

TUCO Scottish Regional Meeting

Thursday 19th August 2021 at 2:00 pm via MS Teams

MINUTES

Attendees:	Ian Macaulay [Chair]	Edinburgh
	Craig Anderson	Forth Valley College
	David Anderson	South Lanarkshire Council
	Mike Belton	Calmac Ferries
	Iain Calder	Forth Valley College
	Diarmuid Griffin	City of Glasgow College
	Judith Hoyle [Sec]	TUCO
	Catriona Lawson	APUC
	Louise Levens	APUC
	Calum Maclachlan	Aberdeen
	Steven McKay	St Andrews
	Stuart McMaster	Calmac Ferries
	Nicola Mellor	TUCO Contracting
	Lorna Padden	Edinburgh Napier
	Graham Paterson	Strathclyde
	Alan Riddell	St Andrews
	Laura Shaw	Strathclyde
	Jane Speirs	Ayrshire College
	Jemma Wylie	Midlothian Council
Apologies:	Jennifer Dick	Dundee and Angus
	Jenny Donaldson	St Andrews
	Matt Gilmour	UWS
	Fiona Hughes	Strathclyde
	Elaine Hutton	Ayrshire College
	Sarah McLoughlin	TUCO Academy
	Mark Nixon	St Andrews
	Dawn Tait	Dumfries and Galloway College
	Sam Whitehead	West College
	Graham Young	West Lothian College

1. Apologies for Absence

Apologies as listed above.

2. Presentation by Chris Seabrook and Colin Minto of UNICO

A copy of this presentation is attached to the Minutes.

3. Member Updates

This section of the meeting was not minuted to allow members to speak freely. However Ian briefly touched on isolation support for catered halls of residence. Some Scottish Institutions have chosen to fully fund at a cost of £2,280 for a 10 day period for students travelling from red list countries. Three Scottish Universities have decided to replicate the hotel managed quarantine in their own institutions. If the country subsequently moves to the amber list then the student will be charged a cancellation fee of £200. Both India and China are currently on the amber list. Students from the US and EU will not need to isolate if they have had both vaccinations and show proof of a negative PCR test. Several members also commented that the HGV Driver Shortage is having an effect on supplies.

4. TUCO Framework Updates (Nicola)

Nicola reported that there are a lot of re-tenders in progress. Jane is working on the TUCO Delivery App and is hoping to award this by the end of August or beginning of September through the Competitive Dialogue process. This will be similar to TUCO's own version of Deliveroo.

Temporary Staff – preliminary awards were made yesterday (18th August) with 18 suppliers on the framework. Many members have been suffering from staff shortages.

Food Waste – this now has 9 Lots including a new one for the measuring of food waste.

Sandwiches – the current agreement has been extended until June 2022 and Nicola asked for volunteers for the new Tender Working Party. Ian asked if there is a likelihood of returning to physical sampling any time soon, particularly with regard to such frameworks as Meat and Poultry. For certain frameworks, sampling will have to be carried out as a group. Mike Belton and Calum MacLachlan both kindly offered to sit on the TWP for the Sandwich framework.

CCE (Coca-Cola) – there is a new National Account Manager, Steve Bradley and his details are on the TUCO website.

Catering Light and Heavy Equipment – we will need volunteers for the Tender Working Party on this and Steven McKay kindly offered his services.

Milk and Bread – is currently being re-tendered and should be ready to go live early February.

EPOS – the DPS was awarded on 15th April 2021 with 4 suppliers on board – Bleep, Hardacre, MCR and Zonal.

Vending – there are new suppliers on this.

Kitchen Equipment Maintenance – two new suppliers have come onto this.

Catering Innovation and Concept Solutions (CICS) – Starbucks (licenced) have had their legal team review TUCO documents and can't proceed until more work is done – they can't agree to terms that their Licencees can't agree to. They will park this for 6 months while they focus on growth and Licencee work, after which we will work together on a bespoke agreement. Starbucks 'We Proudly Serve' are appointed onto Lot 9 and currently working with Members to call off from the DPS. We are working with Costa and hope we can reach agreement (on the legal documents) by August so they will be appointed suppliers on the agreement from September. Current window for SQ submissions closed on 18th August. It will then reopen until November.

