

TUCCO



COMING BACK FROM COVID

PREPPING FOR THE NEW ACADEMIC YEAR

AT YOUR CONVENIENCE

INTRODUCING A BRAND NEW
FRAMEWORK

CONFERENCE CALL

ONE COLLEGE'S STORY OF RETURNING
TO THE EVENTS SPACE

GLOBAL FOOD TRENDS

KNOW YOUR HAUTE VEGAN FROM
YOUR CLEAN VEGAN?



Welcome

The start of the new academic year is always an exciting and challenging time – and this year even more so. I don't need to tell you just how different this September will be, do I? Since lockdown – March seems like an aeon ago doesn't it? – everything we do has been impacted by Covid-19 and we've really worked our socks off to keep people safe and keep them fed!

I'm always impressed, never surprised, at just how the #TUCOfamily can respond to a challenge – be it a global pandemic or a 22-mile hike through Wordsworth country! This level of working isn't really slowing too much; it's just become more structured with our level of commitment now backed with rules, regulation and social distancing signage. And while holidays may be on hold for some, I do hope you manage to get a little down time this month – if only to reflect on how far we've come and how well the sector has responded. This month you may also be welcoming some team members back from furlough which may go some way to a semblance of normality.

As you are aware, the government has now devolved responsibility for Covid-secure campuses to local authorities and they have been working with universities and colleges across the country to develop plans for a safe return. We have the good news too that we can start hosting conferences and events again come October. Obviously, we'll all be limited to smaller conferences and events than many of us are used to but it is a start, and that's something. I know we're all keen to ramp up in this area as soon as possible so we can start the coin-churning wheels turning again. You can read how one institution is tackling this return on page 5.

Lockdown has really brought home just how important the revenues we generate through our hospitality departments are to the financial stability of our establishments, both in higher and further education. Like me, I'm sure you're all champing at the bit to get those revenues roaring and start playing our part in restoring our institution's stability and sustainability once again.

Deep breath everyone!

Matt White, Chair of TUCO



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CEO Update

The TUCO Academy has been swift to adapt to the 'new normal' says Mike Haslin, TUCO CEO

I've always been a believer that sharing knowledge is key to growing both personally and professionally. What's more, when knowledge is shared, the entire knowledge base increases. That's why I'm so proud of TUCO's role in providing learning and development opportunities – particularly during these testing times.

With all our usual courses and face-to-face meetings currently on hold due to the Covid-19 crisis, the TUCO Academy has been swift to adapt and is providing a wide range of free webinars highly pertinent to all the diverse issues our members are facing – from discussing how the #TUCOfamily is approaching 'the new normal' to exploring post-Covid social media strategies. The series is ongoing. Coming up later this month is a two-part Employability Skills webinar which will cover topics to prepare delegate going for promotion or considering a different role; and

another will discuss food and climate change with Sarah Bridle, the author of 'Food and Climate Change – Without the Hot Air – Change your diet: the easiest way to help save the planet.' Do remember that you can never miss these unmissable events as all our webinars are recorded so you can catch up anytime. Simply head to the TUCO website to view.

Through the TUCO Academy you and your team can also pursue a wide variety of e-learning courses via our partnership with Upskill People, which is endorsed by the Institute of Hospitality and accredited by People 1st. E-learning can be incredibly beneficial for those managing busy workloads and schedules and who still want to provide training for their teams. What did Benjamin Franklin say? "An investment in training always pays the best interest." Again there is a huge variety of subjects to choose from. The E-Learning library in the TUCO Store includes

modules such as communication, teamwork, management, allergens, and more.

And if you, like me, are getting adept with all the new technologies we're now using on a daily basis like Zoom and Microsoft Teams, then you'll be delighted to hear that we are currently working on a virtual conference to take place online later this year too. The theme is "Managing Disruption and Change in a VUCA world". VUCA stands for Volatile, Uncertain, Complex & Ambiguous with a focus on adapting quickly to changing circumstances, on innovation and remaining optimistic in an industry during a crisis (some of you may remember that Jae Mather touched on the sustainability aspects of the subject at last year's TUCO Conference in York). We will be hosting a virtual supplier exhibition and we're looking forward to being innovative with a post-event social so people don't miss out on catching up with each other either. More details to follow soon!



