

TUCO South West Region Catering Group Meeting
Thursday 7th October 2021 at 10:00 am
Via Teams

Attendees:	Nick Leach	Portsmouth
	Kim Ashley	TUCO
	Matthew Green	South Devon College
	Ryan Hanson	RAU
	Judith Hoyle	TUCO Secretary
	David Morton	Winchester
	Craig Nicholls	FX Plus
	Claire Patton	Plymouth
	Lisa Pritchard	Bath
	Chris Sandham	Plymouth
	Daniel Smith	Plymouth
	Caroline Wynn	Bristol
Apologies:	Kristian Fernandez-Mitchell	UWE
	Catherine Goddard	Southampton
	Sarah McLoughlin	TUCO
	Robert Smith	Bristol
	Jason Waterfield	Southampton

1. Apologies for Absence and Welcome

Apologies as listed above. Nick welcomed everyone to the meeting.

2. Supplier Presentation by Richard Hobday of Mars Confectionery

The presentation is included with these Minutes.

3. Minutes of the Last Meeting

These were agreed by the Members.

4. TUCO Board Update

The Summer Conference was very successful with 244 attendees and 36 social event registrations. A face-to-face Winter Conference will be going ahead. The American concept 'Menus of Change' was discussed at the last Sustainability Group meeting and has been endorsed by TUCO. In July 2022 we will be holding a combined Conference and Competitions Event at Keele University. On the financial side, income is improving and looking better than forecast.

5. Framework Update (Kim)

Tenders

Kim explained that Carys Hopcyn, who ran the mini-competitions service has now left and the Category Managers will take this over.

White Label Delivery App: The standstill period has now ended so it just remains for Terms and Conditions to be negotiated then this will go live in the next few weeks.

Temporary Staffing: Went live on 1st October and is now in Regional Lots.

Food Waste Management: This goes live on 1st November and comprises nine lots.

Sandwiches: Now extended until 30th June 2022 so the new tender process will commence after Christmas.

Soft Drinks: This has been extended to 30th September 2022.

DipChem: Also extended to 30th September 2022.

Catering Light and Heavy: This has now been extended until 12th November 2022 and Hannah is looking for volunteers for the Tender Working Party on this.

Alcohol: This has been extended to 15th January 2023.

Milk and Bread: Has been extended until January 2022. The SQ is live and returns are due back at the end of October.

Fresh Fish and Seafood: The current agreement has been extended until 1st May 2022 and the new one is due to go live on 2nd May 2022.

Meat and Poultry: The SQs are now back and evaluations are due to be carried out at Winchester during week commencing 18th October.

EPOS: This is now complete and details of all suppliers are on the website. The Access Group have now been accepted onto this.

Kitchen Equipment Maintenance: 3 new suppliers have been added on to this.

CICS DPS: This went live on 1st June 2021 with 25 suppliers on there. New submissions will be added on 18th November.

Temporary Structures: Nicola had advised anyone wishing to book a marquee to book early as there may be double the number of bookings for next year for Graduations etc.

Kinetics: Head of Contracts Jane Eve is on the national Tender Working Party for this. Tender documents are being pulled together at the moment and there will be 4 Lots on this.

Price Changes

DipChem: Catering 24 and Bidfood have issued price increases. Stephenson's and Bidfood price increases are effective from September. Overall price increases in December.

Catering Light and Heavy: This is due to increasing freight and raw material costs.

Soft Drinks: Increases from October.

Alcohol: Increases from May.

Sandwiches: We are trying to ensure that increases are in line with CPI at 3%.

Grocery, Frozen and Chilled: New increases.

Hot Beverage: New increases.

Other Updates

Sandwiches: Roberts Bakery's cancelled orders for bread causes a knock-on effect. Kim advised members to set up a secondary supplier during this period.

Heineken: There were problems with Nitrogen shortages but this has all been sorted out now. Statements on driver shortages and regular updates on supplier issues are being posted on the website and in the Newsletter.

New Product Development: We have a new page on our website for NPD. If brand owners and manufacturers are struggling to get a route to market then can showcase their products for a 4 week period for members to order samples free of charge and then give feedback.

