



# Managing Food Allergens Safely in Schools Standard

## [Food Information for Consumers \(FIC\) Regulations 2014/ Food Information to Consumers, Regulation \(EU\) No. 1169/2011](#)

Sets out list of 14 major allergens to be regulated. Requirement to provide information on allergens in food.

## [General Food Law, Regulation \(EC\) No. 178/2002](#)

Requirement to be honest about food and not mislead consumers.

## ^ Contents



Add a caption

### [1.0 Introduction](#)

### [2.0 Responsibilities](#)

#### [2.1 Pupil](#)

#### [2.2 Parent/carer](#)

#### [2.3 School](#)

#### [2.4 Sodexo](#)

### [3.0 Get started](#)

#### [3.1 Client allergen policy](#)

#### [3.2 Contacts in case of emergency](#)

### [4. Get trained](#)

#### [4.1 Understanding allergens, intolerances and coeliac disease](#)

#### [4.2 Training](#)

### [5. Get prepared](#)

#### [5.1 Special diets school resources](#)

##### [5.1.1 Special diet schools pack](#)

##### [5.1.2 Special diet menus](#)

#### [5.2 Special diet folder & summary sheet](#)

#### [5.3 Complex special dietary requirements](#)

#### [5.4 Formal process of identifying pupils with special dietary requirements](#)

#### [5.5 Display the allergen notice](#)

#### [5.6 Display the employee allergen poster](#)

#### [5.7 Display the How to Respond to a Customer Enquiry About Allergens Guide](#)

#### [5.8 Allergen records and folder](#)

#### [5.9 Labelling](#)

##### [5.9.1 Labelling Back of House](#)

[5.9.2 PPDS Labels](#)

[5.9.3 Front of House](#)

[5.9.4 Free From Claims](#)

[5.9.5 Labelling Special Diet Meals](#)

[5.10 Pre-service briefings](#)

[5.11 Allergen champions](#)

[5.12 HACCP controls for back of house](#)

[5.12.1 Purchase / delivery](#)

[5.12.2 Storage](#)

[5.12.3 Preparation](#)

[5.12.4 Cooking/ reheating](#)

[5.12.5 Toasting](#)

[5.12.6 Fryers](#)

[5.12.7 Cooling](#)

[6. Serve safely](#)

[6.1 HACCP controls for front of house / service offer](#)

[6.2 Food ordered remotely \(online or via phone\)](#)

[6.3 Vending](#)

[6.4 Service](#)

[6.5 Snacks/ non-core feeding](#)

[6.6 Sodexo provided packed lunches](#)

## [6.7 Commercial summer lets / hospitality events](#)

### [7.0 Understanding pupil enquiries](#)

#### [7.1 Pupils with allergies to ingredients not on the list of 14 major allergens](#)

#### [7.2 What to do if you receive a verbal confirmation of a pupil's special dietary requirements](#)

### [8.0 What to do if something goes wrong](#)

#### [8.1 Emergency actions in the event of an incident](#)

#### [8.2 Reporting food allergy incidents](#)

#### [8.3 Responsibilities for the site/ catering manager](#)

#### [8.4 Responsibilities for Segment HSEQ](#)

#### [8.5 Responsibilities for HSEQ Tech & Services](#)

### [9. Compliance Checking](#)

#### [9.1 Tier 1 3 Monthly Food Safety Checklist/ T1 Special Diet Checklist/ T2 12 Monthly Food Safety Checklist](#)

### [Appendix - The 14 major allergens](#)



## **1.Introduction**

This standard must be used by the schools segment for the following school years:

- UK school year 11 & below
- ROI school year 13 & below (ages 18 years or below)
- UK & ROI - pupils with special educational needs regardless of age.

For summer lets and hospitality events for adults, there is no requirement to follow this schools standard– follow the regional Managing Food Allergens Safely Standard.

Managers may identify risks related to their service or particular pupil requirements that are not covered in this standard, therefore further control measures must be documented, implemented and trained to employees as necessary.

## **2. Responsibilities**

### **2.1 Pupils**

- To be educated in a safe and healthy environment
- Not to be stigmatised
- To be able to take part in all activities to the same extent as their peers.

### **2.2 Parent/ carer**

- To inform school of their child's special dietary needs along with a copy of a medical assessment where available.

### **2.3 School**

- To set and implement the school allergen policy
- To obtain information on pupils with special dietary needs at the registration of new pupils, including any medical assessment from their doctor/dietician, where available.
- To ensure pupils with special dietary needs related medical conditions are readily identifiable to all school and catering staff.
- To ensure pupils with special dietary needs are managed on school trips/ holidays.

### **2.4 Sodexo**

- To comply with the duty of care under common law not to serve food which contains relevant allergens to an individual who has a known allergy.
- To work with the client to identify any pupils with special dietary needs and communicate this to the entire catering team.

## **3. Get started**

### **3.1 Client allergen policy**

- Obtain a copy, read and understand your client's allergen policy and agree a process of identifying pupils with a special dietary requirement.

