

## TUCO Scottish Regional Meeting

Tuesday 30<sup>th</sup> November 2021 at 2:00 pm via MS Teams

### MINUTES

<b>Attendees:</b>	Ian Macaulay [Chair]	Edinburgh
	Mike Belton	Calmac Ferries
	Diarmuid Griffin	City of Glasgow College
	Judith Hoyle [Sec]	TUCO
	Elaine Hutton	Ayrshire College
	Catriona Lawson	APUC
	Louise Levens	APUC
	Scott Masterton	Glasgow
	Steven McKay	St Andrews
	Sarah McLoughlin	TUCO Academy
	Stuart McMaster	Calmac Ferries
	Nicola Mellor	TUCO Contracting
	Graham Paterson	Strathclyde
	Kate Quinn	Aberdeen
	Alan Riddell	St Andrews
	Laura Shaw	Strathclyde
	Jane Speirs	Ayrshire College
	Ester Vasallo	Forth Valley College
<b>Apologies:</b>	Andy Anderson	APUC
	Mark Donovan	Aberdeen
	Matt Gilmour	UWS
	Fiona Hughes	Strathclyde
	Calum MacLachlan	Aberdeen
	Mark Nixon	St Andrews

#### 1. Apologies for Absence

Apologies as listed above.

#### 2. Presentation by Debbie Langford from Love Joe's

A copy of this presentation is attached to the Minutes.

#### 3. Member Updates

Ian asked members who had catered halls what arrangements they were making. In line with new UK wide travel requirements, to have a PCR test within two days on arrival in UK, The University of Edinburgh, is going to advise students it is their choice to travel and they will not support this isolation period when waiting on PCR results.

However, if they subsequently test positive and need to isolate then they will provide them with food parcels. Examinations are 100% online.

It appeared that nobody is back to 100% of their income compared to pre-pandemic days. Diarmuid reported that the plan at City of Glasgow was to open up their training bistro next week for classes and a lot of their practical classes are back to fully occupied. As of today, they are due to open back up but this may change. They did experience a lot of footfall during COP26. They have been offering silver service meals for £4 to give students the experience. Diarmuid expects things to be reversed until after Christmas.

At Glasgow they have just opened up the subsidiary company restaurant. Scott is hoping that events will return to normal but they are now putting things on hold until after Christmas. Only around 6 or 7 of their outlets have opened.

At St Andrews Alan is having problems with staffing. Students recently held an impromptu ball following which there was a large number of isolations. They are advising students not to travel and exams will be held online.

Edinburgh are waiting to see what the effects of the new Omicron strain will be. Although sporting events are taking place there is a limit on the number of students who can be in a lecture at any one time.

Jane at Ayrshire reported that it has been difficult to get the students back in so they have been running special promotions in their refectories but are unsure of numbers. Most institutions are suffering from recruitment challenges.

Strathclyde have 80% of their original staff base but are only at around 20% of their usual sales. They are close to the city centre and therefore have a lot of competition. If they close more outlets they will have an excess of staff.

Ian asked if anyone had had any supply issues. Steven replied that at St Andrews there has been short-notice changes mainly in plant-based and gluten-free products. This is due to a combination of raw material shortages and people shortages. He does not feel that things will settle down for another few months yet. Minimum order levels are £100 for Brakes and £150 for Bidfood.

Stuart advised that CalMac are suffering with lack of stock and the main problem is with non-food items such as disposable cups, particularly the 12 oz size for their hot drink provision. Supplies from Vegware and other compostible products have been affected. Ian suggested trying other suppliers on the framework, especially given their requirements. Earlier this year and particularly in September, their footfall was almost back to pre-pandemic levels.

#### **4. TUCO Framework Updates (Nicola)**

Several tenders have just been awarded or in the process of being finalized.

*TUCO White Delivery App*: hoping to be finalized this week.

*Temporary Staffing:* This went live on 1<sup>st</sup> October but all companies on the framework have been hit by a lack of available temporary staff.

*Fruit & Veg:* A pre-tender survey has gone out for member feedback.