Questions from Members

Dave asked about the sandwich providers. Deliveries from suppliers on the Meat and Poultry framework by companies such as TNT are being sent to Winchester postroom and this is not suitable for food deliveries. Kim replied that suppliers in general are permitted to use external suppliers/couriers as long as an appropriate temperature-controlled vehicle/packaging is used where required. She asked Dave to forward more information to her in case it needed to be raised as a non-conformance (food safety) issue with our auditors STS. Dave also mentioned that some sandwiches, paninis etc were being delivered without the necessary labelling.

Nick had also been experiencing problems with deliveries, particularly of sandwiches. He also asked for confirmation of the Bidfood minimum order value which he believes is £150. Kim advised trying to order less frequently.

Craig asked if Selecta will be pulling their service from the South West. Kim will find out and report back.

Lisa at Bath had had problems with Bidfood minimum order which seems to change every couple of days. Brakes have been rejecting any order less than £200.

Dave also asked about Pensworth Dairies – are they still trading under that name or are they now known as Kent Dairies?

6. Academy Update

Face-to-face courses have taken place at member institutions including Cardiff, Kings and Staffordshire, amongst others for L3 Allergens, Customer Service and L2 Food Safety. Before these could take place a Risk Assessment process against COVID had to be done. Other on-site courses include:

- L3 Refreshers
- L2 and L3 Food Safety
- Customer Service
- L2 Healthy Food and Special Diets
- Allergens
- HACCP
- Mental Health
- L3 Supervising First Aid for Mental Health
- Menu Engineering
- Presentation Skills
- Mentoring

We also have several webinars coming up:

- Calorie Labelling
- Food Trends (run by the foodpeople) - 9 new food trends will be split down into 3
- Youth Nutrition
- Recruitment and Retention

The 'Veganuready' Innovation Day will take place on 11th November which will include plant-based products showcased by suppliers. Registration for this is now live on the website and addresses are needed to arrange the sending of samples to attendees.

We have two new 'plant-based' study tours in the pipeline:

- Newcastle 25th – 26th November
- London 1st – 2nd December

These will incorporate street-food, restaurant food and plant-based breakfasts and both are at a cost of £99.00 fully inclusive. We would therefore ask places to be restricted to two delegates per institution. We are currently awaiting confirmation on numbers then will be looking for a 'Plant-Based Champion' from each institution.

Our 'in-person' Winter Conference will take place on 8th/9th December at East Midlands Conference Centre, University of Nottingham with the theme of 'Food Trends'. This is to coincide with the release of our latest piece of research on trends and we will be bringing copies of the booklet along.

We have applied to be a member of the CPD Organisation so that members will receive points for attending such things as Academy courses, Conference etc.

Following a past study tour to California, we are now working with Menus of Change and their research collaborative.

Recruitment and Retention Webinar

This webinar takes place from 1pm until 2:30pm on Thursday 21st October and has been created to give some guidance on the recruitment and retention of staff in the current climate of the hospitality industry and to facilitate discussion and brainstorming between members. It is a starting point for TUCO members who are looking at increasing their staffing levels. Attendees will receive a toolkit to support planning around staffing numbers and also get access to smaller group discussions between members in the days after the webinar has been completed. These additional sessions are to facilitate ideation on how to tackle staff shortages, from other teams in a similar position and to generate plans on next steps.

We will also be running a Calorie Labelling Webinar on 18th January 2022.

7. Sustainability

At the last meeting we discussed the format of the group. Nick has now decided to stand down from the TSG with Dave and Matthew continuing to sit on the group, which will continue to expand its membership. David Nuttall has now stood down as Chair of the Group as from the last meeting. We had a presentation from The Humane Society and also discussed the TUCO Accreditation in conjunction with Menus of Change.

8. Member Updates – Round the Table

RAU

Ryan reported that last week they had back-to-back Graduations for 2020 and 2021 with an Autumn Ball on the Friday night. This week they have had the vineyard harvest. It is also Black History Month so they are trying some different dishes with different ingredients. Chef salaries have spiked and from a Recruitment and Retention point of view they are not at market rates with such roles as Sous Chef and Chef de Partie. There was a 3 week period during September where they had no kitchen porters at all.

Winchester

Dave asked whether Ryan will put on a market supplement or re-grade the post. Ryan replied that they will probably use a market supplement. The scale for a Sous Chef is between £22K and £28K with a top end of £31K whereas Chef de Partie would be between £18K and £21.5K with a top end of £23K. Winchester still have a vacancy for a Chef. They normally have 35 to 40 casual staff but at the moment have around 15 to 18. Winchester are now in their third week of operation but are only around 7% down on their 2019/2020 income. However they are having to close outlets due to lack of staff.

