

## TUCO South Eastern Regional Meeting Wednesday 4<sup>th</sup> March 2020 at King's College, London

### MINUTES

<b>Attendees:</b>	Manish Shah	King's College London
	Jacqui Beazley	LSE
	Seema Chauhan	King's College
	Catherine Clarke	TUCO Business Development
	Mitch Dalglish	Houses of Parliament
	Robert Grimer	Kent
	Judith Hoyle	TUCO
	Hayley Lowes	Kent
	Chris MacCormick	King's College
	Nicola Mellor	TUCO
	David Oakley	Churchill College Cambridge
	Sean Ryan	Houses of Parliament
	Nikhil Santos	St Mary's Twickenham
	Wendy Wenborn	Anglia Ruskin
Matthew White	Reading	
Keith Williams	Kent	
<b>Apologies:</b>	Martin Batt	Reading
	Aleksandra Borkowska	Reading
	Mark Brett	Anglia Ruskin
	Bill Brogan	St John's Cambridge
	Graham Collie	South Essex College
	Yvette Cutcliffe	Surrey
	Laura Haffenden	Surrey
	Jemma Morris	Royal Holloway
	Mark Reed	Kent
	Dave Wilder	Reading

#### 1. Welcome and Apologies

Apologies are as above.

#### 2. Presentation by Jeremy Barker of Café Direct

For any further enquiries please contact Jeremy on : [Jbarker@cafedirect.co.uk](mailto:Jbarker@cafedirect.co.uk)

#### 3. Minutes of Last Meeting and Matters Arising

These were agreed as read.

## 4. Training Academy and Study Tour Update

### *Courses*

We've had quite a few requests recently to run courses on site at institutions for a number of courses including visual merchandising, team leading, mentoring and marketing. We try to encourage them to be open to other members if possible so we can offer a wider curriculum regionally. If anyone is happy to support please get in touch with [Sarah.McLoughlin@tuco.ac.uk](mailto:Sarah.McLoughlin@tuco.ac.uk)

The Academy is also here to provide face to face training and qualifications for operational staff since we became an accredited centre for Highfield.

If you would like to hold a Level 2 & Level 3 course in your region for Allergens and/or Food Safety at only the cost of certification and registration per person, please complete the regional booking form [here](#)

We will also deliver sessions outside of term time if required. See below for details:-

Course	Guided learning hours (GLH)	Exam length in addition to GLH	No of Qs	Pass rate	Cost	Max no.
Level 2 Allergens	4 hours	30 minutes	15	60% (9)	£15 per candidate +VAT	15
Level 3 Allergens	10 hours (2 days) or 7 hours (1 day) + prework	60 minutes	30	60% (16) Distinction 80% (24)	£25 per candidate +VAT	15
Level 2 Food Safety	7 hours	45 minutes	20	66% (13)	£15 per candidate +VAT	15
Level 3 Food Safety	20 hours (3 days)	90 minutes	45	66% (30) Distinction 80% (36)	£55 per candidate +VAT	15

We are considering adding a Level 2 and Level 3 qualification in HACCP for team leaders and managers who need to create or update their food safety management systems. Would there be interest in the topic?

### *Study Tours*

Shorter study tours have been very popular when it comes to trends and hot topics like vegan and we are working with suppliers to provide a wide range of events at even lower costs.

Japan is being pushed back to the last quarter in the year and we are researching opportunities for the Dubai Hospitality Show in January 2021 and Peru/Colombia (to see coffee growers) in later 2021. Please let Sarah know if you would like to be added to the contact list or if you have any ideas that you think would benefit yourself and other members.

### *Development Days*

We're focusing on development days at the moment for this time of year to support competition entrants.

## *Master's Degree*

The 2020 cohort completed their first lectures at the beginning of this month in leadership and strategy. The 2019 cohort have completed their 1<sup>st</sup> year successfully – all 9 are through to complete their consultancy report by November 2020.

It's never too early to start thinking about your continuing professional development and if you are interested in starting on cohort 3 in 2021, there are further details on the course in the [LSBU](#) website. You can also send your enquiry to [sarah.mcloughlin@tuco.ac.uk](mailto:sarah.mcloughlin@tuco.ac.uk) for contact details and information about the bursary.

