

April 2018

## **Sodexo's Food Allergy Management Processes**

We hope the new term has started well.

We have taken on board feedback from previous years around our timings for the request of this important information and the schools requirement to include this within new student information packs. We trust by writing to you earlier this now allows sufficient time to collate and confirm in advance of the new academic year.

As per previous years can you please provide Sodexo with details of which children/young people in your care have a **food allergy, together with the medical assessment regarding the child/young person's food allergy from either a doctor or a registered dietician.**

We have also taken into consideration the General Data Protection Regulation ("GDPR") that comes into effect on 25 May 2018. As always the safety and wellbeing of every individual we serve is of paramount importance to both Sodexo and every school. However, to ensure Sodexo's compliance with GDPR, it has been necessary to make some minor amendments to our Allergy Management Process. We have provided a template form within this communication which you may find helpful for this purpose, along with a clarification within the FAQ.

It is important that we have this assessment as without it, Sodexo cannot be certain that we are providing a child/young person with a diet that is appropriate for their health needs. Please provide us with as much detailed information as possible e.g. can the child/young person tolerate products labelled as 'may contain', raw and/or cooked eggs, nuts (types of) and/or peanuts

Where you are unable to provide us with details that a child/young person in your care **does not** have a food allergy, we will take this as your confirmation that the child/young person does not have a food allergy and that you consent to us providing that child/young person with a full food and drink menu.

In the event that the child/young person subsequently informs a member of Sodexo staff verbally that they have a food allergy, we will:

- a) provide that child/young person with a restricted menu e.g. plain jacket potato, which we believe is unlikely to induce any allergic reaction; and
- b) notify you in writing that the child/young person has informed us that they have a food allergy and confirm that we are only able to provide the child/young person with the restricted menu until you have been able to provide us with a doctor's or dietician's medical assessment for that child/young person's allergy.

The restricted menu will consist of a plain jacket potato, except for those who have informed us of an allergy to potatoes.

**We ask for your support in notifying the parents/guardians that this dietary restriction will remain in place until they are able to provide the required documentation which consists of the following:**

- **Food Allergy Form**
- **Medical Assessment (if child/young person has an allergy)**

**We will make our team aware of the child/young person who is having a restricted menu and they will be available to support and advise them at each service.**

### **Next steps**

If you already ask parents/guardians to provide medical assessments from a doctor or dietician in respect of children/young people who have a food allergy, you will need to ensure that you have their permission to share this information with Sodexo before the start of the September 2018 term.

If you do not already ask parents/guardians for food allergy information, or you have not sought their permission to share it with Sodexo, you are welcome to use the template letter we have provided to help you to collect the information and obtain permission to share it with us.

If you require any further information please contact your Sodexo's site manager. Alternatively, please e-mail [AllergenDocuments.Schools.UKandIE@sodexo.com](mailto:AllergenDocuments.Schools.UKandIE@sodexo.com) including your name, educational institution name and your telephone number. Your query will then be directed to the relevant department within Sodexo and an appropriate person will contact you.

Yours sincerely



**Paul Anstey**

CEO Schools and Universities



**Matthew Garner**

Managing Director Government Schools

**Please sign below to acknowledge receipt of this letter and supporting documents.**

For and on behalf of

Name: .....

Position: .....

Signature: .....

Date: .....

Please return your signed copy of this letter either:

**By post to:**

Mrs Karen Bulfield, Sodexo Limited, Delta 1100, Delta Office Park, Welton Road, Swindon SN5 7XZ, UK

or

**By e-mail to:** [AllergenDocuments.Schools.UKandIE@sodexo.com](mailto:AllergenDocuments.Schools.UKandIE@sodexo.com)

## Sample Parent/Guardian Food Allergy Information Letter

Please find below an example of a letter to a parent/guardian that you are welcome to use and adapt in order to help you to collect the information that we need to provide catering services at your educational establishment.

Before you use the letter please delete the unnecessary words between the square brackets and ensure that you provide details of where completed forms should be returned to. You may find it useful to include this information on your website as a resource for your educational community

Please remember that you will need to provide details of any child/young person that has a food allergy to Sodexo [UK Allergen.Education@sodexo.com](mailto:UK.Allergen.Education@sodexo.com).

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Dear Parent/Guardian

### Food Allergies

You will be aware that food allergies are a growing concern in educational establishments throughout the UK and Ireland. Individuals who are affected with a food allergy may suffer a severe or even fatal reaction if they eat, or, in some cases simply come into contact, with a food or ingredient that they are allergic to.

