

ALLERGEN RISK MANAGEMENT & RESPONSIBILITY

Special diets are an **extremely important** part of our catering provision.

To ensure our pupils with allergies and intolerances can eat safely with us, Chartwells:

- **Has a dedicated team of special diets nutritionists**
- **Follow a strict special diet procedure, adhering to Compass Group's Health and Safety policy**

To minimise allergy risk, however, it is vitally important that **all** parties involved in the catering process take responsibility for ensuring correct procedure is followed.

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As part of Chartwells' special diet procedure, Chartwells will:

- **Produce special diet menus** where possible, including our **Allergy Aware** menu, which safely covers any of the 14 EU allergens.
- **Provide allergy reports** for every recipe on our menu cycle.
- **Require medical evidence** of any special dietary requirement, to provide full transparency in case of an emergency.
- **Provide allergy training to frontline teams.** From our initial employee induction training to our monthly 'Allergy Academies', run by a special diet nutritionist; allergy training is continuous at Chartwells. 1:1 site visits from one of our nutritionists may also be arranged when extra focus is required.
- **Continue to raise awareness** of special diets and allergy risk within Chartwells, for example with allergy awareness campaigns.
- **Assist schools to identify pupils with special dietary requirements at school mealtimes** via our 'Hello my name is...' photo-sheets and special diet lanyards.
- Be responsible for allergen management and information **to the point of service.**

In order to minimise allergy risk it remains our customer's responsibility to:

- **Inform Chartwells about any special dietary requirements**, including the necessary medical evidence and photos (where agreed), as per Chartwells' special diet procedure.
- **Keep Chartwells informed about any changes** to special dietary requirements or new pupils and communicate with parents to ensure clarity over any special diet agreements.
- **Use our allergen reports** to determine allergens in our products when required.
- **Ensure staff are aware of all special dietary requirements** and manage risk **from point of service.**

For any questions or support, please contact the dedicated Chartwells special diets team!

chartwells.specialdiets
@compass-group.co.uk

HELLO MY NAME IS...

At Chartwells we launched **'Hello my name is...'** because we want children to be recognised by their name and not just for their special diet requirements.

The 'Hello my name is...' scheme is designed **to ensure Chartwells' catering staff can identify children following a special diet menu** when they come to the counter.

How does it work?

- School/parent submits special diet request form with medical evidence and child's photo
- Special diet request is accepted and a special diet menu is put in place for the child
- Chartwells produce a 'Hello my name is...' poster with the child's name, special dietary requirements and photo which is displayed (out of public view) behind the counter
- Chartwells produce a special diet lanyard for the child to wear during the meal service to aid with identification and assist school assistants in the lunch hall
- School arrange for the child to meet with the Chartwells' unit staff to introduce themselves and say 'hello, my name is...' ahead of the first meal service for that child.

HELLO MY NAME IS....

I AM IN YEAR....

Please stick picture of special diet pupil here

I HAVE A FOOD ALLERGY / INTOLERANCE TO...

Chartwells
EAT LEARN LIVE

SPECIAL DIET CHECKLIST

Task	Completed (Y/N)	Actions
Has Chartwells been informed of every special dietary requirement at your school(s)?		
Has medical evidence been provided to support all special diet requests?		
Have 2 photos of each child following special diet menu been provided, for use on a 'Hello my name is...' poster and a Special Diet lanyard?		
Are school staff aware that all allergen information is held in our allergen folder in all Chartwells units, available on request?		