

TUCCO



CORONAVIRUS CRISIS

#TUCOFAMILY RALLIES ROUND

LOCKDOWN LEARNING

ONLINE OPPORTUNITIES
COME INTO THEIR OWN

FRAMEWORK FOCUS

THE LATEST NEWS AND
CATEGORY UPDATES

SUPPLIER STORIES

DIVERSIFICATION IS THE
NAME OF THE GAME



Welcome

Firstly, I hope you and yours are safe and well. Only a few weeks ago we couldn't have predicted how much things would change because of coronavirus, and now here we all are adapting to the many disruptions and adjustments affecting our daily lives.

For me, working from home is proving very intense. I seem to be busier than ever and honestly don't think I have ever worked so hard in my life! I'm often at my desk by 6.15am and not moving away from it until 6.30pm. Keeping in touch with the TUCO team, members and my wonderful colleagues at Reading - as well as being part of the University Major Incident Team - has been all-consuming. Easter was certainly an odd experience for me. But I am very aware that I am well and my loved ones are safe when others are not.

And with hospitality and catering revenues being wiped out and a summer of conferences, events, weddings and language schools all up in smoke, I have been awestruck by how the #TUCOfamily has rallied to the call to help the NHS, care homes, food banks and businesses creating meals for key workers. I am very proud of the part we've played in the hospitality sector's response to the crisis and how quickly, and professionally our colleagues, partners and suppliers have swung into action. You can read more about what people have been doing in the following pages.

Of course, this year's charity trek has been postponed. We will have to wait and see if, and when, the restrictions lift whether we'll be able to do the walk with a very small group to comply with social distancing rules or whether we will have to wait until the late autumn. Either way, I am determined that we will still raise the cash and continue to support Mary's Meals - even if that means me walking alone around the 'White Estate' to clock up the miles!

Going forwards, the TUCO board has agreed to me continuing as chair until the COVID-19 crisis has abated in order to offer some business continuity. We'll keep you informed of the forthcoming handover to the tremendous Phil Rees Jones in due course.

In the meantime, please stay well and keep safe.

Matt White, Chair of TUCO



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CEO Update

As the sector acclimatises to the 'new normal', Mike Haslin, TUCO CEO, explains how the organisation continues to focus on the best way to serve its members

The last few weeks have been a difficult and uncertain time. Coronavirus has led to some big changes in how we're all operating and living our lives. Remember the days when Zoom was simply the name of a popular ice lolly? So what's changed at TUCO and how are we adapting?

As a member organisation that serves a wide variety of institutions all over the UK – including NHS trusts as well as universities - we continue to focus on the very best way to serve our members.

With all of the TUCO team now based at home – and some roles furloughed - we have been working tirelessly to ensure members are able to access exactly what they need, when they need it.

Our suppliers and partners have been incredible in assisting our members to deliver innovative solutions. For example, sandwich distributors have been putting lunch bags together (with more NHS trusts joining us in order to access such distributors). Another helped identify a packaging supplier who was able to manufacture face masks for the NHS.

We have been approached by Crown Commercial Services (an agency of the Cabinet Office) and put them in touch with appointed distributors on Lot 2 Catering Uniforms (on the Catering Light & Heavy Equipment Framework). It is investigating to see if these suppliers can adapt their uniforms for NHS use. Our procurement team has volunteered to help source Personal Protective Equipment for the NHS too, as well as bringing some of our

smaller suppliers together to help supply care homes.

I have been immensely impressed and moved by the huge efforts made by our members and our suppliers during this challenging time. Many institutions are supporting the NHS and other key support services with combinations of accommodation and catering. Universities and colleges have been making donations of foods that will go out of date to charities, food banks, the NHS and companies who are manufacturing meals for key workers. A lot of the TUCO Framework suppliers are SMEs and their businesses are having to adapt to stay afloat too. You can read more about these initiatives in the following pages – a little light, I hope, that may help to keep your spirits raised.