Dave is pressing forward with the Kale Yeah! initiative along with other institutions such as Chester, Portsmouth, Edinburgh and St Andrews.

Plymouth

All units are now mobilized and they have had a Conference and some events. They are doing pop-ups over the Freshers period and various demonstrations to try to keep everyone engaged. They have a new unit in the old Royal Mail Sorting Office which they have named "The Toast Office".

Bristol

They are experiencing supplier issues. The Kale Yeah! initiative is going well. They have just launched a trial with the SRA in one of their restaurants with the 'Green Ape' App where students are rewarded for choosing plant-based foods. Their new Senate House marketplace is going really well, taking just under £30K last week.

South Devon College

Natasha's Law has proved a challenge. All their sandwiches are in-house so they have bought some software for this and are up and running now. They have had supplier problems with Brakes and deliveries going forward from this depot. Kim offered to chase this up for Matt. Everything is back to normal at the college but income has been affected with deliveries, shortage of supplies and people taking time off. Dave asked if people are still wearing masks and Matt replied that learners do not have to wear them but all staff are being asked to wear masks and lead by example. Dave commented that their problem is with long queues in the café bars as well as students coming out of lectures.

Portsmouth

Nick advised that they have left the screens up by the tills but nobody is wearing masks. At RAU some of the lecturers are wearing masks but none of the students. At queues in the servery the students are asked to wear masks and the serving staff have them on all the time. In the bars and cafes there are no masks but there have been no cases of COVID amongst the students yet.

9. Any Other Business

The TUCO Magazine editor is looking for members to volunteer to have an article published in the magazine to showcase their institution.

10. Proposed Dates for Next Meetings

The next meeting will be held online in January 2022.

**TUCO (SW)
&
Mars Wrigley**

7th October 2021



The University Caterers Organisation

Agenda



Category Insights



Why Mars Wrigley?



Growing the Category



KIND & Gum



Activity Plan

The T&S Categories have been resilient during over the last 12 months, with Confectionery growth accelerating in 2021.



Over the last 18 months we have seen **Shopper & Consumer** behaviour change



1/3 of households
now use Online to
buy food



73% of consumers
claim to lead a
healthy lifestyle



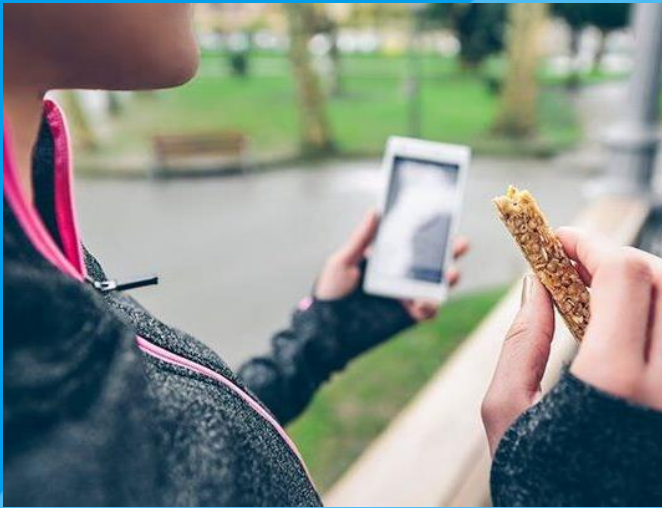
Eating at home was
21% Bigger than
Pre-Lockdown

Key macro trends have been accelerated by COVID, but still hold true for longer term shopper & consumer behavior.



FLUID & CONNECTED LIVES

Reduced traditional meal times in favour of **more snacking** throughout the day
Technology providing new and **seamless ways to work, live, play and shop**



HOLISTIC HEALTH & WELLNESS

Health & wellness attitudes will evolve to encompass **mind and body**
Health today includes **minimizing risk and proactively managing health**, fitness and anxiety



NEW VALUE EQUATION

Consumption and shoppers becoming more **purposeful and choiceful**
Value for money will be important to consumers in a recessionary environment



WHY MARS WRIGLEY?



