

## TUCO North West Region Catering Group Meeting Thursday 7<sup>th</sup> July 2022 at LWC Drinks, Greenside Way Manchester MINUTES

<b>Attendees:</b>	Ian White [Chair]	Chester	
	Alison Bates	Manchester	
	Ann Bickerstaffe	Liverpool	
	Debbie Cramphorn	Keele	via Teams
	Joanne Dooley	RNCM	
	Nichola Gill	Manchester	
	Margaret Haynes	Lancaster	via Teams
	Judith Hoyle	TUCO	
	Mandy Johnston	TUCO Category Manager	
	Sarah McLoughlin	TUCO Academy	
	Paul Murphy	Edge Hill	
	David Nuttall	Harper Adams	
	Gary Pace	Liverpool Hope	
	Derek Rout	Bolton	via Teams
Adam Settle	Liverpool Hope		
Carol Yates	UCLAN	via Teams	
<b>Apologies:</b>	Jane Billows	NWUPC	
	Colin Burrow	Runshaw College	
	Angela Church	Bangor	
	Dominique Deveroux	NWUPC	
	Ros Wilkinson	Lancaster	

### 1. Apologies for Absence

Apologies as listed above. Adam welcomed everyone to LWC's new Manchester depot.

### 2. Minutes of the Last Meeting

These were taken as agreed.

### 3. TUCO Update

The main talking point at the moment is the forthcoming summer Conference on 25<sup>th</sup> to 27<sup>th</sup> July at Keele University. The date for the Winter Conference has now been set for Wednesday 30<sup>th</sup> November at Newcastle University with a networking dinner the previous evening. The TUCO Team will be vacating their current offices premises in October so new, smaller office space will be sought in the new year.

## 4. Procurement Update (Mandy)

The Category Team are being kept busy with tender renewals.

*Fresh Fish and Seafood* started in April and is due to go live on 14<sup>th</sup> August.

*Grocery, Frozen and Chilled* – new agreement from 1<sup>st</sup> April 2023.

*Fresh Fruit and Vegetables* – tender slightly delayed due to switching over from STS. The current Framework has been extended to 2 October 2022.

*Design and Installation* – ITTs submitted 30<sup>th</sup> June. The start date of the new agreement is planned for September 2022.

*Sandwiches* – this went live at the beginning of July and a list of suppliers on there is on the website.

*Soft Drinks* - the new tender is currently being evaluated to go live on 1<sup>st</sup> October.

*EPOS* – New companies have been added under the DPS system including Bleep, Datasim, Uniware and Zonal.

*CICS* - new suppliers added under the DPS include Bray Foods, Datasym UK Ltd, Deli Lites Ireland Ltd and Tanpopo Japanese Food Ltd.

*Catering Light and Heavy* – Preparation work is undergoing for the re-tender in November.

*KEMS* – Ovenclean have been removed from this framework at their own request.

*Kinetics* – Accommodation, Events, Catering and Hotel Management – the tender for this was due to start in April 2022 but has suffered slight delays.

### *Contract Review Meetings*

Grocery Frozen and Chilled was held in May and Convenience Retail at the beginning of July.

### *Price Increases*

Many have come into effect due to such things as cost of inflation, raw materials, cost of living, fuel hikes etc. Most frameworks have been affected, including Convenience Retail, Catering Light and Heavy (Churchill products), DipChem (Diversey have applied a 7% energy surcharge), Fresh Fish and Seafood (mainly the price of salmon). Hot Beverage price reviews are due in July and August. Meat and Poultry pricing will be reviewed on a monthly basis. On the Milk and Bread agreement price increases are being introduced quarterly instead of bi-annually. Sandwich suppliers have put up their prices as have Jane's, Bidfood and Brakes on the Soft Drinks framework. Chester have been experiencing problems with Britvic, they are still a TUCO Partner but it is proving difficult to get hold of a company representative. Margaret asked for more details on the DipChem agreement.

## 5. TUCO Academy

Sarah reported that things are getting busier and she is still doing a mixture of online and face-to-face, relying on member invigilators for the online. Earlier this week she had delivered a Customer Excellence course at Jodrell Bank and next week she would be at RNCM for Allergens training. Project Management has been put back to September. Other courses taking place are Level 2 and 3 Food Safety and Allergens, HACCP and an Environmental, Social and Governance course delivered by a person who use to run the Finance for Non-Financial Managers. The Visual Merchandising course on 23<sup>rd</sup> June saw 16 delegates on this for the morning session. By the end of August we expect to have delivered around 1,000 qualifications.

