

# TUCCO



# YES WE CAN!

GEARING UP FOR A COVID-SECURE CAMPUS

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#### FRAMEWORK FOCUS

LATEST CATEGORY  
AND DPS NEWS

#### GREEN & GOLD

CAMBRIDGE RECOGNISES  
SUSTAINABILITY

#### DEGREE OF CERTAINTY

STUDYING FOR AN  
MA IN LOCKDOWN



# Welcome

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While we're all busy preparing to adapt our campuses, outlets and venues for '1m+', the recent halving of social distancing measures certainly isn't halving the challenges we will face in the coming new academic year. Yes, as a business hospitality is tough and resolute and I know we are all keen as hell to get going at full speed again but Covid-19 isn't going away any time soon. So becoming Covid-secure is right at the top of all our agendas right now.

Here at Reading we've been active in sourcing social distancing signage, screens at ordering and reception points and we're heading towards cashless payments throughout campus and starting a 'click and collect' ordering service. We're also expanding our Market Place operations within our food malls to allow students and staff to pick up essentials on campus, enabling them to avoid additional journeys to supermarkets. We're examining how to accommodate numbers in our seated outlets while abiding by social distancing rules, so looking at supplying additional outdoor seating and using temporary structures so people can eat together safely. We're going to create 'households' in residences to allow students to avoid having to socially distance 24/7 too. We're also exploring the use of virtual queuing technology so people don't need to physically stand in queues for food and drinks.

We've been discussing the many and varied issues around building Covid-safe environments in our latest series of webinars (a few of which I have chaired). Listening to the TUCO family sharing how it is getting innovative to deliver solutions for 'the new normal' has been wonderfully inspiring, as have the virtual regional meetings which have been taking place with record attendances. Yes, these are difficult times but I believe we will find ways to make it work. It's never a 'No' from a true caterer and certainly not a TUCO caterer! Our customers may not be there in the volumes we are used to - though who can predict these things? - but I know we will cherish each and everyone. In hospitality we are trained to have a positive can-do attitude so I am confident that we TUCO caterers will continue to put our hospitable welcomes into action to ensure safety and at the same time maintain all the elements of fun and enjoyment we do so well. I therefore urge you all to join our webinar discussions to be inspired, informed and supported. Full details of all upcoming webinars are available over at [tuco.ac.uk](http://tuco.ac.uk). Remember, just like the BBC, we make the unmissable, unmissable too: all our TUCO webinars are recorded so can be viewed at your convenience on the website, if you can't make it on the day.

Zoom you soon!

**Matt White, Chair of TUCO**



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# CEO Update

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## Webinars and online courses can help steer your path in this brave new world, says Mike Haslin, TUCO CEO

No one can deny that our post pandemic world is going to be significantly different to life as we once knew it. You might be getting a little weary of hearing about 'the new normal', but that doesn't make it any less true. And here at TUCO we are doing all we can to help and support our members to face the present challenges and the many that lie ahead.

One major consequence for members of the Covid-19 crisis has been the move to online learning. Across the country universities, colleges and schools moved their students over to remote learning right at the start of lockdown and many institutions are now planning for a future of blended remote learning and face-to-face for the upcoming academic year. Similarly, the TUCO Academy is currently focusing on online opportunities with a new series of webinars.

Our webinars – which you can never miss as they are all recorded and can be watched

anytime if you can't make the live event – cover all the significant issues affecting your outlets and institution's hospitality offering in efforts to become Covid-19 secure. Most recently we've discussed PPE as part of uniforms, managing PPE waste and what measures members are taking to ensure an excellent – and safe – Welcome Week, as well as exploring the implementation of cashless campuses and how members are approaching the thorny issue of conferences and events. This month among the issues we're tackling are communication skills, global food trends and assertiveness skills and next month the first webinar of our Vegan Food Forward Workshop, in tandem with the Humane Society, makes its debut.

