence of any of the fourteen common food allergens. This is accomplished by:
- Maintenance of up to date records of all ingredients in the food being served or sold
 - Notices being displayed informing customers to ask about the ingredients of any food being served or sold
 - Accurate information being given to the customer by the catering manager when an enquiry is made about any of the ingredients in the food being served or sold
- 1.5 Harrison Catering Services will offer the information orally to any customer that requests details about the ingredients of any food being served or sold. In addition to compliance with legal requirements, the objective of the following policy and procedure is the transfer of accurate information between all parties so that the correct food is served when requested. Catering staff cannot give any advice on allergy management to the customer or recommend that they choose certain foods
- 1.6 The Food Information Amendment Regulations only cover food which **IS** pre-packed for direct sale (PPDS) and require the food to be labelled with a full list of ingredients
- Food is classified as PPDS if:
 - The food is presented to the consumer in packaging
 - The food is packaged before the consumer selects it
 - The food is packaged at the same place where it is sold
 - The food is either fully or partly enclosed by the packaging
 - The food cannot be altered without opening or changing the packaging
 - The food is ready for sale or service to the final consumer

The procedure for dealing with this labelling requirement is in Section F1 – of this manual

- 1.7 The Food Information Regulations list the fourteen common food allergens and the Food Standards Agency has issued guidance:
- **celery** – includes celery stalks, leaves and seeds and celeriac. It is often found in celery salt, salads, some meat products, soups and stock cubes
 - **cereals containing gluten** - this includes wheat (such as spelt and khorasan wheat / kamut), rye, barley and oats. It is often found in foods containing flour, such as some baking powders, batter, breadcrumbs, bread, cakes, couscous, meat products, pasta, pastry, sauces, soups and foods dusted with flour
 - **crustaceans** – includes crabs, lobster, prawns, scampi and crayfish. It is often found in shrimp paste used in Thai curries or salads
 - **eggs** – often found in cakes, some meat products, mayonnaise, mousses, pasta, quiche, sauces and foods brushed or glazed with egg
 - **fish** – often found in some fish sauces, pizzas, relishes, salad dressings, stock cubes and in Worcestershire sauce
 - **lupin** – includes lupin seeds and flour, and can be found in some types of bread, pastries and pasta
 - **milk** – found in butter, cheese, cream, milk powders and yoghurt. It is often used in foods glazed with milk, powdered soups and sauces
 - **molluscs** – includes mussels, squid, whelks, clams, octopus, oysters and land snails. It is often found in oyster sauce or as an ingredient in fish stews
 - **mustard** – includes liquid mustard, mustard powder and mustard seeds. It is often found in breads, curries, marinades, meat products, salad dressing, sauces and soups
 - **nuts** – includes almonds, hazelnuts, walnuts, cashews, pecan nuts, brazil nuts, pistachio nuts, macadamia or queensland nuts. These can be found in breads, biscuits, crackers, desserts, ice cream, marzipan (almond paste), nut oils and sauces. Ground, crushed or flaked almonds are often used in Asian dishes such as curries or stir fries
 - **peanuts** – can be found in biscuits, cakes, curries, desserts and sauces such as for satay. It is also found in groundnut oil and peanut flour
 - **sesame** – can be found in bread, breadsticks, houmous, sesame oil and tahini (sesame paste)
 - **soybeans** – found in beancurd, edamame beans, miso paste, textured soya protein, soya flour and tofu. It is often used in some breads, some desserts, ice cream, meat products, sauces and vegetarian products
 - **sulphur dioxide** (sulphites) preservatives found in some dried fruit, meat products, soft drinks and vegetables as well as in wine and beer
- 1.8 Some of the above foods, in particular nuts and peanuts, are known to trigger acute allergic reactions such as anaphylactic shock which in some instances can be life threatening. The Company policy in relation to the use of nuts and peanuts in its kitchens is given in Para 3.1
- 1.9 An ever increasing number of food producers, manufacturers and suppliers of products and ingredients which the Company use will have the term “May Contain a specific food allergen” on the label because the production processes or the environment used by food producers and manufacturers to produce these products and ingredients cannot guarantee that they will be free from a specific food allergen. See Para 2.1 for the Company policy in dealing with this

