

24th October 2018

FOR THE ATTENTION OF THE PERSON WITH PARENTAL RESPONSIBILITY

RE : MANAGEMENT OF ALLERGENS IN CHARTWELLS

I have no doubt that you will have seen recent news reports around allergens. This is an issue we take extremely seriously and we understand our responsibility to the children and young people we serve.

I would like to reassure you that we are constantly reviewing our processes and systems for the management of allergens and the prevention of allergy incidents. These reviews are led by our team, which includes our Health and Safety and Food Safety Director as well as nutritionists, chefs and food allergy specialists. As a result of this regular monitoring, earlier this year we put in place a detailed allergen management plan that has been implemented across Chartwells.

One key area this includes is the development of an allergen awareness programme, to support the training that our colleagues receive in respect of allergens. This will be a continuously rolling programme, to help our people understand and manage food that contains allergens. In addition, we are constantly reviewing our recipes to remove unnecessary allergens, as well as working with our suppliers to understand which allergen ingredients they can supply us with.

Please note, it is extremely important that you inform Chartwells of any allergies/intolerances that your child has should they currently eat with Chartwells, or wish to start eating with Chartwells. We welcome all children with allergies/intolerances and providing we deem it safe to do so, an appropriate meal can be provided daily in line with our internal policies and procedures. Please see enclosed a special diet form to be completed and returned. Please return all forms to us, along with medical evidence, two photographs and details of the school that your child attends to chartwells.specialdiets@compass-group.co.uk.

Yours faithfully,



Richard Taylor

Managing Director, Chartwells

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CHARTWELLS SCHOOLS SPECIAL DIET PROCEDURE

Chartwells are passionate that every pupil has the same opportunity to eat school food regardless of their medical requirements, therefore special diets are an extremely important part of our catering provision. We define a special diet as a requirement different to the choices offered on the main menu due to a food allergy or intolerance. Lifestyle choices such as vegetarianism and religious diets are not defined as a special diet as we are confident our main menu offers a variety of different foods to cater for these needs.

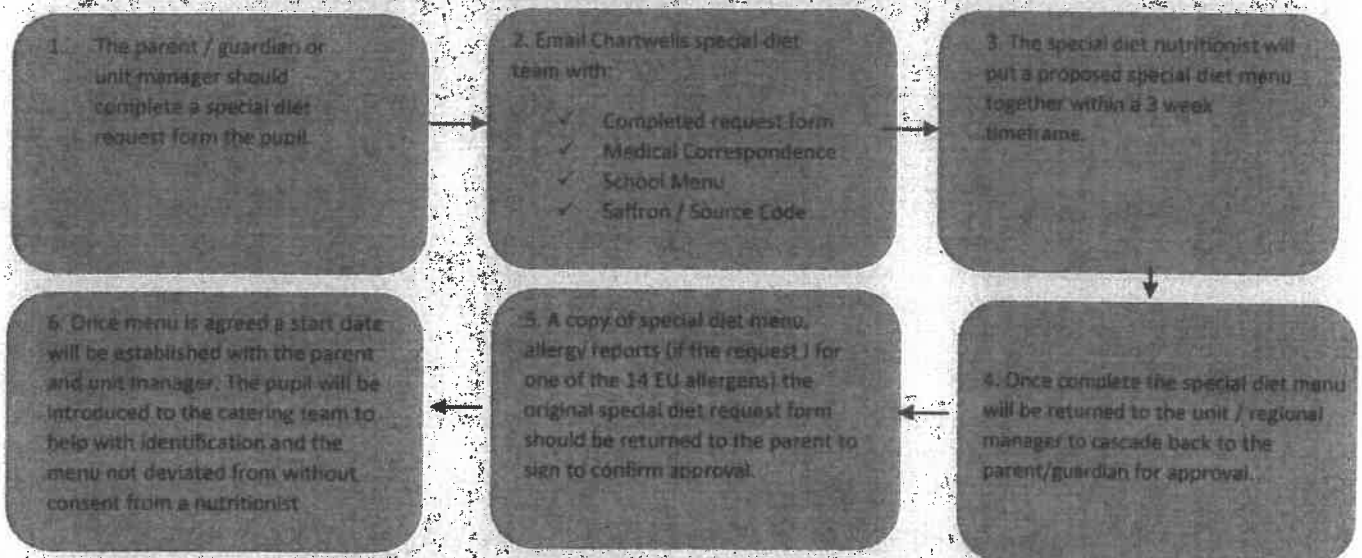
Chartwells have a dedicated special diet team which supports all special diet queries and requests whether it be alleviating parent concerns or creating special diet menus for single or multiple allergens, a special diet nutritionist will be available all year round to support our catering teams and special diet pupils eat safely with us. For further information please contact the special diets team

SPECIAL DIET – KICK OFF

WHO IS INVOLVED?	WHAT DO YOU NEED?	WHAT WILL YOU RECEIVE?
<ul style="list-style-type: none"> ✓ Chartwells Nutrition ✓ School ✓ Parent ✓ Unit Manager ✓ Regional Manager ✓ Pupil ✓ Catering Team 	<ul style="list-style-type: none"> ✓ Special Diet Request Form ✓ Medical Correspondence ✓ Copy of school menu ✓ Parent contact details 	<ul style="list-style-type: none"> ✓ Special Diet Menu ✓ Allergy Reports

SPECIAL DIET PROCEDURE

**This process should be repeated with every menu change*



IN CASE OF EMERGENCY

Always be aware of who is trained to administer adrenaline injections / epipen within the school

- Dial 999
- Inform headteacher & parent immediately
- Inform HSE manager
 - Report on AIR 2 (If no internet access contact HSE department on 0121 457 5194)
- Inform nutrition team

CHARTWELLS SPECIAL DIET REQUEST FORM

This form is to be completed by the parent / guardian or unit manager once a special diet menu is required and sent to the Chartwells special diet team

To ensure ultimate transparency this request form must be supported with medical correspondence or the request will not be processed. Parents / guardians should attach an up to date photograph of their child to help with identification. All information will be kept strictly confidential.

Please note there is a 3 week turnaround for all new special diet requests

PUPIL INFORMATION	
Pupil Name:	
Year Group:	
Allergies / Intolerances:	
PARENT INFORMATION	
Parent / Guardian name:	
Contact Telephone:	
CHARTWELLS INFORMATION:	
Unit Name & Number:	
Unit Manager:	
Contact Telephone:	
Regional Manager:	
Date Requested:	

SPECIAL DIET MENU APPROVAL

Once a proposed menu is received the parent / guardian should sign & date below to confirm approval of menu:

PRINT:

SIGN:

DATE: