

If your child has a food allergy or intolerance, Sodexo offers you 3 solutions:

Solution 1:

Sign your child up with the “Tartinistes”

Solution 2:

Distribution of an allergen-avoidance meal

Solution 3:

Distribution of a complete hypo-allergenic meal tray



Solution 2: allergen-avoidance meal

The allergen-avoidance meal offered by Sodexo consists of a starter, a main course and a dessert. This meal is prepared by the Sodexo staff.

All relevant allergens will be excluded from the basic ingredients used to make these meals (information available on the product label and information sheet). Sodexo undertakes to produce only meals free from the following allergens:

- Eggs
- Peanuts
- Tree nuts (almonds, hazelnuts, walnuts, cashew nuts, pecan nuts, Brazil nuts, pistachios, macadamia/Queensland nuts)
- Milk and dairy products
- Fish and seafood (shellfish and crustaceans)
- Kiwi
- Gluten

For any requests regarding an allergen avoidance meal that excludes allergens other than those listed above, our dietary department takes your specific case into consideration so we can offer the most suitable solution.



This meal can only be served to children with allergies who can tolerate possible trace amounts of their allergen(s).

This information must be taken into consideration by the medical specialist or allergist monitoring the child.

Solution 3: complete hypo-allergenic meal tray

One of a large range of complete meal trays, including a starter, main course and dessert.

Sodexo ensures that this range is rotated daily. These meals are safe and suitable for numerous food allergies. The recipes contain no additives, no preservatives or added flavourings.

If you require more information, please consult the Clarélia website, the company that produces this type of meal:

<http://www.natama.eu/fr/>



This hypo-allergenic meal tray is guaranteed to be free from the following allergens:

Additives*	Fennel	Mango	Pine nuts
Garlic	Fenugreek	Melon	Chilli
Almonds	Broad beans	Molluscs	Pistachios
Pineapple	Raw raspberry	Mustard	Chickpeas
Peanuts and products derived from peanuts	Bread wheat	Hazelnuts	Yellow peas
Avocado	Passion fruit	Walnuts	Fish
Oats	Gluten	Cashew nuts	Raw apple
Banana	Kidney beans	Coconut	Pork
Wheat grain	Kiwi fruit	Pecan nuts	Buckwheat
Cinnamon	Milk (all milk of animal origin and dairy products)	Brazil nuts	Rye
Celery	Rabbit	Macadamia nuts	Sesame and products derived from sesame
Cherry	Lentils	Eggs and products derived from eggs	Soya and products derived from soya
Chestnuts	Yeast	Barley	Sulphites (E220 to E228)
Mushrooms	Flax	Papaya	Sunflower and products derived from sunflower
Shellfish	Lychee	Raw fish	Vanilla
Spelt	Lupin	Peas	Vanillin

* Additives:

- Colourings (E100 to E181) especially Tartrazine (E102), Cochineal Red A (E124), Patent Blue V (E131)
- Benzoates (E210 to E219)
- Metabisulfites (E220 to E228)
- Nitrites (E249 to E252)
- Butylated hydroxyanisole (BHA)(E320), Butylated hydroxytoluene (BHT)(E321)
- Glutamates (E600 to E625)
- Balsam of Peru

More specifically, as the legal representative of the child, what do I need to do?

The Process

After your child has been registered on the www.sodexoeducation.lu website,

his/her legal representative should send the medical certificate or PAI*, duly completed by the medical specialist or allergist, to the following e-mail address: DL.CE.FMSLU.SERVICEDIETETIQUE@sodexo.com

* PAI (Plan d'accueil individualisé - personalised care plan): detailed protocol that aims to improve the support and integration of children with specific healthcare needs into a teaching or hospitality establishment.

The PAI or medical certificate is valid indefinitely.

Once the file has been examined, the dietary department will submit the meal order to the catering service.

Depending on the form, Sodexo undertakes to distribute to the child, within 3 working days of the date of receipt of the medical certificate or the PAI, either:

- a. An allergen-avoidance meal*;
- or
- b. A hypo-allergenic meal tray*.

* As per the conditions defined by the service provider and approved by the school

Meal distribution

For **Nursery** school children: the meal is distributed to the child by the supervisory staff.

For **Primary** school children: upon arrival in the dining hall, the child should go to the area dedicated to specific meals.

For **Secondary** school students: upon arrival at the restaurant, the student should go to the till at the "Bistrot/Natural" counter.