Development Days are coming back – we recently held Food Photography and a Food Waste Webinar was held on 30<sup>th</sup> June.

Also in June we held two very successful Vegan Study Tours - one in Newcastle and one in London. There was also a Study Tour to New York to the Menus of Change Summit Conference and it is hoped that this will become an annual event.

On 22<sup>nd</sup> – 26<sup>th</sup> August there will be the European Student Services Conference in Freiburg, Germany in conjunction with StudentWerke where speakers will include Peter Anstess. Cost for this will be £350 including all transport, accommodation, food etc. Ramco and Hobart will be hosting a sustainability study tour in Skegness on 15<sup>th</sup> and 16<sup>th</sup> September. We will be holding a Study Tour around Liverpool in March 2023 looking at food trends, particularly with the heavy African and Chinese influences. In January during ‘Grüne Woche’ looking at sustainability and food.

We also have a bank of webinars – in September we will have one on Energy Use and Reduction in the Food Sector. Winter Conference will be held at Newcastle University on 30<sup>th</sup> November with Horizon Planning as the theme. Softbank Robotics will be doing a presentation on Robots for Hospitality along with 3D Bio-Tissues who will give a talk on Cultured Meat. Following the Conference, we will be holding a mini Study Tour around Newcastle University, looking at their micro-brewery set up by two former chemistry students

## 6. Sustainability

Menus of Change Study Tour – photos are available on our website along with details of the lectures. Harvard University have 3 restaurants on site with their menus based around the Menus of Change principles. We are hoping to do some training with them.

The next meeting of the TUCO Sustainability Group will be at the beginning of September by which time we are hoping to have moved ahead with our Sustainability Insights which will take the form of either videos or case studies (or both). For example, Chester will be showcasing two of their projects there – Garden to Table and their Beekeeping.

We are also hoping to give a new push to our MSC Accreditation, costs for which are currently £350 for 5 sites or less and £400 for six sites or more. Sustainability meetings with suppliers are being held separately from Contract Review meetings and there has been an increase in the uptake of NetPositive amongst our suppliers to 75%.

The Food Waste webinar at the end of June showed members how to use their Food Waste Contractor to measure waste. We are also putting details on ‘Guardians of Grub’ onto our website. Ian announced that he has a meeting planned with Reaseheath, their sister agricultural college regarding their ‘Garden to Table’ project. Reaseheath make their own butter and cheese and Chester would like to sell these products in their sustainable shop. Sarah commented that University of Reading have asked for training on making artisan bread and Harper Adams have someone who specializes in Bakery training.

## 7. Board Update

A discussion was held around TUCO moving out of National House and members felt that we should have some form of premises. The AGM will take place following the Conference at Keele on 27<sup>th</sup> July at which a motion will be passed to amend the Articles of Association around tenure of Board Directors. The Board are also looking to elect a new Vice-Chair.

## 8. Member Updates

### *Liverpool Hope*

They are using the 'Deputy' time management system which is the same one as RNCM. Unions have become involved regarding the clocking in and out process but this does save a lot of man hours. They had trouble getting a good laundry service so have decided to build an in-house laundry which will save on costs in the long run. Gary reported that they were using Simply Lunch as their sandwich supplier but they regularly turned up late with deliveries. They took the decision to go back to Tiffin despite the quality of Simply Lunch's sandwiches being very good. They are currently carrying out an energy price review to decide whether to do Creative Campus next summer, to ascertain whether it would be financially worthwhile or not.

### *RNCM*

They are busy doing a re-furb at the moment but have problems with staffing across the College in general. This covers Security, Front-of-House etc to the point where they are having to turn away business as they are not compliant from a Health and Safety point of view. Students from Manchester are coming to do a business model in the autumn. Jo has been forced to change the menu to more of a 'snack' offering due to rising costs and staffing issues.

### *Edge Hill*

Edge Hill have employed a new Catering Manager who will hopefully commence in September. They are re-furbishing a coffee outlet and their main Servery. Fortunately, they have not lost any staff.

### *Harper Adams*

David reported that they have a new V-C who is changing the culture of the university in a good way. Business is increasing but they are still struggling to get back to where they were. They are also looking at their vending offering. They used to have First Link Vending Consultants firm but when they went out to tender only Selecta bid for the business. As a result they are staying with First Link for now but are also looking at a couple of local firms. Mandy mentioned that Alpine Vending always put in a good bid and have just got in at Runshaw College. At Chester, Ian uses a company called Border who supply the machines and fill them and give Chester the royalty. Liverpool Hope did have Selecta but got rid of them as it was costing too much money so they currently have no vending. David is currently looking at a mobile food outlet. Edge Hill have just invested in a Pizza truck and Coffee truck which are both static. David has done a lot of research work on this so will share his documents with members.

