The University Caterers Organisation

TUCO Scottish Regional Meeting

Thursday 12th May 2022 at 10:00 am

Steeple Suite, Forth Valley College, Falkirk

MINUTES

Attendees:	Ian Macaulay [Chair]	Edinburgh
	Andy Anderson	APUC
	Iain Calder	Forth Valley
	Gareth Davies	Forth Valley
	Judith Hoyle	TUCO
	Elaine Hutton	Ayrshire College
	David Kerr	Strathclyde
	Louise Levens	APUC
	Calum MacLachlan	Aberdeen
	Steven McKay	St Andrews
	Sarah McLoughlin	TUCO Academy
	Nicola Mellor	TUCO
	Graham Paterson	Strathclyde
	Alan Riddell	St Andrews
Via Teams:	Thomas Day	Heriot Watt
	Laura Shaw	Strathclyde
Apologies:	Mike Belton	Calmac
	Mark Donovan	Aberdeen
	Matt Gilmour	UWS
	Lee Harding	UWS
	Fiona Hughes	Strathclyde
	Stuart McMaster	Calmac
	Mark Nixon	St Andrews
	Scott Robertson	Dundee
	Jane Speirs	Ayrshire
	Ester Vasallo	Forth Valley

1. **Welcome, Introductions and Apologies**
   Apologies as listed above. Ian welcomed everyone following our last meeting on 24th February and explained that a key aspect of the meeting will focus on procurement so all know what options are fully for frameworks as price was the biggest issue the sector was facing at the moment.

2. **Presentation by Biller Miller of Coffee Conscience**
A copy of this presentation is attached to the Minutes.

3. **TUCO Framework Updates (Nicola)**
Nicola reported that no new tenders had been awarded since February. They are in the middle of a lot of new tenders and at the Research and Strategy stage with several.
Fresh Fish and Seafood: due August
Fruit and Veg: tender was being prepared however now on hold as STS have changed their service, so we have a new provider – Micron 2. This has now been extended until 2nd October. Both Aberdeen and Edinburgh use this framework and asked why Total Produce and Mark Murphy are still being shown as two separate companies? Nicola will take this up with Jane Eve.

Action: Nicola

Design and Installation: SQs are in and are being evaluated. The results will be into the Tender Working Party by the middle of next week. They have had a lot more responses than last time – some very good and some poor. This agreement was originally put in place four years ago.
Sandwiches: The ICT is currently being evaluated and is due to go live on 1st July. Sampling was held during the previous week.
Soft Drinks: This has been extended into its final year and will expire in September. Tender documents are out and returns are due on 15th June.
Kinetics: (Accommodation, Event, Catering and Hotel management software) 4 Lots – tender was due to start April 2022, but the process isn't underway yet. Still engaging with suppliers and ascertaining the scope.

We have quite a number of DPS frameworks including EPOS, which has four new suppliers on there. Bleep, Datasym, Uniware & Zonal have been added as new providers.

CICS: The next date for SQ is 18th May.
Kitchen Equipment Maintenance: Hobart have been awarded onto Lots 1, 2 and 3 but Overclean have asked to be removed from the framework.

Contract Review Meetings
Grocery Frozen and Chilled: This will be done throughout May if anyone would like to join.

It was noted that members have been relying more and more on SMEs as the bigger companies do not want to deliver up to Scotland.

Ian wished to review the list of Regional Commodity Champions, which is now as follows:

Fruit and Veg:	Ian Macaulay
Meat and Poultry:	Not used in the region

DipChem:	Scott Robertson
Convenience Retail:	Currently no representative from Scotland. Contract runs from 2020 – 2024. Possibly Deborah Leitch from St Andrews?
Grocery, Frozen & Chilled:	Mark Donovan. Steven McKay to replace Scott Girvan
Hot Beverage:	Calum MacLachlan
Catering L&H Equipment:	Mark Nixon and Stuart McMaster
Soft Drinks:	Mike Belton
CICS:	Joe McGroarty
Sandwiches:	Switch Ian Macaulay to Martin Bonner
Vending:	Due for renewal September 2024. Was Peter Bacchetti. Add Jon Duncan (Aberdeen), Elaine Hutton (Ayrshire) and Steven McKay (St Andrews)
Alcohol:	Mike Belton (Calmac) and Barbara Welsh (Glasgow)
Kitchen Equip Maint:	Diarmuid Griffin (City of Glasgow), Mark Nixon
Recruitment:	Ian Macaulay
Waste:	Steven McKay
Design & Installation:	Ian Macaulay
Vegan & Vegetarian:	Steven McKay, Maureen McQuillan (Strathclyde) Joe McGroarty to come off, Michael Croy (St Andrews) to be added
Temporary Structures:	Petra Barber (Aberdeen)