*Food Waste Management:* This was launched on 1<sup>st</sup> November and is a DPS so new suppliers can be added at any time. Details are on the website.

*Soft Drinks:* This has been extended until September 2022. Annual review meetings were held in October.

*Catering Light and Heavy:* Contract review meetings have been held and it appears that there are a lot of supply chain issues.

*EPOS Systems:* This is a DPS and has two new suppliers on there – Uniware and Zonal.

*Catering Innovation and Concept Solutions (CICS):* This is also a DPS system and four possible new suppliers are currently being evaluated. The next date for admissions will be 18<sup>th</sup> February.

*Milk and Bread:* Out to tender and due to go live end January.

*Meat and Poultry:* Second stage tenders being evaluated.

*Design and Installation for the Customer Experience:* Nicola is currently researching this.

*Fresh Fish and Seafood:* This is currently being re-tendered.

## **Price Increases**

Increases are due on the DipChem framework and there were increases on Soft Drinks as from October. Significant price hikes are due on Grocery, Frozen and Chilled as from January. Blakemore are predicting a 4% increase, Brakes 3.2% and Bidfood 2%. Hot Beverage will see a big increase on coffee beans with Bewleys predicting an 18% raise on coffee products and 9% on syrups etc. The effect on the price of a cup will be around one to two pence. On the Fresh Fish and Seafood there will be new prices available for Stickleback Company.

Nicola has asked suppliers to let members know of any price changes. All details of new pricing are available on the TUCO website.

## **5. APUC Report**

*Fruit and Veg:* Extension letters have gone out to all suppliers. This will now run to 19<sup>th</sup> December 2022. The re-tender process will commence in late Spring.

*Fresh Meat:* This will have its final extension in March 2022 until March 2023. There have been price increases from Campbell Brothers which came into effect on 8<sup>th</sup> November.

*Bakery Products:* Big Bite Catering are currently serving their 30 Day Notice Period due to lack of orders.

*Dairy:* This went live in October for a period of 2 years with the option to extend for a further 2 years. Grahams' packaging is now from 100% recycled products and they are also looking at cardboard packaging for milk products.

*Disposable Paper Products:* This was due to expire in April 2022 but has now been extended to finish in July. The re-tendering process for this has now commenced.

*Sustainability:* APUC have now gone live with the independent sustainability ratings company EcoVadis. Regarding single-use plastics, the Scottish Government have confirmed that regulations introduced last year will come into effect in June 2022.

The impact of Brexit and COVID-19 Supply Chain issues continued to be monitored with all key suppliers.

APUC are currently working on finalizing their Management Information spend reports.

## 6. TUCO Academy Update

Sarah has been running quite a few online courses which have qualifications attached. These were made possible by volunteer Invigilators from within our members. She has run face-to-face courses in Cardiff, Huddersfield, RNCM, Sheffield and Cambridge. The cost for a Level 2 qualification is just £15 which covers the cost of the qualification.

We have a Level 4 Food Safety course coming up in January and Refresher courses are all free of charge. We are just six short of 800 qualifications gained over the past 3 years with many of these during lockdown. Members can also have bespoke courses delivered at their institutions. Courses available include:

- Level 4 Food Safety
- Level 2 and 3 Customer Service
- Healthy Foods and Special Diets
- First Aid for Mental Health
- Allergens and HACCP
- Change Management
- Leadership
- Mentoring

Planned Vegan study tours have now been postponed until March – Newcastle (15<sup>th</sup> to 16<sup>th</sup>) and London (30<sup>th</sup> to 31<sup>st</sup>). We are continuing with our webinars and are available soon afterwards to watch at members' leisure. We are holding another Innovation Day on Food Waste in conjunction with WRAP as well as a Plastics Update. We also have a webinar planned on Youth Nutrition.

The Global Food Trends Report will be launched at our Winter Conference and 3 webinars will be delivered by Charles Banks and the team at thefoodpeople on 13<sup>th</sup>, 15<sup>th</sup> and 17<sup>th</sup> December.

On 19<sup>th</sup> January 2022 we will be holding a webinar on calorie labelling ready for the new legislation coming into effect in April. We also have plans for a further Innovation Day on Food Technology.