### 3.2 Contacts in case of emergency

- Obtain the name and contact details of any nominated food allergy coordinator on site in case of emergency.
- Complete and display the Allergen Contact Details Poster on the staff notice board or production area.

## 4. Get trained

### 4.1 Understanding food allergens, intolerances and coeliac disease

- The law requires us to serve safe food and to be honest about the food we sell or serve – it must be what it says it is. This applies to any food, not just those listed as the 14 major allergens in the Food Information for Consumers (FIC) Regulations 2014. Pupils can be allergic to any food and you must not serve them food containing something they have told you they are allergic to.
- The FIC Regulations requires Sodexo to provide accurate allergen information on which dishes contain any of the 14 major allergens to pupils if they ask for it and display full ingredient and allergen information on foods which are pre-packed for direct sale. More information on the 14 major allergens can be found in the appendix.
- Food allergens are specific food ingredients which, when consumed either alone or as part of a recipe, cause certain people to have an adverse allergic reaction.
- A food allergy is an adverse reaction to a food that involves the immune system and can be potentially life threatening.
- An allergic individual must avoid the food which makes them ill.
- Food handlers who have food allergies may also be at risk of adverse reaction from handling their allergens. Food handlers must notify their manager if they have an allergy to a product used in the workplace and if required, a risk assessment should be undertaken which clarifies the controls in place to prevent a reaction.
- A food intolerance is different from a food allergy in terms of severity of symptoms and onset may be longer.
- A gluten free diet is required by people who have coeliac disease, dermatitis herpetiformis (a skin condition related to coeliac disease) or gluten intolerance. Coeliac disease is a digestive disorder that damages the small intestine. The disease is triggered by eating foods containing gluten. Gluten is a protein found naturally in wheat, barley, and rye, and is common in foods such as bread, pasta, cookies, and cakes.
- For the purposes of this standard a special diet includes food allergies, intolerances and other dietary related medical conditions.

## 4.2 Training

Everyone involved in food service must understand their role and responsibility for allergen management. To achieve this:

- Anyone accountable or responsible for either; creating, selling, managing or operating food services, including allergen champions must complete the Managing Food Allergens Safely Ingenium training curriculum. This must be completed within 3 months of commencing employment and refreshed annually.
- Site Managers to deliver resources within the above curriculum to front line employees within food services. Ingenium users will also be required to complete PPDS Implementation training. For those that require access to Ingenium, please complete the e-learning request form on the L&D forms Sodexo\_Net page.
- Front line employees, casual and agency workers involved in food services who have not completed the Ingenium Managing Food Allergens Safely curriculum must complete FS09 Food Allergy Management Great training. This must be completed every term and when a new employee/ pupil with an allergen starts school. Training must be recorded on the individuals training record card. These individuals must also complete Great!FS16 PPDS Compliance training annually.
- Staff competency must be regularly reviewed. The above training must be completed immediately, where competency checks identify gaps to knowledge or a food allergen incident or near miss occurs on site.
- Food service personnel who are new in post or unfamiliar with the process should have their competency at completing the manual Food Allergen Record Form assessed before they are permitted to complete for food service. This competency check, which should be completed using the Food Allergen Record Form should be marked with:
  - Competency Assessment of [name of employee]
  - Date of completion
  - Assessed by.
- The outcome of assessment should be recorded on the form. This should be retained in their training folder and refreshed as needed.

## 5. Get prepared

### 5.1 Special diets school resources

#### 5.1.1 Special diet schools pack

- Find out which pupils require special dietary requirements in the school, by sending out the Special Diet Schools Pack provided by the schools segment, which consists of:

- A copy of the Sodexo Managing Food Allergens Safely in Schools Standard
- Managing Special Diets letter to parents template
- Special Diet Information Form
- General Data Protection Regulation (GDPR) Guidance note
- Frequently Asked Questions
- Await response from the client:
  - No response - assume that pupil has no special dietary need- Full menu to be offered to the pupil.
  - Verbal communication or hand written note that pupil has allergen(s) intolerance(s). Follow section 7.2.
  - Special Diet information form or equivalent returned with or without medical diagnosis. Follow section 5.2.

### 5.1.2 Special diet menus

- For pupils with certain special dietary requirements, menus prepared by the Craft Development Team can be given to parents and pupils to enable them to order in advance. Follow the correct naming convention described under section 5.9.4.
- Special diet meals prepared following special diet menus must be included on the Food Allergen Record Form each time the dish is prepared to ensure suitability. This is because the allergens within the recipe ingredients may change at any time.
- If allergen content does change an alternative suitable meal must be produced for the pupil.

### 5.2 Special diet folder & summary sheet

- Create a specific Special Diets folder to collate all the completed Special Diet Information Form(s) and Special Diet Summary Sheet. This file must always be kept up to date and made available for reference purposes. This includes destruction of personal information we no longer need, for example when a pupil leaves or confirmation that they no longer have an allergy. This information must be destroyed securely and immediately. All catering staff must be aware of the location of the file.