Pricing
The main factors having an impact on prices are:

- Cost of inflation
- Raw materials
- Harvests (particularly in Ukraine)
- Cost of living
- Transport and shipping
- Fuel increases

Alcohol: No price increases as yet.
Convenience Retail: Four suppliers have put up their prices.
Fresh Fish: Norwegian salmon prices are at their highest level ever.
Catering Light & Heavy: impacted by soaring raw material costs like Stainless Steel (39%) Aluminium (51%) Churchill products will be around 2.25 times higher than 2019/20 due to soaring energy costs, clay, labour, packaging. Mirrored by other manufacturers. Again, due to fuel hikes, expect more increases on crockery!
Sandwiches: Sandwich King has put price of the egg related products up due to their egg price has gone by 50%. It was caused by shortage of eggs due to Avian Flu outbreak across the UK & Europe which has seen over 2 million laying birds culled.

Soft Drinks: Jane's Beverages, Bidfood and Brakes have brought in price rises.
Grocery, Frozen and Chilled: Bidfood' monthly market prices are changing constantly mainly on oils and fresh fish. Brakes have actually had fewer price changes than others.

The SMEs have been struggling. Many lines are either not available or being replaced. Gluten-free products in particular are in short supply.

Mandy Johnston has been looking at carbon reduction vs offsetting and Nicola asked if members have directives in place to reduce their carbon footprint rather than offsetting.

4. **APUC Report**

Fruit & Veg: This needs to be re-tendered to go live on 20th December. The process is now starting. The price window closed on 1st May and is currently being reviewed.
Meat & Poultry: This expires on 1st March 2023 so will be re-tendered towards the end of the year. There have been price increases with McClaires and CTM – the price of poultry has gone up 33% in the last few weeks and we have since had a further two exceptional price increases come in.
Bakery: This went live on 7th September 2019 and is open for a one-year extension. We will be expecting price increases coming in in the summer.
Dairy: This commenced 22nd October 2021 and pricing windows have been changed to quarterly. Grahams have requested an increase of 10 pence per litre for all milk-related products but this has since been cut to 6 pence per litre.
Fresh Fish & Seafood: We have had three exceptional price variation requests. The price of salmon has gone up by 50% but we are hoping that this will stablilise in the next couple of months. The price of white fish is also rising now.
Janitorial Cleaning Products: This is currently being evaluated and hoping to go live on 2nd August.

The plastic packaging tax came into force on 1st April. We are keeping an eye on the HGV Drivers shortage. There are now more drivers but salaries have rocketed.

Ukraine
APUC have issued a questionnaire on the impact of sanctions. The next Quarterly Market Impact report is out at the end of June. Stocks of Sunflower Oil are very low as most of it comes from Ukraine. There has been a 35% tarif imposed on plastic, cardboard and tin.

Sustainability
They are still working on climate change and carbon reduction and are also working on the FNT30 Plan for zero carbon. They are still working with EcoVadis on supply chain and sustainability. The ban on single-use plastics will be coming into force in Scotland on 1st June.

5. **TUCO Academy Update**

March saw the return of Study Tour with the Vegan and Vegetarian Tour to both Newcastle (9 delegates) and London (14 delegates) for which we had very good collaboration with Vegetarian Express and LWC. There will be more study tours planned – four in the UK and one in Europe, probably in January to coincide with Expo Grüne Woche in Berlin. We will also look to do something with Studentwerke over there.

June will see the return of Development Days with Food Photography on 8th June and a Food Waste Webinar on 30th June. Sarah asked members to sign up for this by the end of May deadline as there is some analysis to do beforehand.
She has been running mostly online but also some face-to-face courses now. The online ones reduce travel costs as well as time spent travelling. Compliance courses are at cost value of the certification, ie Level 2 costs £15 per delegate.
Upcoming webinars include a Youth Nutrition session on 27th May where sample bars will be sent out to the first people who sign up. There is a session with Softbank Robotics on 30th May which will be looking at solutions for the labour shortage.
There are now 13 people signed up for the Menus of Change Conference at Hudson Valley in June. We are continuing to build our strategic partnership with the Culinary Institute of America regarding Menus of Change.
Sarah will also be looking to roll out some Chef training.

We have a confirmed date for our Winter Conference - 30th November at Newcastle University where the theme will be Horizon Planning.
There will be a social event the night before at a restaurant where sustainability is high on their Agenda. Presentations at the Conference include speaker Charles Banks of thefoodpeople and a session on Cultured Meat. There will be a study tour taking place following the Conference.

