

Dear parent,

RE: Management of Allergens in Chartwells

I have no doubt that you will have seen recent news reports around allergens. This is an issue we take extremely seriously and we understand our responsibility to the children and young people we serve.

I would like to reassure you that we are constantly reviewing our processes and systems for the management of allergens and the prevention of allergy incidents. These reviews are led by our team, which includes our Health and Safety and Food Safety Director as well as nutritionists, chefs and food allergy specialists. As a result of this regular monitoring, earlier this year we put in place a detailed allergen management plan that has been implemented across Chartwells.

One key area this includes is the development of an allergen awareness programme, to support the training that our colleagues receive in respect of allergens. This will be a continuously rolling programme, to help our people understand and manage food that contains allergens. In addition, we are constantly reviewing our recipes to remove unnecessary allergens, as well as working with our suppliers to understand which allergen ingredients they can supply us with.

Please note, it is extremely important that you inform Chartwells of any allergies/intolerances that your child has should they currently eat with Chartwells, or wish to start eating with Chartwells. We welcome all children with allergies/intolerances and providing we deem it safe to do so, an appropriate meal can be provided daily in line with our internal policies and procedures. Please see enclosed a special diet form to be completed and returned. Please return all forms to us, along with medical evidence, two photographs and details of the school that your child attends to chartwells.specialdiets@compass-group.co.uk.

Yours faithfully,



Richard Taylor

Managing Director, Chartwells