Expertise in
Treats & Snacks



Brands & Products
loved universally



Investment
in Category



Easy to do
business with



Corporate
Responsibility



**In everything we do,
we want to do it in the right way**

Healthy Planet

Thriving People

Nourishing Wellbeing



Removed 1m miles a year from roads with a new **£350m sustainable logistics network**



Reduced Carbon emissions in the UK by **72% since 2007**



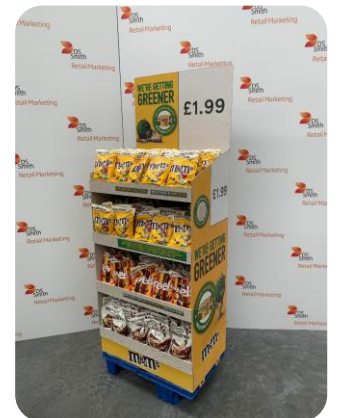
Introduced **equal parental leave** in the UK

We are the first confectionery brand to bring to market

'bean board' display material

30% cocoa bean

70% recycled card



Mars UK @MarsUK · Jun 8
In the world we want tomorrow, the planet is healthy. That's why we're proud to say that today, Mars in the UK has reduced carbon emissions by 72% since 2007.
That's the equivalent of heating 42,000 British homes.
[#TomorrowStartsToday](#)

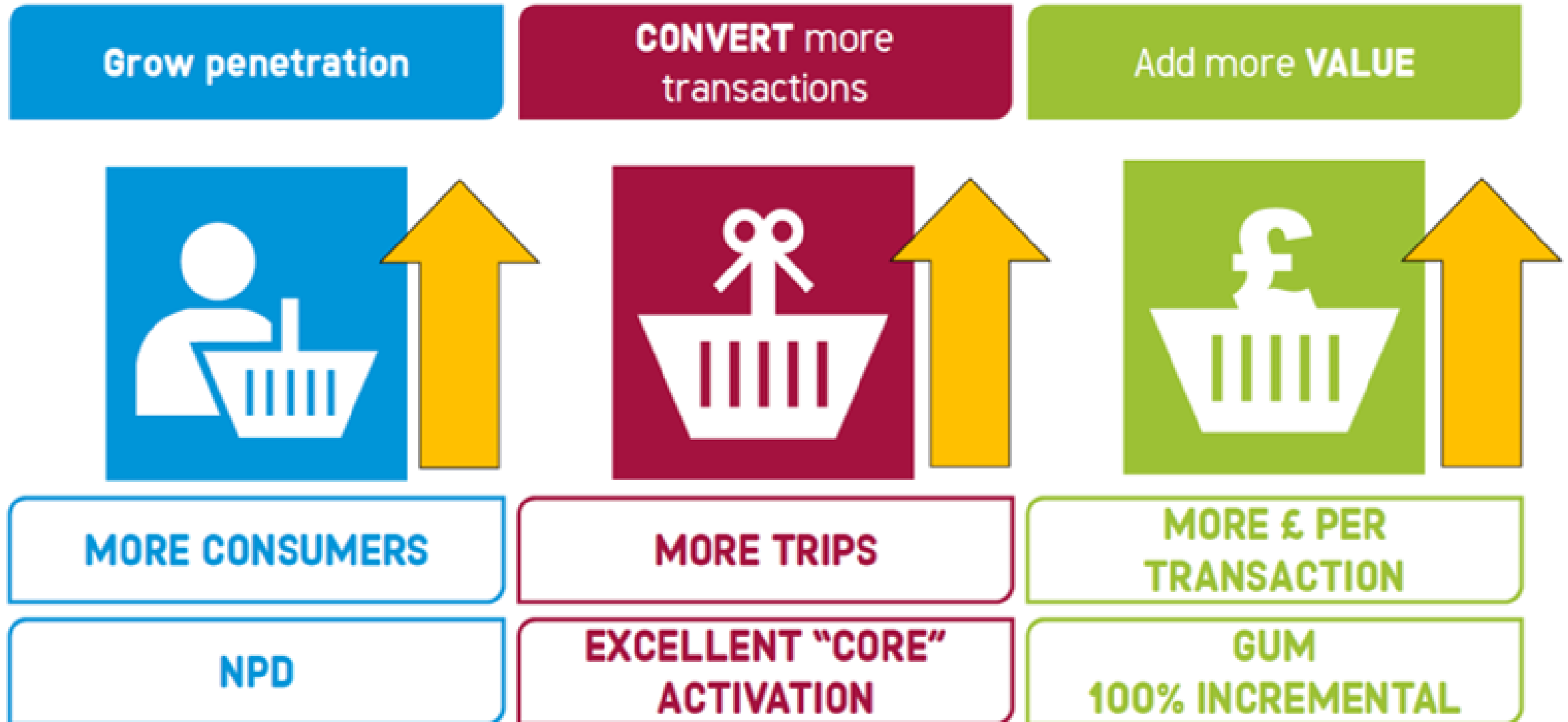


Launched the **Flexible Plastic Fund** a **£1m** initiative to roll out flexible plastic recycling collections points in selected UK stores

Growing the Category



To grow the category and drive conversion we need to.....



