

Please see changes to Allergies as communicated below

Dear Principal,

For your information, please see below a copy of the email that has been sent to parents relating to a change in our allergen policy. Please note that any "School Wide" restrictions – such as "Nut Free" – will remain in place, and that no further action is required by the school.

Dear Parent,

This is an important notice regarding a change to our allergen policy.

Since 2019, we have been gathering and analysing feedback from parents of children with allergies – specifically about the functionality of our system. The overwhelming message that we received was that **the parent is best placed to make the menu decisions for their child**, based on their individual child's needs, and we would agree. Just like placing an order in a restaurant or deli, or buying food in the supermarket, parents who have children with allergies are highly attentive to the ingredients and allergens in each product, and expert at choosing items that suit their child's individual needs.

As we know, each child is unique and some children's allergies are more sensitive than others. It was brought to our attention that a sweeping restriction for every child based on their allergy *type* was not practical – and that it was not our place to make these decisions for you, the parent, who knows best what their child can or cannot eat.

We are happy to say that we have upgraded our system over the summer to do just that – to give the control of the menu back to the parent directly.

From the start of this school year, Carambola will **no longer restrict an individual child's menu** based on their allergy type. The allergen information will remain visible beside the menu item when ordering online, as always, and there is a link available within the ordering process to view more detailed information if required. As a company, we trust that your judgement of what was ordered is based on your child's needs, and therefore we will supply the exact item ordered.

We strongly recommend that you log in to your child's menu before Friday 26th August to review the menu choices (as we have added some new items!) and become familiar with the wider menu choice now available.

Please note that "School Wide" restrictions may remain in place – for example if the school has a nut free policy, this will remain in place for all children.

Our ingredient and allergen information is available on our website, as always and can be found here: <http://www.carambola.ie/allergen-information.html>

Thank you,
Take Care

Please see changes to Snack

ENVIRONMENTALLY NECESSARY CHANGE TO THE PROVISION OF BAGGED SNACKS TO SCHOOLS ON THE HOT FOOD PROGRAM

Dear Principal,

As the hugely successful Hot School Meals Program, which was created by Carambola for the Minister as a 'Proof of Concept' in January 2018, gathers momentum around the country, we find ourselves, in partnership, needing to tackle waste.

Prior to summer 2022, many in receipt of a Hot Meal at lunch time were also, subject to their program conditions, availing of a breakfast or snack club offering of two snack items for so beag.

The problem is waste.

For the luxury of having every child choose their own two snacks and have them delivered to their desk in a personalised bag, we find ourselves wasting more than 2 MILLION paper bags (plus labels) per year, that's an astounding 12,173 bags every day for each of 183 school days.

Furthermore, depending on the location of the school, in many situations, we had to do two deliveries each day, one for snacks, and a separate one for hot lunches, adding to our carbon emissions again completely unnecessarily.

I hope you agree with us, that this situation is environmentally indefensible.

So, following a very successful trial in several schools earlier in 2022, we will be delivering snacks on a class-by-class basis, not an individual child basis in the new school year.

How Will It Work?

- Each class will receive a tray of snacks, in which there will be two snacks per child, one from each of our Snack A and Snack B menus. Every child will have the same two snacks on the day.
- We have increased our range of snacks and are providing our most popular snacks for this initiative.
- Carambola will provide a default range to each class which will differ each day Monday to Friday.
- Carambola staff on-site will be available to assist where required
- Should any individual teacher wish to change the available choices in her/his class, they can do that by **contacting your account manager directly** or info@carambola.ie

According to official sources, paper accounts for around 26% of total waste at landfills. Paper production causes deforestation uses enormous amounts of energy and water and contributes to air pollution and waste problems.

In July 2021, the [European Commission proposed](#) to reduce the limit for emissions from cars and vans by a further 15% from 2025; followed by a 55% reduction for cars and 50% for vans by 2030 and to reach zero emissions by 2035.

Carambola wishes to play its part.

We would like to assure you that the Carambola Staff on-site, your Key Account Manager and the HQ Office staff are on hand to assist with any questions you might have.

However please contact me directly on 0872544494 if you have any specific concerns, and I will be more than happy to take these back to HQ for discussion, as we need this to work for all stakeholders.

Thank you for your understanding and continued support,

Kindest Regards,

Audrey

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