The health and safety of every child and young person in our care is very important to [us/me] and [I am/we are] asking you to help [me/us] to provide a secure educational environment.

Please complete the Food Allergy Information Form [enclosed/attached/below] in full as soon as possible. You will need to return it to [INSERT NAME AND ADDRESS or INSERT E-MAIL ADDRESS] at least **[3 weeks] before the start of the new term**.

### What do I do if my child/young person does not have a food allergy?

We are asking all parents/guardians to complete and return the Food Allergy Information Form even if your child/young person does not have an allergy.

### What do I do if my child/young person does have a food allergy?

If your child/young person does have a food allergy, you will need to provide us with a written medical assessment of their condition from either a doctor or a dietician. This information is essential to ensure that your child/young person is provided with a diet that is suitable for their food allergy and that does not unnecessarily restrict their diet. For example:

- *“I am allergic to eggs”*  
This could be an allergy to raw egg, cooked egg or foods containing egg. A letter from a doctor/dietician will help to clarify the food allergy;
- *“I am allergic to nuts”*  
There are different types of nut allergies so it is important to understand the type of nut (for example hazelnuts, Brazil nuts, almonds, pine nuts etc.) your child is allergic to specifically

We will keep a record of your child/young person's Food Allergy Information Form to use in the event of a medical emergency. We will share details of any food allergy assessments with Sodexo Limited who provide our catering.

Sodexo was established in 1966 and is a global leader in providing high quality catering services. Using their experience and a team of well-respected dieticians, Sodexo have developed robust food allergen management procedures to manage your child's/young person's dietary requirements.

If your child/young person has a food allergy and you do not return the Food Allergy Information Form together with a doctor/dietician's assessment where necessary, **your child/young person will be given a restricted diet which our catering partner Sodexo believes is unlikely to induce any allergic reaction** i.e. a plain jacket potato unless you have indicated your child/young person is allergic to potatoes. When you have been able to provide a doctor/dietician's assessment of your child/young person's condition, we will be able to offer them a wider menu appropriate to their needs.

**Keeping us up to date**

Please ensure that you inform us if your child/young person develops a food allergy, or if there are any changes to their existing allergy. Before any altered diet can be provided, you will need to provide us with a written medical assessment of their condition from either a doctor or dietician.

You will find [on the next page/set out below/attached] some more information that you may find useful.

If you have any questions please contact [INSERT NAME OF CONTACT/E-MAIL ADDRESS/TELEPHONE NUMBER AS APPROPRIATE].

[Yours faithfully]

[NAME/POSITION]

## Frequently Asked Questions

**1. Q. I think my child/young person has an allergy to certain foods but I am not sure. What should I write on the form?**

*A. If you think your child/young person has a food allergy then we strongly advise you to seek the advice of either a medical or nutritional professional to obtain further information as soon as possible. If you tell us that your child/young person has an allergy, but you do not yet have an assessment of their condition from either a doctor or a dietician, their diet will be restricted to foods which our catering partner Sodexo believes are unlikely to induce any allergic reaction. Once you have been able to provide a doctor or dietician's assessment of your child/young person's condition we will be able to offer them a wider menu appropriate to their needs.*

**2. Q. Why do you need to receive a doctor/dietician's assessment before you will feed my child/young person?**

*A. Food allergens can cause life-long health issues and in certain circumstances cause death. We do not want to place any child/young person in the position where their health or their life could be at risk. Without a doctor/dietician's assessment we cannot be certain that we are providing a child/young person with a diet that is appropriate for their health needs.*

**3. Q I have already told you verbally about the food allergy, why do I need to fill in a form?**

*A. We need to keep a written record with details of any food allergies that your child/young person has so that we can share it in an emergency with medical professionals. We also need to ensure that we are sharing accurate information about your child/young person's food allergy with Sodexo who are the company that provide our catering.*

**4. Q. Can your catering partner Sodexo promise to provide food that is created and served in 'nut free' environments?**

*A. Sodexo is unable to commit to ensuring that any establishment that it provides food to will be completely 'nut free'. Whilst Sodexo does not use whole peanuts or tree nuts as ingredients within its premises (unless specifically requested to do so), some of those ingredients come from manufacturers who have placed a 'may contain traces of peanuts or tree nuts' label on them. This means that food produced using these ingredients cannot be claimed to be 'nut free'.*