Within confectionery it is important to drive the core range.....

80% of confectionery singles sales come from less than 10% of the total products



And although NPD drives incremental growth 97% of sales come from existing range



Important to stock the right core range, but NPD plays vital role in bringing excitement and bringing shoppers in to the category

Confectionery is impulsive and an unplanned purchase. If consumers can't see it they won't purchase it!!!!

connect

reward

EVO 450

EVOMPU450

DIMENSIONS
Height 80.7cm,
Width 46.7cm,
Depth 31.3cm



EVO 600

EVOMPU600

DIMENSIONS
Height 80.7cm,
Width 61.7cm,
Depth 31.2cm



PREMIUM SIMPLEX

SIMPLEXPREMPD2X1

DIMENSIONS
Height 300cm,
Width 162cm,
Depth 162cm



PREMIUM BAMBINO

EQ15191

DIMENSIONS
Height 74.5cm,
Width 19cm,
Depth 36.7cm



recharge

celebrate



KIND[®]





MARS WRIGLEY

The US business grew exponentially, and is now worth over \$1bn



2004
\$1m

Daniel Lubetzky launches KIND as not-only-for-profit company; KIND® Fruit & Nut bars appear on shelves for the first time, creating a new category



2008
\$3m

KIND® PLUS, made from whole nuts and fruit with an added boost of something extra, is introduced



2011
\$20m

KIND Healthy Grains® clusters are launched, marking KIND's first entry into the granola category



2012
\$70m

KIND® Nuts & Spices, boasting 5g of sugar or less and no artificial sweeteners or sugar alcohols, is launched



2015
\$400m

KIND Healthy Grains® bars are launched as the first chewy with a crunch offering in the granola bar category

KIND® Breakfast line, providing sustained energy from whole grains, is launched



2018
\$1bn

Pressed by KIND™, made from 5 ingredients or less (only fruit & veggies or fruit & chia) with no sugar added, is introduced

KIND is hitting its strides in the UK.

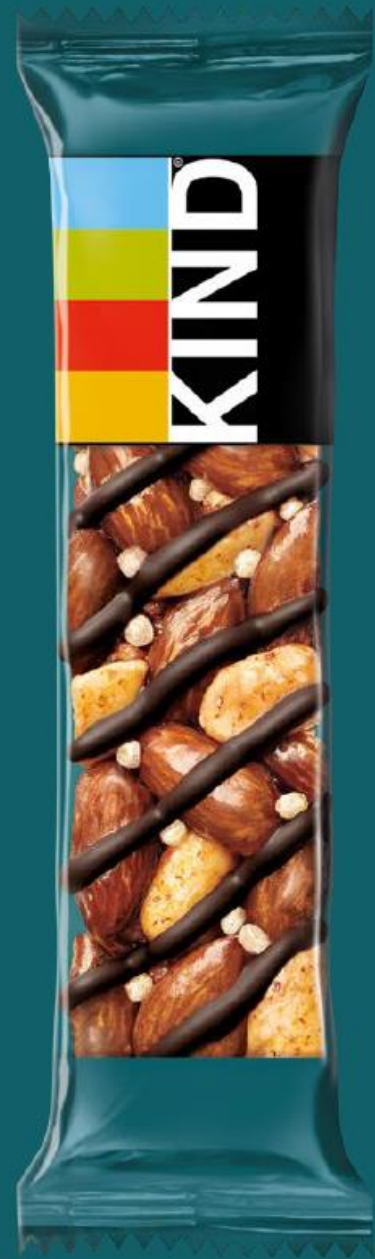
#1 snack bar singles brand

3 of the top 5 singles SKUs

largest contributor to category

growth fastest-growing multipacks

brand





why pick KIND?



