

## Equality Analysis (EA)

### Accommodation & Hospitality

#### Catering for Diverse Dietary needs

##### A. POLICY/PRACTICE DETAILS

1. Catering for Diverse Dietary Needs.

2. Please explain the main purpose of the policy being analysed.

To ensure that the University caters for the diverse dietary needs of all our students, staff and customers by providing the products and service that considers the requirements of all our community. Specifically to:

- Eliminate discrimination
- Tackle inequality
- Develop a better understanding of the community we serve
- Treat all customers, staff and suppliers fairly, equally and with respect regardless of gender, sexual orientation, disability, race, colour and nationality, ethnic or national origins, religion or belief.

3. Who will be affected?

Students

Staff members

External customers

Suppliers

4. Aspects of the policy that particularly impact on equality and diversity.

Religion/Belief – due consideration has to be given to the dietary needs of students, staff and members of the public who have dietary needs relating to their religion, for example Halal/Kosher foods. Cultural requirements should be observed and a range of foods made available to satisfy the cultural backgrounds of students and staff.

Pregnancy/maternity – due consideration needs to be given to staff, students who may be pregnant or breast feeding. Dishes that may contain ingredients that are to be avoided during pregnancy and breastfeeding should be clearly indicated.

Disability – due consideration needs to be given to staff, students and members of the public who may have a long term medical condition which has dietary requirements or restrictions

## B ANALYSIS

5. Please indicate evidence used and the process by which you have arrived at your conclusions.

Religion and Belief Survey results – Feb 2011

- 9 percent of those who responded said that food such as Halal should be labelled in all retail outlets on campus.
- One respondent commented that Muslims do not drink alcohol therefore cooking Halal meat in wine means that the meat is no longer edible to practising Muslims.
- There was a request for the provision of ‘dry’ catering facilities on campus in the evening where alcohol is not sold.
- Non-dairy milk drinkers commented on the lack of awareness from some catering staff who use the same utensils to stir soya milk and dairy milk drinks. This would make it inedible to someone who is not permitted to drink dairy milk.

6. Risk of adverse impact on protected groups			
	High impact	Medium impact	Low impact
Age			✓
Disability		✓	
Gender			✓
Pregnancy/Maternity	✓		
Race/ethnicity		✓	
Religion/belief	✓		
Sexual Orientation			✓
Transgender			✓
Marriage/ civil partnership			✓

## C. Mitigating potential adverse impact

7. Proposed method to reduce or eliminate adverse impact.

Please give an outline of the key actions based on any gaps, challenges, priorities and opportunities you have identified.

### **Food Labelling**

In accordance with our food safety policy all products will be labelled with allergy information, use by dates and nutritional values.

Wherever possible we will provide options which comply with religious and culture requirements, for example all our chicken is Halal. However we must also ensure that non-Halal meats are available for religions such as Sikhism who do not agree with Halal or Kosher butchery.

We provide a full range of vegetarian options in all our outlets, all of the cheeses used in sandwiches, pizzas and other cooking is rennet free.

We have created a food legend with different coloured spots to denote which foods are: gluten free; halal; contains pork; dairy free; vegetarian etc. These food legends are displayed in each catering outlet and menus have the spots next to each item.

### **Hearing Impairment**

Improvement noted to include Hearing Loops on counters by tills.

### **Visual Impairment**

We recognise that we are unable to offer allergy and dietary information in a braille format; therefore our staffs are trained to communicate this information to our customers who are visually impaired (if requested).

### **Communication**

Improved communication is needed to show the University community that the Hospitality Department is actively engaged and committed to challenging potential discrimination.

In conclusion we must adjust the policy as the EA identifies the issues or missed opportunities mentioned above.

8. Conclusions and recommendations for amendments to the policy/practice.

As detailed above we have a number of actions to implement to amend our current practice. The Hospitality department has a E&D policy, and this may also need to be reviewed to ensure it takes into account the actions above and that it is still fit for purpose.

- The following people will be responsible for these actions:
- Review of E&D Policy – Hospitality Operations Manager
- Implementation of Food Labelling/Legend – Deputy Hospitality Managers and Team Leaders
- Hearing Loops – Deputy Hospitality Operations Managers
- Visually impairment – all staff to be trained by Deputy Hospitality Managers.
- Communication – All staff, led by Hospitality Operations Manager

9. Timescale for implementation or introduction of new policy

September 2012

#### D. Publication

Final reporter: George Kane, Catering Operations Manager

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