**5. Q. My child/young person has packed lunch. Why do I need to complete the form?**

*A. In certain educational establishments, children/young people who eat meals prepared by our caterers will sit with those who eat packed lunches. Some children/young people with food allergies can suffer a reaction by either coming into contact with or being in close proximity to the particular ingredient that they are allergic to. By understanding which child/young person has a food allergy we are able to limit the potential of an incident occurring.*

**6. Q, Providing and sharing medical information of my child/young person with the catering partner Sodexo.**

*A. Sodexo must seek parental consent via the School to be provided with the data about children with allergies to provide them with meals tailored to their dietary needs. The Food Standards Agency (FSA) guidance recommends displaying photos of the pupils who have allergies in kitchens and food preparation areas where a wide range of people will see them.,*

*Data protection laws provide that sensitive personal data may be processed if that data relates to the data subject's physical or mental condition and is essential for the purpose of identifying or reviewing the equality of opportunity or treatment of people with different states of physical or mental health in order to promote such equality.*

*This means that data concerning pupils' allergies can be processed, or disclosed, in order to monitor their treatment as equals in the wider context of the school. Sodexo requires the information about pupils' allergies in order to keep them safe and well and secondly, to minimise or eliminate any differentiation in the treatment of and environment for pupils with allergies.*

*It is within the relevant pupils' best interests for Sodexo to be aware of their needs. Therefore there is no reason for withholding the data. As the withholding of the data would actively result in unequal treatment that singles out the pupils with allergies (by only serving them a plain jacket potato) and the DPO was drafted to prevent such an inequality.*

## Sample Food Allergy Information Form

*If your educational institution already has its own method of collecting allergen information, it is likely that you already hold the information that Sodexo requires. Alternatively, if you would like to use or adapt the form below to help you to gather allergen information you are welcome to do so.*

*You may find it helpful to make the form available on your website together with the FAQ's for your educational community to refer to.*

*You will need to provide details of who/where completed forms should be returned to at your educational institution.*

*Please remember to provide details of any child/young person that has a food allergy, together with their doctor/dietician's assessment to: [UK.Allergen.Education@sodexo.com](mailto:UK.Allergen.Education@sodexo.com).*

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Sample Food Allergy Information Form  
(to be completed for each child/young person under the age of 16 by their parent/guardian)

Dear Parent/Guardian

You will be aware that food allergies are a growing concern in educational establishments throughout the UK and Ireland. Individuals who are affected with a food allergy may suffer a severe or even life threatening reaction if they eat, or in some cases, simply come into contact with a food or ingredient that they are allergic to.

The health and safety of your child/young person is our number one priority. We need your help to ensure we continue to provide a safe environment for your child/young person during meal times by completing and returning the Food Allergy Information Form in full **at least 3 weeks before the start of the new term**.

If your child/young person has a food allergy, we will need to share information about their food allergy with the company that provides catering services for us, Sodexo Limited. We will only provide Sodexo with the information that is necessary for your child/young person to receive a meal appropriate for their dietary needs.

Sodexo will hold this information confidentially, and it will be used by their dieticians to determine which type of menu is appropriate for your child/young person's dietary needs. The information shall not be used for any other purpose.

[Yours faithfully]

[Name/Position]

Please complete the details below in BLOCK CAPITALS

When you have completed the form please return it:

By e-mail to: [XXXXXXXXXX@EDUCATIONALINSTITUTION]

Full name of child/young person	
Class or form	
Does your child have a food allergy?*( <i>please tick box</i> )  <i>* if your child is a coeliac (has a wheat allergy), please tick the 'Yes' box.</i>	<input type="checkbox"/> Yes, my child/young person has a food allergy and I have attached or will provide you with a doctor/dietician's assessment of their condition in writing.  Please include as much information as possible specific to your child's food allergy. Can he/she tolerate products that say <b>may contain</b> for example raw / cooked eggs, nuts (types of) and/or peanuts  <i>I understand that until I have provided you with the medical assessment my child/young person will receive a restricted diet</i>
	<input type="checkbox"/> No. My child/young person does not have a food allergy.
Parent/Guardian name	
Relationship to child/young person	
Contact address	
Contact telephone number	
Emergency contact name	
Emergency contact telephone number	
Parent/Guardian signature	I hereby consent to details of my child's / young person's allergy mentioned above and any related doctor / dietician's assessment being provided by the School to Sodexo Limited for the purpose of preparing and providing appropriate meals for my child / young person.
Date	