



Hardenhuish School
Manor Catering
Food Safety and Allergens Policy



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PART 1 - GENERAL STATEMENT OF POLICY

- 1.1 Hardenhuish School is committed to providing food that is always safe to eat, with food safety of paramount importance.
- 1.2 It is our intention to consistently serve food that is prepared to the very highest standards using quality products and ingredients, complying with all relevant legal requirements, guidance and demonstrating industry good practice. Systems are in place to ensure hygienic practices are operated in safe working environments, inspiring confidence in our standards. We also expect similar high standards from our suppliers and their support in our delivery of an excellent food service.
- 1.3 Manor Catering's food safety strategy is revised on an annual basis to ensure our approach to compliance remains effective, encompassing new legal requirements and guidance. Food safety performance against our standards is routinely monitored.
- 1.4 Hardenhuish School's Food Safety provision includes:
- Providing safe and hygienic work environments;
 - Co-operating fully with all external authorities to fulfil legal requirements;
 - Implementing a food safety management system encompassing the principles of Hazard Analysis Critical Control Points and operating safe working practices;
 - Clearly detailing and communicating food safety responsibilities;
 - Providing an appropriate level of information, instruction training and supervision to enable employees to perform their role hygienically and effectively;
 - Ensuring effective systems of traceability and recall within our food supply chain;
 - Learning from food safety incidents by transparent reporting and thorough investigations to prevent reoccurrences;
 - Assessing compliance standards and validating performance via a robust auditing programme;
 - Providing clear information with regard to allergens in food prepared and sold by Manor Catering.

The Catering Manager reviews food safety performance at Hardenhuish School on a monthly basis, reporting any areas of concern to the Business Manager. This policy is reviewed annually.

PART 2 - RESPONSIBILITIES

2.1 Food Safety Responsibilities

It is recognised that all employees in the Manor Catering team have food safety responsibilities. In addition, the Governors, Leadership Team and other key staff work with the catering team to ensure high standards of food safety.

2.2 Governing Body Responsibilities

- Overall responsibility for all matters of food hygiene and safety;
- To act on information provided by the Headteacher to minimise significant food safety risks to ensure the safety of food produced and served;
- To provide adequate resources to ensure the continued sustainability of the management of food safety at Hardenhuish School;
- To ensure this policy is reviewed annually.

2.3 Headteacher Responsibilities

- To delegate day to day implementation of food safety management to the Business Manager and Catering Manager;
- To provide adequate budgetary provision to enable the school to fulfil legal food safety responsibilities and to promote a culture of compliance;
- To review and instruct corrective actions to be taken to address significant reported risks identified in food safety performance data;
- To communicate information on decisions affecting food safety made by the Governing Body and Leadership Team;
- To take action on serious food safety risks as highlighted by the Catering Manager, Business Manager and Environmental Health Officer;
- To seek the advice of the Catering Manager, Business Manager and Environmental Health Officer to inform and clarify decisions required to minimise food safety risks and promote a culture of compliance;
- To ensure effective employee communication on food safety matters.

2.4 Business Manager Responsibilities

- To advise the Governors on the review of this policy on an annual basis;
- To allocate resources as required for the effective management and maintenance of food safety;
- To seek the advice of the Catering Manager and Environmental Health Officer to inform and clarify decisions required to minimise food safety risks and promote a culture of compliance;
- To brief the Headteacher, Leadership Team and Governing Body on significant food safety matters regularly;
- To ensure that food safety is included within supplier tenders;
- To liaise with the Catering Manager to ensure effective allergen management when devising menus;
- To liaise with the local Environmental Health Officer, officers from the Health and Safety Executive and other agencies on food safety matters;
- To assist the Catering Manager in ensuring that all training requirements for the Manor Catering team are met.