We also offer many online training opportunities through our partner Upskill People, whose online learning is endorsed by the Institute of Hospitality and covers a

wide range of hospitality, catering and retail apprenticeship standards. The online modules can be accessed on any mobile device, PC or laptop and can be completed at each delegate's pace. Online learning doesn't necessarily mean learning in isolation. Connecting with peers via the TUCO Forum can tremendously enhance an e-learning experience – for you and your team and I would encourage you to do so. Members should also note that furloughed staff have been actively encouraged to partake in training. And given these uncertain times, acquiring new skills may help many team members going forwards too. We believe that 'upskilling' for the new normal is paramount and we are proud to support you in these endeavours.

Please check the TUCO website for full details of all upcoming events and don't hesitate to get in touch directly if you have an idea for any subjects our webinars should tackle. My email is [mike.haslin@tuc.ac.uk](mailto:mike.haslin@tuc.ac.uk).



## FRAMEWORK AND DPS UPDATE

### SANDWICHES

Following the administration of Adelle Foods, we can now confirm that Samworth Brothers (which sells the Fresh Food for Now and Ginsters brands among others) has purchased the rights to the Urban Eat Brand. Production of the sandwiches is now underway. As Samworth Brothers is already listed on the TUCO Framework Agreement, members can access the range of products. Further detail can be found on the TUCO website under Procurement/Framework Agreements/Sandwiches/ Fresh Food for Now. A wide range of sandwiches and food to go are available across all sandwich framework providers. *For any questions relating to this category please contact Kim Ashley*

### CONVENIENCE RETAIL

Following completion of the 10-day standstill period, confirmed awards have been made for the Convenience Retail Framework Agreement.

**Lot 1:** Confectionery, Snacks & Soft Drinks  
**Lot 2:** Cakes (Ambient, Chilled, Fresh & Frozen)  
**Lot 3:** Convenience Retail Grocery (Ambient, Chilled, Fresh & Frozen)  
**Lot 4:** Convenience Retail Alcohol  
**Lot 5:** Convenience Retail Non-Food  
**Lot 6:** Cigarettes, Tobacco, E-Cigarettes and associated products  
**Lot 7:** One Stop Shop (including all above)

Further details of the new agreement can be viewed on the TUCO website under Procurement/Framework Agreements/ Convenience Retail. *For any questions relating to this category please contact Kim Ashley*

## TUCO SUPPLIER NEWS

### ALL EYES ON CONTACT-FREE MAINTENANCE

Electrolux Professional has launched a new augmented reality remote guidance app which can help customers complete a number of service and maintenance tasks on its professional food service equipment.

Fast-tracked to provide remote, contact-free support to customers in light of social distancing, the new application – called Two Pairs of Eyes – uses augmented reality technology. Available on mobile and tablet devices, it allows service and maintenance technicians to remotely guide customers through basic servicing, repair and maintenance tasks, as well as remote training and product tutorials. The app also ensures any necessary remedial work can take place on sites with strict access limitations.

Darren Lockley, head of region UK & Ireland, comments: "Social distancing certainly presents a challenge when it comes to maintaining and servicing equipment. While there are some scenarios which will require a site visit, there are also a number of other instances where an issue can be simply resolved remotely. Two Pairs of Eyes is designed exactly for that, and can eliminate a lot of the confusion caused by other forms of remote diagnostics."  
[electroluxprofessional.com](http://electroluxprofessional.com)

### NEW GUIDE FOR FRIGDES AND COLDROOMS POST-LOCKDOWN

As the restrictions around lockdown begin to ease, Williams has published guides about returning fridges, freezers and coldrooms that were decommissioned back into service.

There are two guides for each equipment type, one covering the key points of both decommissioning and restarting the equipment and the second going into the process in more depth. Tasks are broken down into three categories – user guidance, electrical safety and engineering advice. This allows operators to quickly work out exactly what they need to do and begin making the necessary arrangements with minimal disruption.

For example, with refrigerators special attention needs to be paid to ensuring the safety of the electrical system and the condenser unit. The guide includes detailed information about how to clean the condenser, and, if required, the tests that an engineer may need to carry out on the electric systems in advance of switching it back on.

Both guides can be found on the Williams website.  
[williams-refrigeration.co.uk](http://williams-refrigeration.co.uk)

### ANOTHER FIRST FOR NWCE

NWCE's has recently installed a brand new Rational iCombi oven as the new centre piece of its Covid-secure development kitchen.

