

TUCO South Eastern Regional Meeting Tuesday 14th December 2021 at 02:00 pm via MS Teams

MINUTES

Attendees:	Manish Shah [Chair]	King's College London
	Jonathan Ames	King's College London
	Jacqui Beazley	LSE
	Claire Cobb	The Kenmal Academy Trust
	Graeme Collie	South Essex
	Lisa Connellan	King's College London
	Susie Cullen	Anglia Ruskin
	Yvette Cutcliffe	Surrey
	Li Davies	TUCO
	Judith Hoyle	TUCO
	Hayley Lowes	Kent
	Nicola Mellor	TUCO
	David Oakley	Churchill College
	Natalie Phillips	TUCO
	Darren Tyers	Essex
Keith Williams	Kent	
Sandra Ziolyte	The Education Space	
Apologies:	Martin Batt	Reading
	Bill Brogan	St John's College
	Kamil Khoury	Imperial
	Sarah McLoughlin	TUCO Academy
	Jemma Morris	Royal Holloway
	Ginny Vandebroek	Parliament
	Wendy Wenborn	Anglia Ruskin
	Matthew White	Reading

1. Welcome and Apologies

Apologies are as above. Manish welcomed new members.

2. Member Updates

Kent

Keith had attended the TUCO Winter Conference in Nottingham the previous event and felt that it had been a really good event. They have a number of international students on campus who are unable to get home. Most of the Christmas business has been cancelled and there is very little money to be made.

They have invested heavily in some large stretch tents which work well in keeping students outside to socialize. This has worked very well and has proved very popular.

Churchill College Cambridge

David reported that they have had two years of Freshers celebrating together so the bar has been very busy with some big student dinners lately with no COVID cases as a result. However, there were a few cases from some of the smaller events. There was a quantity of leftover wine which will be distributed amongst the staff. The café will be open over the Christmas period to cater for the 50 students left on campus.

South Essex

Business is back up to pre-COVID levels but it is proving difficult to get everybody to wear masks. The college will be closing for 2 weeks as from Friday 17th December.

LSE

Jacqui reported that income was down everywhere (70% in their outlets) based on pre-COVID levels and as a result they have had to let some staff go. Graduation receptions have had to be cancelled and the leftover mince pies were donated to charity. They have quite a number of positive COVID cases and one outlet was forced to close as 5 out of the 7 staff tested positive. They are struggling with problems with staffing levels.

Anglia Ruskin

Susie announced that she started in her new role on 1st November as Head of Catering. She has been at ARU for several years but was previously Conference and Events Manager. Most students left on Friday 10th but care packages have been arranged for those in isolation. They are also giving out Uber Eats vouchers for isolating students. They have lost a huge amount of staff and agile working is in place. They are expecting more students on campus as from January. On the sustainability front they are looking at their use of plastics and also reducing meat consumption.

Surrey

Turnover in the bars has gone up. 315 people will be having Christmas Lunch on campus and they will be providing care packages for those in self-isolation.

Essex

Business is at 60% of pre-lockdown levels. They have lost a lot of staff and the Agency cannot provide enough temporary staff so some outlets will be forced to close. There is uncertainty around the second wave of students due back in January. Some core events have been cancelled but they are planning on doing winter graduations in January. They have also seen a big increase in positive cases at the moment. They are planning to move over to UPay from the basic App as updates were doing being done on that.

KCL

Jonathan reported that social activities on and off site have had to be cancelled so they have seen a steep drop in sales. They are still supporting residences with care packages in conjunction with Vegetarian Express. This is going really well but the hospitality side is quiet until 10th January 2022.

Lisa advised that all teaching finished on Friday. There are very few staff around but still a lot of students on site with restaurant spaces busy. A lot of items are out of stock which are actually showing as in stock on ProcureWizard.

Manish commented that forecasting has been very difficult as they just do not know what is happening. Hybrid working looks set to stay.

There have been a couple of price increases from suppliers with a 2% blanket increase from Bidfood and a large hike on coffee with Bewleys. They are currently trying to get their heads around calorie labelling coming into effect in April 2022. Graeme Collie was announced as the new Executive Chef at King's who will take up his post in the New Year. Members congratulated Graeme on his new role.

3. Procurement Update

TUCO Delivery App: Contract finalized and will be launched soon.

Temporary Staffing: This went live in October. All agencies are struggling for staff. There are a number of new suppliers on there.

Fruit and Veg: This is being re-tendered and a survey has been sent out to members.

Food Waste Management: This is being renewed and will be a DPS. A further competition needs to be carried out if you wish to call-off on this agreement.

