

## ISS Education Allergen Policy

### September 2019: Primary Education

Evidence suggests the rates of allergy are increasing in the UK.<sup>1</sup> It is estimated that 1-2% of adults and 5-8% of children have a food allergy. This equates to around 2 million people living in the UK with a food allergy (this figure does not include those with food intolerances).<sup>2</sup>

Since 13th December 2014 the EU Food Information for Consumers Regulation (FIC) has been in force. This legislation ensures clear, comprehensive and legible labelling of foods thus enabling consumers to make informed choices.

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<sup>3</sup>) 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. All primary aged children with allergies and, or intolerances (or other medical conditions requiring a special diet menu) must go through our dietary safeguarding procedure to individually safeguard children.<sup>4 5</sup>
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.

In addition to the above, it is strict company policy that all food and, or drink products purchased for use within the business can only be purchased through the ISS Education Approved Products List (APL). This list has been developed, and continues to be developed, in agreement with our trusted suppliers. Before any product is added to the APL, the product specifications are rigorously checked by the ISS Supplier Relationship Manager and Company Nutritionist for suitability.<sup>6</sup> This gives us full transparency over products being used in the business and full traceability.

### Dietary Safeguarding Procedure

<sup>1</sup> M. L. Levy, D. P. (2004). Inadequacies in UK primary care allergy services: national survey of current provisions and perceptions of need. *Journal of Clinical and Experimental Allergy*, 34, 518-520.

<sup>2</sup> Food Standards Agency (2016) 'Allergy Basics and statistics'. <https://www.food.gov.uk/sites/default/files/facts-stats.pdf>

<sup>3</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/TXT/PDF/?uri=CELEX%3A32011R1169&from=en>

<sup>4</sup> For further information please refer to ISS Education Special Diet Procedure

<sup>5</sup> ISS Education regret they are unable to cater for any pupil who is a registered EpiPen® (or equivalent) user and has allergies to allergens which are not covered by the EU FIC legislation\*.

<sup>6</sup> Suitability includes: suitability for use within the education sector according to food-based standards as set out by the School Food plan; nutritional profile; Government Buying Standards; alignment with the ISS Education Nut Policy.

If your child has medically based dietary requirements due to food allergy (including nuts), food intolerance and, or other medical conditions, e.g., coeliac disease, please refer to the Dietary Safeguarding Policy for further information.

If your child has a nut allergy, please refer to the ISS Education September 2019 Dietary Safeguarding Policy and the ISS Education September 2019 Nut Policy for further information.

### **Customer & Food Safety**

Whilst ISS Education operate a robust and rigorous dietary safeguarding procedure we are unable to guarantee that all risk associated with the compilation and creation of a special diet can be eliminated. All meals are prepared on site daily. We use a large variety of ingredients in the preparation of our meals and due to the nature of our kitchens it is not possible to completely remove the risk of cross contamination.

If your child has an allergy which is not one of the key 14 allergens prescribed under the Food Information Regulations 2014, it is possible that the allergen may not be listed on ingredients lists or product specifications (as not required in law) therefore, the allergen may unknowingly be present within the agreed special diet menu.

ISS Education is a school catering business and not a dietetic and, or medical catering business. If you feel your child's dietary requirements are of high risk, where our catering services may be unsuitable and, or do not meet the needs of your child, then we would suggest making alternative catering arrangements. At ISS Education our priority is to safeguard the children and the staff serving them.

ISS Education ensures all staff are kept up to date with any changes in legislation, company policies and procedures on a regular basis. For more information on ISS Education meal provision and compliance with additional legislation in relation to school meals, please refer to the ISS Education September 2019 Healthy Eating & Wellbeing Policy.