### 5.3 Complex special dietary requirements

- Where a pupil has complex special dietary needs i.e. multiple food allergies and/or if you unsure of how to cater for their needs, please contact the Sodexo dietician for assistance – UK - [Allergen.Education.UK@sodexo.com](mailto:Allergen.Education.UK@sodexo.com)



## 5.4 Formal process of identifying pupils with special dietary requirements

- Agree with the client and confirm in writing, an appropriate method of identifying pupils with special diets for every catering and retail service including snacks/non-core feeding. A copy of this should be kept in your Special Diets folder for auditing purposes. You may wish to implement one or more of the following examples:
  - Client staff accompany the pupil
  - Photograph to be displayed in the Special Diets folder or on the servery/kitchen wall which is only visible to the catering staff (with parent's permission)
  - The pupils that require a special diet may be introduced to the entire catering team to assist with recognition.
  - Cover and label the meal with the pupil's name
  - Lanyards
  - Wrist bands
  - Badges
  - Till (can be used in conjunction with any other methods but not in isolation)
  - This list is not exhaustive; alternatives may be sought.

## 5.5 Display the Consumer Allergen Notice

- It is vital that we know whether our pupils have allergens or intolerances. We must encourage pupils to ask about the allergen content of the meal or make Sodexo aware of any allergens or intolerances, by displaying the Consumer Allergen Notice in the following locations:
  - At all self-service counters
  - At employee served counters
  - By the till (if that is where people order)
  - On the menu or bar (where applicable)
- The notice needs to be clearly written in a minimum of Arial, 18 font and located in an obvious spot where the pupil is likely to see it before placing their order. You may wish to use the Sodexo standard version. The design and style can be altered to fit in with client requests. However, you must use this exact wording on menus and notices:

"If you have an allergy or intolerance, please speak to a member of our catering team before you order or purchase any food or drink.

The written allergen information that we provide, details the 14 major allergens that are contained in the ingredients. If you require further information about the presence of unintentional allergens (may contains),

please ask us so that we can help you with your choice. If you are a regular customer, please continue to ask a member of our team as recipes and ingredients may change.”

In ROI also include: “An allergen folder can be found [INSERT SPECIFIC LOCATION] that contains the allergen information on all of our prepared foods.”

## 5.6 Display the Employee Allergen Poster

- Obtain a copy of the Employee Allergen Poster from DMS and display back of house.

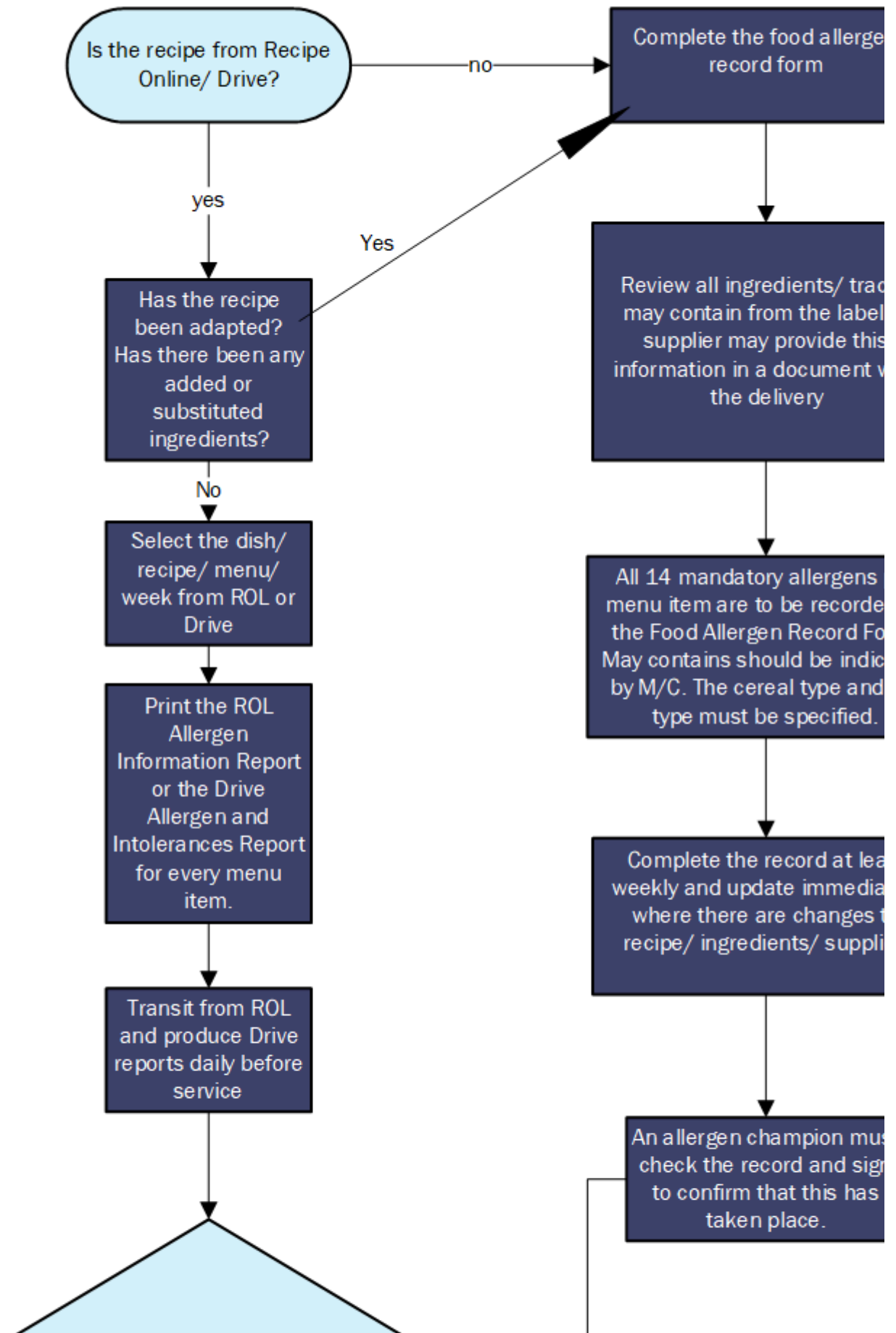
## 5.7 Display the How to Respond to a Customer Enquiry about Allergens Guide

