



Aspens Services

Suite 5
Offerton Barns Business Park
Hindlip
Worcester
Worcestershire
WR3 8 SX



Aspens firmly believe in providing high quality food to our customers and clients that is safe to eat.

We are therefore committed to reducing the risk to our customers with regards to the provision of food and the consumption of allergens which could lead to an allergic reaction.

Aspens accept our duty to comply with the Food Information for Consumers Regulation 2011 which states that allergen information must be provided on all food sold.

Aspens acknowledges that the successful implementation of this policy and management of allergens requires the commitment and support from all employees. To achieve this Aspens will:

-  Work closely with our supply chain to ensure accurate information on all products that may contain allergens.
-  Maintain a database of all our recipes, clearly listing ingredients and highlighting those containing allergens.
-  Work closely with our clients in assisting in the support of customers with known allergies, including meeting with parents, if requested, to discuss any special requirements.
-  Display signs that encourage our customers to ask about allergens in the foods being served.
-  Ensure that our staff have the necessary training and information to provide our customers with accurate guidance on allergens.
-  Through good hygiene practices, and adhering to Hazard Analysis and Critical Control Points (HACCP), reduce the risk of cross contamination in our kitchens.
-  Audit our operations to ensure the above policy and practices are working effectively and review the policy as necessary.



Allergens Policy

Our Approach

It is not a requirement in catering establishments that all food is labelled with allergy information but our staff must have access to ingredient information.

Working with our suppliers we have uploaded allergen information onto the recipe database. All recipes are kept on this database where each ingredient is clearly listed.

Working with the school/academy we will seek to make the relevant information available to parents/carers of children who have food allergies.

We encourage parents, via termly parent menu communiques, of children with allergies to meet with us on a one to one basis where we can go through the menus, and if necessary provide print outs of specific recipes.






Photos and allergy requirements of pupils should be supplied by the school/academy to the catering team in hard copies which are visible within our kitchens. Staff are briefed on requirements and made aware of allergies and special dietary requirements.

Clear signage is displayed, specifically directing any customers with allergy concerns to a member of our catering teams. Our teams have access to print outs from our recipe database. Further escalation of this process can be taken directly to the catering manager on site and subsequently to our team of operations managers, support chefs and Executive Chef.

All unit managers and supervisors have completed the Food Standards Agency training and passed the exam.

We operate a Primary Authority Agreement with Worcestershire County Council who has approved our policies and procedures.





The successful implementation of the Allergen policy requires the support and co-operation of the following:

-  Food Development Team
-  Unit Manager/Supervisor
-  The School/Academy
-  The Parent/Guardian/Carer
-  The Student











Responsibilities




The Food Development Team will ensure that:

-  All menu cycles are supported with accurate recipes.
-  All recipes will have the relevant allergen information.
-  Suppliers provide accurate and update allergen information on products on the Company Approved Product List (APL).
-  Any changes to products and recipes are communicated to Unit Managers.





The Unit Manager/Supervisor will:

-  Follow all recipes to ensure that allergen information is relevant.
-  Purchase correct products as per the Company APL.
-  Work with the School/Academy in providing information to parents/guardians.
-  Meet with any parents to discuss any individual student requirements.
-  Ensure that allergen information is kept up to date if changes to recipes are made.
-  Ensure that all staff are aware of all information relating to students and their allergies.
-  Complete the FSA allergen training course.
-  Support the School/Academy in the implementation of their own Allergy Procedure.

The School/Academy will:

-  Work with parents and carers to gather allergen information.
-  Provide the Catering Manager/Supervisor with information relating to the school's Allergy Procedure and or Policy.
-  Provide the Catering Manager/Supervisor with a list of students (to include, where appropriate, names and photos) with any dietary requirements, including copies of the Special Diets/Allergy Form.

The Parent/Guardian/Carer will:

