

Chartwells Allergen Position Statement

Allergen Information

The EU Food Information Regulations 1169/2011 came into effect in December 2014. As part of this it is a legal requirement that food businesses must provide information on the 14 EU allergens. Chartwells have robust procedures in place to ensure we provide accurate allergen information to our customers across all sectors of Chartwells. Allergen information is available upon request for all food and drinks we supply, this information is taken from our menu management tool The Source in the form of allergy reports for each day of our menu cycle.

Allergen Claims

Within the foodservice industry it is important that we follow robust processes and procedures in order to keep our customers safe. Displaying allergen information is a process which has many surrounding legal guidelines as providing inaccurate allergy information can be life threatening.

We understand that allergy information can be confusing to both our customers and staff therefore a safe and consistent approach is required in order to avoid misleading or harming our customers. This position statement sets out Chartwells stance on allergen claims within our business.

'Gluten Free'

'Gluten free' is a term covered by legislation for the labelling of 'gluten free' foods. The law applies to packaged foods and also unpackaged foods sold in catering outlets.

To label a food as 'gluten free', it must contain no more than 20 parts per million (ppm) of gluten. We are unable to declare a "gluten free" status on the food produced by Chartwells because we could not be certain that they contain less than 20 ppm of gluten.

Due to the nature of our business and the large volumes of food we prepare on a daily basis we cannot provide or advertise specific 'gluten free' dishes to our customers. Customers requiring a gluten free diet should refer to our allergy reports which will help the customer to identify all ingredients within a recipe.

No Gluten Containing Ingredients (NGCI)

'No Gluten Containing Ingredients' (NGCI) is a statement, covered by law, which can be used to head up a menu of dishes that don't include any gluten containing ingredients. The Chartwells special diet team can provide a special diet menu which contains "no gluten containing ingredients" for any of our pupils with a gluten intolerance. We do not encourage Chartwells kitchens to display recipes with no gluten containing ingredients front of house as there is no guarantee that the dishes would be 'gluten free' due to the risk of cross contamination from the servery and kitchen preparation areas.

The same principles as above apply to other allergen claims such as dairy free, egg free, nut free etc. For further information please contact the Chartwells special diets team

Chartwells.specialdiets@compass-group.co.uk