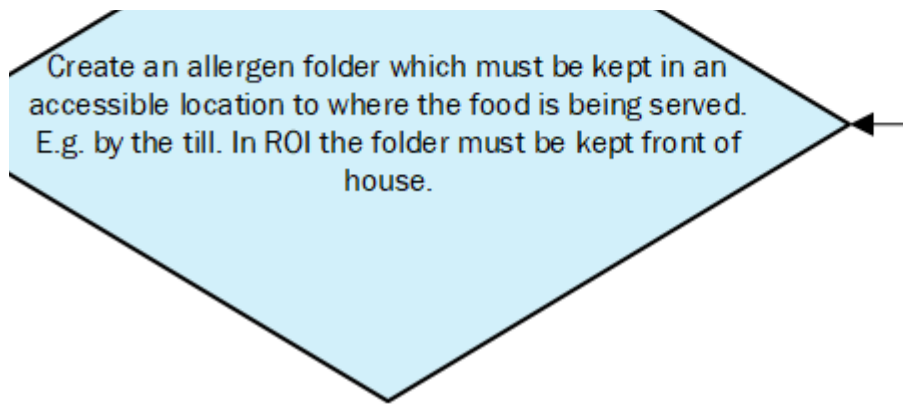
- This guide should be displayed at the till/ service area to assist staff in dealing with customer enquiries.

## 5.8 Allergen records and folder

- Food businesses are required by law to be able to provide consumers with accurate information on the 14 major food allergens. Allergen records of all decanted and prepared foods must be available for the 14 major food allergens.
- Bought in prepacked foods sold with allergen labelling do not need to be documented in the allergen folder.
- There are two ways of compiling allergen records, these should be stored in an allergen folder:
  1. Electronically by producing an Allergen Information Report (Recipe Online - ROL) or an Allergen and Intolerance Report (DRIVE)
  2. Manual records using the Food Allergen Record Form Follow the flow chart below to determine which record needs to be completed.

## How to produce an allergen folder





Add a caption

## 5.9 Labelling

### 5.9.1 Labelling Back of House

- Use the purple allergen label to identify the 14 major allergens for decanted and prepared items to ensure legal compliance. This label should also be used and completed in full for opened products with after opening shelf life instructions. No other label is permitted.
- Products which do not contain any of the 14 allergens should be labelled with the purple allergen label and the allergen section labelled with N/A to identify they have been checked. Where products are listed as “may contain/ produced in a factory that handles etc.” the allergen should be identified on the purple allergen label as “m/c”.

### 5.9.2 PPDS Labels

- Prepacked for direct sale food (PPDS) is food which is offered or sold to consumers and is in this packaging before it is ordered or selected. It can include food that consumers select themselves (e.g. from a display unit), as well as products kept behind a counter and some food sold at mobile or temporary outlets. Foods which are prepacked for direct sale must be labelled with the name of the food and the full ingredients list with the 14 major allergens required to be declared by law emphasised within it. Adherence to the Sodexo process for PPDS food labelling is mandatory. The PPDS label states “Please ask about may contain allergens”.

Follow the requirements of section 7.0 in responding to consumer allergen enquiries.

### 5.9.3 Front of house

- Do not display details of allergens directly on the menu, blackboards or shelf labels as it would be difficult to post all ingredients and keep up to date.