"We are the first development kitchen in the country to install the new Rational iCombi oven and are delighted to be able to support Rational in their use of our facilities for their own staff training on their new equipment," said Ben Odling, managing director. "We are advised by Rational that this is the first iCombi oven to be installed and tested anywhere in the country apart from their head office. This I believe just shows how far NWCE Foodservice Equipment has developed, from six years ago being one man in a van to now having the trust from a truly global brand."  
[nwce.co.uk](http://nwce.co.uk)



# MEMBERS NEWS

## MURRAY EDWARDS WINS GOLD GREEN IMPACT AWARD...

Murray Edwards College has been rated 'Gold' in the Cambridge University Green Impact Awards for its success in achievements ranging from making the most of produce grown in the grounds – including vegetables, fruit, nuts and herbs – to sharing vegan and vegetarian recipes served at formal halls. It is the second year running that the college has earned the rating.

Central to the tasks was continuing to embed sustainability at the centre of the College community to obtain widespread commitment, including across conferences and events.

This has included the Green Impact team – which includes representatives from all departments, Fellows and Students – promoting 'greener' meetings with less paperwork, reusable 'KeepCups', vegan and vegetarian menus and encouraging delegates to use sustainable travel.

Teri Byrne, catering operations manager who led the initiative for Murray Edwards said: "I'm absolutely thrilled that we've won another Gold Award – for the second year in a row. During the last year we have self-audited our previous achievements against the criteria to ensure they were still relevant. More recently our regular face-to-face meetings have been replaced by Teams and emails to maintain the momentum.

"The team is totally committed to improving sustainability across all areas within the College and I'm so pleased their hard work has resulted in this accolade."

Jessica Haskell, environmental engagement coordinator, University of Cambridge added: "The auditors commented particularly on how the team had succeeded in getting the whole College into the spirit of sustainability and making it a core element of people's jobs, involving both the College and local community in all things environmental. Also praised was the comprehensive evidence provided, particularly in the unique circumstances this year."

Green Impact is Cambridge University's environmental accreditation scheme which encourages and supports Colleges and departments to reduce their environmental impact and improve sustainability.



## COVENTRY UNIVERSITY SPIN-OUT TO TEST COVID-19 DRUGS...

A Coventry University spin-out company has been selected to test the safety of new drugs being developed to combat Covid-19.

InoCardia has been awarded £50,000 by the UK government to reduce the risk of new Covid-19 drugs causing life threatening effects on the heart.

This is vital because of the link between cardiac injury and death rates from Covid-19. Hospital studies show that Covid-19 weakens the heart, leading to more severe consequences, so it is essential new drugs developed to fight Covid-19 do not damage the heart.

Over 8,000 UK companies applied for the funding, and InoCardia, which focuses on testing the safety of drugs on the heart, was just one of 800 applicants who were chosen by the government to support the development of ambitious and innovative products and services which will help society or industry during and after the Covid-19 pandemic.

## ... AND DEVELOPS MENTAL HEALTH AWARENESS INITIATIVE

A Hollywood film professional has returned to her roots to help Coventry University create a series of short films to aid mental health awareness for students.

Director, writer, producer, casting director and actress Marie Rowe was raised in Coventry and studied at the Lanchester College of Technology, one of the forerunners of the university. She has worked closely with stars such as Tom Cruise, Dustin Hoffman, Robert De Niro and Harrison Ford.

The films are part of an online training package, which will be available for all Coventry University students and aim to offer coping strategies while exploring a broad range of issues within the student journey.

## ...AND MEET CAMBRIDGE WINS SILVER

The official, free venue-finding service for spaces at the University of Cambridge, its Colleges, hotels and other unique properties in and around the city, is celebrating receiving a Silver Award for its environmental achievements.

This year, Meet Cambridge has been upgraded from a Bronze rating in the annual Cambridge University's Green Impact Awards to a Silver, in recognition of completing a wide range of tasks on its green agenda.



These have including carrying out an energy audit for its offices and creating a sustainability policy when ordering new equipment, ensuring it meets stringent energy efficiency criteria.

