

Allergens & Specialist Menus Notice

Dear parents and guardians

Evidence from the Food Standards Agency suggests the rate of allergies is increasing in the UK; it is estimated 5-8% of children have a food allergy. Food allergies and intolerances can have severe consequences for sufferers and we are all acutely aware of the devastating and tragic incidents reported in the media recently. Whilst these cases are rare, we want to assure you that we are committed to preparing and serving fresh and healthy school lunches which are safe for our young customers to enjoy.

As a food business, we must follow the allergen information rules which form part of the EU Food Information for Consumers Regulation 2014. This means we must provide allergen information on the 14 common food allergies to our customers and we must handle and manage food allergens adequately. We must also make sure that our staff are trained about allergens.

At ISS Education, we proudly use a significant amount of fresh ingredients in our menus – typically over 80% and in many cases over 90% (dependent on availability). This means it is easier for us to understand and control the allergens in our foods. We only allow our staff to buy ingredients from our approved suppliers and we have a set list of ingredients which have been checked and authorised. Printed allergen information for every recipe on a menu is held in every school kitchen that we operate in, and our staff are well trained and informed so they can answer queries upon request. We also display clear notices encouraging our customers to ask about ingredients in our food before they make their daily choices.

For our younger customers (primary age), we know that additional support is needed, so we also have further measures in place to ensure they receive an appropriate meal. This means we ask you, as their parents and guardians, to provide additional information to us so we can create an individual and bespoke menu for them which is specially designed by our qualified and registered team of nutritionists.

Full details on our policies can be found on our website as follows:

[Primary Schools](#)

[Referral Forms](#) (for primary aged pupils)

[Secondary Schools](#)

We take our responsibility for ensuring your children enjoy lunches safely very seriously. If you require any further information, please do get in touch via hello@feedinghungryminds.co.uk

Yours sincerely



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ISS Classification - Restricted - Internal

ISS Food Services

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