**Action: David**

## *Liverpool*

Ann is still having staffing issues at Liverpool. The Catering Department want to have a cart but they do not have the staff to run this. Their new V-C is starting in January 2023 and comes from the University of Birmingham. Their COVID Testing Centre was closed two weeks ago. They are currently recruiting for roles in both Sustainability and Procurement.

## *Manchester*

They are busy with Conferences, Events and Hospitality so have outsourced to a couple of local caterers. Their North campus is closing down so everything will be moved to the Oxford Road area, with all outlets such as Starbucks now closed. They are using the Klimato App to monitor carbon emissions on all their food and menus.

## *Bolton*

They are having a lot of summer schools this year and have been asked to open up outlets which are normally closed but they are having to pay for it so that cuts into the profits for the summer schools. They have recently brought Security in-house but are struggling to recruit Security Guards. No major re-furbs have been carried out. They have carried out a piece of work to look at how costs have risen since pre-COVID levels and the figure is around 22% so come September they will need to take a decision as to whether they pass this on. Labour costs have risen 10% and they use the Living Wage as a minimum – do they pass this on, or do they receive a subsidy this year?

## *Keele*

Debbie reported that they have had several operational meetings with the Catering Team. They have also just won an award for Student Satisfaction.

## *UCLAN*

During the following week they will be starting on the refurbishment of their main Harrington Refectory and the Foster Refectory will follow next.

## *Chester*

Ian advised that they are two and a half years in with the new V-C and the new Team. Campuses are opening and shutting so the catering for them will be lost. The V-C wants catering to be at the forefront of making a good atmosphere. Conferences and Events are very busy.

## **9. Any Other Business**

Members were asked if they had any preference on supplier presentations. They did not and were happy to receive presentations from a variety of framework suppliers.

## **10. Dates for Next Meeting**

It is hoped to arrange our next meeting to coincide with the Brakes Food Event to be held at University of Chester around 12<sup>th</sup>/13<sup>th</sup> September. There may also be a networking event the previous evening with overnight stay as guests of TUCO. More details to follow.



# BRAND INTRODUCTION

AUTHENTIC ITALIAN PIZZA

# OUR STORY

After working within the hospitality sector since school, Luke & Owen became familiar with the common headaches, pressures and struggles many hospitality operators faced when trying to offer a high quality food menu.

With the hospitality labour shortage worsening year-on-year, we noticed a huge number of venues (including the pub where Luke worked) were turning to poor quality, cardboard-like pizzas as a quick and easy food option.

We were confident we could do better, so we started to research pre-made pizza bases across Italy which led us to discover exceptional quality, premade pizza bases (as you'd expect to find in a traditional pizzeria) which we knew had huge potential in the UK market.



# THE MISSION

HEAVILY PROCESSED PIZZAS ISN'T OUR THING...  
( SORRY CHICAGO TOWN! )

SO WE'RE ON A MISSION TO PROVIDE HOSPITALITY VENUES  
WITH AN AUTHENTIC, ARTISAN AND UNIQUE PIZZA  
OFFERING WHICH DELIVERS ON CONVENIENCE, SPEED,  
PROFIT AND MOST IMPORTANTLY, TASTE.



## LIGHT 'N' CRUNCHY

AUTHENTIC ITALIAN

# PIZZA BASE

◀ HAND STRETCHED ▶

# STONE BAKED

PROOVED FOR  
24 HOURS

TO DELICIOUS  
PERFECTION

FROM  
ITALY





# DOUGHBOYS PIZZA BASE

SOURDOUGH  
MADE IN ITALY  
STONE BAKED  
VEGAN FRIENDLY  
HAND STRETCHED  
LOW IN SUGAR & FAT  
NATURAL INGREDIENTS



5 Bases per pack | 25 Bases per case  
(5 x 260g)

Frozen - 12 Month Life,  
(15 day once thawed & refrigerated)

TOP | BAKE FOR 3 MINUTES | SERVE

BIDFOOD SKU – 05265  
(ANY ISSUES ACCESSING THE PRODUCT, PLEASE CONTACT GAYLE HUNT)

# THE BENEFITS:

## No Skill Required

**1** Our concept de-skills and simplify any commercial kitchen operation with minimal risk involved throughout the preparation, cooking and serving.

## Award-Winning Quality

**2** We have the highest quality pizza solutions in the industry, working with excellent manufacturers and award-winning products.