1.10 Use of the term “Free-from”

- 1.10.1 The term “Free-from” cannot be used in relation to any food which is prepared or produced in the kitchen using a number of different ingredients. To use the term “Free-from” requires strict control of ingredients and strict handling procedures which are not possible in a busy catering kitchen. Making a “Free-From” claim is a guarantee that the food is suitable for customers with an allergy or intolerance and the Company cannot give this guarantee
- 1.10.2 Where there is a client requirement for the use of “Gluten-free” bread, bread rolls or a similar product, these will be purchased from the Company approved supplier and will be clearly marked as “Gluten-free” when they are delivered. These items will be stored and prepared separate to other foods and clearly marked or labelled after any further preparation to ensure they are served to the correct customer
- 1.10.3 Where there is a client requirement for the use of “Gluten-free” pasta, this will be purchased from the Company nominated supplier. Where pasta is on the menu, different types of pasta will be used e.g. the pasta for non-allergenic service is spaghetti and the pasta for “Gluten-free” service is pasta penne or similar. The “Gluten-free” pasta will be cooked separately to other pasta and where only small amounts are required over a long meal service, it should be cooked, refreshed in cold water, kept separate to other pasta and regenerated in boiling water immediately before service to the customer

2. CATERING MANAGER RESPONSIBILITIES

- 2.1 To produce and maintain an up to date Ingredient List (If Company Recipe Cards are used refer to 2.2 below) for all dishes and foods produced and served from the kitchen apart from single vegetables and fruits to which nothing is added:
- all ingredients and components of the dish must be listed irrespective of the amount used
 - it is not a recipe and the amount used does not have to be recorded
 - if any of the composite ingredients are branded items, the brand name must be included in the list
 - if any of the fourteen common food allergens are present in the dish, the appropriate box in the table at the bottom of the list should be ticked in order to make it easier to give accurate information to answer a question from a customer
 - the label of any component of the dish which contains numerous ingredients must be checked to see if any of the common allergens are present
 - if a different brand name to what is recorded on the Ingredient List is used, the list of ingredients on the label must be checked and the new brand name must be listed
 - the presence of any of the fourteen common food allergens in a list of ingredients on the label will normally be in bold print but it can also be underlined, highlighted or be in italic print
 - if the label on a product or ingredient states “May Contain (a food allergen)” this is recorded on the Ingredient List as the allergen is present in the food and this is the information given to the customer when requested to ensure that the customer is fully informed
 - the Ingredient List must be referred to each time the dish or food is prepared and if there are no changes or additional ingredients used and the brand name of any composite ingredient remains the same, the Ingredient List remains unaltered