Marquees and Temporary Kitchens – Nicola asked members to let her know if they have any preferred suppliers to be added to this.

Grocery, Frozen and Chilled – new price increases from 1st September from Bidfood, Brakes and KFF amongst others – of around 1.2%. Nicola warned that new price reviews in January 2022 will be quite substantial as the driver shortage begins to take effect.

There is also a problem with availability of containers. The supplier may book a container then another company will come in and ‘gazump’ them by paying up to three times the original charge in order to secure the container hire.

Hot Beverage – weather conditions in Brazil have affected the supply of coffee beans. Price rises from Bewley’s have been postponed for now until we have a clearer picture of what is happening.

SUPPLIER UPDATES (not covered in the meeting due to time constraints)

Brakes – have confirmed re-listing of all Linda McCartney range (Sausages, Mince, Burgers and Veggi Balls)

Simply Lunch – adjusted to Day 1 for Day 3 deliveries. Communication went out to members with new schedule on Friday 11th June. Detail also available on TUCO website.

Reasons for change:

- To create time to manufacture so we can maintain our quality, picking accuracy and service levels.
- To create time so we have a planned weekly manufacturing we will be able to give our workforce a more consistent work week. This will also help with the availability of staff.
- We can have a larger range of products with more variety and continue to bring on innovation.
- We are offering a later cut off of 3pm on D1.
- We will also be able to deliver our net zero sustainability targets.
- We want to maintain our service. There will still be emergency orders and we will help out with customers whenever we can.

Pensworth/Kent Dairy - Jamie made Hannah aware that Pensworth had sold 4 depots to one of the Directors of Pensworth thus creating a new company i.e. Kent Dairy. Since Pensworth still exists, the contract can’t be novated across to Kent. Jamie confirmed that those (affected) depots would still be serviced and invoiced via Pensworth. The M&B is to be retendered in coming months so Pensworth and Kent can tender separately for that.

Matthew Clark – Issued a service update on/around 9th June. To confirm, TUCO Members are excluded from the minimum order value. Email ordering is a temporary disruption and will return once they resume normal service which they expect to be around September time.

Heineken – unable to produce stocks of John Smiths products due to nitrogen shortages – not because of nitrogen gas shortages but because of specialist nitrogen driver shortages. More recently, Heineken’s logistics partner have voted in favour of industrial action including an overtime ban and 2 one day strikes. Like all brewers they were already struggling to keep up with the post lockdown demand in the on-trade. This is obviously going to put further pressure on those supplies. Over the past 2 weeks Matthew Clark wholesale have seen a significant number of deliveries into depot being shorted, and they have already made them aware of a lack of availability of a number of key lines - including Fosters 11g keg and Birra Moretti in all formats.

Heineken have advised customers to seek alternative routes to market, particularly for packaged products over the next few weeks. Matthew Clark wholesale anticipate not being able to satisfy that additional demand. Heineken are understandably playing down the potential impact of the industrial action on supplies to avoid panic buying.

However, when speaking to customers who use both MC and Heineken, we would advise that they try to secure as much stock directly from Heineken prior to 24th August.

Grocery, Frozen and Chilled framework update – Suppliers are struggling with the national driver shortage. This has resulted in them having to temporarily reduce the number of delivery days members receive and/or increase the minimum order. This is likely to continue into October at least. Members are asked to work with suppliers and support them at this difficult time.

Sustainability TUCO Staff have had updated training on the NETpositive tool to help monitor supplier progress on sustainability throughout contracts.

Hannah & Kim recently met with Kale Yeah to understand the drivers for Less & Better and gain further information on animal welfare schemes.

MSC audits (for group members) currently being completed remotely with a view to continuing this way once things have returned to normal. Initial audits would also be completed this way.

Sustainability Group will next meet on Tuesday 7th September. Main topic; development of the TUCO accreditation. Positives and negatives of accreditations Kale Yeah, SRA, Menus of Change has been collated, to be discussed at the meeting with a view to move forward with the most relevant accreditation. No plans to recruit for a Sustainability Manager in the short term.