FRAMEWORK FOCUS – CONVENIENCE RETAIL

Convenience Retail is a brand new framework which helps streamline your procurement process

WHAT DOES THE CATEGORY HELP WITH?

This is a brand new framework which went live at the start of July and means that the Confectionery framework has ceased.

The lots covered are:

- 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).

WHO SUPPLIES THE CATEGORY?

There are 14 suppliers across the seven lots.

They are: A.F. Blakemore & Son Ltd, Adamsons Drinks Ltd, Bestway Wholesale Ltd T/A BB Foodservice, BFS Group Ltd T/A Bidfood, Brake Bros Ltd, Chapple & Jenkins Ltd, Dunsters Farm Foodservice Ltd, Fulfil UK Ltd, Handmade & Propermaid Speciality Products Limited, J.W.Filshill Ltd, LWC Drinks, M1 Confectioners Ltd, PREMCREST LTD and NWCL t/a Sugro Distribution Ltd.

TRENDS IN THE CATEGORY

CAKE: According to a recent study by online cookie and brownie retailer Jackandbeyond.com, Brits' all-time favourite cake is chocolate. The UK's overwhelming love for chocolate. In second place are the iconic cupcakes and trailing not too far behind are tiramisu, red velvet cake, cheesecake and carrot cake, all in joint third place. Brits also have a lot of love for the pavlova, Christmas cake, panettone and Victoria sponge cake.

CONFECTIONERY: Sales of alcohol-flavoured sweets rose by 20% in the UK while the country's pubs were shut due to Covid-19, manufacturer Uncle Joe's Mint Balls Ltd told Confectionery News. The premium sweet brand, established in 1898, said demand for its apple cider, dark rum, rhubarb and ginger gin and wildberry gin flavours has also been maintained since pubs reopened. The company is now looking to extend its alcohol-flavoured range and has appealed to consumers to suggest other pub favourites which they can turn into sweets.

FOOD TO GO: The bacon butty was named the nation's best loved sandwich - pushing the simple cheese filling from its top spot in Warburtons 2020 sandwich survey. Second was egg mayonnaise followed by sausage, cheese and pickle and tuna and mayonnaise. Among the best loved condiments to enjoy with sandwiches were pickle at 40%, ketchup with 37% and mayonnaise at 55%. It also emerged that when it comes to preparing the perfect sandwich, 'white, medium sliced bread with the crusts left on and cut into squares', is the top choice.

For any questions relating to this category please contact Kim Ashley

TUCO SUPPLIER NEWS

BRAKES LAUNCHES VIRTUAL FOOD ENGAGEMENT EVENT

Brakes has launched a Virtual Food Engagement event which brings together 21 of the foodservice industry's leading brands - including Heinz, Nestlé Professional, Arla Pro, Callebaut and Unilever Foodservice. It aims to provide "visitors" with unprecedented access to a wealth of sector specific information, insights, support, tools and resources to help them over the coming months. From videos to recipe inspiration, exciting products and helpful content - whether they have continued to trade during lockdown or are planning to re-open soon.

The online event is part of the company's "Stronger With Brakes" initiative and will run continuously until 21st August.

Those operators who already have a Brakes account will get the most from the event as they will be able to buy products directly off the page and get details of all the latest promotions available to them. Once a customer has accessed the event 'hub' - which contains a virtual map detailing the various supplier stands - clicking on a stand will take them to the page that introduces that brand, gives details of the available content, and highlights any relevant products and promotions. The content - such as video, product information or recipes - is tabbed by category, and icons show what sectors the content is relevant to.

Operators are encouraged to visit the event as often as they like as the event hub will be updated on a regular basis to highlight the latest content, offers, competitions and news.

The full list of brands participating is: Arla Pro; Callebaut; Heinz; McCain; Nestlé Professional; Unilever Foodservice (Hellmann's & Walls); Brakes Care; Dr. Oetker Professional; Ferrero; Mademoiselle Desserts; Pladis; Premier Foods; Twinings; Finsbury Foods; Froneri; Innovate Food; Big Al's; The Meatless Farm; Haagen Dazs; Love Taste; Vegware.

brake.co.uk

NWCE HELPS HOSPICE

Bury Hospice is a local charity to NWCE Foodservice Equipment which has been extremely hard during the pandemic. To ease some of its burden, NWCE has donated time and equipment to carry out a free full service to all the hospice's catering and refrigeration equipment. The equipment was also issued with full certifications to show the compliance.