Similarly, to support you and your team during lockdown, the TUCO Academy is running a series of webinars on a variety of subjects (do note that current government guidance says that furloughed employees should be encouraged to undertake training too). And don't forget our e-learning library is still active, courtesy of our partnership with Upskill People.

Remember too that we are here to assist you wherever we are needed. Just pick up the phone, drop us an email or contact us via the TUCO Forum (a great way to keep in contact with your peers too during these crazy times.) Rest assured that we will do everything we can to continue to support you as we all adapt to new ways of working and the new normal.

Keep well and stay safe.

FRAMEWORK AND DPS UPDATE

FRESH MEAT & POULTRY

The contract review meetings for this category were held in late February/early March. The following key trends were highlighted;

- Bowl food is proving very popular, particularly at lunchtimes. Convenient, smaller portions made with strips rather than diced meats
- A growing demand for retired dairy cattle (ungraded beef) - which is a lot older than regular food cattle. It tends to be much tougher meat, with a stronger flavour, best for slow cooking
- Steak croissants have been introduced for brunch
- Mediterranean flavours, together with fusion blends between East and West, are popular
- There's a greater demand for smoking and slow cooking meats
- Burgers are continuing to develop and evolve.

Butchers are still trading during the lockdown, though their market has contracted due to the majority usually supplying the restaurant and education sector. Those that supply the NHS are still busy and many have diversified into selling into retail and/or direct to the public. In some cases distribution has widened and a variety of 'meat boxes' are now available to order for home delivery. *For any questions relating to this category please contact Kim Ashley*

CONVENIENCE RETAIL

Receipt for tenders closed at the end of January. Evaluations have been completed and a recommendation for award now sits with the Tender Working Party for review and agreement. With regard to tender advisories already agreed, the contract start date will be pushed back. However, the exact date is yet to be set by the Tender Working Party. Further updates will be published on the TUCO website. *For any questions relating to this category please contact Kim Ashley*

FRESH FRUIT & VEGETABLES

Businesses supplying the NHS are still busy and many have diversified into selling into retail and/or direct to the public. *For any questions relating to this category please contact Jane Eve*

PERMANENT AND TEMPORARY STAFF

Due to the current circumstances this framework has been extended until 31st August 2021. *For any questions relating to this category please contact Nicola Mellor*

TEMPORARY STRUCTURES

The DPS SQ first award has been delayed slightly due to the current circumstances and is now planned to be available for members to call off by 1st May 2020. *For any questions relating to this category please contact Nicola Mellor*

KITCHEN EQUIPMENT MAINTENANCE, DEEP CLEANING AND VENTILATION DUCTING DPS

During the crisis, many of the nominated suppliers under this agreement are providing specialist cleaning services not only for kitchens, but across the campus (offices, restaurants and accommodation). Maintenance services are also in demand while kitchens are closed. Please remember, when using this DPS, it is the member's responsibility to place an award notice with the OJEU if they award a contract using this agreement. Please ensure that you notify TUCO too if you are using this DPS so that it is aware of spend through this agreement. *For any questions relating to this category please contact Kim Ashley*

SANDWICHES

The vast majority of sandwich providers have reduced their range of products on sale during the crisis. Core ranges are still available to purchase, with slightly amended cut-off and lead times. This is due to changes in the manufacture of the sandwiches and to ensure all production staff are safe. You will also notice changes to the deliveries and how products are signed for. Members are urged to keep their eye on the TUCO website for any updates to menus.

The sandwich and food-to-go market has changed during the current lockdown period, in some case dramatically reducing the customer base for sandwich suppliers. However, many have risen to the challenge and in diversifying their range have increased business within the NHS and local authorities, supporting key workers, patient feeding and supporting councils to supply free school meals. *For any questions relating to this category please contact Kim Ashley*

HOW TO GET ON TOP OF PROCESSES IN A PANDEMIC

Time away from the hustle and bustle of regular life on campus could give university catering managers time to get on top of processes, says the team at TUCO Online. Using this time to focus on how you manage operations in every area - from suppliers, stock management and staffing, to service delivery and waste management - could help highlight areas that are being neglected, or aren't perhaps running as efficiently as they should.