Soft Drinks: Final extension to September 2022. Contract review meetings have been held with suppliers.

Catering Light and Heavy: Review meetings were held at the end of September with some price increases.

EPOS DPS: Two new suppliers have been added – Uniware and Zonal.

Vending: Contract review meetings have been held in November.

CICS: This is in the process of being reviewed with new suppliers on there.

Temporary Structures: This is very quiet at the moment with little demand.

Milk and Bread: Currently out to tender and ITTs are being evaluated.

Meat and Poultry: Being evaluated and due to start in January.

Surveys are out for Fresh Fish and Seafood and Design and Installation for the Customer Experience. Nicola would appreciate some feedback on the Design and Installation framework.

Price Increases

Soft Drinks increases went live in October and DipChem in December. On Grocery, Frozen and Chilled – all suppliers will have increases as from January with significant increases. These will be valid until April.

David asked about price benchmarking and Nicola explained that we have Quenelles who take the top 100 products to benchmark against.

New prices are being introduced by the Stickleback Company on the Fresh Fish agreement.

On Catering Light and Heavy increases have been forced due to the price of both stainless steel and aluminium going up. Churchill will also be putting up their prices due to an increase in raw material costs.

Manish asked if members were planning to pass on these price increases to customers but most institutions will be holding their prices for now. Anglia Ruskin are increasing prices of coffee and pre-made sandwiches as costs have gone up considerably on those items.

4. 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 (15th to 16th) and London (30th to 31st). 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 13th, 15th and 17th December.

On 19th 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 was held in Nottingham on 8th and 9th December. There was an evening dinner on Wednesday 8th followed by the day event on the Thursday.

This included 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.

Manish wished to record thanks to Sarah McLoughlin for her excellent organization of such a successful event.

5. Board Update

David Nuttall has completed his time as a Board Director and as a result has also stepped down as Chair of the Sustainability Group. TUCO have two new members of the Category Team – Natalie Phillips and Li Davies who join us as Junior Category Managers.

TUCO suffered losses of around £800K but business is currently looking better than forecast at around 60%. We still have reserves of £1.4 million.

National House, TUCO's Manchester office, has 10 months remaining on the lease after which time it will not be renewed. We also have the company apartment as an asset. It has tenants in there for the time being until it will be put on the market at some future date.

6. Presentation by Will Porter of Klimato

A copy of Will's presentation is included with these Minutes.

7. Any Other Business

At the end of March 2022, Brakes will be holding a Food Show over 2 days at the University of Reading which, as well as demonstrations and showcasing of products, will include a presentation on Menus of Change by Matt Tebbit and one on Digital Marketing by Board Director Gagan Kapoor from Loughborough University.

8. Date of Next Meeting

29th and 30th March 2022, University of Reading – more details to follow.



with ...





Background



The food industry accounts for up to 35% of the world's total emissions (IPCC)



Consumers demand climate friendly food and transparent companies



Climate labeling of food will be an industry standard in the future



| One Planet Plate & climate budget



WWF - a guide to a sustainable diet

Based on the goals set forth by the Paris agreement, WWF has developed a “guide” to how we should eat in order to reach the 1.5 degree goal. We have a very clear climate budget, where our emissions shouldn’t exceed 11 kg CO₂e.



Klimato - calculating each meal

*Based on One Planet Plate - we wish to inspire chefs and consumers towards climate friendly options, in order to be able to reach the Paris Agreement. With a weekly budget of 11 kg CO₂e, **we have defined 0.5 kg CO₂e as “climate friendly”.***

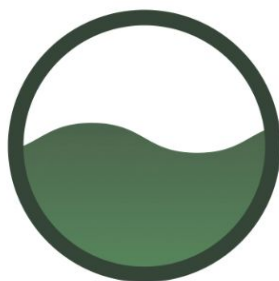
How much CO₂e do you put on *your* plate?



Low

0.1-0.5 kg CO₂e

Low climate impact. Choose meals with this label and contribute to cutting the CO₂e emissions in half



Medium

0.6-1.5 kg CO₂e

Medium climate impact. The average CO₂e impact per lunch or dinner is around 1.7kg CO₂e

