

At Norse Commercial Services our menus adhere strictly to the School Food Standards and we endeavour to cater to the majority of the school population. We are aware that not everyone is able to eat all foods **safely**. If a child has a medically diagnosed allergy or intolerance or health condition, we work with parents/guardians and health professionals to develop an individual menu for that child. Please note: ***We cannot provide a special menu without the support of the child's health team.***

We have a number of controls in place to ensure special diets are catered for, including:-

- The parent/guardian completes Norse's Special Diet registration form together with supporting medical evidence and sends to the Administration Team. Forms can be found on the website ([www.norsecatering.co.uk](http://www.norsecatering.co.uk)) or via the school office.
- The Administrator enters the special diet details on the central database.
- If a regular allergy, the Administrator sends the relevant menu to the parent/guardian for sign-off. If it is an irregular or complex diet, the Nutritionist will contact the parent/guardian to scope out whether a special diet is possible.
- The Administrator requests recent photo of the child for Norse's records with parent/guardian.
- Once the parent/guardian has confirmed they are happy with the menu and have provided a recent photo of the child, the Administrator sends the special diet information and photo to the Account Manager.
- The Account Manager informs the Cook and the School Office about the special diet and agreed menu and agrees a start date for the special menu.
- The Administrator informs the parent/guardian of the start date for the special menu at their child's school.
- At the beginning of each new menu cycle, the Nutritionist and Administrator adapts the menu templates for the individual children and sends copies for parental sign-off.