The second Masters Degree cohort all passed and will be graduating next year. The third cohort will be commencing their course in January 2023.

We are working with Menus for Change and the Culinary Institute of America. This is suitable for all our members as you can tailor it to suit your individual needs.

Our Winter Conference is being held in Nottingham on 8<sup>th</sup> and 9<sup>th</sup> December. There will be an evening dinner on Wednesday 8<sup>th</sup> followed by the day event on the Thursday. This will include such speakers as restaurateur Sat Bains, Charles Banks from thefoodpeople, Dawn Bowstead from Hospitality Jobs UK, Claire Roper from Quorn and Nadim and Tanya Ednan-Laperouse from Natasha's Foundation.

## 7. Sustainability

Matt Tebbit from Reading is the new Chair of the Sustainability Group, taking over the role from David Nuttall.

## 8. Board Update

Membership has grown with 11 new members – mainly Associates – and now out of our 627 members 28% are Full, 70% are Associate and 2% are Affiliates. We have a new procurement partnership with LACA and had a presence at their recent Main Event in Birmingham. We had forecast for our April to June income to be at around 10% of pre-pandemic levels but the actual was a much more promising 44%.

The Winter Conference is taking place at the University of Nottingham on 8<sup>th</sup> and 9<sup>th</sup> December. Our Summer Conference will be combined with our Chefs' Competitions and will be held at Keele University in July 2022. The venue for the Summer Conference 2023 will be St Andrews.

Ian asked members if everyone had now received their Value for Money Reports.

Alan explained that we are looking to do a Member Satisfaction Survey. He then ran through the financial situation – in 2019/20 Reserves were at £2.8 million and in 2021 they were £2.0 million. We have been carrying out interim audits.

Take up of ProcureWizard has slowed down recently so we are now targeting institutions with spend of less than £0.5 million.

The Apartment now has new tenants at an increased rent. Funding has been secured for removal of the cladding following the Grenfell disaster.

We have just employed two new Junior Category Managers who will take up their roles as from 1<sup>st</sup> December.

## 9. Any Other Business

Alan mentioned the possibility of re-commencing face-to-face meetings. Plans for 2022 are from the three Regionals to have two online and one in-person networking event. Some regions are already arranging their in-person meetings for next year. It is hoped that the Scottish region could hold theirs during the summer term.

## 10. Date for Next Meeting

Date to be confirmed for Spring 2022.

# love Joes

INTRODUCTION & PRODUCT OVERVIEW



# CHICKEN CULTURE

From the seed of an idea to the fully blossomed finished product. Our team are absolutely obsessed with chicken.

## OVER 100 CHICKEN EXPERTS

Providing you with the very best quality chicken and menu ideas from



Restaurants



Street Food Vendors



Pubs



Leisure



Education



Healthcare



B&I

# CHICKEN CONNOISSEURS

We are very proud of our A BRC rating and our custom built, state of the art facility ensures the standard of product we deliver is premium quality.



**All our marinated chicken is  
British Red Tractor certified**



We also produce a range of coated and cooked chicken using British Red Tractor approved chicken.







WE CURRENTLY HAVE OVER

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1000

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PRODUCTS AND COUNTING

Delicious as a stand alone ingredient or fit perfectly into one of our mouth-watering easy to prepare concepts



The perfect  
**Grab & Go**  
solution

**WRAP**<sup>®</sup>  
it up!

IF **Joes**<sup>love</sup> HAD A SIGNATURE PRODUCT DISH IT WOULD BE THE CHICKEN WRAP. LOVED BY CUSTOMERS OF ALL AGES FOR AS LONG AS JOE CAN REMEMBER!



## CARRIER

Tortilla, flat bread or naan bread.



## A SOURCE OF PROTEIN

### Marinated Chicken

- Sliced
- Diced
- Strips
- Skewers

### Coated Chicken

- Mini Fillets
- Bites



### Our Marinades

We stock a wide range of options which includes BBQ, Jerk, Mediterranean, Piri Piri, Tikka & Tandoori.



