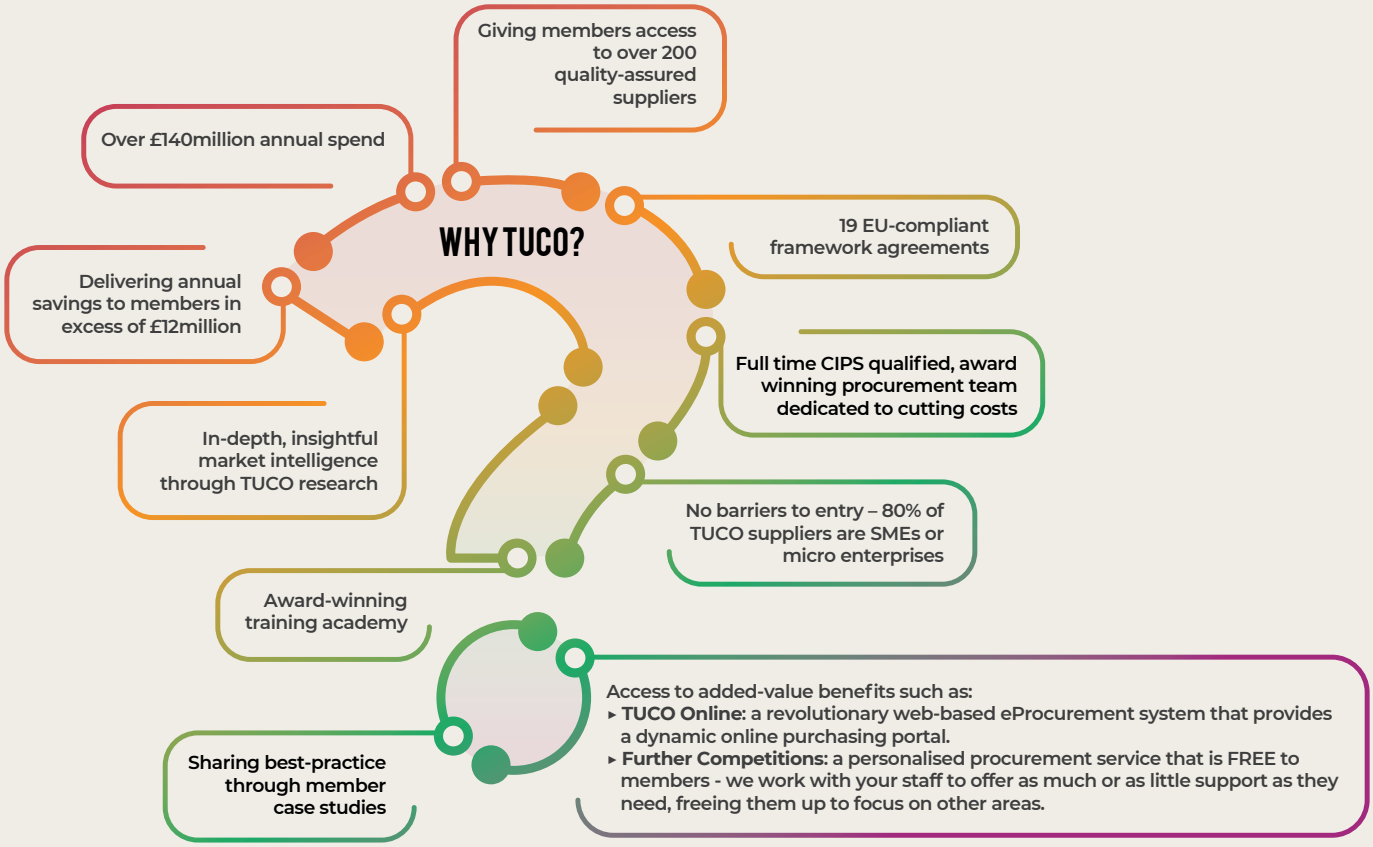
The University Caterers Organisation

Supporting Procurement & Learning Excellence for Public Sector Catering

WHO ARE WE?



29 OUT OF THE TOP 30 UK UNIVERSITIES HAVE IN-HOUSE CATERING

TUCO is the leading professional membership body for in-house caterers operating in the higher, further education and public sector. We are committed to advancing the learning and developing of catering and hospitality teams, and work to provide quality standards, advice and information to those working in in-house catering.