- if the recipe is changed and additional ingredients are used then the Ingredient List must be amended and the changes must be recorded at the bottom of the page and the boxes in the table ticked as appropriate
- 2.2 Schools using the Company Recipe Card
- to follow the Company Recipe Card which gives the ingredients, food safety instructions and food allergen information for each dish produced
 - to check the label of any component of the dish which contains numerous ingredients to ensure that it is the same brand as given on the Recipe Card
 - to ensure that if a different brand name to what is recorded on the Recipe Card is used, the list of ingredients on the label of the new brand is the same
 - the presence of any of the fourteen common food allergens in a list of ingredients on the label will normally be in bold print but it can also be underlined, highlighted or be in italic print
- 2.3 To display at least one copy of the Company Food Allergy and Intolerance Notice (see page 15 below for details) in a prominent position in the servery, or near to the till or in the dining area where it can be easily seen and read by customers before they decide on their food selection
- 2.4 To display a copy of the Company Food Allergens Notice in the kitchen to remind staff about the common food allergens
- 2.5 To ensure catering staff are informed and understand about the potentially life-threatening risks to those customers who suffer from food allergies or food intolerances
- 2.6 To ensure that all staff do not bring any of their own food or snack item into the catering area due to the risk of cross contamination with the food being prepared in the kitchen
- 2.7 To ensure that all new catering staff are informed on their first day of employment and understand about the potentially life-threatening risks to those customers who suffer from food allergies or food intolerances
- 2.8 To ensure that all agency staff who are employed to work in the kitchen or servery are informed and understand about the potentially life-threatening risks to those customers who suffer from food allergies or food intolerances
- 2.9 To ensure that all agency staff who are employed to prepare or produce food are instructed to use the written Company recipes and Ingredient Lists and that they must only use the ingredients in the Company recipe or Ingredient List and that any changes or additions are recorded with the approval of the Catering Manager
- 2.10 To ensure that all catering staff refer all customer requests for information about the ingredients of food on display to the Catering Manager and for the Catering Manager to give the information to the customer
- 2.11 To use the Ingredient List or the Company Recipe Card to check if the food referred to by the customer contains any of the food allergens listed in paragraph 1.7 above
- 2.12 To keep up to date records or documents and use working procedures as in Section 3 below so that the presence of food allergens can be easily identified

- 2.13 To ensure that when a request is received from a customer, the information offered about the ingredients of the food is accurate. Taking into account the inescapable human fallibility factor, if the person who made the food is not available to give the answer or if there is any doubt about any of the ingredients or if there is any possible risk that consuming it could cause the customer to suffer an allergic reaction, the reply to the customer should be **NOT** to consume the food item in question
- 2.14 To ensure that if it is suspected a customer is suffering from an allergic reaction to food while they are in the catering area and no-one from the client organisation is dealing with the matter, the emergency services are summoned immediately and they are informed that the customer may be suffering from anaphylactic shock
- 2.15 Serving food to children or students with a food allergy or intolerance:
- The Catering manager or Cook manager is responsible for serving children or students who have food allergies or intolerances and for the preparing food where food for these children or students is produced separately to other food
 - Where food is prepared separately for these children, it must be prepared using different equipment and utensils and the finished food item should be stored separately until required for service
 - Where there is only one service point, the Catering manager or Cook manager should serve the entire meal to these children or students
 - Where there is more than one service point and both operate at the same time, the Catering manager or Cook manager should nominate a senior member of staff who has been fully trained and instructed and they should serve the entire meal to these children or students
 - The complete meal should be handed directly to the member of school staff who is escorting the child or student or directly to the child or student themselves provided their name and allergy have been properly identified
 - Another member of the catering should be trained in the correct service of food to children or students who have food allergies or intolerances to cover for any unavoidable absence of the Catering Manager or Cook Manager
- 2.16 To ensure that if a child with a food allergy is not correctly presented at the counter, does not have a lanyard or does not show the lanyard or give their name but Company staff recognise the child and react correctly, this will be recorded and reported to the school / client for remedial action to be taken
- 2.17 To ensure that the above procedures are followed and complied with at all times. If there is a requirement or request from the client to deviate from Company policy and procedures, the matter must be referred to your line manager and approval given at board level before any changes or adaptations can be made
- 2.18 To ensure that any allergic reaction occurring to a child, student or customer is reported immediately to your line manager and the Food Allergy Incident Report Form on Pages 10 or 11, as appropriate, is completed