## *e-Learning*

The TUCO store is now live and is a more user-friendly option for TUCO members to create their own account and purchase e-learning modules by invoice and for the first time directly with a credit card. There's a wider choice of modules, managers can also add and remove users on the site themselves and credits can be easily transferred to purchase other e-learning modules if the ones bought are unused. Check out the TUCO Store [here](#)

## *Camilla Hayes*

Camilla Hayes has joined the Academy team as the new Co-ordinator/Trainer. She has worked within hospitality for over 10 years and moved from a waitress to deputy manager position where she has had a lot of experience in training new staff in compliance and brand standards. She's worked in different aspects of hospitality, mainly bar and pub venues and more recently in a vegan/vegetarian focused café bar. She brings with her sound personal experience of the joy and challenges involved in delivering good hospitality and customer focused service. She will be taking on more training delivery in the coming weeks (in the compliance courses so that we can offer more classes at certification and registration cost only).

As always please get in touch if there is anything in particular in L&D you might want to support your teams with.

## **5. Sustainability Update**

### **TUCO Accreditation**

- Is an agenda point at the forthcoming TSG meeting on 6th April. Interested parties are asked to attend. Sue will present a high-level overview of suggested format. Sue is eager to garner members feedback on:
  - What members want from the Sustainability Mark
  - What they don't want
  - How it will add value
- At the April meeting Sue will ask for a small number of members (6) to volunteer to create a working party
- Meeting with a UKAS company to discuss how they may be able to third part certify it
- Working with Lee Pedley (TUCO Digital Services) and suppliers to include ethical attributes (Red Tractor, Fairtrade, Free Range for example) into ProcureWizard.

### **RSPO – Group Certification**

- New standard has been issued – 1st February

- Will use Chester as a test case initially, whilst working with a small working group to gain certification.
- Aiming for end of 2020 for certification; had expressions of interest in being part of a pilot from:
  - Jemma Morris, University of London Royal Holloway
  - Lisa Connellan, Kings College, London
  - Caryn Masters, Sheffield
  - David Morton, Winchester
  - Annabel Hurst, Cardiff University
  - Would like another 3 please?

#### **Forum Posts**

- Are the posts hitting the mark with what you need?
- What did you think of the Friday round-up?
- Trying to post topical subjects that give members unbiased information

#### **NETPositive Supplier Tool**

- Tool and dashboard being refreshed
- Looking to include Social Value
- Link to SDG's (UN Sustainable Development Goals)

#### **GHG Calculator**

- Data being refreshed

#### **Plastic Awareness Day**

- Date end of May
- Same format as the Palm Oil day
- Venue: TUCO Academy, Manchester

#### **WRAP**

- Guardians of Grub collateral updated on the website
- Members encouraged to sign up to the WRAP food Waste Reduction Roadmap – links to everything on website
- Love food Hate Waste - Spoiled rotten campaign live from February. Again, links to collateral on website and read the feature on page 12 of March edition of TUCO Magazine.

#### **Scope 3 – GHG Emissions-** which include Purchased goods and services, Transportation and distribution (up- and downstream)

- Members asking for this information to be included
- Could be part of NETpositive tool or GHG calculator
- We are following this up with some of our partners

#### **Marine Stewardship Council**

- Taking over responsibility from Hannah
- Looking to increase the number of sites – any volunteers?

#### **Competitions**

- All surplus food from competitions will be relocated to Super Kitchen - a network of members who run social eating spaces, cooking for their communities with love

## 6. Purchasing Update

### *Framework Updates*

Hot Beverage and Alcohol have both been awarded and started. Hot Beverage has 2 lots and although Starbucks are no longer on the framework, TUCO will continue to manage the relationship between Starbucks and our members. We may be looking at a future 'branded concepts' framework. The new Alcohol framework introduces a new One Stop Shop along with a lot for draught beers and ciders and access to independent brewers.