### 5.9.4 Free from Claims

- It is prohibited for any products produced in the unit to be labelled "free from" e.g. "nut free" or "gluten free" or "very low gluten", unless a laboratory test has been performed on the product.
- Where Sodexo produce special diet meals/ menus these can be labelled or described as "Dishes made without #insert allergen name# containing ingredients" providing clarification is provided on the risk of cross contamination.
- For special diet menus the following wording must be included under the menu title- "The dishes listed contain ingredients that do not contain #insert name of allergen#, whilst rigorous controls are in place to manage the risk of cross contamination, Sodexo cannot guarantee absence of any specific allergen. Our staff will be happy to talk to you about what we do in the kitchen to reduce risks of allergen cross-contamination." Where special diet meals are produced to order, information on risk of cross contamination must be available.

### 5.9.5 Labelling Special Diet Meals

- Where a product is produced for a pupil with a special dietary requirement, this individual meal should be covered and labelled with the:
  - food name
  - pupil's name
  - dietary requirement

### 5.10 Pre-service briefings

- All food handlers must attend a pre-service briefing.
- The pre-service briefing must be undertaken by the Catering Manager/ Head Chef or Allergen Champion.
- The briefing must include details of any known consumers requiring a special diet menu including how the consumer will be identified; their

suitable or pre-agreed meal choices; how they are to be served and who is responsible for serving this consumer.

- The briefing must detail the Allergen Champion and location of allergen records for each service area.
- Food handlers must be briefed on how dishes are to be served to ensure correct portion size and minimise any allergen/ cross contamination risk.
- The briefing must include details of any product/ recipe or allergen changes e.g. due to menu change, substitute ingredients etc.
- The briefing must give opportunities for staff to review allergen records and seek further guidance or clarification ahead of service.

### 5.11 Allergen champions

- Each unit, satellite hub or area where food is sold must nominate sufficient employees to be Allergen Champions to ensure that there is at least one on site at all times for each service area.
- Allergen Champions will:
  - Complete the E-Learning Managing Food Allergens Safely
  - Ensure allergen information is accurate and available to the team
  - Be the main point of contact for consumer's allergen enquiries in case of severe or complex food allergen needs
  - Ensure a pre-service briefing is performed
  - Check the special diet meal before it is served (in the absence of the catering manager/supervisor).

### 5.12 HACCP controls for back of house

- The following control measures need to be implemented for each section of the HACCP steps, where they are relevant to your food operation:

#### 5.12.1 Purchase / delivery

- Use authorised suppliers only.
- Check all food products. Record any substituted brands on the delivery record and check the allergen folder is up to date for the menu items. Authorised food suppliers are not permitted to supply Sodexo with substituted products that add an additional one of the 14 major allergens into the food and for PPDS product lines should contain like for like ingredients. If any discrepancies are found you must inform Supply Solutions and if you accept the product, the Food Allergen Record Form for the menu item(s) affected must be updated/ completed.
- Reject products that are damaged or where allergen information is missing. Inform Supply Solutions, where a food item has been mislabelled,

has no label or there is a discrepancy between the electronic allergen information and the label.

### 5.12.2 Storage

- Store opened dry ingredients in clean and sanitised sealed containers with a completed purple allergen label.
- Securely wrap defrosting and prepared food products and label with a completed purple allergen label.
- If ingredients for a product have changed, store the old and new products in separately e.g. in separate containers.
- Products that are allergenic and likely to spill easily should be stored on the lower shelves where possible (e.g. flour, ground nuts).
- Any spills should be cleaned up immediately. Ensure any contaminated foods are discarded.

### 5.12.3 Preparation

- Review the main menu and all special diet menus for the day and provide the affected pupil with an amended menu based on the information that you have been provided.
- Keep equipment in good condition.
- Before preparing a special diet meal always clean and sanitise the area, equipment and utensils, first, even if it appears clean and wash your hands.
- Where practicable prepare special diet meals first and if space allows, dedicate a kitchen area, to preparing a special diet meal (this should not be in an area dedicated to raw food preparation).
- Where meals are produced using Recipe Online/ DRIVE it is important to follow the recipe and ensure that ingredients are not added or substituted. Doing so may change the allergens that are present in the meal. If a recipe cannot be followed, then complete a Food Allergen Record Form and inform all employees of the change. Where a recipe for a PPDS product cannot be followed this product must not be made.
- Spills should be cleaned up immediately following the Cleaning Standard on DMS. Ensure any contaminated foods are discarded.

### 5.12.4 Cooking / reheating

- Take care when using certain cooking and drizzling oils as they can pose an allergen hazard. Allergens from these oils must be included in the Food Allergen Record Form or within the electronic allergen information.
- Do not use unrefined ground nut oil (peanut oil) for cooking purposes.

- Use clean and sanitised equipment for cooking and sanitise in between different cooking tasks. Please refer to the Cleaning Standard on DMS.
- Ensure that any dish being prepared for an allergic/special diet pupil is protected from the allergen in question.

### 5.12.5 Toasting

- For gluten free bread, use a designated toaster or toaster bags, separate (or cleaned and sanitised) tongs, chopping boards, knife and butter (unless wrapped single butter) to prevent cross contamination.