3. WORK PROCEDURES

3.1 Use of Nuts and Peanuts

- 3.1.1 Many schools, colleges and academies have their own policy requirement that nuts and peanuts must not be used as ingredients in any food produced in or served from the catering facility and the Company will follow this requirement
- 3.1.2 Some schools, colleges and academies will have their own policy and requirements with regard to the service of ready to eat products such as speciality ice creams, Danish pastries, speciality milks etc. which contain nuts or peanuts as an ingredient – See Para 3.3 for the Company policy in dealing with this
- 3.1.3 Some schools, colleges and academies will have their own policy with regard to students bringing nuts and peanuts on site as snacks or in packed lunches
- 3.1.4 The Company does **NOT** use nuts and peanuts as an ingredient in the food produced in the vast majority of its kitchens and all bought-in ingredients and products used in these kitchens must not contain nuts or peanuts
- 3.1.5 Where there is a client requirement for specialty products which contain nuts or peanuts (e.g. spice pastes) to be used, extreme care is needed to prevent cross contamination with other foods during the production and service of the items containing nuts or peanuts – see Para 3.3
- 3.1.6 An ever increasing number of products and ingredients which are used do carry a “May Contain” warning and these items must be carefully handled to minimise the very small risk of the allergen being present and contaminating other food items (See Para 3.3)

3.2 Good control over food purchasing and stock control are essential in management of food allergies and food intolerance for the benefit of customers:

- check that the food item delivered is the food item that was ordered
- if a different brand of product to normal is delivered, check the list of ingredients
- keep ingredients in original containers or keep a copy of the labelling information and retain the container or the information until the food has been used and consumed
- if bulk ingredients are used and decanted into smaller containers, they should be stored in lidded containers with the container accurately labelled with the product and its ingredients
- if additional date labels are used to assist stock rotation, ensure that the label is not placed over the list of ingredients
- keep a copy of the ingredient information on labels of any pre-packed ready to eat foods that are served

3.3 Good control of recipe management and food production are essential in management of food allergies and food intolerance for the benefit of customers:

- an Ingredient List which lists all the ingredients and written recipe must be produced and used for all dishes produced in the kitchen
- use the same Ingredient List and recipe each time the food item is produced and if there is any deviation or addition to the recipe or Ingredient List it must be recorded
- production of dishes which contain any of the ingredients listed in 1.7 above should be undertaken so as to prevent accidental cross contamination to other foods which would not be expected to contain these ingredients
- Some specialised products e.g. spice pastes, do contain nuts or peanuts and where there is a requirement to use such products, extreme care must be taken to ensure there is no cross contamination to other products e.g. use separate preparation area, separate utensils and cooking equipment, full and thorough clean down after production, cleaning cloths etc. discarded when cleaning is completed and not used

in other areas of the kitchen, cooked food stored separately from other food whilst awaiting service, served from a separate area of the servery/counter using separate serving utensils which are used only for this food item

- Some par-baked bakery items do contain nuts or peanuts or have a “May Contain” warning on the packaging. These items should be unpacked on a separate table away from other food and placed on clean cooking trays. The packaging should be disposed of carefully and the table should be thoroughly cleaned before placing any other food on the table and the cleaning cloth discarded and not used in other areas of the kitchen. The baked items should be placed on clean serving equipment ready for service and the cooking trays should be cleaned before being used for any other food

3.4 Areas where accidental contamination can occur are:

- new recipe that has not been fully assessed
- changing a standard recipe to one that contains different ingredients
- not checking the same brand of ingredient is being used or if any of the ingredients have changed
- not washing hands between handling different food allergens
- work surfaces and utensils (whisks, spoons, knives) not being cleaned between producing different dishes containing different food allergens
- oven trays not being cleaned between the different food items
- cross over of spoons or serving utensils on the service counter between different food items

3.5 Recipes for food produced in Company Kitchens will contain some of the fourteen common food allergens listed in 1.7 above and the following are examples of composite foods containing numerous ingredients:

- thickened sauces may contain milk (butter and cream) and wheat (gluten)
- some soups, stocks, spice mixes, gravy granules may contain wheat (gluten)
- some stocks, gravy mixes and sauces may contain celery
- salad dressings may contain mustard
- toppings and garnishes may contain any of the items listed in 1.7 above
- cakes and desserts may contain marzipan or frangipane (almonds)
- baked pastry products may have been brushed or glazed with egg or milk
- some dishes such as houmous may contain tahini (made for sesame seeds)
- some burgers and sausages will contain gluten (rusk made from wheat flour)
- some burgers, sausages, cakes, pastries and biscuits may contain soyabean flour
- some meat dishes such as southern coated chicken may contain egg (the meat is dipped in beaten egg before being coated with crumb)
- some meat items may contain wheat (gluten) (the meat is dusted with flour before cooking)
- some vegetarian products such as vegetarian mince may contain soybean
- some oriental dishes may contain soybean (soya sauce, tofu and miso are made from soybeans)
- some sauces (e.g. Worcester Sauce) may contain fish extract