## THE FINISHING TOUCHES

Salad, sauce and garnish.



Fresh or Frozen



Gluten Free Marinades



Halal Options



Enjoy  
**Britain's  
favourite**  
dish



love  
**Joes**

# EASY AS 1,2,3

A source of protein



Diced, sliced or boneless whole chicken thigh or breast.  
*For maximum flavour we suggest choosing a marinated option.*

Veggies are a great alternative too!

Curry Sauce



We stock a wide range of curry sauces which include a selection from the award winning Holy Cow.



Add the finishing touches



Complete your offering with our accompaniments which include rice, naan breads, samosas, onion bhajis and mint yogurt sauce.

## Joe's Tip

Serve in a Love Joes food pot for the perfect grab and go option

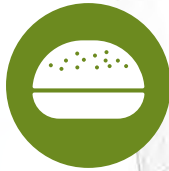




It's estimated  
that in the UK,  
**a burger is  
eaten every 20  
seconds**

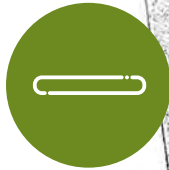
ADD ONE OF OUR TASTY BURGERS TO  
YOUR MENU FOR AN EASY TO PRODUCE  
OFFER THAT FITS WITH OUR GRAB & GO  
PACKAGING AND MOST IMPORTANTLY  
APPEALS TO ALL AGES.

# BUILD A BURGER IN 5 EASY STEPS



## CHOOSE YOUR BUN

Brioche buns are a popular choice.



## WHAT'S YOUR FILLET

Buttermilk, southern style, hot & spicy, breaded, marinated whole thigh, breast fillet or butterflied breast.



## TO CHEESE OR NOT TO CHEESE

Cheddar, American cheese, Mexican cheese, blue cheese, gouda, goats cheese, pepper jack, Swiss or brie.



## IT'S ALL ABOUT THE TOPPINGS

Pulled meats, salad, salsa and garnish.



## GET SAUCY

Add a splash of sauce, we stock a wide range of flavours.

1 litre  
squeezy  
bottles



The perfect  
**Grab & Go**  
solution

A foodservice you'll just love  
**Joies**  
A foodservice you'll just love

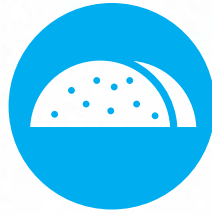
IT'S ALL  
**GREEK**  
• TO US! •  
TRADITIONAL EASY TO PREPARE MENU OPTIONS FOR ON THE GO!



**NEW**

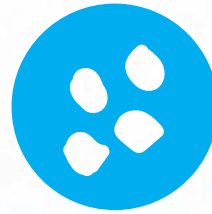
Chicken Gyros,  
Chicken Souvlaki &  
The Zeus Burger  
Recipes Available!

IT'S ALL  
**GREEK**  
• TO US! •



## CARRIER

Choose from Love Joes range of authentic pitta and flat breads, we recommend serving the bread warm.



## A SOURCE OF PROTEIN

Use Love Joes Mediterranean chicken available on skewers, whole thigh and sliced. For a meat free option use Love Joes halloumi or vegan balls.



## THE FINISHING TOUCHES

Add our ready to use tzatziki or mint yoghurt with fries, some crisp salad with chopped tomato, cucumber, red onion, coriander and olives if desired. Finish with a squeeze of lemon juice to give a little extra zest.



Fresh or  
Frozen



Gluten Free  
Marinades



Halal  
Options





# Just Wing it with Joes<sup>love</sup>

WINGS ARE VERY EASY TO PREPARE AND ALWAYS POPULAR. WINGS MAKE A GOOD PROFIT, AS A STARTER, SNACK OR MAIN COURSE AND PERFECT FOR GRAB & GO OFFERS.



# CHOOSE YOUR MARINATED WINGS & GARNISH!

Below are some of our favourite topping combos...



**Joe's Tip**  
Our Buffalo & Jerk wings always go down a treat!



## SOME LIKE IT HOT



Hot chilli sauce garnished with diced celery, rock salt and red chilli.