Fresh Fish and Seafood has been extended for a further year. Regarding Celtic Fish and Game company, David questioned how they had got on the framework when they do not deliver – they send all their goods through the post. The new Convenience Retail should be awarded in time to start in April. Vending is currently out to tender and the strategy is with the Tender Working Party. Temporary Structures is under way and most of the enquiries are centred around Temporary Kitchens. Milk and Bread and Recruitment will both be re-tendered this year. LRS who are on the Soft Drinks contract have submitted a request for a price increase, which has been approved.

*Corona Virus Update:* There are some statements from Bidfood on the website.

*Annual Review Meetings:* Fresh Fish and Seafood is planned for the beginning of March and Grocery, Frozen and Chilled will take place at the end of March.

Nicola asked the group if anyone would like to volunteer to be a Regional Commodity Champion. She also asked if anyone was looking for any new products or doing any new product development that we should know about? Chris asked if it would be possible to have a Vegan food supplier not supplying through Bidfood etc. Matthew suggested running a further competition within that framework. As the Vegan and Vegetarian Foods is a 2 year + 2 year framework, David asked if it would be possible not to extend but to go back out to tender given that there is a better choice of suppliers out there now. Both David Oakley and Chris MacCormick kindly volunteered to sit on the Vegan and Vegetarian Tender Working Party for the South East region. Chris also asked about the possibility of getting Asian products rather than the finished food.

**Action: Mandy Johnston**

*TUCO Online:* Catherine asked members what their thoughts were on Consolidated Billing. Matthew stated that he would be interested in this and so would Manish. This will be on there as an option for members but will not be mandated. David commented that the 'On Boarding' process is much harder with TUCO Online than with our competitors.

*Further Competition Service:* This has proved popular and Matthew recommended it as a great way to obtain keener pricing. Please contact [Nicola.mellor@tuco.ac.uk](mailto:Nicola.mellor@tuco.ac.uk) for further information.

## 7. Presentation by Jonothan Draper of Red Tractor

A copy of his presentation is included with these Minutes. For further information please contact [jonothan.draper@redtractor.org.uk](mailto:jonothan.draper@redtractor.org.uk)

## 8. Research

We have recently published the latest Benchmarking Against the High Street. This is a live dashboard and there is a live form on the website for members to submit information. There is also a case study on King's College under the 'Why TUCO' section on the website.

## 9. Marketing and Communications

The website has now been running over 6 months, any feedback on this would be welcome. The Forum has also been picking up traction – there is now an Industry Vacancies category for you to post any vacancies you might have. Please continue to use the forum to ask questions rather than requests for information. Competitions entries have now closed, delegate bookings are now open. This will be held from 6-8<sup>th</sup> April at University of Warwick. There is a new case study on the website under Why TUCO - Case Studies. It focuses on King's College London. If you have any press releases/news stories about your institution that you'd like putting on the website, please send to [Anjali.Dattani@tuco.ac.uk](mailto:Anjali.Dattani@tuco.ac.uk)

Please e-mail [Mike.Haslin@tuco.ac.uk](mailto:Mike.Haslin@tuco.ac.uk) if you'd like to give a member talk at the summer conference (in Keele), they are a great way to talk about your journey and share ideas with other members.

## 10. Business Development

Catherine explained that the Business Development department have been around for just over a year now and her role is to bridge the gap between the membership and the TUCO Procurement Team and to date the Business Development Team have visited around 66 members. We now have a lot of interest in ProcureWizard with 21 members signed up and another 10 in the pipeline, as well as enquiries coming in all the time for our Further Competition Service.

## 11. Board Update : Matthew White

Matthew reported that the Winter Conference feedback had been very good and delegates had found that the Sustainability content was very useful. The Chefs' Competitions will be taking place on 6<sup>th</sup> to 8<sup>th</sup> April at the University of Warwick. The introduction of 3 brand new categories – Love British Food, The Breakfast Challenge and The Vegan Challenge have resulted in a huge increase in entries, particularly in the Vegan category (18 entrants). The Summer Conference will be held at Keele University from 27<sup>th</sup> to 29<sup>th</sup> July with the theme being 'Breaking the Mould'.