3.6 The following items and ingredients are some examples of those in common use in Company establishments and the food allergens they contain are shown in bold print on the ingredient list of the product. All product labels must be checked before use:

- Sweet Chilli Sauce – **Celery, Mustard, Wheat, Soya**
- Stir Fry Sauce – **Wheat, Soybeans, Molluscs, Celery, Mustard**
- Green Curry Paste – **Fish Sauce**
- Dark Soya Sauce – **Soybeans, Wheat**

- Hot Bean Sauce – **Soybeans, Wheat, Sesame Oil**
- Worcestershire Sauce (Lee & Perrins) – **Anchovies (fish)**
- Hamburger Relish – **Mustard**
- Spiced Tomato & Caramelised Onion Chutney – **Mustard**
- Tomato Sauce – **Celery**
- Brown Sauce – **Mustard, Barley, Rye/Gluten**
- Vegetarian Gravy Granules – **Wheat/Gluten, Soybeans, Celery**
- Beef Stock Granules – **Wheat/Gluten**
- Fish Stock Granules – **Fish, Celery Seed**
- Mayonnaise – **Eggs, Cream (Milk), Mustard**
- Salad Cream – **Eggs, Mustard**
- Dried Fruits such as raisins, sultanas, currants, apricots – **Sulphites**
- Vegetable Fat Spreads – **Milk (Buttermilk)**

4. MENUS & LABELLING

- 4.1 Food products on display for sale or served in establishments operated by Harrison Catering Services will not be individually labelled to indicate if they contain any of the fourteen common food allergens listed in 1.7 above
- 4.2 Menus on display in the servery should give an accurate description of the dish on offer and should be updated if there is any change to the recipe or Ingredient List
- 4.3 Menus on display in the servery should not indicate if any dish contains any of the fourteen common food allergens listed in 1.7 above and dishes should not be labelled as “Free-from” any of the fourteen common food allergens listed in 1.7 above
- 4.4 Where there is a client requirement for the published menu to be available on the school website, any of the fourteen common food allergens present will be listed under each menu item as a guide to assist in the food choice for the child. The following statement must be included on any menu published on the school website:
- All food is freshly prepared on site each day and if any of the 14 common food allergens are present, they are listed against each menu item and are intended as a guide to help with the choice of meal. For operational reasons and availability of some ingredients it may be necessary to alter a recipe at short notice and therefore your child or the member of school staff who presents your child at the counter must check each time before being served with the food
 - The Company handles many of the 14 common food allergens in our busy kitchens and so therefore cannot guarantee that our food is 100% free from specific food allergens
 - There are foods not on the list of 14 common food allergens which can cause allergic reactions in a small number of people and if your child has such an allergy, they or school member must check each time before being served with the food
- 4.5 Foods which are supplied by the manufacturer to the Company in a pre-packed ready to eat form should be labelled by the manufacturer with information that indicates to the customer if it contains any of the 14 common food allergens listed in 1.7 above