6. **Sustainability**
At the last meeting Ian had talked about labelling and Saffron linking up with PlanGlow. Andy explained that there had been a lot of pressure on the Scottish government to bring about changes to the school meals plan. At Ayrshire College they are serving free soup and free porridge. The government are also looking at recording the calorific value of all products. St Andrews are working on Scope 3 reporting on carbon. APUC are trying to get a carbon footprint for their furniture framework. Saffron has a built-in carbon reporting tool. Ian will supply the Saffron detail which builds their carbon footprint.

7. **Board Update**
Alan reported that the Board last met in March and the discussions were around the TUCO Strategy as it was felt that the KPIs were out of date. It is planned for Chair Phil Rees-Jones to get feedback from members at the summer Conference. We will then hold a 'Board Day' along with the Team to review the Strategy and bring it forward to 2023.
On the finance side we had budgeted for a deficit of around £500K whereas the actual figure was £115K. Our rebate income is now back to 80% of pre-COVID levels. Rent and rate rebates and the Job Retention scheme also helped to reduce the deficit. There is a threat of members contracting out their procurement operations resulting in a loss of members. However, several of our Top Ten spenders are local authorities with Armagh Council now putting considerable spend through the frameworks. CUBO also seem to be much more pro-active. We will be undertaking a review of the Risk Register as well as looking at Non-Executive Directors length of service.

8. **Any Other Business**
Ian brought up the subject of recruitment and retention as we are often referred to as "Cost Sector Catering" or "Public Sector Catering" and this does not reflect how commercially driven we are be it cafes, street food outlets and Conference and events. Also, we have some competitive pay and rewards packages so the extrinsic motivators are in place but we do not communicate well what we do. TUCO as an organization need to approach UK wide with a video echoing what we do and how professional we are. All our members are currently suffering in the same way with Recruitment and Retention issues and this is a good career and a good sector. He requested that this item be added to the Agenda for the next Board Meeting.

Action: Secretary

We need to bring new talent through into the sector as this is now a threat to the membership.

There was a request for recommendations for Mystery Shopper companies if any member could share this with the region.

9. **Date for Next Meeting**
Ian will advise as to the date of the autumn meeting and whether it will be virtual or in-person.

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MAKING A DIFFERENCE

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CoCo Circular Economy Model

CLIPPER
vegware packaging made from plants
TATE & LYLE
BARRY CALLEBAUT
Nutshell PARTNERS IN PORTIONS

FAIRTRADE

TUCO
The University Caterers Organisation

Preserving the Independence of Caterers, innovation, and creativity – proud to be different

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COVID & BREXIT IMPACT

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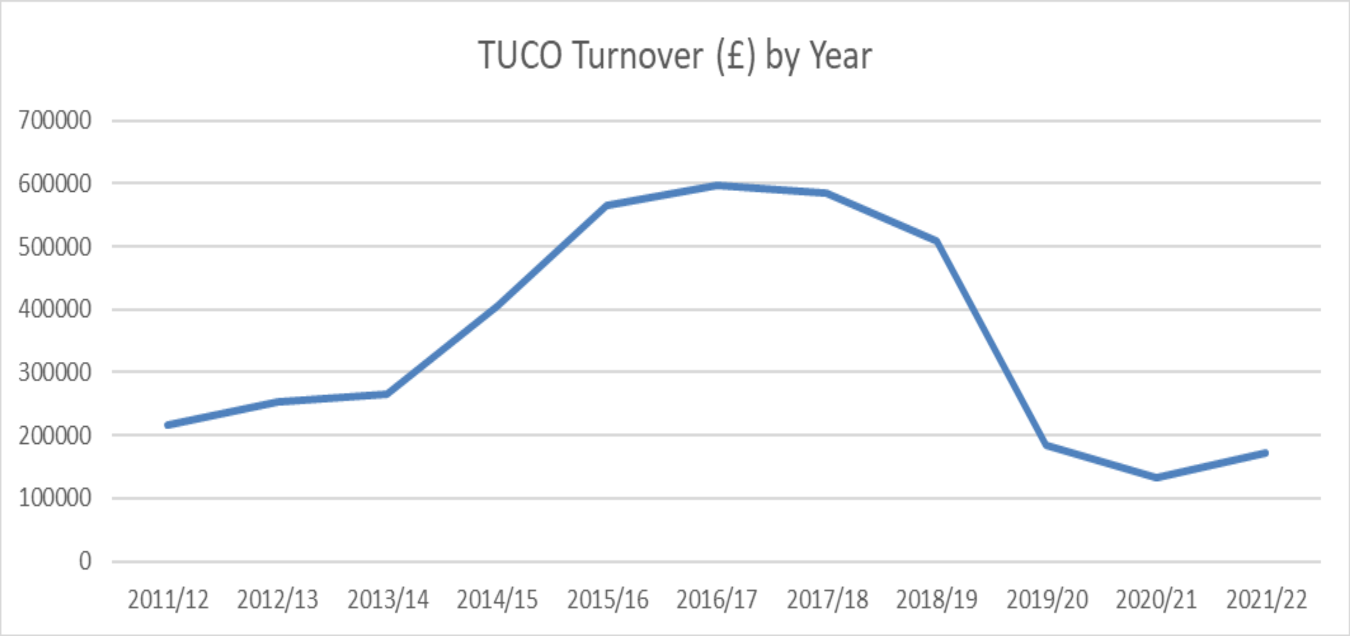
COVID Sales Turnover