Kris Odling, one of the engineers who carried out the service commented: "It is a local hospice which is facing a fundraising shortfall during the current crisis. We wanted to help."

The team at Bury Hospice commented "A huge thank you to NWCE Foodservice Equipment for carrying out our essential maintenance and service work that our hospice kitchen needs. The engineer worked around our kitchen staff in order to get the work done without disrupting the mealtimes of our patients".

nwce.co.uk

MEMBER NEWS

WORKING IN PARTNERSHIP TO CREATE A SECURE ENVIRONMENT

As academic venues start to prepare for welcoming students this autumn and the Government's recent announcement that conferences and events can re-start, what are the key issues to be addressed? Freya Vaughan, events manager at Murray Edwards College in Cambridge gives an overview of what is on her team's agenda



Essentially, our objective is to keep our people and our visitors safe, ensuring they feel comfortable as they navigate the college. It's also about communicating clearly, following Government guidelines and timings – from 1st August for up to 30 people and from 1st October for larger groups – subject to the rate of infection remaining low and social distancing measures in place. For events specifically we are adhering to the guidance issued by the Meetings Industry Association (MIA).

There are a number of different operational areas of the college involved in planning and undertaking risk assessments, including the general manager, events manager, catering manager, accommodation manager and head porter.

SOCIAL DISTANCING

One of our main challenges has been designing a one-way system with social distancing. Although this has proved tricky in places –

we've actually installed a 'mini roundabout' in one area – our Brutalist-style buildings are light and airy with long corridors, wide doorways and a feeling of space so it hasn't been as difficult as it might have been at older venues. Our two conference centres are self-contained and modern, again making it easier for us to align with the guidance.

The reduction in room capacities due to social distancing will have a significant impact on income and our events offering, particularly on our day delegate rate which is built around minimum numbers.

We've lost almost all of our commercial events for the year which impacts directly on the college as revenue is ploughed back into delivering the highest standards of education for our students.

POSITIVE FACTORS

However we are remaining very positive and here at Murray Edwards we have a number of factors in our favour as we plan for the 'new normal'. In addition to our airy buildings, we also have 'walk on the grass' gardens where supervisions, teaching and meetings can also take place, 11 large flat-floored meeting rooms which we are proposing to segment to facilitate social distancing and we also have on-site parking.

Our two self-contained conference centres, although with reduced capacities, mean that we can beam presentations from one to the other, working closely with our long-term AV supplier so more people can be accommodated. Together with this external support and our in-house AV technician, we are confident that we can provide virtual solutions and hybrid events.

COLLABORATION

One of the plus points about the COVID-19 crisis has been the way all our different departments – including those who are stakeholders in events delivery – have worked closely together, to find solutions to these new challenges. This

has included creating Back to Work guidelines, so that anyone wanting to organise an event in college can feel confident and secure that all guidelines are being addressed.

To help with this, we are working on the MIA 'AIM Secure' and Visit Britain 'We're Good To Go' accreditations to give reassurance to our clients and visitors that we are committed to their safety.

Of course all operational areas of the college will need to design and implement procedures to meet new requirements, including catering where major changes will need to be made in terms of presentation and serving and also housekeeping with enhanced cleaning and hygiene. Work on all of this is underway, even though we are working through the challenges of furloughed members of the team, annual leave and newly emerging guidelines.

So the planning and preparation continues as we look forward to welcoming students, Fellows and additional staff back to college for the beginning of Michaelmas term at the start of October. Everything has changed for everybody – but we hope that, with care and consideration, we can enjoy meetings and events once again.



INDUSTRY NEWS

GUARDIANS OF GRUB OFFERS NEW ONLINE PROGRAMME

WRAP has developed a new online learning programme to help UK hospitality and foodservice businesses put food waste reduction and associated cost savings right at the heart of their operations, as many of them prepare to reopen.