We provide a platform where members can Share and celebrate achievements; Learn via a range of courses, professional advice, training and study tours; Buy via TUCO's EU compliant catering frameworks and wide range of suppliers – maximising value through the combined £140m+ annual spend of TUCO members, and Grow their business through the latest market research, trends and analysis.

Levels of membership:

Full membership is open to organisations which:

- are higher education institutions or further education establishments whose catering and hospitality activities are, in the opinion of the board, predominately in-house;

Associate membership is open to any organisations:

- which do not qualify as full members;
- who have in-house catering and hospitality activities;

Affiliate membership is open to any organisations which:

- do not qualify as full members or associate members;
- have, in the opinion of the board, predominately outsourced their catering and hospitality and/or food and beverage activities.

SHARE

Regular events allow our members to share best practice and gain advice from their peers, helping them to overcome challenges and innovate.

Based on location, each member institution is part of a regional group headed by a chair. They meet regularly throughout the year and, through attendance at these meetings, members can fully participate in TUCO's activities.

TUCO Magazine has three aims: to keep members updated with TUCO's activities, to share member news, and to keep members informed on issues and trends affecting the hospitality industry. The editorial board meet annually to agree the content for the TUCO Magazine, including more contributions from experts to cover legal and topical issues – leading to partnerships with Upskill People and Poppleston Allen, among others, as well as more news from the wider university sector, including new builds and staff moves.

LEARN

People are at the heart of hospitality business success. The award-winning TUCO Academy offers a wide range of quality learning and development opportunities to help you and your teams achieve success. We offer day courses, e-learning, Development Days and Study Tours, and have collaborated with London South Bank University (LSBU) School of Law and Social Sciences to deliver a master's degree in Hospitality Leadership in Universities and the Public Sector.

We were also extremely proud to have won the Training and Apprenticeship Award at the 25th Anniversary Cost Sector Catering Awards in 2018.

As a full member, training is subsidised – you are able to access all of our study tours, day courses and development days for a reduced rate. There are also regular opportunities for bursary placements and we can work with you to bring courses to your institution.

STUDY TOURS

TUCO's study tours give university and college catering professionals the opportunity to learn, first-hand, about a country's eating habits, to experience a city's food service trends for themselves or to directly observe the practices of a well-known food brand or outlet.

"You can read books and watch videos about Vietnamese/ Cambodian food but only going there helps you truly understand. The inspiration and knowledge that I got from the tour is priceless."

Delegate on the Vietnam & Cambodia Study Tour.

DAY COURSES

We offer a range of quality training day courses aligned to your business and personal development needs. Training courses take place throughout the UK and can also be held at your organisation. Topics include; Report Writing, Food Allergens Awareness, Social Media Strategy, Time Management and Cost Control.

DEVELOPMENT DAYS

These training sessions are skills-based activities which give the opportunity for more "hands on" learning. Topics include; Gastrophysics, Vegetarian and Vegan Cuisine, Mixology, Food Photography and Fine Dining.

COMPETITIONS

We hold annual skills competitions which sees over 50 of our members and 150 delegates compete against each other in a wide range of activities. The competitions are an opportunity for members to showcase their skills across a variety of disciplines.

SUMMER CONFERENCE

The TUCO Summer Conference offers a chance for TUCO members to come together once a year and share best practice. More than 200 individuals from 60 organisations attend the Conference, which offers the opportunity to network with a number of key suppliers and exhibitors. Each year features content from experts within the hospitality industry discussing practical tips to gain a competitive edge in the market, through to thought-provoking sessions on key issues.

WINTER CONFERENCE

We also host a one-day Winter conference, free of charge to members with key industry speakers.

"Great networking event with an opportunity to catch up with colleagues and suppliers."

"I had a great time and think TUCO do a fab job for the members."

"Excellent content and great opportunity to talk to attendees."

MASTER'S DEGREE

The award-winning TUCO Academy has collaborated with London South Bank University (LSBU) School of Law and Social Sciences to deliver a master's degree in Hospitality Leadership in Universities and the Public Sector - a first of its kind. A portion of the programme delivery will be provided remotely through a series of 'live' lectures and tutorials. Some face to face delivery will still need to take place at LSBU, but this unique opportunity for remote delivery has been created so that members can support their institution's operation while taking advantage of this learning

£BUY

TUCO procures goods and services for public sector bodies, driving down costs and maximising quality. We work with over 120 universities, 200 colleges, 50 local authorities and 34 NHS Trusts.
Our not-for-profit procurement services offer a consistent and efficient buying process, with a full time CIPS qualified team dedicated to cutting costs. It's vital that we can help you in achieving value for money, which is why we've expanded and improved our framework agreements to maximise our members' combined spend, which is in excess of £140m a year. Ultimately, we want to offer market-leading value for money.