Technology and relevant software, such as TUCO Online's eProcurement system and Advanced Stock Management, also present data that can be used to determine the processes used and offer many solutions to issues. These systems will be integral in helping managers get on top of processes, in planning for the future, and in the smooth delivery of services when things get back to normal.

To find out more about TUCO Online and the benefits it can bring your organisation, book your free demo today by contacting info@TUCO.ac.uk or call **0161 713 3420**

TUCO ACADEMY

STAY AT HOME STUDY

While face-to-face courses, study tours and training are now on hold, TUCO's e-learning, provided by Upskill People (endorsed by the Institute for Hospitality and accredited by People 1st) is still live and an ideal way to continue your team's learning and development in these difficult times

There are plenty to choose from and all are extremely affordable. For example, the **FOOD SERVER TRAINING: VEGGIE AND VEGAN ESSENTIALS covers:**

- What vegans and vegetarians do and don't eat
- Points of service for vegan and vegetarian customers
- Drinks suitable for vegans and vegetarians
- Hidden ingredients that are unsuitable
- Answering questions that customers may have
- Avoiding common mistakes when serving vegans and vegetarians.

The course costs just £2.08. Similarly, **FOOD HYGIENE: ALLERGENS covers:**

- What having an allergy means and the law on allergens in loose food
- What the 14 allergens are and where they can be commonly found, including drinks
- What the customer needs to know and how we must clearly communicate it
- How to record ingredients information for food prepared on site
- How to spot a severe allergic reaction, what to do and what the difference with a food intolerance is
- How to recognise and manage fatigue in yourself and others
- How to understand and act upon wellbeing issues
- Influencing and negotiation skills to create a safety culture.

This course costs only £1.50 per staff member.

DISCOVER THEM ALL AT [TUCOSTORE.UPSKILLPEOPLE.COM](https://tucostore.upskillpeople.com)

LOCKDOWN LEARNING

Liz Jones reports back from her first TUCO webinar

The webinar subject on 16th April was particularly pertinent given the current climate – managing wellbeing, mental health and resilience and, therefore, unsurprisingly extremely well attended with members logging in from institutions from all over the country. Run by People Unboxed's Jo Morgan, it was a well spent 90-minutes full of hints, tips and advice for working in lockdown.

Jo began with spelling out the five steps to mental wellbeing (as recommended by the NHS): Connect (Zoom here we come), Be active (do do your allowed one hour a day), Keep learning (I knew downloading the Duolingo app was a good idea), Give to others (simple acts of kindness are psychologically a two-way street) and Be mindful (take time to engage with nature, even if it is simply looking out of the window).

To facilitate conversations about mental health and wellbeing in the workplace – even in these virtual times – Jo explained the APPLE approach: Acknowledge, Pause, Pull back, Let go and Explore. She highlighted the fact that no manager or co-worker should expect to be a counsellor and that people in need aren't always looking for a solution or practical answer. Simple signposting – to external sources such as Samaritans or crisis lines – were of value, she said.

When it comes to sitting at your computer, Jo pointed out that, according to Ultradian cycles, 90 minutes was the maximum time for most people to work productively and that people shouldn't beat themselves up about taking time out. After all, you can't have 'on' without 'off'.

Indeed, resilience during challenging times is built through staying positive, being focused, dealing with uncertainty and building agility. The secret to looking after resilience is in 'recharge and recovery'. "Give yourself time to recharge," she emphasised. *You can follow the entire webinar – and catch up on previous ones – at tucos.ac.uk*

UPCOMING FREE WEBINAR!

SUBJECT: Visual Merchandising and Customer Behaviour

WHEN: Thursday 21st May **TIME:** 2pm

Start to understand how to lay out your counter/ server space to achieve better profitability and sales, while improving the experience for customers.