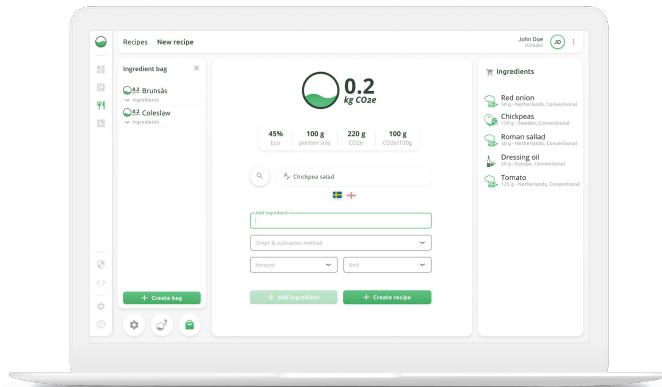


High

1.6+ kg CO₂e

High climate impact. Meals with this label have a higher climate impact compared to the average meal

Klimato's solution



Climate calculator

Calculate and plan climate friendly recipes. The calculations are based on certified and country-specific CO2e data. The calculator now also provides you with nutritional information as standard.



Climate labeled menus

Use xxx-specific templates and customize the menu according to restaurant-specific preferences and formats.



Monthly reports





Follow each restaurants' climate KPI's, compare against each other and present sustainable progress.





Case: **Sodexo**



TODAY'S LUNCH

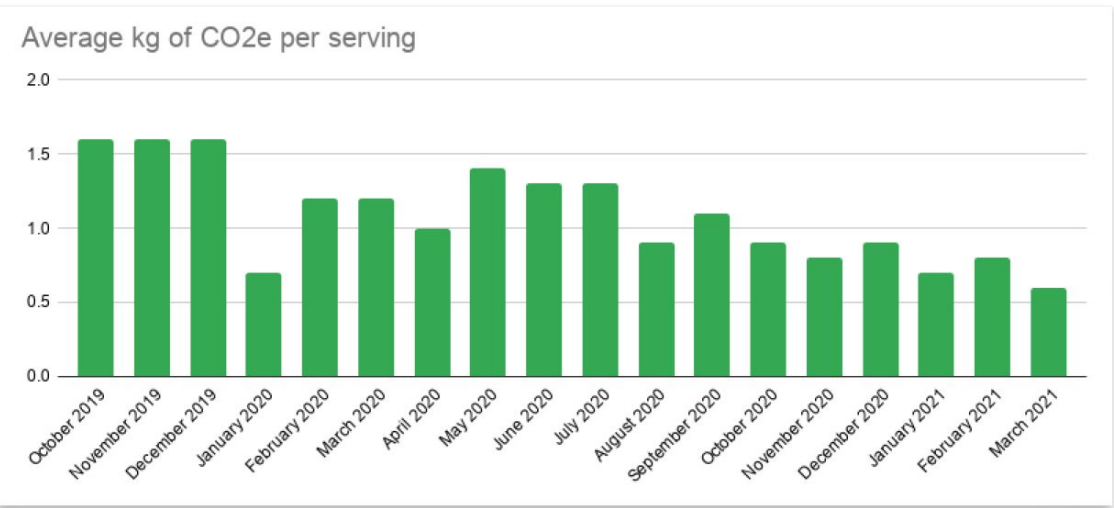
<p>Veg Lindström pickled beetroot cream, potatoes, green peas</p> <p> 0.2 kg CO₂e</p>	<p>Roasted parsnip & carrots rape seed oil</p> <p> 0.1 kg CO₂e</p>
<p>Italian meatballs in tomato sauce gremolata with spiced spaghetti</p> <p> 3.4 kg CO₂e</p>	<p>Salted cod with blue mussels white wine, boiled potatoes</p> <p> 1.0 kg CO₂e</p>

Climate labeled by  Klimato

 **sodexo**
QUALITY OF LIFE SERVICES

AstraZeneca site

According to a customer survey **75%** of guests chose a more climate friendly meal.

