

Intro

This policy is in place to demonstrate the need for effective allergen control at schools catered for by Dolce to ensure, as far as is reasonably practicable, the safety of our customers.

As of the 13th of December 2014, the EU Food Information for Consumers Regulation (EH FIC) became effective. These European Rules will be enforced in the UK by the Food Information to Consumers (FIC) Regulation 2014. This has impacted all caterers, wholesalers and food service companies within the food industry.

Caterers and food businesses are now required by law to be able to provide customers with accurate information on the EU's 14 major food allergens listed below if they are included in any of the food products they produce, sell or serve.

The 14 recognised allergens:

- | | |
|------------------------------|-----------------------------------|
| 1. Cereals containing gluten | 8. Nuts |
| 2. Crustaceans | 9. Celery |
| 3. Eggs | 10. Mustard |
| 4. Fish | 11. Sesame seeds |
| 5. Peanuts | 12. Sulphur dioxide and sulphites |
| 6. Soybeans | 13. Lupin |
| 7. Milk | 14. Molluscs |

Statement

We recognise that we cater for a diverse customer base across our schools, many of whom have medical requirements affecting what they eat. It is important to us that we aspire to offer every child a nutritional meal. However, depending on the severity of each specific case, we can not always guarantee an allergen-free meal.

We meet the requirements of most medical diets and have a comprehensive recipe bank and sound working practices that enable us to achieve this. Our specialist Food Services Department considers the necessity to cater for special diets including but not limited to food allergies, food intolerance and coeliac conditions. We actively invite parents to discuss their child's specific requirements prior to their start at the school and agree a plan of how we can ensure their individual needs are met.

Dietary information is clearly identified on our menus, enabling parents to avoid choosing dishes containing allergens and to discuss the menu choice with their children In our primary schools via the SchoolGrid system.

Prior to Dolce undertaking any bespoke menu creation, any parent or guardian of a child with a specific medical condition that relates to food will have to provide medical evidence to illustrate the need for the specific menu creation. This must be submitted to Dolce in the form of an official medical letter from the child's registered doctor or medical advisor, such as a dietitian. Dolce will hold this information centrally for records purposes.

Employee training

Dolce is committed to continuous learning and ensures all employees have access to training in a recognised allergen course. Training is completed upon induction, and further updates are communicated via timely refreshers.

Dolce trains all staff in company-specific allergen controls and procedures, including service standards and computerised system interaction.

Food preparation

Whilst Dolce aims to provide a safe dining experience to all pupils, preparation of allergen-containing meals is completed within the same area as non-allergen meals. Therefore, Dolce cannot guarantee an allergen-free meal.

Where possible, Dolce aims to prepare specific allergen/special dietary meals in a separate area. Where this is not possible, the preparation area shall be thoroughly sanitised and cleaned, ready for preparing allergen/special dietary meals.

Change of ingredient

If, for any reason, an alternative ingredient is used/supplied for the preparation of a meal, a record must be made to ensure up-to-date allergen information.

The new ingredient is recorded within the daily kitchen book. The record states the new ingredient and which dish contains it. A tick-list allergen matrix is completed, identifying the allergens present.

Procedure

Site-based allergen management

Schools that use Dolce as their catering provider must supply pictures and names of all children with allergies. This list should always be on hand in the kitchen in case of system-based failures.

The cook in charge manages the products delivered from suppliers and will ensure all items are checked and in line with the ingredients required for recipe preparation via the SchoolGrid system.

Background management

Dolce uses SchoolGrid to manage food allergens.

Parents/school representatives select the allergen of a child from the 14 allergens in the matrix offered in a child's individual account. By selecting the allergy, the system searches through the menu cycle and products list to block the ability to order a dish containing any allergens that would cause harm. Parents/school representatives can also select to filter out any dishes that 'MAY CONTAIN' a particular allergy.

Lunchtime

When a child with allergies presses their name on the lunchtime screen to access their meal selection, the system displays what is to be served and their allergies which are displayed in a WHITE box. The system will also tell the employee what not to serve the child. To ensure strict allergen controls, these are shown in RED boxes. Any notes about a customer's dietary preference are displayed in a PURPLE box.

Salad bar

Dolce operates an allergen-free self-serve salad bar to ensure maximum control and customer safety.

Employee interaction

At the point of service, a child who has allergies will be served by the same employee to ensure strict allergen controls; in effect, the employee will serve all food items to the child.

The employee will also communicate the allergies to the rest of the team and the lunchtime service team.

Failsafe

The management of allergens relies on the School Grid system, kitchen management and school-provided information. Dolce has put the following practice into place to deal with allergen management in the case of a power outage or lack of internet connection.

The school downloads a copy of the lunchtime tick-list daily to the school office computer. This list can then be printed in the case of a system outage.

The lunchtime tick list includes the order placed by each customer, their allergens (if any), and individual notes on their accounts, if applicable.

This list is then used to tick each customer's name as they come through at the point of service. Allergens are managed the same way as when the SchoolGrid system is live.

Failing a list being produced, the cook will contact their area manager or SchoolGrid, who will give the school's allergen sufferers meals over the phone to the kitchen staff.

A handwritten signature in black ink that reads 'Scott'.

Scott Curtis
Managing Director

April 2023