Data Period : 1st Dec to 30 Nov

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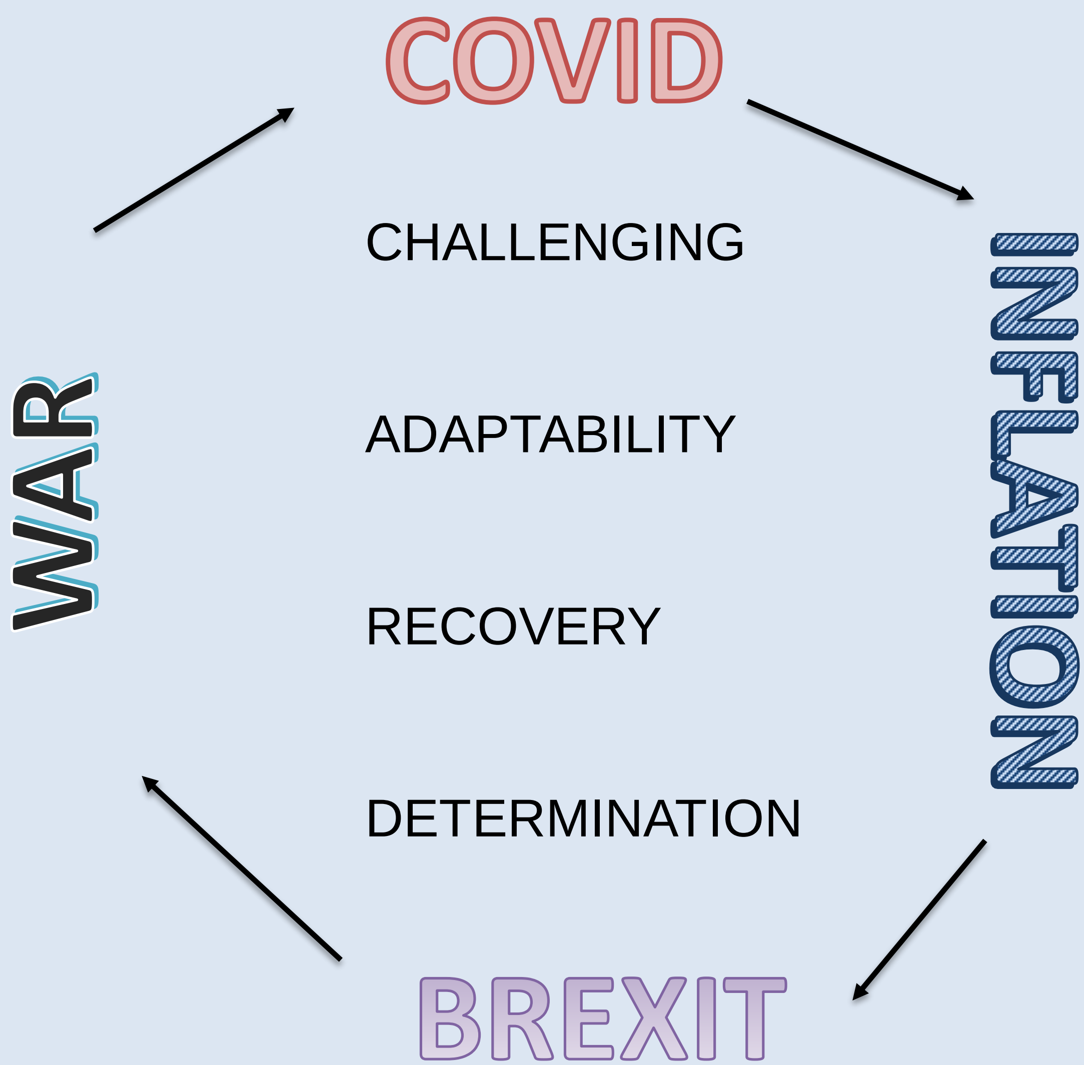
4 words from an SME perspective



