



Allergen Procedure

The Catering Teams at all Greenshaw sites are aware of the need to maintain Food Safety at all times and this is particularly important when it involves Allergen Management.

We have produced this procedure to illustrate the stringent procedures that we have in place to maintain the safety of all our customers.

- All of our Catering Teams hold Up to Date Allergen Training.
- We use only Reputable approved Suppliers to supply our Food and other Goods.
- We check all of our deliveries at the point of receipt to maintain vigilance over their ingredients.
- We will reject any item that does not meet our standards and record the Non Conformances.
- We store all ingredients in a safe way. Goods are stored in the original packaging where it is safe to do so. If goods are removed from their original packaging they are fully labelled to indicate which Allergens are present using an approved sticker system. We thoroughly clean each container before use.
- Where possible in our sites we endeavour to have separate areas for the preparation of items where there is a need to do so.
- We employ an approved Cleaning & Sanitising procedure both before and after any items are prepared to minimise any Cross Contamination.
- Where possible we have dedicated Utensils and Dishes. In any case we have enough Service items to ensure that the chance of Cross Contamination is minimised.
- All Staff are briefed prior to the start of Food Service and Allergens are recorded using an Allergen Matrix which gives an 'At a glance' guide to allergens that are present in any given dish (where they are not already prepacked & labelled).

FAQs

- **How will the Catering Teams know of my Child's allergy requirements?**
In all cases a Parent or responsible person must inform the school of an individual's requirements.
In a Primary School the School Admissions team will provide a document for each child with a photo describing the individual allergen requirements. This will be displayed in the Kitchen close to the Serving Area so that our Team Members can see it. It will not be on display to the rest of the school. As an additional Safeguard we are encouraging the use of coloured lanyards for use in the Dining Area where each colour corresponds to a particular Dietary Need whether it be an Allergen requirement or another specific requirement.

In a Secondary School where a cashless system is in operation and the School have been informed of a Dietary requirement they will inform the Catering Team and the Catering

Manager or the Cook in Charge will place a note on the individual's profile. This will trigger a warning at the till point prior to purchase. If a Pupil insists on purchase we will inform a Duty Staff member to address the issue with that pupil.

- **Will my Child be singled out for special attention?**

No, we are very aware of the need for Pupil dignity and will handle each individual case in line with Greenshaw Trust values of Kindness and Compassion.

- **Are staff medically trained and aware of actions in case of emergency?**

Yes, there are trained staff on duty at all breaks and lunchtimes.

- **Can you guarantee that you can eliminate all risk associated with my child's allergy(s)**

No, whilst our procedures are robust the nature of our kitchens are such that we cannot guarantee to eliminate all the risk 100% of the time.

Also, please be aware that should your child's allergy not be one of the 14 prescribed allergens as defined under the Food Information Regulations 2014, it is possible that the allergen may not be described on any ingredients list or product specification. Therefore the Allergen may be present in any dish produced by our Catering Teams.