Our award-winning Procurement Team work hard to ensure we're offering the best prices to our members:

- Member-led involvement both pre-tender and throughout the life of the Framework.
- Annual review meetings with each supplier.
- Regular price reviews led by the Category Managers.
- Independent benchmarking.

Quality assurance is equally important as value for money and members can be assured that TUCO suppliers have been through a rigorous approval process. It is mandatory that TUCO food and drink suppliers have at least 3rd party STS accreditation.

You will also have access to TUCO Online - a revolutionary web-based eProcurement system that provides a solution for procurement teams to manage and control supplier trading relationships. TUCO Online provides a dynamic online purchasing portal delivering improved efficiency, complete visibility, reduced costs and compliance across your entire organisation with one simple login. Some features include:

- Purchase-to-pay
- Live Pricing
- Goods Receipting
- Invoice Reconciliation
- Variance Reporting
- Allergen Management
- Nutritional Data
- Gross Profit Analysis

Our Intelligence Reports are a series of quarterly reports that round up market analysis and flag up important trends and changes. Drawn together by TUCO's team of category managers, the aim is to arm buyers with the latest intelligence on trends affecting university catering operations.

We issue annual Value for Money reports which set out how you have secured value for money during the last financial year. Along with cost savings generated, the report also sets out details of other benefits you have gained from being a TUCO member. They include professional development opportunities that your staff benefited from, awards members of your food and drink team have entered and the accolades they have won, plus the networking opportunities they took part in. This report also includes details of the many different areas of TUCO's work and developments during the last 12 months.

We're also proud to have recently launched the Further Competition service. It is free to members and offers tailored buying support to in-house caterers. The thinking behind the service is that many teams are already stretched and don't always have the capacity or resources to constantly manage suppliers, monitor and negotiate better prices, benchmark service levels and scrutinise spend data. It's designed to allow members to effectively use TUCO as an extension of their team using as much or as little support as they need.

WHY FURTHER COMPETITIONS?

- **Speedy process**
- **No need to go through a full OJEU procurement process again**
- **Compliant contract**
- **Suppliers have already been vetted**
- **Terms and conditions of the framework have already been agreed**
- **Suppliers tender for your exact requirements**
- **You can refine the basic terms of the framework**
- **Additional cost savings**

WE CAN HELP WITH

- **Spend analysis**
- **Mini-competitions**
- **Product switching**
- **Product rationalising**
- **Supplier streamlining**

GROW

As industry thought-leaders, TUCO are committed to providing ideas, innovation and advice to help our members improve their catering operation.
As TUCO members you automatically have access to the trendhub, an online food and beverage trends portal from thefoodpeople, offering access to a variety of industry reports and helping you keep one step ahead of the latest trends.
We commission research that covers a wide-range of topics:

- **Global Food & Beverage Trends report**: looks at key consumer trends in the food and drinks market with a particular focus on Millennials and Generation Z – the students of today and tomorrow.

- **Business Models in HE Catering**: delves into the business models used by members, looking at how universities can enhance that experience through their catering offer and the social environments that can be created.

- **Benchmarking against the high street**: enables members to track their prices on a quarterly basis against that of the high street. The report shows analysis by category, outlet, product, region and university demographic.

- **Student Eating and Drinking Habits**: drawing on the views of 1,500 students – British and international – studying at a variety of institutions from across the UK, we dissect everything from their cooking skills and shopping routines to their favourite lunchtime snacks and attitudes towards healthy eating and alcohol consumption.

	FULL MEMBERSHIP	ASSOCIATE MEMBERSHIP	AFFILIATE MEMBERSHIP
Representation on TUCO groups and working parties	✓	✓	✗
Opportunity to attend regional meetings	✓	✓	✓
Attendance at TUCO conferences	✓ DISCOUNTED RATE	✓	✓
Access to learning and development	✓ DISCOUNTED RATE	✓	✓
Ability to enter TUCO Competitions	✓ DISCOUNTED RATE	✓	✗
Access to TUCO spend frameworks	✓	✓	✗
Access to TUCO Online	✓	✓	✗
Use of Further Competition Service	✓	✓	✗
Free-of-charge access to TUCO research and reports	✓	✓	✗
Opportunity to enter TUCO Awards	✓	✓	✗

This is just a snapshot of what we can do to support you and your organisation. For more information, why not have a chat with us?

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