This 90-minute webinar will help delegates to:

- Understand what merchandising is and how it can help to improve performance
- Gain insight into the influences on today's customer and their buying decisions
- Look at the importance of impulse sales on the performance of your spaces
- Identify which areas are the ones to focus on
- Learn strategies for increasing spend per head

CHECK OUT THE FULL WEBINAR PROGRAMME OVER AT [TUCO.AC.UK](https://tucos.ac.uk)

CAN EMPLOYEES DO TRAINING WHILE FURLOUGHED?

Yes! Leading law firm Lewis Silkin says that a furloughed employee can do training if this does not involve providing services or generating revenue for you or a linked or associated organisation. In fact, the government guidance says that furloughed employees should be encouraged to undertake training. It also points out that employees must be paid at least the National Living Wage/National Minimum Wage/Apprenticeship Minimum Wage (as increased on 1 April 2020) for 100% of the time spent training, even if this is more than the subsidy.



RISING TO THE CHALLENGE

TUCO members around the country have proved nimble and agile in responding to the COVID-19 crisis

BATH SPA UNIVERSITY is currently operating an online delivery food service providing essential provisions for those staying in its self catered accommodation. It has also donated stock to the NHS.

BANGOR UNIVERSITY is seeing its sports centre being transformed into a field hospital which the catering team will support by preparing meals for both key workers and patients.

Kent Hospitality at the **UNIVERSITY OF KENT** has donated over 500 items to Dover Foodbank. With only one of its 10 catering outlets currently open on the Canterbury campus, Kent Hospitality decided to donate their surplus stock to the foodbank to ensure the supplies went to those in need. Donated items included canned drinks, crisps, flapjacks and toilet rolls.

ANGLIA RUSKIN UNIVERSITY has donated PPE from its Cambridge Science Centre to Addenbrooke's.

A team of technical staff at the **UNIVERSITY OF HERTFORDSHIRE** has produced a batch of hand sanitiser to bolster NHS and social care supplies. The sanitiser has been donated to the Hertfordshire County Council team coordinating the COVID-19 response effort and will be used to help keep key workers safe during the pandemic. Another team has produced face shields using 3D printers in response to demand from NHS and social care services and university scientists have also joined the global consortium in rapid response to COVID-19.



There's been a range of responses from the **UNIVERSITY OF CAMBRIDGE**. Staff at **HOMERTON COLLEGE** have emptied their fridges and donated food to the Cambridge Foodcycle Project while **MADINGLEY HALL** is donating food that would have gone to waste to Jimmy's Night Shelter. Students who are still at **NEWNHAM COLLEGE** have formed a volunteer group to support vulnerable local residents including delivering medicines. **ROBINSON COLLEGE** is donating food to vulnerable groups, including most recently to C3 Church which is organising distribution to those in need. **ST JOHN'S** is still open for takeaway meals and providing a local shelter with items such as chocolate brownies.

COVENTRY UNIVERSITY is delivering mindfulness and compassion sessions to NHS staff who are working in frontline roles to combat the COVID-19 outbreak. The first session was held on Monday 6 April for paramedics and nurses who are undertaking the Pre-Hospital Emergency Care course, a top-up degree course designed for qualified clinicians. The session focused on showing participants how to calm the nervous system through meditation and breathing exercises. It has also stepped forward to assist the NHS. Around 50 paramedic students who have previously worked with West Midlands Ambulance Service on placements have joined up once again with ambulance staff at the service's request to help bolster their numbers during the coronavirus outbreak. And the university has donated vital PPE including goggles and gloves, to public health officials in Warwickshire to distribute to care workers too.

At **LANCASTER UNIVERSITY** the hospitality team is working closely with an organisation called Eggcup and has so far donated around £3k of fresh food and drystore goods with more to follow from its freezers. Eggcup will cook this food to provide hot meals where needed. The university is also working with the Lancaster Resilience Forum to support in a wide range of ways from PPE to accommodation for NHS/emergency workers.



At **LOUGHBOROUGH UNIVERSITY**, its reduced hospitality team is still at work looking after students on campus serving three meals a day as well as providing over 2500 free meals to students in financial hardship over the last few weeks. Alongside this, the team is supporting local homeless charity Falcon Support Services by providing them with meals. The catering operation has also opened a click-and-collect essentials service convenience store with an online payment facility. The university is also converting one of its hotels into a facility to provide intermediate care for patients discharged from hospital to create extra capacity.

