

ISS EDUCATION Energy & Nutritional Count Policy

January 2021: Primary Education

As your school catering providers, ISS Education is dedicated to ensuring pupils can enjoy nutritious and delicious lunches which are served safely in healthy environments. Our robust dietary safeguarding procedure is designed to both safeguard children with medical conditions and support the catering staff involved in the preparation and service of lunch time meals.

The following information explains the process by which ISS Education is able to cater for pupils with medical dietary conditions that require energy and/or other nutritional data to be provided.

The Policy

This policy is designed to provide parents and guardians, who have requested energy and/or nutritional data, with clear and accurate information. This will enable parents and guardians to make an informed decision as to whether or not our meal provision is suitable for your child and meets their dietary requirements (please refer to the Dietary Safeguarding Policy for further information).

ISS Education reserves the right to refuse to provide a special diet meal and/or menu if ISS Education feels unable to safely cater for the individual owing to the severity and/or complexity of the individual's medical dietary requirements.

ISS Education Catering & Additional Dietary Needs

In some cases, a child will require energy and/or nutritional data and will have additional medical dietary requirements, e.g. gluten intolerant. Whilst ISS Education operates a robust and rigorous dietary safeguarding policy, we are unable to guarantee that all risk associated with the compilation and creation of a special diet meal can be eliminated. All meals are prepared on site daily. We use a large variety of ingredients in the preparation of our meals and, due to the nature of our kitchens, it is not possible to completely remove the risk of cross-contamination if your child has additional allergies and/or intolerances.

Energy & Nutritional Data Source

ISS Education only uses food products in our kitchens which are available through the company 'Approved Products List' (APL). These products are only made available to the kitchen teams once they have been approved by the Nutrition Team for school compliance and by the ISS Education Procurement Team.

When a product is added to the APL (or an existing product specification alters), the manufacturer provides data to our distributor. This energy and nutritional data, plus allergen data (as supplied by the manufacturer to the distributor), is automatically uploaded onto the ISS Education recipe and menu analysis software system (Saffron). This therefore means that each product used within our recipes has energy and nutritional data, plus allergen data, attached to it. It is this data which is used to produce system reports which calculate the energy and nutritional content of individual recipes, per portion served.

Data Accuracy

The energy and nutrition data to which ISS Education has access to is dependent on the quality and accuracy of the information provided by the manufacturers. Our distributors use a mixture of manufacturer supplied information and typical nutritional values for each of their product lines. They also have additional checks in place that are designed to validate the data they provide to us.

Whilst ISS Education works closely with the distributors and, in turn, manufacturers to ensure the most accurate and up to date information is accessible, ISS Education is unable to guarantee complete data accuracy due to natural variation depending on where food is grown, how it is transported and seasonality.

Data Format

If you have requested, through the dietary safeguarding procedure, energy (calorie) or other nutritional data, e.g. total carbohydrate or fat values, you will be issued with a full energy and nutritional breakdown report for your child's school menu. This report is generated directly from the Saffron system.

If your child has an allergy and/or intolerance, as well as requiring nutrient count information, e.g. gluten intolerance, then an individual special diet menu will be issued to you for consent. Please refer to the ISS Education Dietary Safeguarding Policy for further information.

Data Variances

Please be aware that ISS Education is a school catering business and not a dietetic or medical catering business. Values provided are system generated approximates based on the data provided by the manufacturers. The values provided in the report (or on the special diet menu if your child has additional dietary needs) are calculated by Saffron per final portion served according to the recipe. It is important to note that values may vary during preparation and/or service.

Energy & Nutritional Data Renewal

At the start of a menu change, e.g. at the start of a new academic year, all pupils presently registered with us will automatically receive a new energy and nutritional data report. New reports will be issued as per the procedure outlined in the Dietary Safeguarding Policy.

Changes to Medical Dietary Requirements

Parents and guardians should inform their child's school staff (who in turn will notify ISS Education) of any changes to a child's existing medical dietary requirements as a priority. ISS can only produce menus based on the documentation we have received from the school staff via parents and guardians. We ask that any changes to dietary requirements are submitted in writing by school staff to nutrition@uk.issworld.com. Notification of any new allergies and/or intolerances a child may develop must be backed up with supporting medical documentation.

Cancellations

If a child no longer requires energy and/or nutritional data (either provided independently or combined with a special diet menu), then a parent or guardian should inform their child's school staff. We ask that any cancellations are submitted in writing by school staff to nutrition@uk.issworld.com.

Data Protection

Please see the Special Diets Referral Form for details on how any data provided will be managed and protected.

If you have any questions regarding this policy, please contact us at: nutrition@uk.issworld.com.