### 5.12.6 Fryers

- Where space and equipment allow, dedicate and label fryers for specific menu items e.g. fish/ fish products. This should be trained out to employees. Where this is not possible, advise the pupil which food items have previously been cooked in the oil and what allergenic ingredients it may contain i.e. gluten, fish, egg.
- A Food Allergen Record Form must be completed and may contain 'm/c' indicated on the form. If the pupil is allergic to any allergens that may be in the oil due to previous usage advise the pupil of an alternative suitable special diet meal.

### 5.12.7 Cooling

- Special diet meals to be cooled separately so they cannot be contaminated. Keep items covered and labelled with a purple allergen label including the pupil's name.

## 6. Serve safely

### 6.1 HACCP controls for front of house / service offer

- The following control measures need to be implemented for each section of the HACCP steps, where they are relevant to your food operation.

### 6.2 Food ordered remotely (online or via phone)

- If food is sold online or by phone through distance selling, allergen information must be provided at two stages in the order process.
- Distance selling does not apply where the consumer is present at the site where the food is being prepared or offered for sale at the time of making the order. E.g. drive through and hotel room service. For more information please see the Distance Selling Standard.



- You must provide allergen information:

1. Before the purchase of the food is completed - this can be in writing (by putting on a website, catalogue) or by signposting the customer to phone the Sodexo site to obtain further information.

2. When the food is delivered - this can be in writing (via an Allergen Record Form) or orally (by phone by signposting where to obtain further information). It is best practice that allergen information should be available to a customer, if requested in a written form. Special diet meals should be labelled clearly so customers know which dishes are suitable for those with an allergy.

### 6.3 Vending

- Sodexo prepared food sold through vending machines must follow the PPDS labelling process. Where possible, the relevant allergen information should be visible to the purchaser, prior to sale.
- Display the Consumer Allergen Notice at/ by the vending machine.

### 6.4 Service

- Display the Consumer Allergen Notice or ensure the exact wording is located on the menu.
- The How to Respond to a Customer Enquiry about Allergens Guide should be displayed at the till/ service area to assist staff in dealing with customer enquiries.
- The allergen folder must be up to date and available for pupil enquiries.
- Assign a member of your team who will be responsible for following all special diet menus carefully and preparing the meals for these pupils.
- Where the meal choices for a pupil requiring a special diet menu has been pre-ordered, a special diet meal should be prepared. Special diet meals need to be covered, labelled and stored separately. All components of the meal e.g. starter, main course and dessert must be included.
- The catering manager/supervisor or allergy champion is responsible for double checking the special diet meals before they are served. This must be completed by 2 different people.
- Ensure all catering staff are aware of which pupils have special dietary needs.
- Make time to talk to the school staff and/or mid-day supervisors about the pupils with special dietary needs.
- As the children come for lunch, identify the pupils by the means agreed with your client.

- Wash hands regularly and before serving a meal to an allergic guest.
- Use dedicated utensils for each different dish that are clean and sanitised before use. Make sure that foods are not dropped or transferred from one dish to another. Any leftover food in open self-service displays must not be reused.
- Single serving portions of bought in "free from" products e.g. gluten free cakes/ bread rolls etc. should, where possible, be kept in their original packaging to protect them from allergen cross contamination.

## 6.5 Snacks / non-core feeding

- There should be an appropriate method of identifying pupils with special dietary needs for snacks and non-core feeding.
- The Consumer Allergen Notice must be displayed and allergen information must be available for pupil enquiries regarding allergens.

## 6.6 Sodexo provided packed lunches

- It is the client's responsibility to check the requirements of all pupils that need packed lunches and inform Sodexo of any pupils with special dietary needs. Where special dietary information is provided for a pupil, Sodexo must cater for the individual based on the information and label the packed lunch with the pupil's name, food name and dietary requirement. Refer to your Packed Lunch Standard Operating Procedure for further details.

## 6.7 Commercial summer lets / hospitality events

- For pupils, Year 13 and below and those with special educational needs (regardless of age), it is the client's responsibility to check the requirements of all children that require meals and inform Sodexo of any children with special dietary needs. Where information is provided, an amended menu based on the information that Sodexo has been supplied with, must be catered for.

## 7.0 Understanding pupil enquiries

- In the event of a pupil asking for information on the allergen content of the meal/product, employees should refer to the allergen folder.
- If they are unsure or unable to answer the query, this should be referred to the Allergen Champion or manager, supervisor or head chef.

## 7.1 Pupils with allergies to ingredients not on the list of 14 major allergens

- If a pupil advises that they suffer an allergy to an ingredient not on the list of 14 major allergens, you should:
  - Endeavour to provide a meal that does not contain that ingredient.
  - Check the labelling of each of the ingredients used in the dish(es) and provide information to the pupil. The suitability of any such meal choice cannot be assessed via allergen records as these only relate to the 14 major allergens and there is no obligation to complete an additional Food Allergen Record Form for listing that ingredient.
  - Make the pupil aware you cannot provide information whether any ingredient supplied to them may contain traces of their particular allergen, as there is no legal requirement for suppliers to provide information other than relating to the 14 major allergens.
  - If there are no meals prepared that are suitable, it may be necessary for a specific meal to be prepared to accommodate the special dietary need. These must be clearly labelled with the name of the food, consumer's name and dietary requirement, when they are to be held before service.

