

## **Provision of Sensitive Diets and the Communication of Allergens Policy**

MetroFresh is committed to satisfying the needs of our customers and are committed to ensuring the safety of customers who have an allergy or food intolerance.

It is our policy to safely provide special diets by operating a rigorous HACCP system as part of our central Food Safety Management System.

Parents of pupils entering school are requested to declare any intolerances, allergies and sensitive diets. Upon receipt of this information, MetroFresh will link with the school, parents and health professionals including dietitians to ensure these requirements are met.

In high schools, notices are clearly on display for anyone with a special dietary requirement to ask a member of staff who will be able to advise.

Where a child has a number of allergies or intolerances, we will conduct a risk assessment and where it is identified that the overall risk to the child is high, we reserve the right not to provide a school lunch to the pupil.

We provide all necessary training and instruction to catering management and frontline staff and monitor its effectiveness.

We recognise that severe allergies can cause life threatening reactions and that food intolerances do not involve the immune system and are not generally life threatening but can make the customer feel poorly.

Owing to the nature of our operation, food is prepared in an environment where allergens are present, therefore we cannot fully guarantee that any food or drinks will be completely free from allergens.

### **Allergens**

All allergen information is available upon request in accordance with the allergen regulation 2014.

### **Nut specific**

We do not use any recipes that contain nuts or nut by-products in our school menus, civic or hospitality catering, however current labelling regulations mean that no guarantee can be given that ingredients have been prepared in a fully nut free environment without risk of contamination.

This is due to suppliers increasingly stating that products are not free from nut contamination due to possible airborne contamination.

## **Sensitive Diets**

Sensitive diets are diets for pupils with a medically diagnosed requirement, food intolerances, medical condition or religious beliefs which affect eating requirements.

MetroFresh understands that some people have particular sensitivities to certain foods that non – sufferers would find harmless. When someone has a food allergy, their immune system reacts to a particular food or food groups. Halal products are only purchased with an approved HALAL certification. All dishes in high schools that are prepared with HALAL products will be clearly labelled at the point of sale to allow persons of other religions an informed choice to buy.

## **Roles & Responsibilities**

### The school

- Make MetroFresh aware of any pupil who has an allergy or intolerance.
- Provide MetroFresh with the child's care plan and link worker.
- To facilitate a meeting between the child's dietician, parent, school representative and MetroFresh to identify the child's likings, problematic foods and agree a suitable menu.
- To provide MetroFresh with a letter from the parent to acknowledge that they are satisfied that MetroFresh will take all reasonable precautions but cannot guarantee allergen/intolerance free.
- To provide a suitable level of supervision for pupils when lunches are selected and served so that the welfare of the pupil is safeguarded.
- To inform MetroFresh of any changes with the pupil's dietary requirements.
- To inform the catering supervisor of any absences so a meal is not prepared.

### MetroFresh

- Will do our uppermost to provide planned individual menus for customers with sensitive diets.
- To collate and provide allergen information relating to recipes and planned menus.
- To monitor the provision of special diets, communication of allergens and intolerances to staff.
- To advise customers of the allergen information as requested.
- To display the appropriate signage and advise customers of where to access allergen information.
- Communicate with and supervise catering assistants in the serving of meals to pupils with a sensitive diet.