Regarding Board composition, Matthew will step down as Chair in the summer and he is currently involved in a lot of business continuity planning with Vice-Chair Phil Rees-Jones. Some of the other Non-Executive Directors will also be stepping down over the next couple of years so at the recent Extraordinary General Meeting, we changed the Articles of Association to increase the number of Board Directors. Four new Directors were appointed of which one, from the South East Region was Manish.

PS100 have asked us to become involved in the sector initiative to work towards reducing the amount of animal protein that we are using by 20%. We will therefore be working with our Chefs to reduce the meat content by 20% with the use of extra vegetables and pulses.

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The Chair's Challenge this year to raise funds for TUCO's chosen Charity, Mary's Meals, will be to walk the 36K along the Thames Pavement from Windsor to Henley-on-Thames finishing at University of Reading's Business School. This will take place on Saturday 13<sup>th</sup> June.

## 12. Regional Hot Topics

### *King's College*

All their Hospitality sandwiches will become vegan unless they are specifically asked for meat and/or fish. Beef has been removed from all their retail outlets without any complaints so far. They are hoping to have ProcureWizard in place by Easter in order to be up and running by the end of June. Manish asked if there was any interest in CBD drinks. Keith is looking into it at Kent as 13.5% of their students want them. They are trying to change their plastic champagne flutes for graduation but polycarbonate is too expensive. At St Mary's they served graduation food on palm leaf trays. King's have been looking at a food waste system but Thames Water would not agree to it. David has the BioHiTech system at Churchill and in the last year 13.6 Tonnes of food waste has been processed into water. They are looking to pilot the Harper Adams scheme for re-usable cups.

### *St Mary's*

They have review meetings coming up on their Vending and Tills agreements. They are putting mugs and water tumblers in their restaurants so they plan to gradually take away the plastic. They are not completely banning meat but introducing more vegan options.

### *Kent*

At Kent they have provided their students in Halls of Residence with a bamboo cup but these were very heavy. They get a discount on drinks over time. They also have sugar cane water bottles. Keith does not supply water at meetings any more as staff are expected to take their own. For Competitions this year they are sending some of their more staff to experience this. The Corona virus has had an impact on their conference season with numbers for summer school significantly down. Their Chefs have been doing a lot of master classes with the students including truffle making and bread making but they do not charge the students for these. The SU are now buying all their food through the TUCO frameworks and have made savings of around 11%. Keith asked Chris about the local companies in London that he works with. He also has two members of staff doing an apprenticeship with the Apprenticeship Levy. He ran through the results of a survey which they had recently undertaken at Kent which was excellent and very informative.

### *Houses of Parliament*

Ongoing issues with deliveries as everything has to be scanned and tracked back to them. They are also having to check the temperature of food as it is delivered. Mitch asked if anyone knew of an alternative to Veg Ware and Keith replied that Nivek have offered to come in to talk to us at the Kent meeting.

### *Anglia Ruskin*

In order to encourage the use of re-usable cups they are charging 20 pence extra for a disposable cup which has made quite a difference.

### *Churchill College*

David completed a trial in January on sandwiches and snacks which has seen a drop off of 50% on chocolate bars.

They have been using paper bags and eco refills for such things as washing up liquids. They have now gone completely cashless. David has started using a new butcher, Aubrey Allan which has been very successful.

*King's College (Chef)*

They will be working on British Nutrition Week and introducing snacks to keep nutrition levels up.

*Reading*

Matthew reported that Reading have introduced a marketplace in their Food Courts. They have introduced a 'Pay To Enter' system where once paid you eat as much as you like. Within the marketplace they sell a lot of local products. They have introduced 'Franke the Barista' which is a drinks package that you can purchase, you then skip the queues in all the outlets. This has increased footfall at quieter times of the day. Capital spend is decreasing however they will be having a film studio on the local science park which will see the creation of around 30,000 jobs.

### 13. Any Other Business

As there was no further business, the meeting was duly closed.

### 14. Dates for 2019 Meetings

- Wednesday 17<sup>th</sup> June                      University of Kent (to be confirmed)
- Wednesday 18<sup>th</sup> November              Nairobi Coffee, Watford