

Dear All

## Re: ISS Primary Education - Dietary Safeguarding Procedure September 2018

As your catering providers, ISS Facility Services Education is dedicated to ensuring that pupils can enjoy nutritious and delicious lunches which are served safely in healthy environments. To ensure the safeguarding of all our customers, we have made some changes to our dietary safeguarding procedure which I would like to take this opportunity to update you on.

The following information explains the procedure by which we are able to cater for some primary pupils with medical dietary requirements. Our robust dietary safeguarding procedure is designed not only to safeguard children with medical conditions but also to support the catering staff involved in the preparation and service of the lunch time meals. Medically based dietary requirements may be due to a food allergy, food intolerance and, or other medical conditions, e.g., coeliac disease.

### Which food allergies can we cater for?

Whilst ISS Facility Services Education is proud to be able to cater for most dietary requirements, from September 2018 onwards we will be altering our process and we will no longer be able to accept new dietary referral forms for children whom are registered EpiPen® (or equivalent) users and have allergies to allergens which are not covered by the EU FIC legislation (we will continue to cater for all children on our current database). This decision is based on the level of information we, as a company, receive from our suppliers on the allergens present in products and changes in product specifications. Please refer to the table below for further information.

	Covered by FIC 14 EU Allergens*	NOT Covered by FIC 14 EU Allergens*
EpiPen® (or equivalent) Use	Yes	No**
NO EpiPen® (or equivalent) Use	Yes	Yes

\* EU FIC 14 Key Allergens : Cereals containing gluten; crustaceans; eggs; fish; peanuts; soybeans; milk; nuts; celery; mustard; sesame; sulphur dioxide & sulphites; lupin, and; molluscs.

\*\* 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\*.

### The Dietary Safeguarding Menu

As of your next seasonal menu change at the start of the 2018 academic year, the dietary safeguarding menu created and issued for each individual child (dependant on their medical dietary requirements) will now be based on a regional dietary safeguarding menu, separate from the main school menu. This core safeguarding menu has been introduced to streamline the procedure, thus reducing risks associated around the preparation and service of the dietary safeguarding meals.<sup>1 2</sup> This means any risks associated with the provision of dietary safeguarding meals for children we currently have registered will be minimised.

<sup>1</sup> Whilst ISS Education operate a robust and rigorous dietary safeguarding procedure we are unable to guarantee all risk associated with the compilation and creation of a dietary safeguarding meal can be eliminated. 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 dietary safeguarding 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.

<sup>2</sup> ISS Education reserve the right to refuse to provide a dietary safeguarding meal and, or menu if ISS Education feel they are unable to safely cater for the individual owing to the severity and, or complexity of the individual's medical dietary requirements.

### **Renewal of a Dietary Safeguarding Menu**

At the start of a menu change, e.g., at the start of a new academic year, all pupils presently registered with us will automatically receive a new dietary safeguarding menu. New menus will be issued as per the procedure outlined in the Dietary Safeguarding Procedure (please see enclosed).

### **Changes to Medical Dietary Requirements**

It is the responsibility of parents/guardians to inform their child's school (who in turn will notify us) of any changes to a child's existing medical dietary requirements. We ask that any changes to dietary requirements are submitted in writing by school staff to [nutrition@uk.issworld.com](mailto:nutrition@uk.issworld.com). Notification of any new allergies and, or intolerances a child may develop must be backed up with supporting medical documentation.

### **Cancellation of a Dietary Safeguarding Menu**

If a child no longer requires a dietary safeguarding menu, parent/guardians should inform their child's school (who in turn will notify us). We ask that any cancellations are submitted in writing by school staff to [nutrition@uk.issworld.com](mailto:nutrition@uk.issworld.com).

### **Data Protection**

We confirm that any child's personal data provided on both the dietary safeguarding referral form and consent slip will be collected, used and stored by the school in order to allow us to provide children with suitable and safe school meals. Please see our website for our Privacy Notice which confirms further details about how we collect, use and store data. In addition, we are committed to protecting privacy and will handle personal information in accordance with the UK ISS Group Privacy Statement and in accordance with our obligations under the current UK legislation on processing personal data, the Data Protection Act 1998 and the principles of the EU General Data Protection Regulation (25 May 2018).

Please follow the link for a copy of the UK ISS Group privacy statement:

<https://www.uk.issworld.com/privacy-and-cookies/iss-uk-privacy-statement>

All information will be held strictly confidential and will not be shared with any third parties.

For further information I enclose the following documents:

- The dietary safeguarding referral procedure
- A copy of our dietary safeguarding referral form
- A copy of our nut policy

Please do not hesitate to contact me if you have any queries regarding this procedure.

Yours sincerely,

Jason Burgess  
ISS Facility Services Education  
Operations Manager