2.5 Catering Manager Responsibilities

- To provide guidance to the Business Manager on implementation of this food safety policy, procedures, risk assessments and safe systems of work
- To advise the Leadership Team and Governing Body on practical measures required to fulfil their food safety responsibilities and comply with statutory guidance;
- To advise the Headteacher and Business Manager with regard to the annual review of this policy;
- To report visits from Enforcement Authorities immediately to the Business Manager;
- To liaise with the Business Manager and HR Manager with regard to ensuring training requirements are fulfilled and occupational health matters are addressed;
- To keep the Business Manager and HR Manager aware of any sickness absence within the Manor Catering Team related to food illness/incidents or which could have an impact on food safety standards, and the outcomes of completed return to work interviews;
- To supervise Manor Catering team employees to ensure that food safety procedures, Hazard Analysis Critical Control Point (HACCP) Plans and hygienic practices are effectively implemented;
- To ensure Manor Catering employees are issued with the required protective equipment and it is stored, maintained and used correctly to ensure food safety;
- To ensure employees maintain high standards of personal hygiene;
- To effectively communicate and consult Manor Catering team employees on food safety matters;
- To identify any unsafe and/or unhygienic practices during daily visual checks and in completing monthly checklists and immediately to take remedial action;
- To highlight the Business Manager and Headteacher in a timely manner any food safety matters that pose an imminent risk to health and to advise on corrective actions required;
- To liaise with the local Environmental Health Officer and officers from other agencies on food safety matters;
- To organise and ensure completion of food safety induction training for new members of the Manor Catering team;
- To assess Manor Catering team employee training requirements on an ongoing basis and ensure they receive up to date food safety information;
- To maintain food safety training records for members of the Manor Catering team;
- To provide support to employees within the Manor Catering team on matters relating to food safety standards in order to rectify any issues arising;
- To actively encourage new ideas of safer and improved ways of working from employees;
- To take action to correct any unhygienic behaviours observed in the School's kitchens;
- To consistently maintain good housekeeping standards;
- To ensure systems are in place to receive up to date information on pupils and staff with allergies. To ensure this information is communicated to employees on a regular basis;
- To inform the Business Manager of any food complaints received from the pupils, their parents or from staff. To investigate complaints and maintain a complaints log;
- To advise on additional control measures required to prevent the reoccurrence of food illness/complaints;

- To devise and advise the Business Manager on audit programmes to capture accurate food safety performance data;
- To complete food safety audits on a periodic basis, reporting the results to the Business Manager and Health & Safety Committee, and ensuring that remedial actions are completed in a timely manner;
- To manage the day to day relationship with suppliers with regard to food safety expectations, including ensuring that ingredient listings are accurate and kept up to date for the products supplied, identifying allergen information;
- To investigate any food safety and food quality incidents with suppliers to prevent reoccurrences;
- To complete training and obtain a satisfactory pass mark for the CIEH Level 3 or equivalent, Supervising Food Safety in Catering;
- To complete training on Managing Food Safety and the Principles of Hazard Analysis Critical Control Points (HACCP);
- To complete Hazard Analysis Critical Control Point Plans (HACCP) for specific school activities or events and ensure effective implementation;
- To maintain the allergens register;
- To conform to the Allergens section of this policy;
- To arrange for periodic deep cleaning of the kitchen and ventilation ducting;
- To arrange for filters in the ventilation canopy to be removed on a quarterly basis for cleaning.

2.6 HR Manager Responsibilities

- To ensure employment contracts outline the requirement to adhere to school policies;
- To ensure job descriptions for all roles within the Manor Catering team have relevant food safety responsibilities included;
- To monitor sickness absences within the Manor Catering Team related to food illness/incidents or which could have an impact on food safety standards, and the outcomes of completed return to work interviews. To raise any significant concerns with the Business Manager in order to take appropriate action as required;
- To liaise with the School's Occupational Health service provider as required with regard to any implications for food safety;
- To assist the Catering Manager in ensuring that all training requirements for the Manor Catering team are met.