## High Profit

**3** Our pizzas provide you with generous profit margins, plus additional savings on skilled chefs, commercial equipment and marketing.

## Optimised Kitchen Efficiency

Our pizzas are quick and easy to execute with the ability to be topped, baked and served all in minutes, saving you time while increasing service speed.

**4**

## Minimum Wastage

We've developed our concept around long-life products and manageable packet sizes to achieve the optimal shelf life resulting in minimal to zero wastage.

**5**

## Fully Supported

Our partners have exclusive access to our online store where you can conveniently place orders, download marketing materials, discover new recipes and much more!

**6**



# MARKET INSIGHTS

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**The entire UK category value for pizza is worth £4.9 billion with more than 1/3 of Brits saying they look for pizza on a menu – so its needless to say pizza is well loved across the UK!**

**The top most popular pizza styles are Thin & Crispy, Authentic Italian and Hand-Stretched.**

**41% of consumers agree that sourdough pizza tastes better than regular bread dough pizza. This is most significant among 25-34 year olds (60%).**

**Vegan pizza options are becoming increasingly popular with a recent survey showing 35% of consumers had tried a vegan pizza, with 76% of those who hadn't said they'd be like to do so.**

**Pizza is the fastest growing meal eaten out of home with pizza being consumed on 23% of all casual dining visits.**





**“THIS HAS COOKED TO GIVE A PERFECT CRISP TEXTURE. IT IS ALSO SATISFYINGLY CHEWY!**

**I LOVED THE RICH FLAVOUR OF THE SOURDOUGH & WITH THE RIGHT TOPPINGS, THIS COULD EASILY MAKE A FIRST CLASS PIZZA.”**

**-GUILD OF FINE FOOD, JUDGE**

# COMING SOON...



**CLASSIC MARGHERITA**



**THE SPICY**

*(SPICY VENTRICINA, RED ONION & CHILLI'S)*



**THE VEGGIE**

*(RED & YELLOW PEPPERS, RED ONION & COURGETTE)*



**PROSCIUTTO & MUSHROOM**

# READY MADE PREMIUM PIZZA

MADE IN ITALYS LARGEST PIZZERIA

STRETCHED & TOPPED BY HAND,  
READY TO BE BAKED.



**THANK YOU**

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[WWW.DOUGHBOYS-PIZZA.CO.UK](http://WWW.DOUGHBOYS-PIZZA.CO.UK)

**LUKE BUCKMASTER**

[LUKE@DOUGHBOYS-PIZZA.CO.UK](mailto:LUKE@DOUGHBOYS-PIZZA.CO.UK)

020 8064 0589

## Corporate and Social Responsibility Policy

### Contents

1. Introduction
2. Commitment and Aims
3. Corporate Governance
4. Environment
5. Human Rights
6. Sustainability
7. Ethics and Ethical Trading

### **1. Introduction**

CSR is defined as the integration of business operations and values, whereby the interests of all stakeholders including investors, customers, employees, the community and the environment are reflected in the company's policies and actions.

### **2. Commitment and Aims**

LWC are committed to:

Continuous improvement in our Corporate and Social Responsibility (CSR) strategy by;

- ❖ Encouraging our business partners to implement CSR;
- ❖ Continually improving our performance and meeting all applicable legislation;
- ❖ Informing our staff to be mindful of the effect of their actions on non-renewable resources.
- ❖ Introducing procedures to assist with implementing CSR.
- ❖ The CSR policy is to make clear to all stakeholders what LWC mean by CSR and how LWC propose to work towards implementing and achieving CSR.
- ❖ The CSR policy applies throughout all activities of the company.
- ❖ LWC recognise that CSR embraces all aspects of sustainable development and social issues which are of most relevance to LWC and decide at what stage this CSR policy could most effectively and legally be included;

- ❖ LWC shall operate in a way that safeguards against unfair business practices;
- ❖ LWC believe that a responsible approach to developing relationships between companies and communities they serve, national and international, is a vital part of delivering business success;
- ❖ When carrying out our business, LWC will determine the environmental, social and economic issues;
- ❖ LWC will continually review all policies and business practices to encourage engagement with business partners and to promote development.