## 7.2 What to do with verbal or handwritten confirmation of a pupil's special dietary requirements

- Take the pupil's name.
- Provide that pupil with an amended menu based on the information that has been provided.
- The Special Diet Notification Form must be completed and sent to the client to notify that the pupil has informed us that they have a food allergy/intolerance etc. and that Sodexo has put the pupil on the amended menus as described in the point above.
- Complete the Special Diet Summary Sheet .
- Make your team aware of the pupil who is on an amended menu and advise and assist the pupil and the school accordingly.

## 8.0 What to do if something goes wrong

### 8.1 Emergency actions in the event of an incident

If you suspect a pupil is having an anaphylaxis reaction or any type of severe food allergy, this is a medical emergency. Make sure you:

- Call 999 immediately and follow advice given.
- Contact a first aider.
- Do not move the person.
- If they have not notified you of an allergy, ask them and their companions if they have an allergy, what it is and its severity. Share this information with

the 999 operator.

- Ask the pupil or their companions, if they carry an adrenaline pen and assist to retrieve it.
- Should you have a trained first aider who can assist in the administration of the adrenaline pen, this person should offer to assist.
- Send someone outside to wait for the ambulance and stay with the pupil until help arrives.
- Inform the school so that the pupil's parent/carer can be notified.

## 8.2 Reporting food allergy incidents

- An allergen incident is defined as "a failure in process allergen controls which leads to a consumer consuming an unsuitable food choice." This does not necessarily need to result in an allergic reaction or illness.
- An Allergen Near Miss is where an allergic consumer has been put at risk of an allergic reaction or illness through failure to implement process/ follow controls etc. E.g. incorrect labelling.

## 8.3 Responsibilities for the Site/ Catering Manager

- All allergen incidents and near misses must be reported immediately using the HSEQ Incident Reporting Form/ Allergen Near Miss Reporting form on Sodexo\_Net directly into Salus or as per your Segment Standard Operating Procedure (SSOP), preferably within 24 hours. Follow your SSOP for next steps.

## 8.4 Responsibilities for Segment HSEQ

- Ensure that segment standard operating procedures (SSOP) are in place and implemented for incident management and investigation.
- Ensure that alleged allergen incidents and near misses are recorded on Salus.
- Written investigation reports must be completed for all alleged allergen incidents. For allergen near miss incidents a summary of the incident and corrective actions taken must be recorded on Salus. An investigation must be undertaken which is commensurate to the potential severity of the near miss.
- Upload investigation reports and associated evidence onto Salus within one month unless an extension is agreed by Segment HSEQ Lead.
- Investigations must be undertaken by competent persons.
- Where applicable the report must include:
  - Site details
  - Incident summary

- Evidence collected
  - Implicated food
  - Training/ competence
  - Root cause
  - Conclusion
  - Corrective actions which will mitigate recurrence, with evidence of close out.
- Ensure corrective actions are identified and there is a system in place to monitor close out as part of the investigation.
  - Liaise with and offer guidance and support to the Sodexo Segments and Business Managers.
  - Where an incident results in lessons learnt, create a Quick Share and share with HSEQ Tech & Services so that this can be considered for the wider business.
  - Act on any opportunities for improvement as identified through the HSEQ Tech & Services review process.
  - Escalate all relevant alleged allergen incidents as per the UK&I notification and escalation standard. In addition legally privileged incidents should be escalated to the UK&I HSEQ Director & Head of Food Safety.
  - Review notification of allergen near misses to ensure appropriate lessons learned have been implemented and to look for any trends. Report any trends to HSEQ Tech & Services.

## 8.5 Responsibilities for HSEQ Tech & Services





















- Review and issue Quick Share/ Business Alerts to ensure regional alignment to company policy.
- Notification of incidents to Primary Authority where required.

## 9.0 Compliance Checking

### 9.1 Tier 1 3 Monthly Food Safety Checklist/ T1 Special Diet Checklist/ T2 12 Monthly Food Safety Checklist















- The Tier 1 3 Monthly Food Safety Checklist must be completed by the manager every 3 months. This provides a tool to check that allergen management is controlled.
- The Tier 1 12 Monthly Special Diet Checklist must be completed by the manager annually.
- The T2 12 Monthly Food Safety Checklist must be completed by an Account Manager or equivalent every 12 months. Actions following inspections must be closed out.