To ensure the child's file is managed correctly, the child's legal representative should inform the Sodexo dietary department of any changes to the meal provision requirements by email.

Prerequisites for the distribution of an allergen-avoidance meal

- To ensure the file of a child with allergies or intolerances is managed correctly, the child's legal representative must send a PAI or medical certificate to Sodexo as proof. This document does not expire unless changes to the prescription are made.
- The allergen-avoidance menu can only be served to children with allergies who can tolerate possible trace amounts of the allergens.
- For a food allergy other than those listed on page 2, Sodexo will propose the best-suited solution after studying the file.
- **For nursery school children:**
The allergen-avoidance meal shall be given to the supervisor.
- **For secondary and primary school students:**
The kitchen staff will distribute the allergen-avoidance meal to the student when they present themselves at the dedicated area of the restaurant.
- The hot parts of the meal (the soup and main dish) shall be packaged in individually labelled thermoports. The dessert and the crudités shall be distributed separately.
- During production of the allergen-avoidance meal, Sodexo undertakes to respect and implement the proper application of the food safety and hygiene rules.
- In any event, the customer agrees to take all necessary measures within the school's catering service to guarantee the safety of children with food allergies or intolerances. In this regard, the parties agree that insofar as the school is responsible for supervising the children at meal times, Sodexo shall not be held liable for any contact, inhalation or absorption of an allergen by the child in question.

Prerequisites for the distribution of a hypo-allergenic meal tray

- To ensure the file of a child with allergies is managed correctly, the child's legal representative must send a PAI or medical certificate to Sodexo as proof. This document does not expire unless changes to the prescription are made.
- Be allergic to one or more of the allergens excluded from the hypo-allergenic meal trays.
- Sodexo offers a hypo-allergenic meal tray depending on the range available.
- The school will not be able to choose menu types per individual child. Sodexo manages their distribution depending on supply and the rotation of the existing range.
- Each meal tray includes an information leaflet and set of cutlery, all sealed with plastic film.
- **For secondary, primary and nursery school children:**
Sodexo staff shall reheat the meal, but shall not unwrap the dishes.
- **For secondary and primary school students:**
The kitchen staff will distribute the hypo-allergenic meal tray to the child when they present themselves at the dedicated area of the restaurant.
- **For nursery school children:**
The hypo-allergenic meal tray shall be handed over after being reheated.
- In this regard, the parties agree that insofar as the school is responsible for supervising the children at meal times, Sodexo shall not be held liable for any contact, inhalation or absorption of an allergen by the child in question.

Information leaflet — Intolerances and allergies

As part of its role in the production of meals for children with intolerances or allergies, Sodexo is obligated to collect certain personal information, namely:

The surname, first name, ID number, cycle or class, school and postal address of the child,

The surname, first name, postal address, telephone numbers and email address of the parents or legal representatives.

The aforementioned personal data collected by Sodexo will be processed in accordance with the Luxembourg and European legislation on the protection of personal data in force, as well as the General Data Protection Regulation (hereinafter referred to as “the Regulation”) on the protection of natural persons with regard to the processing of personal data.

Information collected in this way will only be used for the following purposes, in the context of meeting the needs of children with allergies and intolerances:

- Production of meals suitable for children with allergies and intolerances,
- Distribution of a meal guaranteed to be free of allergens,
- To guarantee the safety of the food being served to children.

Some of this collected data is classed as sensitive information under Article 9(2) of the Regulation. The processing of this sensitive data by Sodexo is lawful on the basis of Article 9(2)(c) of the Regulation, namely that processing is necessary to protect the vital interests of the data subject or of another natural person where the data subject is physically or legally incapable of giving consent.

Data collected in this way shall not be subject to any further processing by Sodexo. In particular, this personal data cannot be used for market research and/or commercial propositions and cannot be shared with a third party.

In accordance with the provisions of the Regulation, you have the right to access, rectify, erase, object or to the portability of this personal data at any time.

The aforementioned personal data shall be stored in a database managed by Sodexo for purposes exclusively within the context of providing meals to children. Sodexo shall ensure effective technical and organisational security measures are put in place to safeguard this personal data.

The aforementioned personal data shall only be stored insofar as it is necessary to produce meals for children with intolerances or allergies. These documents are to be stored for one year from the date of the last meal produced.

You can exercise your right to access, rectify, erase, object or to the portability of this personal data in order to have your information removed from the database at any time by sending an email to the following email address: dataprivacy.OSS.lu@sodexo.com