The programme is called 'Guardians of Grub: Becoming a Champion', and follows on from the successful launch of the 'Guardians of Grub' campaign in 2019. The programme is currently being readied for pilot testing this September, and WRAP plans to roll it out more widely in 2021. Its ultimate aim is to embed food waste reduction good practice across the sector, and help achieve the Courtauld 2025 targets as well as UN Sustainable Development Goal 12.3 and climate action.

On average wasted food costs £10,000 per year for most outlets. Keeping track of wasted food is critical at any time, and that's exactly what 'Guardians of Grub: Becoming a Champion' does. It helps the kitchen team develop food waste reduction skills that are good for business, good for staff and good for the environment. It can be completed at your own pace, and will enable those who take part to become a Guardians of Grub Champion to help in the fight against food waste.

The pilot pack will be available shortly and will explain the length of time to complete the course.

There are five Levels to 'Guardians of Grub: Becoming a Champion' and participants will receive certificates of progress and takeaway tools as they develop their competency and understanding of reducing wasted food. Participants will have access to all levels of the course.

If you are ready to join 'Guardians of Grub: Becoming a Champion', please email guardiansofgrub@wrap.org.uk. 'Guardians of Grub: Becoming a Champion' will be live from 1 September 2020.



DIGITAL FINALE FOR TOQUE D'OR 2020

Nestlé Professional has announced the launch of Toque d'Or Digital, a virtual platform designed to ensure that the prestigious competition can continue to inspire and support the next generation of hospitality professionals in the current climate.

The competition has been adapted to provide the opportunity for finalists to develop their skills and further their careers in a post-COVID-19 world. The educational challenges will take place between 10th–14th August 2020, via Zoom, and will see the finalists working both individually and in pairs to create a mix of pre-recorded and live sessions from their homes.

The 24 front and back of house finalists will compete in a series of challenges that will consist of a mix of practical, service-based and business-focused tasks, focusing on crucial areas such as social media, business management and sustainable food and drink. The theme of sustainable futures will be at the centre of each challenge, all while testing the contestants in new areas, techniques and working environments.

Katya Simmons, managing director of Nestlé Professional UK & Ireland, commented: "When we postponed the finals back in March, our focus was to ensure that the rescheduled finale would meet the demands of the situation we found ourselves in, but also that it would provide a new level of challenge and range of skills for our finalists to test themselves with. We are delighted with the innovation that our team has shown to construct a final fitting of the Toque d'Or name. We wish all of our competitors the best of luck and hope they enjoy the occasion that they have worked so hard to be a part of."

Each of the challenges will be available to watch or live stream via the Toque d'Or social channels and YouTube page, with the winners being crowned via a live virtual awards ceremony at the beginning of September.



EXCEL BACK IN BUSINESS FOR FOOD EXPO

Following the announcement that business events and conferences can restart from 1st October, ExCeL London has outlined its reopening plan for safe events. Jeremy Rees, CEO, ExCeL London: "We are delighted that the government has confirmed the timetable for when business events and conferences can resume. Having played a full role in supporting the NHS, providing all of our facilities for the Nightingale Hospital, we are now looking forward to playing an equally active role in the nation's economic recovery. The vast majority of the venue (90%) has been restored to its original state, with the remaining space secured as equipment storage for NHS Nightingale. This ongoing support will not impact the normal operation of our venue and we look forward to hosting safe, secure, and successful business events and conferences from 1st October onwards." The European Pizza & Pasta Show is one of the first food exhibitions to confirm its return to the venue and will take place 11-12 November 2020.

TASTY TRENDS

A recent TUCO webinar focused on the key change points of the latest Global Food & Drink Report 2020. Liz Jones reports

By the end of TUCO's recent Global Food Trends webinar, I was ravenous. Talk of pancake boards, chocolate brioche toast and focaccia art saw me heading straight to the kitchen to see what could sate me...

Presented by Charles Banks and Sophie Mancuso of The Food People, this year's bespoke TUCO report is a bumper 178-page issue with both current politics - such as the climate emergency and the Black Lives Matter (BLM) movement and Covid-19 - making a big impact on consumer behaviour.

The webinar focused on key change points from last year's report and how some of last year's trends, while still relevant, have developed and evolved. For example, while vegan dude food was highlighted in 2109, for 2020 vegan goes 'clean' with a more premium manifestation - dishes made with fewer ingredients, with which consumers are familiar, and move away from imitating the taste of meat.