**whole, natural ingredients - always
nutrient dense first ingredient**

gluten free & dairy free*

40% less sugar than competitor bars

protein from plant sources

high in fibre

natural, healthy fats from nuts

we're proud of how the KIND portfolio has grown.

Impulse Healthy Snacking



Main Aisle Cereal Bars



multipacks



multipacks

protein

core

breakfast

KIND singles.

In 2021, KIND will lead with our blockbuster SKUs + add some flavours that are sure to be a hit!

We'll say goodbye to these five...



#1 snack bar



huge in impulse



#3 snack bar



new & delicious



#5 snack bar



choc + orange = 🍷



4 of the top 10 snack bars are KIND®

Nielsen UK Total Market MAT £ sales – 52 weeks to WE 26.12.20





WHY GUM?

Gum is a convenient way of achieving a clean & fresh mouth on-the-go. It has become a sizeable category in UK but there is still significant opportunity

Consumers chew gum for a clean & fresh mouth

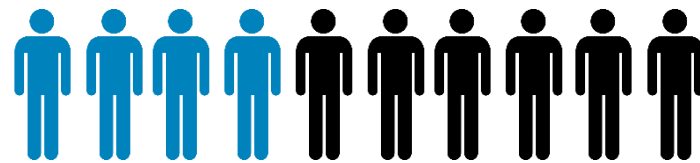


Convenience
Low substitutability

£260m category with huge headroom for growth



37% penetration



Gum is highly impulsive

82% only
bought gum
because they
saw it!

WHY GUM?



**MARS
WRIGLEY**



50% of the UK population chew gum weekly

Gum is **100% INCREMENTAL** and does not steal from any other category

Extra is the UK's **#1** sugar-free gum and one of the largest confectionery brands.

8.9m of weekly coffee drinkers **also chew gum**

Breath Freshening is the PRIMARY reason to chew **across all gum occasions**

The Opportunity

Drive average order value and sales by offering your customers an easy way to freshen their breath following food & drink!!

29% of consumers chew gum **after drinking a hot drink**

Gum has the **highest conversion rate** of all impulse products



**Before we talk
2022 there are
still some
exciting
launches in
2021.....**

**TRY BEFORE
THEY FLY!**

Brikses 134494
Bidfood 80897

Brikses 105684
Bidfood 31939

Brikses TBK
Bidfood 36029

Maltesers
MINT
REINDEER
MINI REINDEERS

Twix
LIMITED EDITION
WINTER SPICE

Brikses 132595
Bidfood 80855

LIMITED EDITION

Twix® Winter Spice
was the No. 1 Seasonal
bar in 2020

**STOCK UP
NOW!**

© 2021 Mars or Affiliates.



2022 Activity Plan



July & Nov

January

April



March



TBC



3 Key Priorities.....





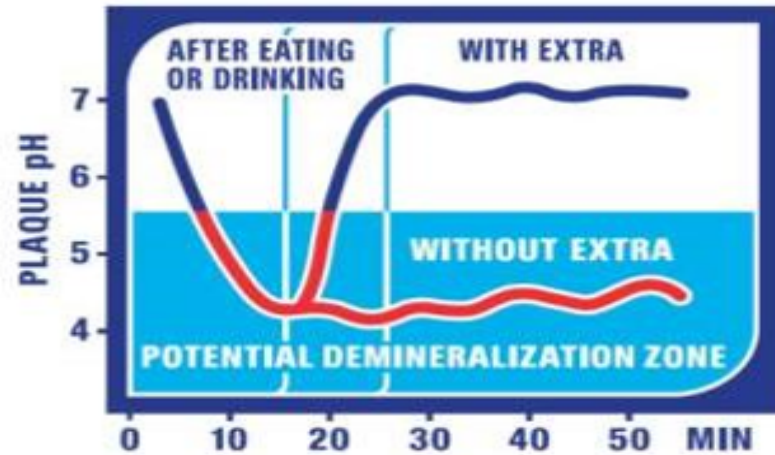
APPENDIX

The Oral Care Benefits of Sugarfree Gum

WRIGLEY
Oral Healthcare
Programme



The science behind chewing



Wrigley's Extra is accredited by the Oral Health Foundation and the Irish Dental Association who recognise the benefits of sugar free gum:

- ✓ Helps reduce plaque
- ✓ Helps reduce cavities
- ✓ Helps strengthen teeth
- ✓ Helps reduce dry mouth



The European Commission (EC) has approved **five oral health claims for sugar-free chewing gum**, one of the few food categories to gain such recognition