5. APUC Report

Louise reported that Fresh Fish and Seafood has been re-tendered and went live on 2nd August with two new suppliers – George Campbell, based in Perth and Green's Fishmongers, based in Glasgow. Dairy Products is out to tender and due back on 1st September. This will be opened up to 3 suppliers per Lot instead of just 1 to give members more choice. If anybody wishes to be part of the Evaluation Team, please contact Louise directly. This is due to go live in October. Fruit and Veg has a one year extension so will be re-tendered this time next year. On the Bakery agreement there is a price increase from Magee's as from 7th September as wheat crops have been affected by the weather. APUC will be holding webinars to inform members as to which new frameworks are being launched – the next one will take place on Thursday 26th August.

On the Sustainability front they are working on carbon reduction and climate change. APUC have signed a deal with a company called EcoVadis, who will be assessing the whole supply chain. Benefit statements are due out in the next couple of months. Louise asked members to email either herself or Andy Anderson should they wish to have a catering specific benefit statement.

6. TUCO Academy Update

We will be starting to rollout the Mental Health courses in the next couple of months:

- Level 1 Award in Awareness of First Aid for Mental Health (RQF)
- Level 2 Award in First Aid for Mental Health (RQF)
- Level 2 Award in First Aid for Youth Mental Health (RQF)
- Level 3 Award in Supervising First Aid for Mental Health (RQF)

We will only be charging £25 for the qualifications and would welcome members' feedback as to which ones are of most interest.

We have also added a Level 3 Qualification for HACCP into the curriculum. We are in the process of adding CPD accreditation to our non-qualification courses and also to our study tours and conferences.

We are now on 688 Qualifications as a centre for Highfields – it's a good time to remind members that Compliance Courses can be delivered at a low cost. We are also now starting to roll out face to face courses again – going forward there will be a hybrid of online and face to face courses for the foreseeable future. The system of webinars we have had to set up for courses over the last 18 months has shown that there is demand - in terms of it saves a staff member having to travel and incur overnight stays and associated costs. It also takes into consideration their home circumstances.

The virtual Conference feedback from July has been very good again but some people are now keen to meet face to face. We are considering how this may work for the Winter Conference with the possibility of having an online webinar function within a live Conference onsite. Further details to be confirmed! After the success of the Innovation Day – we will be holding Innovation Day 2 in November – this will focus on plant-based innovations and getting ready for Veganuary. Working title for this is Veganuready!

Ian asked which course on Mental Health members would find the most appropriate – Nicola recommended the Level 1 Award in Awareness so this was agreed to be the one that the region would support.

7. Sustainability

Due to time constraints, and ongoing impact of Covid, which has affected some member targets, this was held over to be discussed more fully at the next meeting.

8. Board Update

Calum reported that TUCO are effectively targeting members who have an annual spend of £500K plus to see if they would be interested in coming on board with TUCO Online. He has recently introduced it at Aberdeen and despite initial teething problems with the set-up he has now found it an excellent system to use.

The lease on TUCO's office base in central Manchester will expire next year and will not be renewed – we will look instead at smaller premises, perhaps partnering with a member. The external audit proved very successful with the Auditors praising our processes and procedures. It was hoped that the conservative forecast for this financial year of Q1 – 10% of income, Q2 – 10%, Q3 – 50% and Q4 – 50% will be exceeded as business gradually returns to normal.

9. Any Other Business

The possibility of a hybrid version of our next meeting was discussed but as TUCO had decided not to hold any face-to-face meetings for the remainder of 2021, the next meeting would be extended to 2 hours and would include a supplier presentation. It is hoped to hold our first physical meeting with a networking event early next year.

10. Date for Next Meeting

Date to be confirmed for some time in November.



The University Caterers Organisation

ARH Group (Unico)

An introduction to our business –
Chris Seabrook & Colin Minto

TUCO Scottish Region Members – 19th August 2021

Agenda

Huge thanks!

Introduction & why we wanted to get in front of you all

An overview of our business – who we are & what we do

Colin – two case studies

Q&A

Introduction

Colin and me!

You're important people and can choose who you work with.