5. COMMUNICATION

- 5.1 The school is responsible for collecting information from the parent about children in their school who have a food allergy or food intolerance and the following process has to be in place before the child with a food allergy or intolerance is served for the first time
- 5.2 The parent should provide the school with a current medical note from a qualified medical professional to evidence their child's food allergy or food intolerance. Acceptable medical evidence should be documentation from a professional medical source i.e. a medical doctor, registered dietitian, nurse or other qualified NHS medical professional. School-composed care plans, private commercial laboratory reactivity results and homeopathic diagnoses are not acceptable. Without production of this document, the food allergy management process cannot be undertaken
- 5.3 The school shares this information with the Company, giving sufficient time before the start of a new term to enable the Company to serve the child with the correct food
- 5.4 Communication between the parent, school and Company should be in writing (signed documents, emails etc.) and not just provided verbally
- 5.5 The parent should continue to provide the school with up to date information about their child's food allergy or food intolerance and the Company should be informed immediately there is any change in the dietary requirement of the child
- 5.6 The parent should provide an up to date photograph of their child when requested to assist with the identification method employed by the school and the Company when the child is being served with food
- 5.7 A letter (page 12 below) can be given by the school to the parent of a child with a food allergy or food intolerance to establish the food allergy or food intolerance suffered by the child and before the child is served food for the first time
- 5.8 The Food Allergy and Food Intolerance Management Form on pages 13 and 14 below should be completed and signed by all parties to confirm that accurate information has been relayed between and understood by all parties

FOOD ALLERGY INCIDENT REPORT FORM (Schools, Colleges and Academies)

School, College or Academy					
Address					
Name of child / student with food allergy or food intolerance					
Date of incident		Has your line manager been informed	YES	NO	
Did the child require medical treatment		YES		NO	
Was the child admitted to hospital		YES		NO	
Has the Food Allergies and Food Intolerance Management Form been completed for this child / student		YES		NO	
Which foods have been indicated on the Food Allergies and Food Intolerance Management Form to cause an allergic reaction or intolerance		Peanuts		Fish	
		Nuts		Seafood, Crustaceans	
		Sesame Seeds		Seafood, Molluscs	
		Milk		Gluten (Wheat, Barley, Rye, Oats etc.)	
		Eggs		Soybean	
		Celery		Lupin	
		Mustard		Sulphur Dioxide / Sulphites	
Is there a folder with names, photographs and details for children with food allergies		YES		NO	
How is the child normally presented at the counter / servery (tick one box)		Teacher	Lanyard	Wristband	Other
How was the child presented at the counter / servery (tick one box)		Teacher	Lanyard	Wristband	Other
What menu items was the child supposed to be served with					
What menu items was the child actually served with – list everything served					
Is an Ingredient List or Recipe Card available for the food items produced		YES		NO	
Did the ingredients of the food produced match the Ingredient List or Recipe Card		YES		NO	
Which member of staff normally serves the children with allergies or intolerance		Catering Manager / Cook		Catering Assistant	
Which member of staff did serve the child who suffered the allergic reaction		Catering Manager / Cook		Catering Assistant	
Results of Investigation					
Changes required to be made to method of service					
Signed – Catering Manager / Cook			Date		

FOOD ALLERGY INCIDENT REPORT FORM (B&I Contracts)

Name of business					
Address					
Name of customer with food allergy or food intolerance					
Date of incident		Has your line manager been informed	YES	NO	
Did the customer require medical treatment	YES		NO		
Was the customer admitted to hospital	YES		NO		
Is the Food Allergies and Food Intolerance notice displayed in the servery area where the customer can see it	YES		NO		
Did the customer ask about the ingredients of the food item before they selected it	YES		NO		
Was the customer given the correct information from the Ingredient List	YES		NO		
To which food ingredients did the customer state they have an allergy or intolerance	Peanuts		Fish		
	Nuts		Seafood, Crustaceans		
	Sesame Seeds		Seafood, Molluscs		
	Milk		Gluten (Wheat, Barley, Rye, Oats etc.)		
	Eggs		Soybean		
	Celery		Lupin		
	Mustard		Sulphur Dioxide / Sulphites		
What food item did the customer select					
Is an Ingredient List available for all the food items produced on site	YES		NO		
Did the ingredients of the food produced and served to the customer match the Ingredient List	YES		NO		
Results of Investigation					
Changes required to be made to method of food production or service					
Signed – Catering Manager				Date	

Date

Dear Parent

Food Allergies and Food Intolerance

As a leading and responsible catering Company, we have the duty to comply with food safety law and we want to be able to serve all the children at the school with high quality freshly produced food which meets food safety and hygiene standards and is enjoyable, nutritious and safe for them to eat. We recognise that a small number of children can get an allergic reaction or intolerance to a commonly eaten food. We are very concerned about this and endeavour to serve them with food which is safe for them to eat.