The team has also encouraged event organisers booking conferences and meetings at its portfolio of venues to minimise impact on the environment, including delegate travel.

Leah Gibson, events executive at Meet Cambridge who heads up the campaign says: "We were thrilled to build on our previous Bronze and be given Silver in this year's awards. In addition to all the things we achieved, one of the requirements was to hold a sustainability-themed event which unfortunately we had to cancel because of Covid-19. However we were able to demonstrate our detailed event planning, including lining up two speakers: one to discuss a sustainable roadmap for events and the other to share steps a venue has taken to be more sustainable."

# INDUSTRY NEWS



## FEA LOBBIES FORW RADICAL PLAN TO SUPPORT FOODSERVICE INDUSTRY

The Foodservice Equipment Association (FEA) is lobbying the government to

initiate a radical plan designed to support the foodservice industry while pushing the net zero carbon agenda, by encouraging the development and sale of more energy efficient equipment.

The association has published its ideas in a report 'Net Zero Carbon: A Three Point Plan for Foodservice Equipment'. The three key points are tax credits for manufacturers, which would be based on the number of energy efficient models sold; a scrappage scheme, to encourage operators to replace old appliances with new, energy efficient versions; and the development of a new version of the Energy Technology List (ETL), along with associated regulations.

The ETL would list approved energy efficient appliances relating to both the manufacturer tax credits scheme and the scrappage scheme.

As the FEA points out in its document, the current eco design and energy labelling legislation only covers refrigeration – which accounts for less than 30% of a commercial kitchen's energy use. A new ETL will give the UK the opportunity to develop energy efficiency regulations covering the remaining appliances, including cooking, warewashing, ventilation and waste management.

Copies of 'Net Zero Carbon: A Three Point Plan for Foodservice Equipment' can be downloaded at the FEA website.

[fea.org.uk](http://fea.org.uk)

## 'FOOD THAT DOESN'T COST THE EARTH': A NEW GUIDE TO RUNNING SUSTAINABLE FOOD BUSINESSES

A new guide to help put restaurants and food businesses at the heart of the green recovery has been published.

The guide developed by the London Waste and Recycling Board in collaboration with the Sustainable Restaurant Association provides operators with practical actions in seven key areas: food and drink, energy, transportation, consumables, facilities management, packaging and water. It enables them to adopt a more circular approach designed to reduce their impact on the environment and give a boost to the bottom line. It was launched last month as part of the Ellen MacArthur Foundation's 'Big Food Workshop' and includes contributions from Raymond Blanc as well as many of London's pioneering pubs, cafés, caterers and venues.

Raymond Blanc commented: "If you are serious about tackling the climate emergency, you must take at least some of the seven ingredients in this guide and start to create your own menu for a food future that improves rather than damages the environment and which extracts maximum value out of your precious ingredients."

You can access the guide at: <https://bit.ly/2VUoHBK>

## TOP 10 COVID TRENDS

A recent TUCO webinar analysed the current and future impact of Covid-19 and looked at the 10 biggest shifts within food and drink that are expected to manifest in the post-Covid world. Presented by The Food People, it tackled the essential parts of the hospitality and retail business which will need change to build customer confidence and help them and your institutions adapt to the new normal.

- 1. Sanitise:** Cleanliness, health and safety has become a strategic issue. Diners in an anxious weary world need a safe OOH experience, with 'visible hygiene' in place in order to give them the confidence to return
- 2. Protect:** As foodservice readies itself to reopen, PPE is a look that we'll be getting used to not only to protect colleagues and diners but to help mitigate fear
- 3. Distance:** A fundamental flow configuration will be required to minimise risk and maximise space
- 4. Reduce:** Reduction initiatives will be required in all areas: people, tables, waste, cost and food miles
- 5. No Touch:** We are living through a 'no touch' revolution, many diners have ordered 'contactless' and seen how easy and convenient it is, so the competitive landscape in no touch food and drink will continue to be transformed

**6. At-Home:** Has a new channel emerged, semi-prepared restaurant food delivered 'at home' for you to finish?

**7. Diversify:** Pre-coronavirus business models will need to diversity, adapt and change to be relevant in a world where consumer behaviour around food and drink has changed

**8. Experience:** The future experience will change, the rise in drive-in cinemas is an example

**9. Re-thinking Space:** Optimising space in the Covid era will be key. With risks of infection said to be lower outside, alfresco eating will become part of new normal

**10. Automate:** There has been an incremental application of robotic use in foodservice for years, but now with a need for human distance and to be contact-free, the robotic world has a new relevance.