TUCO and Unico currently do very little business together.

Hopeful that sharing a little about us and our business might resonate and encourage you to want to meet with us to talk about your specific needs.

We'd be delighted with the opportunity to work with, supply and service far more TUCO Scottish Region members and for Unico to add more value to TUCO.

Who we are

Alexander Ross Holdings (ARH) is a family-owned trading group based in Falkirk, Central Scotland. The Group comprises of three companies: Unico, Montague Lloyd and The Scottish Fine Soaps Company.

Unico is a janitorial supplier, chemical manufacturer and stockist of catering supplies and personal protection equipment.

Montague Lloyd is part of Unico and specialises in Hotel Amenity supplies.

The Scottish Fine Soaps Company markets and manufactures luxury soap and bath and beauty collections.

Who we are & what we do



Uniting all your hygiene, catering and safety solutions

The Group dates from 1923 when a local man, Robert Ross, established a chemical manufacturing business – the company was then passed down the Ross family and is currently run by Derek and Robert Ross (grandson and great grandson of the founder).

Unico is uniquely positioned – an integrated manufacturer and distributor with in-house laboratory, chemists and design team.

Wide range of products across categories including hygiene, janitorial, catering disposables, PPE and workwear. Being a joint owner of Nationwide Hygiene Group, a national buying group, gives us buying power and further access to products and innovation.

Highly experienced product category experts across the Unico team who consultatively advise and support.

Unico delivery fleet of 14 Euro 6 vehicles covering Scotland – flexible delivery service based on your needs. As a family-run SME, benefits to customers are Unico's flexibility and speed of service.

Flexible online ordering capability, including new Unico website.

Vast experience of dealing with Scottish educational institutions, including schools and higher education – our core business.

Sustainability

Unico understands the role that our business has in helping to protect the environment, its workforce and the local communities in which it operates - it's a key focus of the Group and we know it's also a key focus of all our stakeholders.

Our accreditations:

ISO 14001:2015 Environmental Management

ISO 9001:2015 Quality Management

ISO 45001: Health and Safety Management

The Carbon Trust (tracking and reducing CO2 output)

Carbon Neutral

Scottish Business Pledge

Scottish Resource Efficiency Pledge

Real Living Wage employer

Trade and Industry Body Memberships include FPA, CHSA and BSIF



- Keeps kitchen surfaces sanitised and safe,
- QAC-free, designed for food preparation areas.
- Certified to BS EN: 1276 and works with a 30 second contact time.
- All components are biodegradable and are safe of the skin
- Recyclable packaging.





See what the **MALCOLM GROUP** is doing to promote **sustainability** through their **GREEN INITIATIVES.**

Our Goals:
 Minimise pollution and waste.
 Conserve energy and water.
 Use environmentally friendly products and services.

Scan this QR code to learn more

Wash Your Hands.

- Remove any jewellery.
- Wet hands and wrists.
- Dispense soap.
- Wash hands for 20 seconds.
- Rinse hands thoroughly.
- Dry hands completely.
- Turn tap off with towel.
- Open door with towel.
- Throw towel in rubbish bin.

How to Sanitise Your Hands

The CDC recommends washing your hands as one of the best defenses against the spread of germs and, if no soap and water is available, using a hand sanitizer.

- 1 Dispense hand sanitizer into palm of hand.
- 2 Rub hands together and remember nail beds, backs of hands, and in between fingers.
- 3 Rub in sanitiser until hands are completely dry.

For information on proper hand washing, visit <http://www.cdc.gov/healthyhands>

Help Keep

HEALTHY

Support Our **GREENER WORKFORCE** Initiative

This Symmetry Green Certified Foaming Hand Wash is:
 Biodegradable • Dye-free
 Fragrance-Free • Green Seal® certified

SANITISE YOUR HANDS.

It's Quick & Convenient.

Q&A

Questions?

Thoughts or comments?

What's currently not working so well, or are you not getting enough of, in terms of your current supply?

What do you need, and what's most important and of value to you, in terms of supply, servicing and support for this Disposables & Kitchen Chemicals framework?



Thank You



The University Caterers Organisation