



# **FOOD ALLERGIES & INTOLERANCE POLICY**

**2020 – 2021**

*Updated: October 2020*

## **1 Introduction**

Food allergies and food intolerance are difficult areas to manage and of course are of great concern to South Hampstead High School and Harrison Catering Services. We want all children to be able to be served with food which is enjoyable and safe to eat and for them to be able to make an informed choice based on the information given to them.

When preparing food Harrison Catering Services take all reasonable care and precautions to identify and control the ingredients being used but there can be no absolute guarantee that the food will not contain any allergen. This can occur as a trace from an ingredient, or as a result of the list of ingredients not declaring its presence or be due to accidental cross contamination in the kitchen or from something as simple as serving spoons being accidentally used by customers for more than one item on the server. Whilst food that is expected to be free of known allergens can be prepared, there is always the risk of cross contamination and mistakes occurring due to the inescapable human fallibility factor in a busy kitchen preparing and serving a large range of different foods using a multiplicity of normal ingredients to which the vast majority of the population are not allergic or intolerant.

However, to minimise the risk, we would like to draw your attention to the following responsibilities we all have in relation to the health and safety of your daughter.

## **2 Parent/Guardian Responsibilities**

- You have the ultimate responsibility for your daughter and accept that, whilst all reasonable precautions will be taken to make sure the food is safe for her to eat, there can be no absolute guarantee that the food will not contain anything to which she is allergic or intolerant.
- You should be satisfied that the school has been fully informed about the foods known to trigger an allergic reaction or intolerance.
- You should be satisfied that your daughter can ask for information and advice when necessary about the contents or ingredients of the food from the staff on duty, who will contact catering staff as and when necessary, before being served with food or taking food from a self-service area and will follow that advice.
- You should be satisfied that your daughter understands what to look for on packaging where products sold by us are not made on site, that may trigger an allergic reaction.
- You should be satisfied that emergency procedures are understood and are in place should an allergic reaction occur. This includes that:
  - she carries an Epipen (where applicable) at all times.
  - the school have an Epipen (where applicable) that is in date and which is kept in an easily accessible position that is known to school staff.
  - some members of school staff are trained and willing to administer the Epipen (where applicable).

## **3 Student Responsibilities**

- Understands that the caterer does not label individual items of food as to whether they do or do not contain any known food allergens, with the exception of any item that is pre-packed and sealed. This includes pre-packed sandwiches, fruit / jelly / dessert pots with lids, salad boxes and salad shaker pots with lids. This list is not exhaustive and the student should always ask for information and advice when necessary about the contents or ingredients of the food from the Catering Manager or Head Chef before being served with food or taking food from a self-service area if the food item does not have a label. Labels will detail all the ingredients with allergens clearly shown in bold
- Reads the warning notice in the servery area reminding customers about food allergy and intolerance.
- Asks for information and advice when necessary about the contents or ingredients of the food from the Catering Manager or Head Chef before being served with food or taking food from a self-service area.
- Carefully reads the labels of any products on shelves to ensure they do not contain ingredients they are allergic to, and if they are unsure, to ask staff.
- Follows the advice given by staff when she is told that a particular food or dish may not be suitable.
- Carries the prescribed medication (e.g. Epipen) at all times.

## 4 School Responsibilities

- Keeps an up to date list of all children known to suffer from food related allergies or intolerance.
- Establishes emergency procedures as follows:
  - Nominates and trains staff who are willing to administer the Epi-pen (where applicable) should the need arise.
  - Ensures that the location of the Epi-pen (where applicable) held on site is known to the staff who are trained to administer it.
  - How to contact the emergency services and instruct them of the severity of the situation.
  - Ensures that the emergency services would know exactly where to come to on site if the worst scenario occurred.

## 5 Caterer's Responsibilities

- Does not deliberately add nuts or nut oils to food being prepared and served.
- Examines ingredient lists and labels on any composite products used as ingredients to establish the declared presence or absence of nuts or other known allergens.
- Maintains up to date ingredient lists in the Food Allergy Folder for all dishes produced in the kitchen to identify if any of the common food allergens are used as an ingredient of the dish.
- Takes all reasonable care when producing food to avoid cross contamination of ingredients.
- Ensures that staff who serve food understand they must refer any question from a customer about the ingredients of a dish to the Catering Manager or Head Chef so that the Food Allergy Folder can be checked to determine if the dish contains the allergen about which the customer is making the enquiry.
- Takes all reasonable care when serving food to avoid cross contamination between different foods and ensure that serving utensils are only used on one type of food.
- Does not label individual items of food as to whether they do or do not contain any known food allergens, with the exception of any item that is pre-packed and sealed. This includes pre-packed sandwiches, fruit / jelly / dessert pots with lids, salad boxes and salad shaker pots with lids. This list is not exhaustive and any food item that is pre-packed and sealed should have a label, detailing all the ingredients with allergens clearly shown in bold.
- Displays a warning notice in the servery area reminding customers about food allergy and intolerance and the need to ask about the ingredients in the food being served before making their choice.
- If there is any doubt about the ingredients of a particular food, the advice from the Catering Manager or member of staff on duty will be that it should not be consumed by a girl who suffers from an allergy or intolerance.

**Director of Finance & Operations, August 2020**  
**Update due August 2021**