## Allergen Management Documents and Resources

	Name <span>▼</span>	Approved Date <span>▼</span>
	 Allergen Definitions ...  ...	November 10, 2023
	 Allergen Folder Front Cover .pptx	November 14, 2023
	 Allergen Investigation Aide Mem...	January 3
	 Aspetto Guidance .aspx	January 8
	 Cleaning Standard .aspx	January 8
	 Consumer Allergen Notice ROI.do...	May 5, 2023
	 Consumer Allergen Notice UK.docx	May 5, 2023
	 Controlling Allergen Cross Conta...	August 21, 2023
	 Food Allergen Record Form.docx	January 8
	 Food Allergens Employee Poster....	January 8
	 Great at Food Safety Competency...	January 8
	 Great Food Safety Training.url	January 8
	 How to Respond to a Customer E...	January 8
	 Special diet meal label UKI- HSEQ...	March 21
	 T1 3 Monthly Food Safety and All...	January 8
	 T2 12 Monthly Food Safety Check...	January 8
	 UK&I Notification and Escalation ...	April 5

## Schools Specific Allergen Management Forms and Resources

	Name <span>▼</span>	Approved Date <span>▼</span>
---	---------------------	------------------------------



	Allergen Investigation Aide Mem...	January 3
	Allergens Contact Details Poster.d...	January 8
	Aspetto Guidance .aspx	January 8
	Great at Food Safety Competency...	January 8
	 Information about m...  ...	January 8
	Interim diet notification.docx	January 8
	Managing Food Allergens Safely ...	January 8
	Sodexo Allergen Champion unifor...	June 6, 2023
	Special diet meal label UKI- HSEQ...	March 21
	Special Diet Summary Sheet.docx	January 8
	T1 12 Monthly Special Diet Check...	January 8
	UK&I Notification and Escalation ...	April 5

## Uncontrolled when printed

Document Refe... 	Version 	Publish_Date 
UKI-HSEQ-FSMS-RS-32-0/1/0/0	4.0	25/01/2024



## Appendix 1- 14 Major Allergens

 <p><b>CELERY</b></p> <p>Add a caption</p>	<p><b>Celery:</b> Including celery stalks, leaves, seeds and celeriac. Often found in celery salt, salads, some meat products, soups and stock cubes.</p>
 <p><b>CEREALS CONTAINING GLUTEN</b></p> <p>Add a caption</p>	<p><b>Cereals containing gluten:</b> Including wheat (such as spelt and Khorasan / Kamut), rye, barley and oats.</p> <p>Found in foods containing flour, such as some baking powders, batter, breadcrumbs, bread, cakes, couscous, meat products, pasta, pastry, sauces, soya sauce, soups and foods dusted with flour.</p>
	<p><b>Crustaceans:</b> Including crab, lobster, prawns, shrimp, crayfish and scampi. Often found in shrimp paste used in Thai curries and south east Asian curries or salads.</p>





## CRUSTACEANS

Add a caption



## EGGS

Add a caption



## FISH

Add a caption

**Eggs:** Often found in cakes, some meat products, mayonnaise, mousses, pasta, quiche, sauces and foods brushed or glazed with egg.

**Fish:** Often found in some fish sauces, pizzas, relishes, salad dressings, stock cubes and in Worcestershire sauce.

**Lupin:** Including lupin seeds and flour, and can be found in some types of bread, pastries and pasta.



LUPIN

Add a caption



MILK

Add a caption



MOLLUSCS

Add a caption

**Milk:** Found in butter, cheese, cream, milk powders and yoghurt. Often used in foods glazed with milk, powdered soups and sauces.

**Molluscs:** Including oysters, clams, mussels, cockles, land snails, squid, scallops and whelks. Often found in oyster sauce or as an ingredient in fish stews.

**Mustard:** Including liquid mustard, mustard powder and mustard seeds. Often found in breads, curries, marinades, meat products, salad dressing, sauces and soups.



**MUSTARD**

Add a caption



**NUTS**

Add a caption

**Nuts:** Including almonds, hazelnuts, walnuts, cashews, pecan nuts, Brazil nuts, pistachio nuts, macadamia or Queensland nuts. Often found in breads, biscuits, crackers, desserts, ice cream, marzipan (almond paste), nut oils and sauces. Ground, crushed or flaked almonds are often used in Asian dishes such as curries or stir fries. Nuts listed here are classed as tree nuts (they grow on trees).



**PEANUTS**

Add a caption

**Peanuts:** Often found in biscuits, cakes, curries, desserts and sauces such as satay. Also found in groundnut oil and peanut flour. Peanuts are legumes and grow underground.

**Sesame seeds:** Often found in bread, breadsticks, houmous, sesame oil and tahini (sesame paste).



SESAME  
SEEDS

Add a caption



SOYA  
BEANS

Add a caption

**Soya beans:** Often found in beancurd, edamame beans, miso paste, textured soya protein, soya flour or tofu. Also used in some desserts, ice cream, meat products, sauces and vegetarian products.



SULPHUR DIOXIDE  
& SULPHITES

Add a caption

**Sulphur dioxide & sulphites:** Often used as a preservative in dried fruit, meat products, soft drinks and vegetables as well as in wine and beer.