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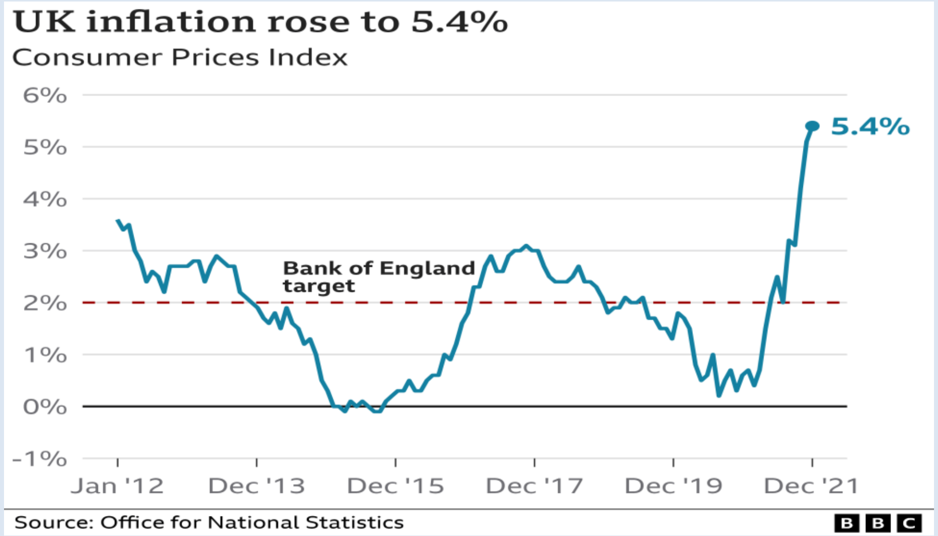
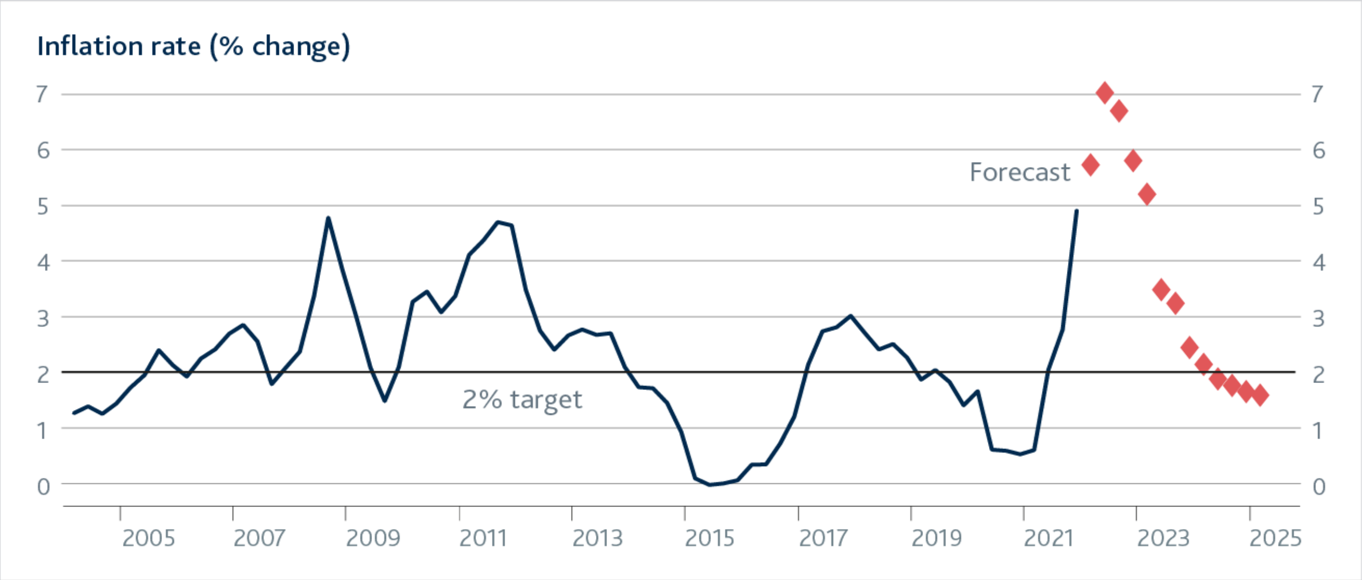
UK Inflation & Forecasts



Jan 22	5.9%
Apr 22	7.0%

Fuel/ Energy/ Raw Material Impact. 10% forecast?



