

## ISS EDUCATION Allergen Policy

### January 2021: Secondary Education

If your child suffers from a 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 EU Food Information for Consumers Regulation (FIC) legislation, the kitchen managers in all of our catering units hold an allergen summary of the key 14 allergens as covered by the legislation<sup>1</sup>. The 14 allergens are: celery and celeriac, cereals containing gluten, crustaceans, egg, fish, lupin, milk, molluscs, mustard, peanuts, sesame seeds, soya, sulphur dioxide and sulphites and tree nuts.

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.

### Procurement, Product Manufacturing & Specifications

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. However, 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 when preparing menus for children with notified allergies and err on the side of caution, which may limit some product choices. We are constantly working with suppliers to source ingredients which are suitable for a wider range of pupils' requirements.

In addition, ISS Education cannot be responsible for any contamination or cross-contamination that takes place prior to receiving the products.

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

## Nut Allergies

In this policy the term 'nut' refers to tree nuts and peanuts; both of which are covered by this policy. This policy does not cover coconut, nutmeg, sesame, pine nuts and seeds (including seed oils).

It is not the policy of ISS Education to knowingly use nuts in any dishes or recipes. Whilst we go to extreme lengths to ensure our menus are nut free, 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 such as 'may contain nuts'. We have no direct control over the manufacturers' processes or procedures in their factories. However, we will work closely with suppliers to reduce the number of products with this claim and replace, where required, with products which state they are free from tree nuts and peanuts.

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: [nutrition@uk.issworld.com](mailto:nutrition@uk.issworld.com)