- Working with the Oral Health Foundation – a charity committed to our common goal of improving oral care standards in the UK
- Founding partner of the Platform for Better Oral Health in Europe which aims to place oral health further up the health agenda
- Communicate to Dental Professionals through the Wrigley Oral Healthcare Programme



100 CALORIE OR LESS*

100KCAL

Mars **SNICKERS** **TWIX**

P1 2022
Joint activation
with



**LITTLE TREATS
BIG TASTE**



Set to deliver **£14.5m CSV** in 2021!¹



7.3% of all Chocolate Singles buyers are **exclusive to 100kcal range**²



Shoppers are **spending 1.7x more** on the category overall²

NEW

Introducing TRIPLE TREAT



“
It's got a very nice flavour to it, I like it, it's very nice, very chewy, I would buy these.
”

TASTY REINVENTED



“
That does taste really good, quite moist, quite nutty, with a hint of fruit in there. That's a tasty chocolate bar.
”


**Taste is King
but Health is a
top factor in
Treating & Snacking**

The great taste experience of our brands made with recognisable, simple ingredients like crunchy roasted peanuts, dates & raisins & our real milk chocolate



“
It has that sort of chocolatey treaty indulgent taste that you'd like for a snack.
”

SNICKERS & MARS PROTEIN: MORE PROTEIN, 30% LESS SUGAR BRINGING OUR GREAT TASTE CREDENTIALS TO THE PROTEIN CATEGORY



MARS WRIGLEY



THE LIFESTYLE PROTEIN BAR MARKET
HAS THE POTENTIAL TO GROW BY

£100M

1: Wessanen Online Survey, May 2017 | 2: Leisure DB report, May 2017 | 3: Yougov | 4: Nielsen | 5: Mintel | 6: The Grocer, 2017



Caters to popular trends, with

75%

of consumers prioritising High Protein/Low sugar snacks

Source: Lightspeed/Mintel 2018

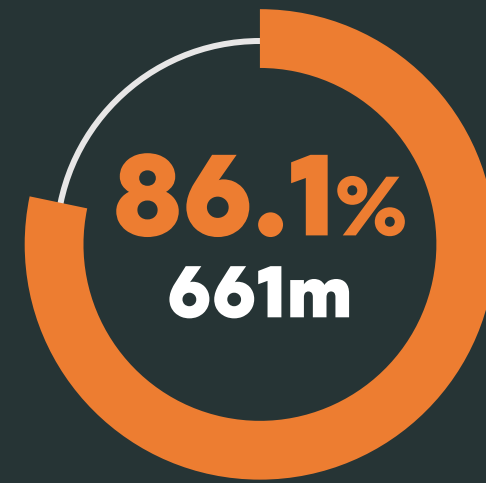


Ranked as the Top 3 lifestyle protein bars in the
Impulse channel, with **Snickers PB Protein ranked**

#1

Source: Nielsen Scantrack data we 29.05.21

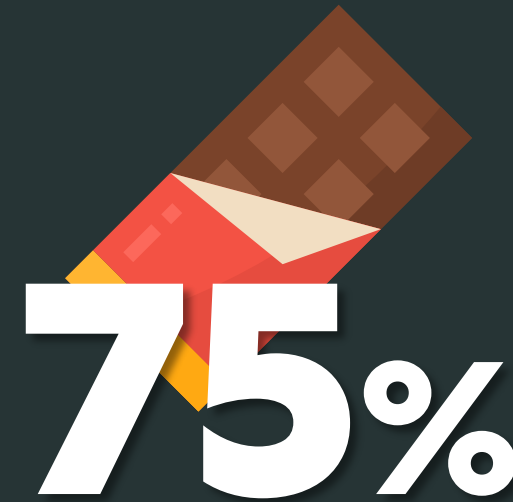
2022 WILL BE A **HUGE YEAR** FOR FOOTBALL



% European population
who watched some of
2018 tournament



% of people who watched
some or all of the matches
at home



% of viewers
who grab a
snack while
watching the
games

Sources: <https://www.fifa.com/worldcup/news/more-than-half-the-world-watched-record-breaking-2018-world-cup>), <https://wearebluechip.co.uk/wp-content/uploads/2018/07/Blue-Chip-World-Cup-X-Snacks-Drinks.pdf>



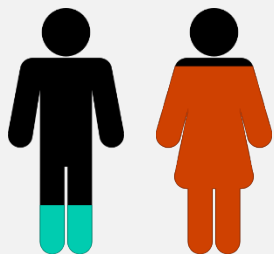
LET'S GET BEHIND OUR LIONESSES!!!

