

Dear Parent/Carer

We're Impact Food Group (IFG) and we run the restaurant at your school under either our Cucina or Innovate brands. We'd like to start by thanking you for your support as schools have reopened and more children return to school. We strongly believe that proper nutrition has a crucial role to play in helping young people develop and we've been working really closely with all of our schools to develop menus that they love to eat and are, above all, safe.

With this in mind, IFG have recently reviewed our procedures for allergens and medical diets. There has been a significant increase in the number of requests for pupils with food allergens, including those diagnosed with complex combinations of food allergens. This letter will outline the IFG Medical Diet procedure and how we must manage this in order to ensure the safety of everyone we cater for.

Our new Medical Diet procedure includes the introduction of a Medical Diet Request Form. This form must be accompanied by medical evidence of the pupil's allergen requirements and 2 recent photographs of the pupil, the school will then pass this information on to us. Please note that any personal information received by Impact Food Group will be processed, stored, and disposed of in accordance with the General Data Protection Regulations.

You will then be contacted by one of our Operations Managers, who will arrange a phone call with you to discuss your child's needs. They will send you a copy of our menu cycle and allergen matrices so that you can confirm which meals your child can safely eat. While the Medical Diet will need to be as close to the existing school menu as possible, it will be devised in agreement with you, and must be agreed in writing prior to the menu being rolled out for your child.

At all times, the safety of our customers is of the utmost importance. Due to the complexity of some allergen requirements, we've had to introduce limitations to the allergen Medical Diets that we cater for. These limitations have had to take into account the facilities available to us and what can reasonably be expected of our kitchen team.

Unfortunately, this has resulted in IFG needing to restrict the types of allergen Medical Diets that we offer, so that we can be completely confident that the food we serve is safe for our customers to eat. For this reason we are only able to provide Medical Diets for the following:

- Pupils who have a confirmed food allergen diagnosis.
- Pupils who have 1 or 2 food allergies from Appendix 1.

Impact Food Group Ltd

Ground Floor, St Andrews House, West Street, Woking, GU21 6EB

Tel: +44 (0)204 5015000

Registered in England and Wales

Company Reg No 11096050



This means that for pupils whose allergens fall outside of the list on Appendix 1, or those with complex allergens (a combination of more than 2 allergens), we will sadly be unable to provide them with a Medical Diet. We will also be unable to participate in any dietary trials such as, but not limited to, elimination or re-introduction trials.

I have attached a copy of the IFG Medical Diet Policy and a list of Frequently Asked Questions to help answer some of the questions you may have.

We hope you understand the need for us to operate in a way that protects the safety of all of our customers and that we're here to help our schools provide the best, and safest, school experience that we can.

Yours sincerely,



Pamela Dixon

Group Operations Director

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