

## Impact Food Group Update

1st February 2022

Dear Parent or Carer,

The provision of safe food in respect of food allergens is a collaborative process and we work with students, parents or carers, and schools to ensure that we have accurate and up-to-date allergen information for our customers.

For Twyford Academies Trust, the school provide us with allergen information, which is uploaded onto our biometric till systems, and will flag up any food allergens at the point of sale.

We actively encourage our customers to ask the kitchen team if they have any queries about food allergens. We do this through our Customer Information Notices on display at each serving point, where the member of staff has access to our allergen folder which holds the allergen information of every recipe used.

Our till staff are trained to review our allergen information to ensure that the food item is suitable for your child, who will be advised if the food contains any allergens by being shown the relevant allergen matrix. We label all foods that are pre-packed with a full list of ingredients, and with any allergens highlighted using a bold font.

If your child has complex food allergen needs or is extremely sensitive to food allergens, we ask that you contact the Chef Manager directly who can provide guidance on the ingredients used within recipes and the foods that may be suitable.

Otherwise, we ask you to encourage your child to ask one of our catering team for assistance in identifying the presence of any food allergens in our foods so that they can make safe and informed food choices at service times.

Kind regards

Ken Navin  
Client Relationship Director

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