2.7 Site Manager Responsibilities

- To provide and maintain premises facilities and equipment in a satisfactory condition to ensure the safe preparation of food;
- To act in a timely manner on any problems notified by the Catering Manager, acting immediately on any matter which has implications for food safety or legal compliance;
- To provide and maintain an adequate supply of hot and cold water at safe temperatures to the kitchens and associated areas;
- To provide and maintain satisfactory sanitary and personal washing facilities for Manor Catering team employees;
- To provide and maintain adequate lighting and ventilation throughout catering areas;
- To provide regular refuse collection, with adequate external receptacles for disposal and storage;

- To repair and maintain the electricity and gas supply, testing gas appliances on an annual basis and electrical appliances as required to ensure legal compliance.

2.8 **Manor Catering Team Employees (Including Agency and Bank Staff)**

- To perform all activities safely and hygienically, following school policies and procedures to protect the safety of food;
- To take reasonable care to ensure food safety risks are minimised by following appropriate hygienic behaviours;
- To maintain high standards of personal hygiene at all times;
- To follow all food safety rules and guidance as directed by the Catering Manager;
- To report anything that is wrong and could lead to service of unsafe food to the Catering Manager;
- To protect food from contaminants by wearing and maintaining personal protective equipment, reporting any defects to the Catering Manager;
- To launder their own uniforms on at least a twice weekly basis, ensuring that they are clean and not contaminated;
- To report all food complaints or alleged food illnesses from customers or clients to the Catering Manager;
- To report any sickness personally suffered to the Catering Manager prior to reporting for work at the school;
- To complete induction training, implementing knowledge and skills learnt;
- To complete training and obtain a satisfactory pass mark in Level 2 Food Hygiene and Safety;
- To be aware of any food safety hazards and to advise the Catering Manager immediately, only taking action if it does not endanger their own safety or the safety of food;
- To not interfere with any measures provided to protect the safety of food;
- To make suggestions to improve food safety in the catering kitchens.

PART 3 – ALLERGENS

3.1 Introduction to Allergens

Hardenhuish School (Manor Catering) recognises that a number of pupils, parents, visitors and staff may suffer from potentially life-threatening allergies or intolerances to certain foods and is therefore committed to a whole school approach to the care and management of those members of the School community. This policy looks at food allergy and intolerances in particular.

The School's position is not to guarantee a completely allergen free environment, rather to minimise the risk of exposure by hazard identification, instruction and information and to ensure compliance with the Food Information for Consumer Regulation (1169/2011) which came into force in December 2014. This will enable those with known allergens to make informed decisions on food choices.

The School is committed to proactive food allergy management through:

- The establishment and documentation of a comprehensive management plan for menu planning, food labelling, stores and stock ordering and customer awareness of food produced on site.
- Provision of awareness training for catering staff on food allergies/intolerances as well as recognition and treatment of possible symptoms (anaphylaxis).
- The purpose of this policy is to minimise the risk of any person suffering allergy-induced anaphylaxis or other symptoms of food intolerance as a result of food provided by Manor Catering.

3.2 Food Allergens

The 14 major food allergens are:

- Cereals containing gluten
- Celery including stalks, leaves, seeds and celeriac in salads
- Crustaceans, (prawns, crab, lobster, scampi, shrimps, etc.)
- Eggs
- Fish
- Soya (tofu, bean curd, soya flour)
- Milk
- Nuts (almonds, hazelnuts, walnuts, pecans, brazil nuts, pistachios, cashews, macadamia, nut oils, marzipan)
- Peanuts
- Mustard
- Sesame Seeds
- Sulphur dioxide/sulphites (found in dried fruit, fruit juice drinks, etc.)
- Lupin seeds and flour (found in some bread and pastries)
- Molluscs, (mussels, whelks, oysters, land snails and squid)

The allergy to nuts is the most common high-risk allergy but it is important to understand that any allergen can be life threatening for a person that is allergic to that foodstuff.