Bank of England

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Coffee Industry 2021/22 Overview

- Coffee Industry increased prices 8%(Sep 21) up to a combined 21% (by Mar 22) Generally larger coffee roasters - highest increase (wholesale).
- Market complacency in the green coffee bean market to forward purchase, 8% fall in Brazilian forecasts, & panic buying of green coffee beans (Dec 21).
- Chocolate 6%-12%; Tea +20%; Ancillary Lines 4-6%+ - Continual industry challenges with Brexit, rising transport fuel costs, energy costs, and balancing stock levels as markets adjust.
- Equipment prices increasing 4-8%+ with further increases due - holding where possible/ enhancing package offers. Collaborative purchasing trial (range synergy).
- Siemens lease rates improved to April 22 to support sector clients although continue to monitor as base rate increases.
- 1st March - 4% roasted bean price increase Equiv 0.3p to 0.4p of one pence per single espresso. Absorbed by Artisan Roaster and CoCo to review July

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COVID/ Brexit Impact Potential Risks

- Perfect storm - Brazil crops were looking positive but Nov 2021 levels fell by 8% less than 2020 due to COVID and climate change forcing world increases in arabica and some robusta's. Vietnam Robusta world stocks reduced due to high container /shipping costs.
- Asia/ China impact – surcharge on containers still implemented with reports of no change until late 2022.
- Manufacturers operating at 10-21 working days for deliveries at peak times.
- Reduction in trained catering staff and skill sets
- Price fluctuations likely to continue due to rising energy costs and high fuel prices.

- **Coffee Conscience**
- All supply chains trading as normal as they can using at least 2 sources of supply per product category.
- Delivered ingredients and service support throughout - 99% KPI`s
- 99% of our supply chain are local/ UK manufacturers/ UK based.
- Only concerns are Vegware lines and seasonal/ minor lines (teas).
- Vertical Supply Integration – Fairtrade Chocolate supplied from BC

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Changes in Business Practice

Quarter 1 2022

- Recovery - Supporting existing members with most recovering to 50%-70% retail levels due to lower footfall
- Contactless, cashless, and mobility to support – CAPEX increasing.
- Higher sector beverage prices - Inner city cafes charging £2.85+ per 12oz
- TUCO and member organizations recognizing SME`s in tenders.

Community/ Sustainability

- Continuing to reduce food miles in the supply chain
- Supporting new initiatives and existing projects
- Since 2011, our logistics provider carbon offsets fuel by funding trees for forests in Scotland and Scandinavia
- Q2/2022 - Fairtrade growers under threat as high street retail sector seek cost savings similar period after 2008 housing crash. Starbucks move to C.A.F.E. from Fairtrade (Nestle owned business)

INNOVATION & DEVELOPMENT

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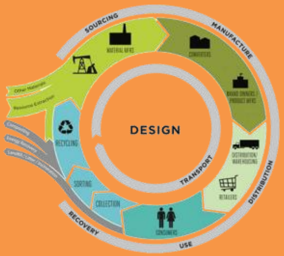
5th Wave– The Future

Development Wave	1st	2nd	3rd	4th	5TH WAVE
Focus	Traditional Coffee Culture	Branded Chains	Artisan Coffee	Science of Coffee	Business of Coffee
Period	Twentieth Century	Begins Mid-1990s	Begins Mid-2000s	Begins 2010s	Begins Mid-2010s
Dominant Brand	Retail/supermarket brands	Coffee shop chain brands	Artisan roaster brands	Custom in-house roasting	Smart boutique concepts
Defining characteristic	Functional	Lifestyle	Craft	Science	Focus
Defining emotion	Refuelling	Enjoyment	Love	Obsession	Excellence

'The New Local'



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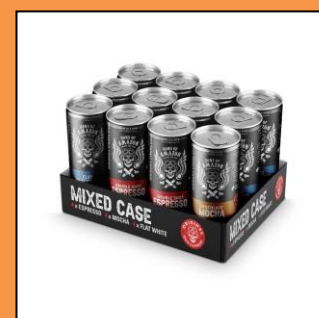
Product:


Rwandan Coffee Project

Compostable Coffee Pods suitable for **domestic** composting – Manufactured in Scotland

Sicilian Artisan Bakery Range with Gluten Free range
New Central Belt bakery planned 22
Long life – no waste



Nitro Brew with Oat Milk and all natural ingredients

VEGAN

Vegan Range – Barista Chocolates, Chai Latte Powder, Granulated Oat Milk, Syrups, etc.

Extension of our value green label range to support cost sector and further potential savings

Sweetbird Vegan Low calorie and sugar free range

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Extension of Speciality World Coffees

Growth in 'Insperience' – 16% of market (and growing) are millennials

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Packaging :

Compostable material issues for roasted beans, collection, & disposal

Opted for Single Layer LDPE 4 material regarding by packaging industry to be most sustainable material for packaging and preferred by supermarkets

Seeking Re-useable/ sustainable solution which meets food safety and critical controls.

