

1st September, 2023

Dear Parent or Carer,

On behalf of Taylor Shaw, I'm delighted to inform you that we've been appointed as the new caterer at your school. We fully understand the importance of providing children with delicious, healthy, and nutritious meals, and we are really thrilled to have the opportunity to serve your child at school.

To give you a little background into who we are, Taylor Shaw was established in 1998 and provides high quality catering to more than 750 primary, secondary and college sites across the UK. Our primary goal is to ensure that each and every child receives a well-balanced, wholesome meal that fuels their minds and bodies for a productive day of learning. Furthermore, we believe that good nutrition is at the heart of a child's development, and our nutrition and menu development teams are committed to providing a menu that reflects this objective.

If your child has a dietary requirement, we request that you complete an online medical diet request form via our online portal; LunchHound, using the 'Parents and Carers User Guide' included with this letter. Our Nutrition Team will then create a medical diet menu for your child.

We're excited to be the new catering partner for your school and look forward to welcoming your child in September and creating a positive dining experience for them.

Yours faithfully



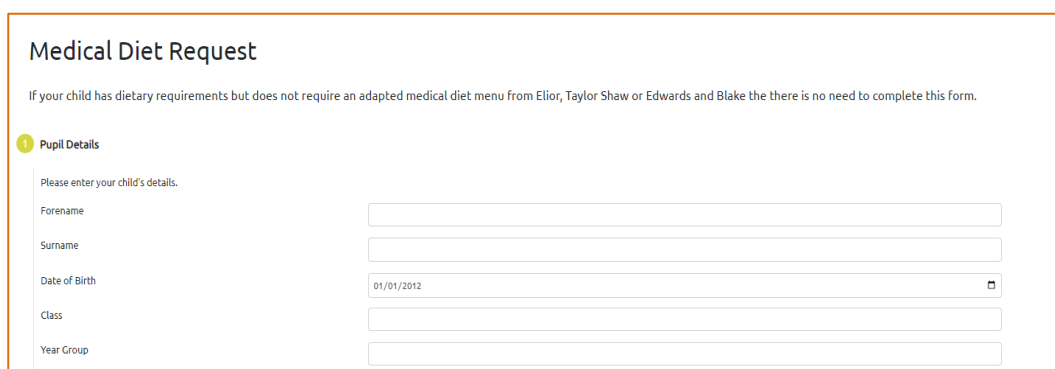
Jo Anne Robertson
UK Managing Director, Education and Healthcare

Parents and Carers User Guide

As your new catering provider, Taylor Shaw would like to share their medical diet request process with you. This process is applicable to parents and carers who have a child requiring a medical diet due to a diagnosed allergy, intolerance or medical condition requiring a modified menu (e.g. Type 1 Diabetes).

Please note you **DO NOT** need to make a request for any dietary preferences your child has, or for the following diets: vegan, pescatarian, vegetarian or halal, as these requirements can be met through Taylor Shaw's standard menu. If you require a medical diet for your child, please simply follow the below steps to do this via Taylor Shaw's online portal - LunchHound.

1. The link to the LunchHound portal is available on your child's school website. Please click the link, or enter this address into your web browser: <https://orders.lunchhound.co.uk/medicaldiets/request>
You will then be taken to a screen that looks like the one below:



Medical Diet Request

If your child has dietary requirements but does not require an adapted medical diet menu from Elmor, Taylor Shaw or Edwards and Blake there is no need to complete this form.

1 Pupil Details

Please enter your child's details.

Forename

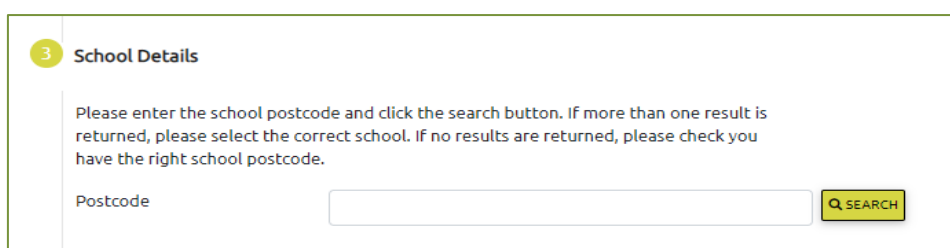
Surname

Date of Birth

Class

Year Group

2. Please enter your child's details as directed.
3. Provide your contact details. You must provide a valid email address as this will need to be verified so we can process your request.
4. You will then be asked which school your child attends, this is only searched by postcode. Please enter it in the box provided, then click the 'SEARCH' button. The search function looks like this:



3 School Details

Please enter the school postcode and click the search button. If more than one result is returned, please select the correct school. If no results are returned, please check you have the right school postcode.

Postcode

Parents and Carers User Guide

5. Once the search has identified the school or schools in the postcode you provided, please check that the correct school is displayed. If more than one school is displayed, please select the correct school from the list.
6. On the next stage please select your child's allergies from the list. If this request is to add another allergy or an additional dietary requirement, please include all existing allergies and dietary requirements as well as any additional requirements. If your child has allergies, intolerances or dietary requirements that aren't listed, please type them in the free text box.
7. Please carefully read the Data Storage Consent notice.
8. Complete the captcha verification and click the 'SUBMIT' button to move to the next stage of the process.
9. After you have clicked the submit button, the system will generate an automated email to the email address that you have provided. You must click the link in the email that you have received to verify that the email address is correct.
10. Once you have verified your email address, the system will notify your child's school of your request and will ask them to confirm your child's details.
11. After the school has approved the request, you will receive a notification email from 'noreply@lunchhound.co.uk' to inform you that your request has been sent to our Nutrition Team for processing.
12. When your request has been processed by our Nutrition Team, you will receive a confirmation email. Your child's school office will be provided with a copy of their menu, which they will pass on to you.
13. We kindly ask that you provide a recent named photograph of your child to the school office. This will be shared with the school kitchen to be used as a point of identification reference to ensure the safety of your child when they are being served their medical diet meal.

If you have any questions about this process, please email: support@lunchhound.co.uk