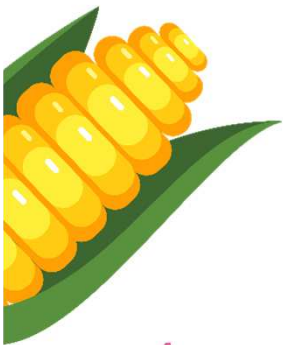
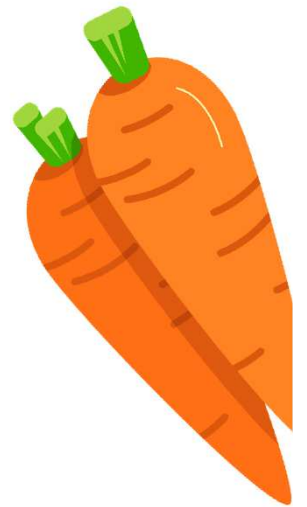




If your child has a food allergy
or intolerance?



Sodexo
offers you
3 solutions

1. Registration of your child with the "Tartinistes" at the European School or for a packed lunch at the Early Childhood Centre (CPE)
2. Distribution of an allergen-avoidance meal
3. Distribution of a complete hypo-allergenic meal tray



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 Quality & Nutrition Expert department takes your specific case into consideration so we can offer the most suitable solution.



What is an allergen-avoidance meal?

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.

3. The hypoallergenic meal

In order to guarantee the safety of our guests who have food allergies and sensitivities, Sodexo works with Nutrisens.

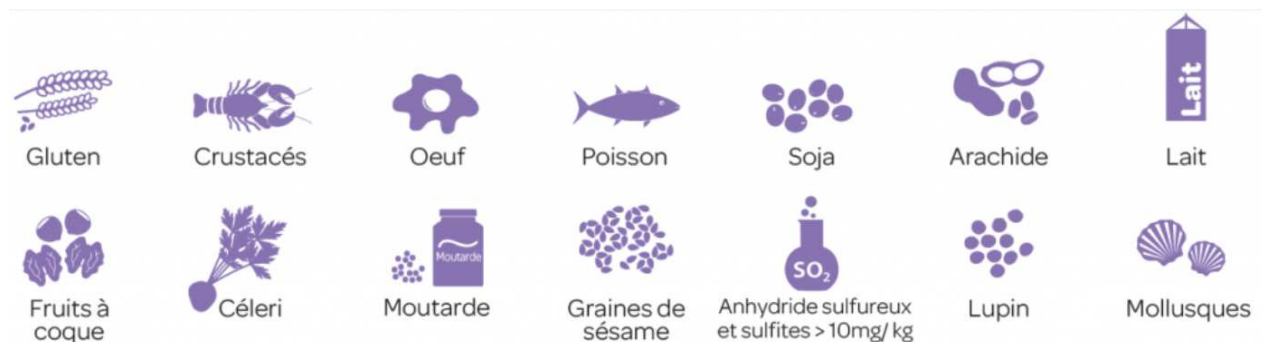
This company specialises in the production of allergy-free meals and prepares meals without the 14 major allergens*. The recipes are free from flavourings, colourings and preservatives.

Sodexo will offer different meals each day to ensure broad range of culinary options.

If you require more information, please consult the website of Nutrisens, the company that produces these type of meals:

<https://www.nutrisens.com/allergies-alimentaires/>

** Each hypo-allergenic meal is guaranteed to be free from the following allergens:*





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

How the process works at the European School

After registering your child on the website, www.sodexoeducation.lu you need to send an e-mail to the Sodexo team with the medical certificate or the PAI* completed by your general practitioner or allergist:

For European School, Luxembourg I (Kirchberg) :

ecoleeuropeenne1.LU@sodexo.com

For European School, Luxembourg II (Mamer) :

ecoleeuropeenne2.LU@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 in a teaching or hospitality establishment.

The PAI or medical certificate is valid indefinitely.

After analysing the file, the Quality & Nutrition Expert team transmits the meal order to the catering service and informs the child's legal representative that the costs for the meal will be covered.

In accordance with the form, Sodexo undertakes to distribute to the child, within 3 working days, from the date of receipt of the medical certificate or the PAI, one of the following:

- a. an allergen-free meal*
- b. a hypoallergenic meal*

* In accordance with the conditions set out by the service provider and validated by the establishment

Distribution of the meal

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

For Primary school children: on arrival in the dining room, the child must go to the dedicated area and see the person who delivers the specific meals.

To ensure the child's file is managed correctly, the child's legal representative should provide e-mail notification to Sodexo team and the CPE's medical service, if the child attends the CPE.



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

How the CPE process works

After registering your child with the CPE, you must send the medical certificate or the PAI* completed by your child's general practitioner or allergist to the CPE medical department.

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

The PAI or medical certificate is valid indefinitely.

After the CPE's medical service analyses the file, it transmits the meal order to Sodexo's Quality & Nutrition Expert team and informs the child's legal representative that the costs for the meal will be covered.

In accordance with the order submitted by the CPE's medical department to Sodexo's Quality & Nutrition Expert team, Sodexo undertakes to distribute to the child, within 3 working days, from the date of receipt of the medical certificate or the PAI, one of the following:

- (a) an allergen-free meal*
- (b) a hypoallergenic meal*

* In accordance with the conditions set out by the service provider and validated by the establishment

Distribution of the meal

The meal is distributed to the children by the supervisory staff

To ensure the child's file is managed correctly, the child's legal representative should provide e-mail notification to Sodexo team and the CPE's medical service, if the child attends the CPE.



Prerequisites for the distribution of an allergen-avoidance meal

1. 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 and to the CPE (where applicable) as proof. This document does not expire unless changes to the prescription are made.
2. The allergen-avoidance menu can only be served to children with allergies who can tolerate possible trace amounts of the allergens,
3. For a food allergy other than those listed on page 2, Sodexo's Quality & Nutrition Expert and/or the CPE's medical department will propose the most suitable solution after studying the file.

For nursery school children :

1. The allergen-free meal is given to the supervisor at the European School and/or the CPE.
2. At the European School and the CPE: the hot meals (the soup and main course) are packaged in individually labelled thermoports. The dessert and the crudités are distributed separately.

For secondary and primary school students :

1. At the European School, the child goes to the dedicated space in the dining room
2. At the CPE, the meal is given to the child's supervisor.
3. During production of the allergen-avoidance meal, Sodexo undertakes to respect and implement the proper application of the food safety and hygiene rules
4. 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

1. 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 and/or to the CPE (where applicable) as proof. This document does not expire unless changes to the prescription are made.
2. Be allergic to one or more of the allergens excluded from the hypo-allergenic meal trays.
3. Sodexo offers a hypo-allergenic meal tray depending on the range available.
4. 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.

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 :

1. At the European School: The kitchen staff will distribute the hypo-allergenic meal to the child when they present themselves at the dedicated area of the restaurant.
2. At the CPE: the kitchen staff are responsible for identifying the child for distribution of the meal.

For nursery school children :

1. When ready, the hypoallergenic meal will be given to the supervising staff of the European School and/or the CPE (where applicable).
2. 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