Beans roasted in world`s most energy efficient coffee roaster

Red – Exit (poor for recycling and/or potentially harmful)	Amber – Hold (until infrastructure and/or scientific developments take place)	Green – Preferred (easily recycled, can have high recycled content)
PVC & Polystyrene	Home compostable E.g. Cellulose, Mater-bi & Natureflex	Sustainably sourced Wood, board, paper & Glassine
Oxy degradable materials	OPP - Oriented polypropylene	PET - Polyethylene terephthalate
Rigid Water soluble plastics	Black plastic	Glass
PLA – Polylactic acid	PP – Polypropylene [for certain food applications]	PP – Polypropylene [non food]
Industrial compostable	Complex laminates	HDPE & LDPE
Polycarbonate	PVdC (Not PVC)	PE – Polyethylene (preferred material for flexible film)
Acrylic	New materials	Steel & Aluminium

1

TESCO

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Equipment:

Potentially saves 79 hours of labour per 100,000 cups served

Marco Cold Brew Previewed March 22 – First prototypes ordered

Water tank fed Cimbali S15 for versatility

Barista support

Undercounter espresso machines

Cimbali and Coffetek Nayax 24/7 service

Ripple Cappuccino Designer for Social Media and promote cafes

Aviator 3 group 1st in UK-next gen systems

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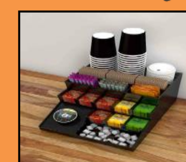
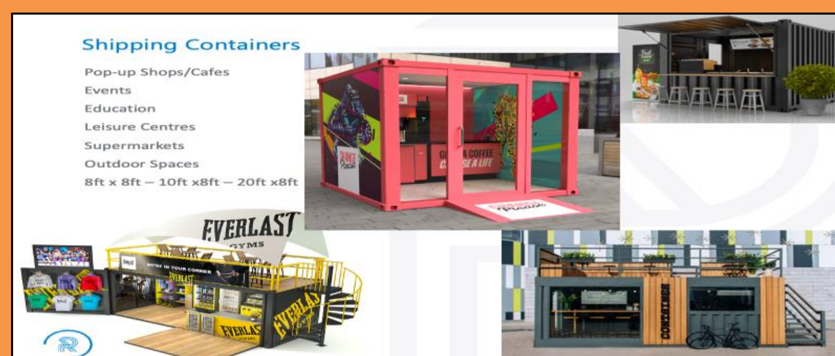
Retail Solutions:

Versatile and future proof technology to retro fit

(1) Cashless Options
(2) Tank Fill model models within range
(3) Steam wand for operator service (Cimbali)
(4) App and contactless features





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Café / Vending Solutions 2022

Break Out points and new style vending solutions

Café Concept using sustainable cedar wood and recycled yoghurt pot worktop

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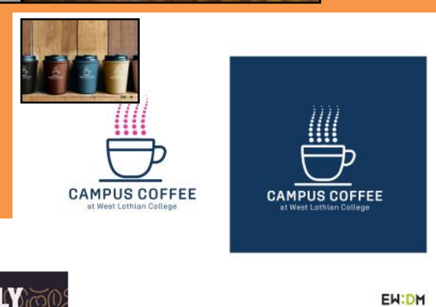
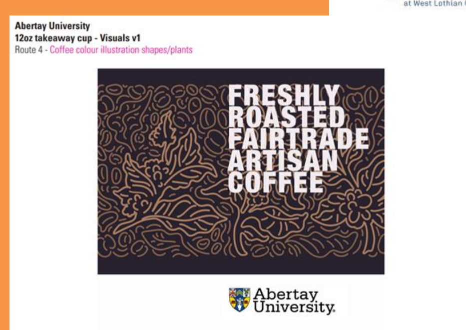
Rebranding 2022 -





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COMMUNITY UPDATE

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Project Rwanda 2027

Rwandan Coffee - Fairtrade Organic coffee from Women Owners Trials

Joint project with Scottish Fairtrade & Scottish Government

Objective to work predominantly and directly with women owners/ growers

Within 5 years to develop a coffee profile as consistent as the Brazilian bean

Profiling, feedback, & development prior to speciality coffee

Evaluating further 3 regional farms - Fairtrade Kopakaki, Fairtrade Cocagi, Fairtrade Koakaka (washed)

With world supply and potential price issues, African/ Asian products will be important element to support global demand & Fairtrade development

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Project HospITALitY

Baldragon Academy – Dundee 2021

Boroughmuir High School Edinburgh (commenced April 22)

Craigie High School - Dundee (commences June 22)

Challenges with COVID delivering garden workshop

To address shortage in employment hospitality sector

Created a tailored programme NHS/ Milan/ Bute support

Based on Italian passion for food and beverages (TUCO Milan Tour)

Barista programme S3-S6 with a difference (6 elements) agreed with Prince`s Trust which surpassed their expectations

Outcome driven to support children with greater practical skills lost or seeking directional encouragement

Early results

Greater hospitality interest for further education
Placements for work experience within local cafes
Interest in production and warehouse/ distribution
2 x School Cafés – team work, communication, confidence, new skills
Continuation of programme for new academic year