Mancuso outlined the main evolutions of the 10 Mega Trends identified last year - which are largely the same - but now have different sub-trends.

1 Health For All goes from strength to strength, she said. The sub-trend Key to Calm has evolved a lot, coming under Holistic Health last year. Now the idea is to boost mood - a key point for TUCO members around exam time, she noted - with CBD being a key ingredient. Immunity is a new sub-trend with an emphasis on Vitamin C and D spiked by the Covid-19 pandemic.

2 Conscientious Consuming has evolved too. The sub-trend A Higher Purpose has manifested with the rise of B Corp certification and the huge amount of 'good works' done by companies during the pandemic. Pantry Cooking was identified last year by an emphasis on re-using food waste. However, this year it refers to consumers making do with whatever's in the cupboard. And Safe & Sanitary is a direct response to the pandemic with Mancuso highlighting a sanitiser sommelier at a restaurant in Australia and cuddly toy pandas seated in a Thai establishment to ensure social distancing.

3 Plant-based Revolution: Mancuso emphasised the backlash against 'fake' meat and the move towards 'clean vegan' whereby vegetables are 'not pretending to be meat'. Vegan is also becoming premiumised, she said with curing and smoking techniques to recreate specific sausage flavours such as chorizo and moves to creating a 'faux gras'.

4 Imbibing: Mancuso put the spotlight on the growing trend for textured drinks, which appeal to the senses beyond flavour and the move towards 'liquid layers' where she referenced a lavender lemonade in the US and a coffee and rose latte by Jolt in the UK.

5 Suit Yourself features six sub-trends including Epic Sarnies and Take Out Window. Take-out windows are no longer reserved just for coffee and icecream. As a result of lockdown, there has been a move to gourmet foods such as kerb-side cocktails in New York and drive-through bagels in Australia. The 'hand-held convenience' of the humble sandwich highlighted last year has evolved to 'Epic Sarnies' made with doorstep bread and lots of filling.

6 Experiential emphasises how consumers perceive F&B as receiving more than just fuel from food. Moving on from the 'food porn' trend of last year, dishes are now more sophisticated and 'good enough to eat'. Examples given were smoothie bowls with edible flowers, focaccia art and pancake boards.

7 Trending Tastes: Mancuso highlighted 'Where There's Smoke' as an interesting sub-trend, where aromatic has expanded to all things burnt and charred. And it's not just about meat either with an example given of chocolate being smoked and roasted. Mescal is the new 'it' spirit too.

8 High Brow, Low Brow is a trend about elevating the everyday. "It's not about lowering the bar," Mancuso explained. "But raising it with elitist trappings." So toast isn't simply toast, it's Toast 2.0 and while last year the emphasis was on savoury toppings, this year it's all about the sweet stuff. Chocolate brioche toast and banana bread toast are two such examples.

9 Kitchen Crossover: The sub-trends here include Sweet in Savoury, Modern Mash Ups, Fruit in Savoury and Spiked. The latter referencing alcohol being employed in food for its distinct flavour and adult connotations. This trend is manifesting with creations such as pink gin in cake or Guinness infused burgers.

10 Global Larder boasts lots of interesting flavours including Japanese, Latin American and Middle Eastern. Mancuso highlighted 'Authentic Italian' and 'Spanish' which both place the emphasis on quality ingredients rather than classic dishes.

FOOD SAFETY COURSE UPDATE!

"Before lockdown we'd taken just over 500 attendees through TUCO's own centre for Highfields and they have received qualifications in Levels 2 and 3 Food Safety and Levels 2 and 3 Allergens with a high percentage of distinctions in the Level 3s," reports Sarah McLoughlin, TUCO's head of Academy.

The face-to-face qualification has proved a very successful aspect of the Academy and TUCO is now looking to adapt this service so that compliance qualifications can still be made available.

"The required guided learning hours will be delivered online through an interactive webinar session and the exam will take place at the institution with an employee from the institution who has been trained to invigilate the exam," Sarah explains.

The cost for full members will remain the same; institutions simply cover just the cost of certification and registration of the exam. "Anyone who's interested can get in touch with me and I can talk them through in detail how it would work," she adds.

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