You can view the webinar in full at [tuco.ac.uk](http://tuco.ac.uk)  
(and catch up on any other webinars you may have missed too!)

## ACADEMIC ACHIEVERS

Two current students of the TUCO Academy master's degree share their experiences and the effect of the Covid-19 crisis on their studies

Lee Corke, catering manager at Clare College, Cambridge has 32 years of hospitality experience under his belt and is in his first year of doing the TUCO master's degree in hospitality leadership in universities and the public sector in collaboration with London South Bank University (LSBU). He wanted to do the master's *"to equip me with new learning methods and also to apply my current skills in a new way."*

Lee says the course is challenging as it requires students to express themselves in a totally new way. *"Adjusting to writing in an academic style is a big difference to how I'd usually approach a subject,"* he says. *"You have to take a step back and look at a subject from many different perspectives."*

He's enjoyed all the modules so far but in particular the marketing module: *"It really opened my eyes and made me realise just how important it is to know what people want and how they access that information."*

So how has the pandemic affected his studying? *"We've had only two visits to LSBU and done everything else via Microsoft Teams,"* he explains. While the lectures have been very good, he has missed meeting the lecturers face to face. *"I think getting to know them personally really helps but it's great they are on hand and very supportive and very easy to contact."*

Due to lockdown, he was also frustrated by not being able to use the University of Cambridge library. *"You can't always get all the resources you need online and I do like books. I often read books around the subject – not just the required reading – and the library is a really great resource."*

Lee has just submitted his Market Trends and Drivers assignment and after a short hiatus will commence the next module, the Comparative Study where he intends to compare operations at Clare College with one of the other Cambridge colleges.

*"I would definitely encourage others to consider doing the master's. It is a lot of hard work but it's not just a qualification. It opens your eyes to new approaches to your job and how can do it. It'll go a long way to helping your future and improving your workplace."*

Martin Batt, head of retail and hospitality at the University of Reading, is now in his second year of the master's. His decision to do the course was influenced by working in an academic institution for 18 years and not holding a degree himself, having trained as a chef and then moving into front-of-house. His favourite module has proved to be the Comparative Study which included visiting a German institution to see how it operated.

The advent of the Covid-19 crisis has affected the topic of his final module, the all-important Hospitality Consultancy Project. *"I was meant to be doing research and focus groups with students but of course we can't do that, so I've adapted my question and will use fellow colleagues on the course to do the research instead,"* he explains. Martin is investigating the influence of sustainability factors when people buy a coffee. *"It's an area I'm really interested in. Should we only go with one certification such as Fair Trade? Or do we offer multiple certifications in order to give the customer choice, rather than imposing just one on them?"*

Currently his report has to be completed by November but due to the ongoing pandemic, the deadline may be more flexible. Either way, Martin should receive the good news that he's passed by the end of the year.

He too recommends taking on the challenge of the master's. *"It's taught me much more than just the subject,"* he says. *"It's given me an invaluable insight into how academia works and that is very important to me."*

### MA BASICS

- This course was created two years ago with the first candidates starting in January 2019.
- The course consists of six modules including; leadership, strategy, marketing, product development, sustainable operations and a bespoke comparative study field trip.
- The TUCO Academy offers access to resources, such as its commissioned research and mentoring to members while on the course.
- The lead academics from LSBU are Professor Duncan Taylor and Dr Edward Isaacs.
- Entry requirements are a 2.2 or above degree or a minimum of five year's experience in hospitality.

**For further information contact:**  
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### BURSARY BONUS

Bursaries toward the cost of the master's degree are available for applicants through TUCO and it strongly encourages everyone who plans to apply for the MA to also apply for the bursary. There is one bursary available per institution.



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