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CoCo 'Giving Back' Summary

2012-22 >7,500 apple trees funded

2012-22 > 36 local charities benefitting
(Health and well being)

2012-22 > 12 regional charities benefitting
(Foodbanks, Social Supermarkets, and Food support)

2018-20 > 300 'wee garden kits' funded
Garden workshops programmes will return 2023

2018- > 10 tons forecast collected for processing and composting

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The REAL Difference in Every Cup

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SUMMARY

We Deliver:

- Business Growth
- Quality
- Value & Consistency
- Ethics
- Industry Standards
- Social, Environmental, & Community Responsibility

COFFEE CONSCIENCE

EVERY CUP MAKES A DIFFERENCE

By delivering social, environmental and community responsibility

AOB/ QUESTIONS

What does "carbon footprint" of a food product mean?
All greenhouse gases are important, and some food products emit more of different gases (for example, beef and lamb emit a lot of methane). Combining these emissions into one number gives us a simple way to understand some of the main impacts of our food.

The carbon footprint of a product refers to the total greenhouse gas emissions to produce that
product: the main gases included in this calculation are carbon dioxide, methane and nitrous oxide,
so, the term carbon footprint does not just refer to emissions of carbon dioxide.

Does the carbon footprint include other environmental, pollution and health issues?
While climate change is an extremely important problem for society, we need to be aware that the
carbon footprint is only one measure of a food product's environmental impact.

For example, agriculture needs a lot of water and can cause deforestation; different food products of course have different nutritional qualities as well. These are not included in the carbon footprint number.

What contributes most to the carbon footprint of food?
Greenhouse gases are emitted at every stage in the food industry, but the biggest impacts come
from agriculture and fishing. Livestock production causes the greatest emissions, through the
production of animal feed, deforestation and from methane from cows and sheep, although there
are big issues also around deforestation for other products such as palm oil.

Production of vegetables and grains generally emits fewer greenhouse gases, which is why so much attention has been paid to eating less meat and more plan-based foods.

Does the carbon footprint include impacts from transport and cooking?
As the main impacts in the food industry are from agriculture, we have concentrated on making sure that we use good data for each food product's "on farm" greenhouse gas emissions. With many factors influencing the impact of transport and cooking the data we have, by necessity, used estimated values drawn from academic research.

For a more detailed, site specific, calculation we can arrange for specialists in this area to work with you, your supply chain, producers and their products.

How have the carbon footprints been calculated for Saffron?
We have worked with independent sustainability consultant Will Nicholson who currently heads up the environmental work at The Food Foundation and leads a European Commission funded project to provide chefs with the training and data they need to create healthy and sustainable menus.

In addition to the environmental expertise, Will draws upon his work completed for a range of caterers and restaurant chains to help them calculate their environmental impacts brining an understanding of the industry from his career both as a chef and restaurateur.

Our data provides a generic set of carbon footprints relevant to the food items commonly purchased across the industry. The data is based on peer-reviewed academic and publicly available research to give you a good overall understanding of the climate change impacts of the food you are buying and your menus. The main sources of data used for the carbon footprint has come from:

Clune et al. (2017) Systematic review of greenhouse gas emissions for different fresh food categories. Journal of Cleaner Production. Vol 140, part 2. (Referenced here)

Poore & Nemecek (2018) Reducing food's environmental impacts through producers and consumers. Science. Vol 360 Issue 6392 (Referenced here)

Using Wills' expertise & experience, the most appropriate data extracts for the UK hospitality industry have been embedded within Saffron, mirroring the calculation of nutritional values to present a CO2 value for each dish. For processed foods, where there is no like-for-like between the product and a carbon footprint data point estimates have been provided.

With CO2 values at ingredient level your use of Saffron enables us to help you to understand the "hotspots" in your menus, procurement and wastage as a first step to better understanding what you can do to reduce your climate change impacts.

Should you wish to undertake a more bespoke approach we can arrange for specialists to work with you, your supply chain, producers and their products.

Framework	Member	Name	Email	Region
Alcohol	Halton Borough Council	Ashley McDonald	ashley.mcdonald@halton.gov.uk	Local Auth
Vending	Ayrshire College	Elaine Hutton	elaine.hutton@ayrshire.ac.uk	Scotland
Alcohol	University of Manchester	Emma Stansfield	emma.stansfield@manchester.ac.uk	North West
Alcohol	University of Hull	Mark Mullaney	M.Mullaney@hull.ac.uk	North East
Alcohol	University of Reading	Matt Tebbit	m.b.tebbit@reading.ac.uk	South East
Cat Innovation	London School of Economics	Alice To	A.To1@lse.ac.uk	South East
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