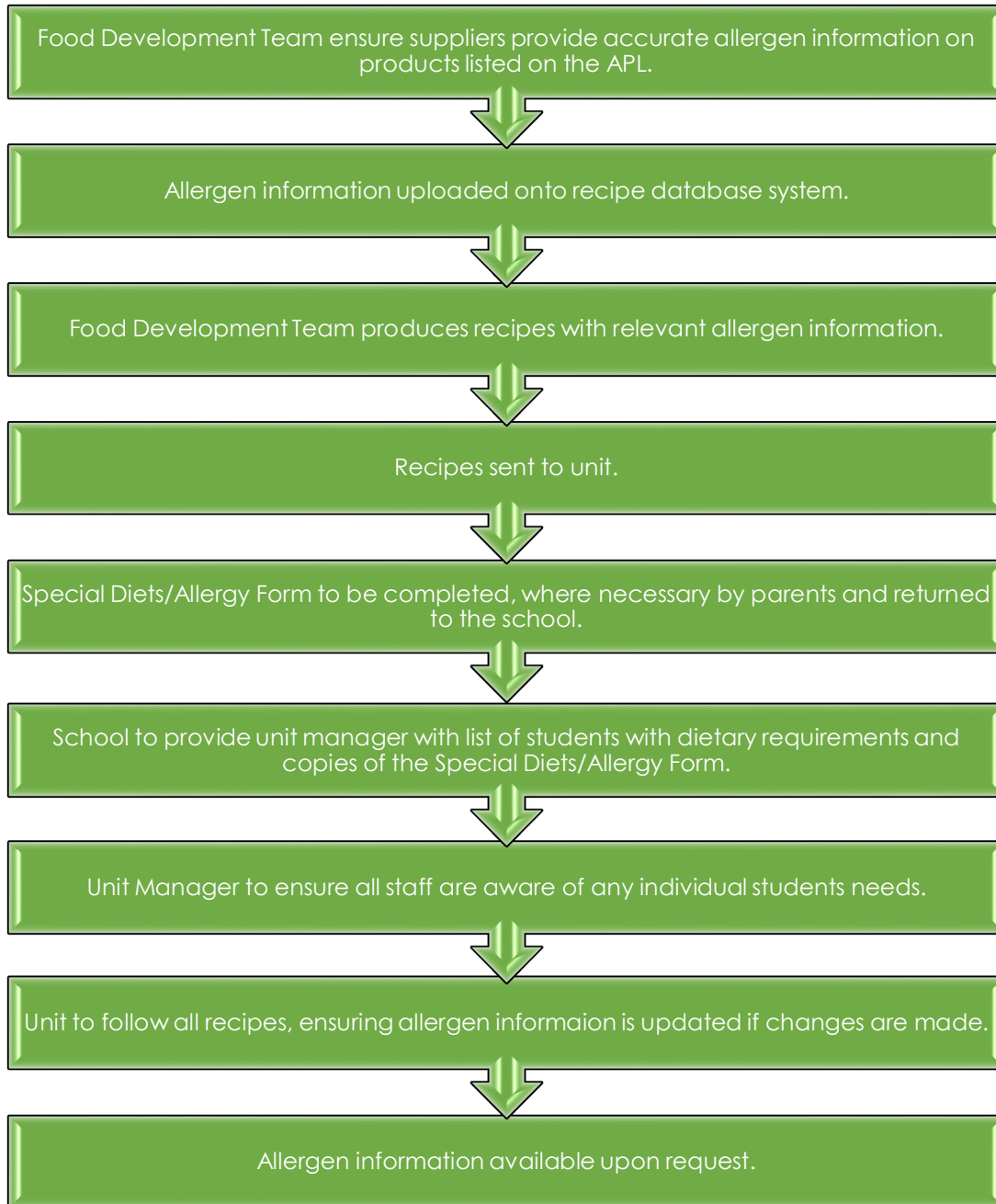
-  Inform the school/Academy of their child's allergy as soon as possible.
-  Complete the Special Diets/Allergy Form and return to the school
-  Where necessary meet with the Catering Manager to discuss any specific requirements relating to their child's allergy.
-  Inform the School/Academy of any changes.

The Student will:

- Work with the catering team to follow agreed procedures relating to foods.
- Try to knowingly avoid any foods which may cause an allergic reaction.



Allergen Process








Dealing with Severe Allergic Reaction

When someone has an allergic reaction to a food it is important that all staff should know what to do.






Important - Warning signs

It is not always clear if someone is having an allergic reaction because other serious conditions can have similar symptoms.

However, warning signs to look out for are:

-  if they are finding it hard to breathe,
-  if their lips or mouth are swollen,
-  if they collapse.

If the above happens, this is what you should do:

-  Do not move the customer. This could make them worse.
-  Call 999 immediately and describe what is happening; explain that you think the customer may be having a serious allergic reaction or anaphylaxis (pronounced anna-fill-axis). It is important to mention the word anaphylaxis to ensure that the urgency of the situation is communicated and that appropriate medication will be available.
-  Ask the customer if they carry an adrenaline pen and, if necessary, help them retrieve it.
-  If a staff member or first aider is trained in administering adrenaline, and the customer is struggling to self-administer, then offer to assist them.
-  Send someone outside to wait for the ambulance while you stay with your customer until help arrives.