We follow guidance from the Food Standards Agency and other official bodies and we consider that proper communication and exchange of accurate information between everyone concerned is the key area to allow the food allergy or intolerance to be managed in the best interests of these children.

Please note

- this policy relates only to food allergies or food intolerances and does not cover any other dietary choices except autoimmune diseases such as Coeliac disease which requires the removal of gluten from the diet
- If your child has a partial allergy or intolerance to eggs, milk or gluten e.g. wheat, ("Egg, Milk or Gluten Ladder") you may have been advised they can consume these items in one form but not in another. The Company is unable to accept responsibility for this and deciding what level of the food allergen is safe for them to eat and it is unable to serve foods containing egg, milk or gluten in any form to your child. When any trials have been completed and your child no longer has an allergy or intolerance to these food allergens, the School and the Company should be informed and the Food Allergy Management Form updated so that your child can be served with the appropriate foods

We have to make sure that information regarding the ingredients of any food being served to children is made available. We follow these requirements and keep an up to date Ingredient List / Recipe Card for each dish produced in the school kitchen so we can identify if any of the fourteen common food allergens are present in the food and the correct choice can be made as to which food those children who have a food allergy or intolerance can safely be served with.

We take all reasonable care and precautions to identify and control the ingredients being used but, there can be no absolute guarantee that any dish will not contain any of the fourteen common food allergens as this can occur as a trace from an ingredient, as a result of the list of ingredients from the supplier not declaring its presence or as a result of accidental cross contamination in the kitchen or counter from something as simple as serving spoons being accidentally used for more than one item.

If your child has a food allergy or food intolerance, in order for us to serve them with food we prepare in the school kitchen for the first time and manage the situation in their best interests, you are requested to complete and return the attached Food Allergy Management Form by email so as to:

- Identify and confirm the type of food allergy or food intolerance your child has
- Produce medical evidence to confirm the food allergy or food intolerance
- Make sure the severity of the risks involved are understood by everyone
- Put a process in place so that your child is correctly identified when being served with food including provision of an up to date photograph of your child

We look forward to working with you to endeavour that it is managed in the best interests of your child. If for some unavoidable reason you are unable to return the form by email, we will attempt to make contact with you by telephone and complete the necessary documentation. This will then be sent by email for you to check, agree or amend and sign and return to the sender of the email. If you do not have access to email, a meeting can be arranged at the school to complete the process. Please be assured that any personal data will be processed in accordance with our privacy policy which can be found on the company's website www.harrisoncatering.co.uk

Yours sincerely
Harrison Catering Services

FOOD ALLERGY & FOOD INTOLERANCE MANAGEMENT

School			
Address			
Telephone Number			
Name of Parent / Guardian			
Address			
Telephone Number		Email address	
Name of Child with food allergy or intolerance			
Have you received a letter about managing Food Allergies and Food Intolerance		YES	NO
Has medical evidence been provided <i>If NO, the process cannot continue</i>		YES	NO
Tick the box next to the foods to which your child is allergic or intolerant	Peanuts		Fish
	Nuts		Seafood, Crustaceans
	Sesame Seeds		Seafood, Molluscs
	Milk		Gluten (Wheat, Barley, Rye, Oats etc.)
	Eggs		Soybean
	Celery		Lupin
	Mustard		Sulphur Dioxide / Sulphites
Has your child suffered a previous allergic reaction to any of these foods		YES	NO
Is the allergy life threatening		YES	NO
Is your child allergic to any other food item		YES	NO
If YES , to which other food item do they an allergy or intolerance			
PARENT / GUARDIAN			
<ul style="list-style-type: none"> I understand that I am responsible for ensuring that accurate information about the food allergies or intolerances affecting the child named above is given to the school and the Company. I give permission for a photograph of my child to be used in the kitchen to assist in correctly identifying my child when being served YES <input type="checkbox"/> NO <input type="checkbox"/> (Tick as appropriate) <p>Please note that the Company uses many of the 14 common food allergens in our busy kitchens and whilst all reasonable precautions will be taken to make sure the food is safe for your child to eat, there can be no absolute guarantee that the food will not contain anything to which your child has an allergy or intolerance</p> <p>Signed.....Date.....</p>			
Parent unable to correspond by email			
Telephone conversation held with parent YES <input type="checkbox"/> NO <input type="checkbox"/> (Tick as appropriate)			
Above information taken from a telephone conversation with.....			
Signed.....(Harrison Catering) Date.....			