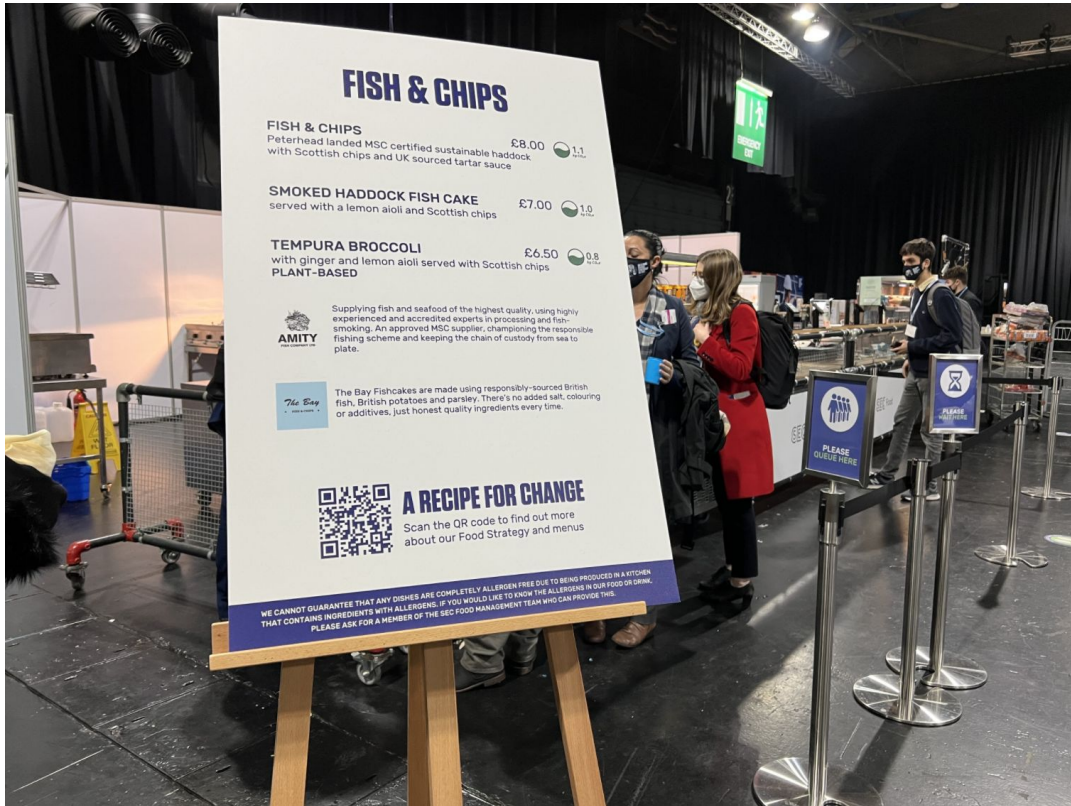


Cytiva (General Electric)

From October 2019 to March 2021 the restaurants average climate impact per serving was reduced by **63%**.



Case: COP26



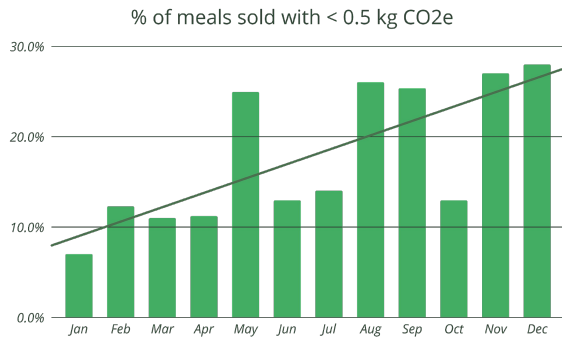
“Attendees here at COP26 are now informed of the carbon impact of their meals” - Time Magazine

“Scientific studies have proven that these choices can significantly reduce one’s carbon footprint”- Bloomberg news

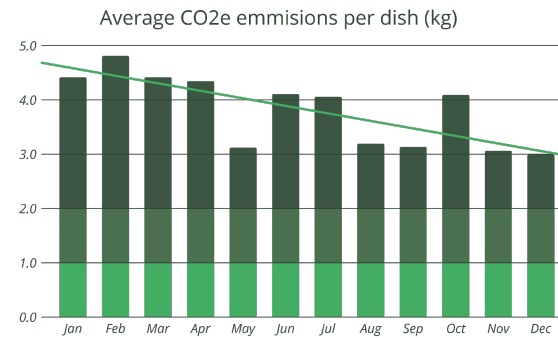
“All dishes at the COP26 cafeteria are carbon counted. We need this everywhere, and we need it now” - Paul Lighfoot, Brightfarm



What's in it for you?



From Bastard Burgers 2019 climate report



From Bastard Burgers 2019 climate report



Label your menu to **increase sales of climate smart food**

Follow current food trends, **create loyalty and attract new customers**

Track and share your sustainability progress to **involve your colleagues and guests in your sustainability work**

Lower your carbon footprint. **Be an organisation that takes action!**



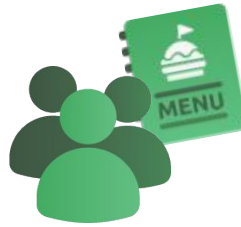
To get started Klimato



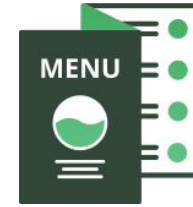
Calculation &
app demo meeting



Recipe calculations



Menu design &
Communication meeting



Going live
with the label!



Kick off meeting
with the whole team





Keeping the planet chill - one meal at a time

Will Porter

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