WOMEN'S FOOTBALL
SUMMER 2022
EBA

Who are the fans of Women's football?

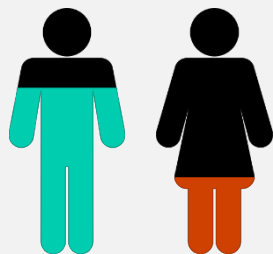
What people think...

21% 76%



What the research shows...

64% 36%



SUPPORTHER

WIN
PRIZES EVERY 90 MINUTES

VISIT WWW.SUPPORTHER.CO.UK TO ENTER

PROUD PARTNER OF THE ENGLAND AND SCOTLAND TEAMS

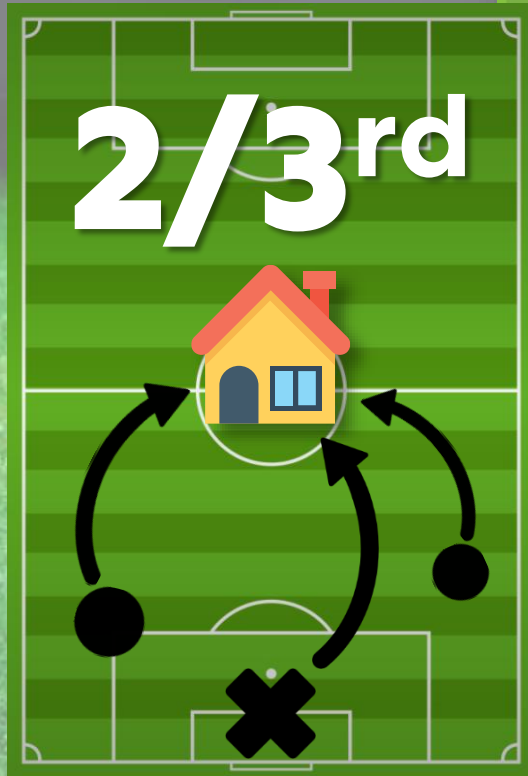
SNICKERS

11.7M



**MEN'S
FOOTBALL
WINTER 2022
P11 & P12**

GET MATCHDAY READY TO CELEBRATE FOOTBALL THIS WINTER



**FOOTBALL
FANATICS**

**SPORTY
SOCIALS**



**MATCH DAY REMINDERS
KEEPING YOU ON YOUR GAME**



**OWNING HALF TIME
SHARE THE FUN**

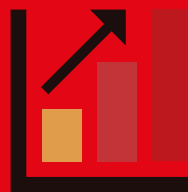


RECRUITING NEW CONSUMERS INTO DARK CHOCOLATE

with a uniquely delicious dark chocolate experience.

Maltesers but now with 65% MORE Cocoa & 30% LESS Sugar

TA-DAAARK!
INTRODUCING NEW
DARK MALTESERS



The perfect product to capitalise on **+15% growth** of Dark Chocolate. A more intense cocoa experience



Maltesers Innovation is proven to **bring younger shoppers into the category**. Making Dark chocolate relevant to U25s



The most requested new flavour by consumers on the **UK's Most Loved** chocolate Brand*



Reducing sugar is a **top three priority** for shoppers**

MARS WRIGLEY

YouGov 2021 BrandIndex, MW Consumer Care Contacts 2019-2021 (+15.1% Dark vs. 9.6% Milk) Scantrack Data: Q1 2021 = 12 we 27.03.21 GD Shopper Vista, 2020. Where do shoppers stand with sugar in 2020?

WRIGLEY'S **extra**'S BOLD NEW PACKS TO DRIVE RATE OF SALE

In Partnership with Gen Z fashion brand  I SAW IT FIRST



Strawberry Style

A Fresh New Look which when tested **SELLS BETTER¹** and **GRABS ATTENTION** while appealing directly to Gen Z

Capitalises on the key consumer January moment of **'New Year New You'** driving relevance in store

ADDING VALUE for the consumer with our in store & digital partnership with  I SAW IT FIRST



**FIND YOUR
FRESH
LOOK**

¹Hotspx, Orbit Visual Identity, 2019