SCHOOL

- Has a copy, or has seen a copy of a current medical note from a qualified medical professional to evidence the child's food allergy or food intolerance
- Has informed the catering manager that the child named above is known to suffer from a food allergy or food intolerance and has provided an up to date photograph and a list of the foods known to trigger a reaction in the child named above to be used in the kitchen and servery
- The preferred option is that a separate service area is provided for children with a food allergy or intolerance or they are presented first in the queue for ease of identification
- A member of school staff should present the child at the servery and inform the member of catering staff which food they are to be served. If the school do not use this process, the child must be identified by wearing a suitable means of identification e.g. a lanyard, provided and maintained by the school with the child's name, their food allergy and current photograph

School Decision (delete as appropriate)

- A separate service area will be provided for children with food allergies
- Children with food allergies will be presented first in the queue
- A member of school staff will present the child at the servery
- The child will be identified at the servery by wearing a lanyard or similar means of identification and the school will ensure that the lanyard is presented to the member of catering staff before any food is served to the child

Signed..... Date.....

CATERER

- Has been informed by the school that they have a copy or has seen a current medical note from a qualified medical professional to evidence the child's food allergy or food intolerance
- Has an up to date photograph of the child named above available in the kitchen / servery together with details of any food allergy or intolerance
- Examines ingredient lists and labels on any composite products used as ingredients for the declared presence or absence of any of the 14 common food allergens
- Completes an Ingredient List for each menu item before it is served for the first time or uses the Company Recipe Card which details the presence of any of the 14 common food allergens
- Takes all reasonable care when producing food to avoid cross contamination of ingredients
- Liaises with the member of school staff who presents the child at the servery or takes detail from the lanyard or similar means of identification which the child is wearing as to which of the food items on the servery should be served to the child
- If the child is not correctly presented or identified at the servery, the child should not be served with any food until they have been correctly presented or identified
- Takes all reasonable care when serving food to avoid cross contamination between different foods and ensure that serving utensils are only used on one type of food
- If there is any doubt about the content or ingredients of any dish or product or if there is a chance that it could cause an allergic reaction or intolerance, it should not be served to the child
- Does not offer any advice on food allergies or make recommendations about the suitability of any food on offer for service
- If the child with a food allergy is not presented at the counter, does not have a lanyard or does not show the lanyard or give their name but the counter staff recognise the child and react correctly, this will be recorded and reported to the school for remedial action to be taken

Signed..... Date.....

FOOD ALLERGY OR INTOLERANCE

Harrison Catering uses many of the 14 common food allergens in its busy kitchens and is aware that some customers may have an allergy or intolerance to some foods and ingredients used in the food service offered by the Company

If you have a food allergy or intolerance please speak to the member of staff who is serving you about your requirements every time you purchase or are served with the food and they will check with the Catering Manager or Chef about the ingredients in the food on display as it may have been necessary to change some of the ingredients since the last time you purchased or were served with the same food

If there is any doubt about the ingredients in a particular dish, you will be advised not to consume the food. Please note that some ingredients used do carry “May Contain” advice, in this instance you will be advised that the food does contain the specific food allergen

Please, never try to guess the ingredients in a dish