A team from the Faculty of Creative and Cultural Industries and Faculty of Technology at the **UNIVERSITY OF PORTSMOUTH** are collaborating to make face shields. Over 2,000 shields have been supplied to Queen Alexandra Hospital in Portsmouth and a further 1,500 face shields have been made for Hampshire Fire and Rescue Service and Hampshire Constabulary. The team has sufficient plastic to produce another 9,000 to 10,000 shields. Portsmouth has also donated critical personal protective equipment.

Work has begun to convert the Exhibition and Conference Centre on the **UNIVERSITY OF THE WEST OF ENGLAND's** Frenchay campus into a 300-bed temporary hospital to provide hundreds of extra beds if local services need them during the peak of coronavirus. Accommodation that is not currently being used by students is also being made available for NHS staff to them with easy access to the new emergency facility. Similarly, the **UNIVERSITY OF WINCHESTER** has opened up its student accommodation to NHS key workers.

THE ROYAL AGRICULTURAL UNIVERSITY (RAU) has joined the Feeding the 5,000 project to help provide homecooked, healthy meals to those in need. The move follows Ryan Hanson, head of catering and retail at the RAU, developing a project for preparing meals for staff at work or students in residence to buy at reduced costs and take home or freeze. The Feeding the 5,000 project is led by The Long Table, a community based kitchen and restaurant supported by the Diocese of Gloucester. The Long Table will serve as a central hub, taking meal orders and then raising them with the RAU and other satellite kitchens in Gloucester and Cheltenham. The team will be cooking 1,200 meals which will be packaged up, labelled (including allergens) and frozen ready for distribution to the Cirencester community.



The Royal Berkshire NHS Foundation Trust, Whitley Community Development Association and food charity Foodshare have received food donations from the **UNIVERSITY OF READING**. The donation – consisting of bottled drinks, cookies, chocolate bars and crisps – was part of its surplus stock and was divided equally between the three organisations.



STEPPING UP TO THE PLATE

TUCO suppliers are remodelling their businesses to adapt to the 'new normal'

At **ADELIE**, its Urban Eat brand has adapted its offer to include meal bags for every meal occasion (breakfast, lunch and dinner). It is now supplying over 100,000 of these weekly to frontline staff at the NHS, schoolchildren and key workers. It says it is proud to supply Great Ormond Street on behalf of McColls with Urban Eat sandwiches and wraps as well as delivering milk and bread.



The UK's leading foodservice wholesalers, **BRAKES** and **BIDFOOD**, have joined forces to support a new government initiative to ensure that vital food supplies reach the country's most vulnerable people during the coronavirus crisis. The initiative will see the two companies working together to potentially deliver hundreds of thousands of weekly care packages across the country to people at high risk from the virus who are not able to get easy access to food at this challenging time.

BRAKES has also launched a home delivery and call & collect services, called Food Shop.

BIRCHALL FOODSERVICE has launched a Call & Collect service, Birchall Foods. Hundreds of people have collected food and cleaning essentials from the depot on Burnley Bridge Business Park in Hapton, and they report that its phone lines are still buzzing every day.

Similarly **CREED FOODSERVICE** has launched a Click & Collect service for the local public, which is helping its local communities to source food and drink as safely and easily as possible during the Covid-19 pandemic.

DCUK FM has donated Respiratory Protective Equipment and Personal Protective Equipment to two hospitals in Cambridge and London. The first hospital to receive donations was Guys & St Thomas' NHS Trust (GSTT) in London, where 30 half masks and filters along with 200 coveralls were donated. Additionally, 50 disposable coveralls, 20 eye protection goggles and glasses, 1000 surgical gloves and 250 overshoes were donated to Addenbrookes Hospital in Cambridge. It has also assisted in confined space attendance to allow contractors to install new medical gas lines to Covid-19 wards and carried out asbestos removal to a new recovery ward for Covid-19 patients at GSTT.