3.3 Definitions

- **Allergy:** a condition in which the body has an exaggerated response to a substance (e.g. food or drug), also known as hypersensitivity
- **Allergen:** a normally harmless substance that triggers an allergic reaction in the immune system of a susceptible person
- **Anaphylaxis or Anaphylactic Shock:** a sudden, severe and potentially life-threatening allergic reaction to a trigger (food, stings, bites, or medicines). Anaphylaxis may occur within minutes of exposure to the allergen, although sometimes it can take hours.
- **Adrenaline device:** a syringe style device containing the drug adrenaline. This is an individual prescribed drug for known sufferers which is ready for immediate intramuscular administration. This may also be referred to as an Epi-Pen/Ana pen or Jext which are brand names.

3.4 Saffron Menu Planning Software

In order to plan balanced, healthy menus with complete assurance with regard to allergens and to ensure compliance with the Food Information Regulations 2014, Hardenhuish School uses Saffron menu planning software.

This software is accessed via a web portal, displaying the nutritional and allergen profiles of all food served by the school. It allows the 14 primary allergens and sub-allergens to be identified at stock, recipe and menu level, providing customers with the allergen information required to make informed choices.

3.5 Allergen Register

Using the Saffron software the Catering Manager maintains an allergen register related to current school menus which can be found on the school website, enabling all pupils, parents and staff to check for allergens in specific dishes. A sample register is attached to this policy at Appendix 1. This register will change in line with menu changes.

3.6 Responsibilities with regard to Allergens Management

3.7 Medical Officer

The Medical Officer is responsible for:

- establishing an individual care plan for pupils with allergens in consultation with parents and other relevant staff;
- effectively communicating care plans to all relevant staff and departments, including the Catering Manager;
- ensuring posters with the photos and names of affected pupils are available in departmental offices;
- providing an annual briefing to all staff on the symptoms of anaphylaxis and action to be taken;
- arranging anaphylaxis training for key school staff, such as the Catering Manager, staff who lead school trips and other offsite activities, including awareness of triggers and procedures to be followed in the event of an emergency;
- maintaining a stock of adrenaline devices in the Medical Room.

3.7 Pupils and Parents

- Pupils and parents are responsible for informing the school of any known allergies that the pupil has;
- Susceptible pupils are responsible for ensuring that they have their medication with them at all times.

3.9 Catering Manager

The Catering Manager is responsible for:

- only authorised suppliers and being the controlling point and contact for all purchases of food stuffs for the school catering function;
- ensuring the authorised suppliers are aware of the Hardenhuish School's Allergens Policy and statutory labelling requirements, in particular identification and labelling of food stuffs containing allergens;
- avoiding the use of food stuffs that may contain nuts and clear labelling if food stuffs containing nuts are used;
- being aware of pupils and staff who have food allergies;
- making sure all Manor Catering staff are aware of food stuffs containing allergens;
- making sure all Manor Catering staff are aware of pupils and staff who have food allergies.

3.10 Data Manager

The Data Manager is responsible for ensuring that all allergen information is recorded on the pupil records on SIMS which are in turn linked to pupil smartcards.

3.11 All Staff

- All staff have a responsibility to ensure the welfare of pupils within their care. This is particularly relevant when pupils are out of school on an educational visit or other offsite activities when packed lunches are required. Trip leaders are responsible for providing the names of pupils requiring packed lunches so that Manor Catering staff can cross check for allergen and dietary intolerances and label packed lunches accordingly as well as highlighting these pupils to the trip leader so that he/she is aware in the event that food is also being bought off site.
- Staff are responsible for informing the Catering Manager if they suffer from food allergies so that appropriate food options can be made available for them.

3.12 Visitors

It is important that allergen information is accessible to all parties who visit the site and consume food produced by Manor Catering. When hosting visitors or booking external events, the member of staff booking the hospitality catering will establish if any of the visitors have any food allergies/intolerances. This information will then be passed to the Catering Manager to allow for the planning of appropriate menus and selections of food.

3.13 Information on Allergens

Manor Catering Department also holds information outlining the contents of all dishes being served which can be referred to on request. Please see Appendix 1 for an example Allergens register. The current Allergens register at any given time will be available from Manor Catering as well as being published on the school website.