

25th May 2023

Dear

Medical Diet Process and Procedures

We are ever mindful of our responsibility to ensure the well-being of your students who have allergies and by implementing strict control measures we take every precaution to provide them with safe and nutritious food.

As part of a commitment to continuous improvement and enhancing food safety, we regularly evaluate our operating instructions and exercise due diligence. Following our most recent review of food production and service, we have made certain adjustments and the introduction of additional safeguards, one of which will require a collaborative approach requiring your support.

Specifically, the review identified an opportunity to further enhance the safety of our food service. Currently we work to a myriad of student recognition methods, none of which we consider robust enough to safeguard against students receiving the wrong meal. For example, some students have coloured wrist bands that of course can be taken off and swapped, the same is true of coloured lanyards. After much consideration we have concluded that the safe way to identify a student who depends on medical diet compliance is by photographic identification.

I understand that most schools have suitable equipment on site to take a photo and produce a visitors pass. I would therefore request that you assist us in our due diligence by using this equipment to produce a photo medical diet card for each of your students with this dependency.

We fully appreciate and understand the position of many Head Teachers that children with dietary needs should not be singled out and that photos of the children displayed on kitchen walls is unacceptable. We consider that a photo medical diet card will provide a solution for identification which can be worn or slipped into a pocket.

The identification of students with a medical diet is so important to our due diligence process that I have concluded that if this is unachievable by use of a photo medical diet card, that we will require a school representative to assume responsibility for the identification of the student. I am sure that you will agree that robust procedures are paramount in preventing any potential life-threatening incidents and as such very much hope that our local team can rely on your support.

We plan to implement the revised procedures as enclosed from 19th June, giving you time to prepare the photo medical diet cards. As of 19th June, any student that does not have photo ID will not be served until the school representative makes the formal identification at point of service.

I hope that you are reassured by the importance we place as a business on this issue, and our overriding objective to ensure any risk to a child with a medical diet dependency is mitigated through procedures that our teams are required to comply with. With your help to close the element of risk that we have identified we can be even more confident that all students eating with us are safe.

Yours faithfully

Jo Anne Robertson
UK Managing Director, Education and Healthcare