DUCTBUSTERS engineers have been working around the clock on two Nightingale hospitals – one in Harrogate and one in Glasgow. It provided ductwork and air handling unit servicing for the new Nightingale hospital at Harrogate Convention Centre, working closely with Morley Ventilation.

FREEMAN BUTCHERS are still open and currently delivering to NHS Hospitals, North East Care and Residential Homes, Free school meals to North East schools, Deliveries and contributions to local food banks and deliveries to local authority meals on wheels. It has managed to retain two thirds of its staff (the remaining third furloughed).

MC KELLY has been working with the Country Food Trust, a charity set up to provide protein to those in food poverty via food banks and a variety of other routes. Recently it has used its contacts and accounts to source and supply 16.5 tonnes of chicken fillet at cost. It has also supplied four tonnes of mixed goods at cost from our own production consisting of pheasant meat, venison mince, chicken and duck cuts. It is now operating as two businesses: The Meat Box Company (www.themeatboxcompany.co.uk) which sends out boxes of meat overnight to homes and The Farmers Dog which provides raw dog food to owners.



NWCE FOOD SERVICE SUPPLIERS in Bolton has been able to supply and install much needed equipment for Royal Lancaster Infirmary. The hospital required infection compliant dishwashers to be installed quickly on six dedicated Covid-19 wards. Ben Odling NWCE MD, said: "We sourced the equipment, delivered and installed it all within 48 hours of the original request. I would personally like to thank all my team for their commitment during these unprecedented times and our dishwasher supply partner Meiko for their support on this vitally important task". A request for four service trollies were also secured and delivered promptly to the infirmary following collaboration with CEDA and the FEA.



JOHN PALIN WHOLESALE LTD has been continuing to operate at full strength. It has also helped to provide over 8000 hampers to school children throughout three counties to ensure they could still access food during the Easter holidays. More locally, it has created a new website to offer its produce to local residents, through both click and collection facilities at local businesses and a free home delivery service to the elderly, vulnerable and those who are self-isolating.

This new initiative has enabled it to deliver essential products, ranging from weekly fresh fruit, vegetable and salad boxes, through to an additional 120 items we have sourced and placed online for people to order.

At **GW PRICE LTD** is delivering fruit, vegetables, morning goods, tinned products, dairy on a daily basis with no delivery charge or minimum order for vulnerable and self-isolating people and have created a new website especially for this service. All goods are delivered in chilled vans and it is currently delivering over 1000 boxes per week. It is also giving NHS staff free fruit as well as donating special boxes of fruit and toiletries to 70 front line workers at Ashgate Hospice.

RIBBLE FARM FARE has turned over to household deliveries too. It is delivering around 700 boxes a week to vulnerable people. It has designed four made-up boxes which include a vegetable box, fruit box, breakfast box and a dairy box.

Working in partnership with **NUTRITANK MEDICAL STUDENT COMMUNITY, SOHO SANDWICHES** is donating wraps and snacking pots to the front line staff including those working for the Islington Ambulance Service, as well as turning around new recipes in five days! It is also helping community food banks in partnership with charity Adra UK. It has launched Soho Kitchen too, a hot meals catering service to support key workers.



SWIFT MAINTENANCE SERVICES has continued carrying out urgent repairs to catering equipment, commercial refrigeration and laundry equipment as well as supplying and installing new appliances for a wide range of essential services providers including urgent combi oven and dishwasher replacements to NHS hospital kitchens in Birmingham; repairs to kitchen extraction systems at a number of care homes to get kitchens back up and running; and repairs to oven ranges, combination ovens and dishwashers to a number of local authority and private care homes in the West and East Midlands.

Since the COVID-19 outbreak began, **TWO SERVICES** has carried out decontamination cleans at office buildings, hospitals and a Crown Court. It also performed a decontamination clean of the restaurant and catering areas at a private hospital in London. The disinfectants irreversibly bind, penetrate and immobilise bacteria, viruses and fungi so they can't replicate, leaving surfaces disinfected and safe.





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