## SWEET HEAT



BBQ sauce finished with sesame seeds and chives.



## COOL IT



Mint yoghurt and lime dip garnished with lime and lemon zest.



Fresh or Frozen



Gluten Free Marinades



Halal Options

# BEAT THE HIGH STREET





**Joe's Tip**

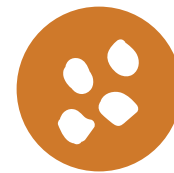
Try our brush-on glazes to intensify the flavour

# RIRI ZAMIA



## ON THE BONE

Spatchcock, legs or chicken wings.



## BONELESS

Butterfly breast fillet or boneless chicken thighs

Sliced and diced chicken -  
**Great in a wrap or pitta with salad!**

## Team up with sides and sauce!



### Sides

Rice, chips, corn on the cob or coleslaw.



### Get Saucy

Add a splash of sauce, we stock a wide range of flavours.

JOE'S LIP LICKING

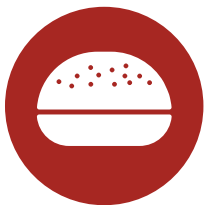
# SOUTHERN STYLE

MENU IDEAS

Our southern coated, buttermilk and battered chicken fillets, mini fillets, nuggets and bites can be used to create a variety of menu options



BOX  
MEALS



BURGER  
MEALS



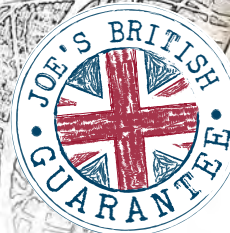
WRAP  
MEALS



SMALL  
BITES

## Joe's Tip

Team up with a side to create a complete meal





**1 in 8**  
Britons are now  
**vegetarian or**  
**vegan**

**VEGGIE**  
**LICIOUS**



## WE HAVE ADDED A NUMBER OF GREAT TASTING VEGETARIAN AND VEGAN PRODUCTS TO OUR PORTFOLIO.

- HALLOUMI FRIES
- ONION BHAJI BURGER
- VEGETABLE SAMOSAS
- HALLOUMI BURGERS
- VEGETABLE SAMOSA ROLLS
- VEGGIE BURRITO

**We recently teamed up with Devil's Kitchen in order to bring a fantastic range of vegan burgers and balls to the market.**

The jerk vegan burger will provide a taste of the Caribbean to your plant based armoury and the spicy meatballs are wickedly versatile.

Everything they make is 100% vegan - healthy, sustainable food from the kitchen of the worlds first vegan football club. Forest Green Rovers quoted as "the world's greenest football club" by FIFA. All their ingredients are designed to improve health and performance!





# STAND OUT FROM THE CROWD



We supply menu holders with acetates and a wide range of posters to support our products



## PACKAGING



# NEED A LITTLE MORE?



*Please note: print costs apply and fitting will have to be carried out by the customer*

# HOW DO I ORDER?



INBOUND AND  
OUTBOUND INTERNAL  
SALES TEAM  
**01922 745 818**

ORDER ONLINE AT  
**WWW.LOVEJOES.CO.UK**

Access our full product  
catalogue with prices

Product nutritional information

Order history



## Joe's Tip

Place your order  
on day 1 for  
delivery on day 3



# WHY CHOOSE **love Joes**?

## **VERSATILITY**

14 cuts of chicken, extensive range of marinades, breads, sauces, vegetarian and vegan solutions. Everything for the most demanding kitchen in one supplier.

## **RELIABILITY**

Love Joes have a dedicated fleet of modern vehicles with a team of experienced & established drivers focused on customer satisfaction.

## **PROFITABILITY**

Meet customer satisfaction and increase footfall by introducing a street food style offer, there's something for everyone!

## **CONSISTENCY**

Love Joes do the hard part by freshly preparing and marinating the chicken. Taking the pressure off busy kitchen teams and ensuring consistent quality every time.

## **FLEXIBILITY**

Love Joes sales team will collaborate on marketing, flavour trends, menu support, training & engaging with your valuable customers.



THANK YOU

love  
Joes