### **3. Corporate Governance**

LWC are committed to ensuring that our business is conducted in all respects according to rigorous ethical, professional and legal standards;

- ❖ All the laws that regulate and apply will be complied with;
- ❖ LWC endeavour to ensure that stakeholders have confidence in the decision-making and management processes of the service provided, by the conduct and professionalism of all staff. LWC do this by continually training and developing our staff;
- ❖ All groups and individuals with whom LWC have a business relationship will be treated in a fair, open and respectful manner;
- ❖ Competition will be reasonable and based upon the quality, value and integrity of the services being supplied;
- ❖ Feedback on performance will be actively sought, and LWC will encourage customers to give feedback on our performance and ensure that all customer comments are analysed, responded to and where appropriate, acted upon;
- ❖ An Action Plan will be developed to ensure continuous improvement is achieved.

### **4. Environment**

LWC's objective is to endeavour to reduce the impact on the environment through a commitment to continual improvement;

- ❖ LWC will continue to work with our partners to reduce their impact on the environment;
- ❖ LWC will by applying Responsible Care to all activities, assess the environmental impact and report against these findings and report openly to all stakeholders.

### **5. Human Rights**

LWC aim to support and respect the protection of internationally proclaimed human rights;

- ❖ All partners are actively encouraged to observe international human rights norms within their work.



- ❖ LWC aim to eliminate discrimination based on any grounds and promote equality of opportunity in the industry;

## **6. Sustainability**

A Sustainable Policy for Procurement of services will be maintained that will set out the principles, policies and procedures within Company.

## **7. Ethics and Ethical Trading**

LWC will ensure clear visibility through the utilised supply chains to know where products are being moved from and to;

- ❖ Training will be provided to relevant people on environmental and social issues affecting the logistics supply chains;
- ❖ LWC will ensure that partners uphold the workplace standards and behaviours consistent with the Company's requirements.
- ❖ A documented environmental and social assessment will be undertaken for every new contracted partner;
- ❖ LWC are committed to ensuring that the welfare of workers and labour conditions within the logistics supply chain meet or exceed recognised standards;
- ❖ LWC will hold regular meetings with partners to support these ideas;



### **LWC Environmental Stewardship Policy:**

The environmental goals of LWC are to continually reduce our negative effect on our environment and reduce our carbon footprint. LWC do not produce goods and so have no detrimental effect from production processes.

As distributors our greatest impact on the environment comes from our commercial vehicle, and car fleet. We aim to minimise this impact by continually modernising and maintaining the fleet, implementing the use of more fuel efficient vehicles and the use of greener fuels and additives as they become available.

To help substantially reduce the LWC carbon footprint, since 2019, all LWC Account Manager's cars are either fully electric or hybrid electric / fuel.

As technology in non carbon fuels (electricity, Co2) advances we road test, and implement their use where appropriate. We have a growing percentage within our fleet of plug in and non plug in hybrid vehicles and will continue to move toward a greener fleet as technologies improve in the future.

All delivery routes are generated by computer to ensure the most effective, fuel efficient use of the commercial fleet. All vehicle movements are tracked this ensures that any routing issues can be dealt with in real time and additional travel is kept to a minimum.

Waste produced from our storage and distribution activities (cardboard and pallet wrap) is collected and compacted onsite until collected by our recycling partners.

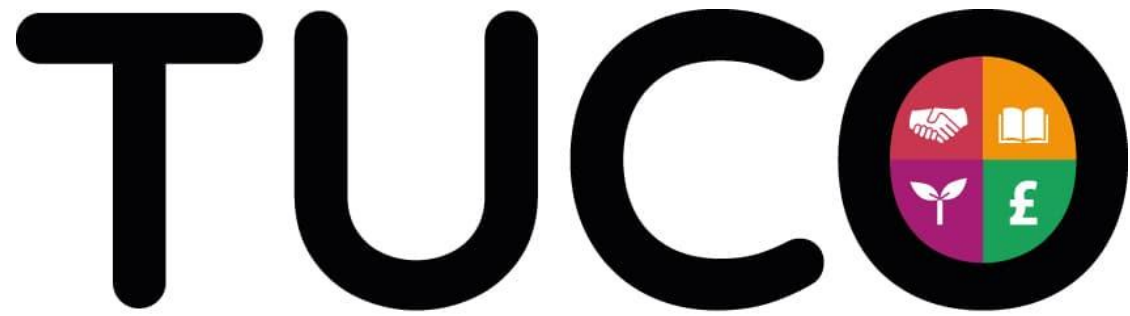
All depot sites were assessed under the Government; Energy Saving Opportunity Scheme ESOS phase one during 2015 all recommendations from the audit under the scheme were implemented at the time. We are currently being reassessed under phase two of the scheme. And will implement any appropriate energy saving efficiencies highlighted by the audit report.

**LWC Drinks Limited**

**Policy for Waste Management**

**2022 / 2023**





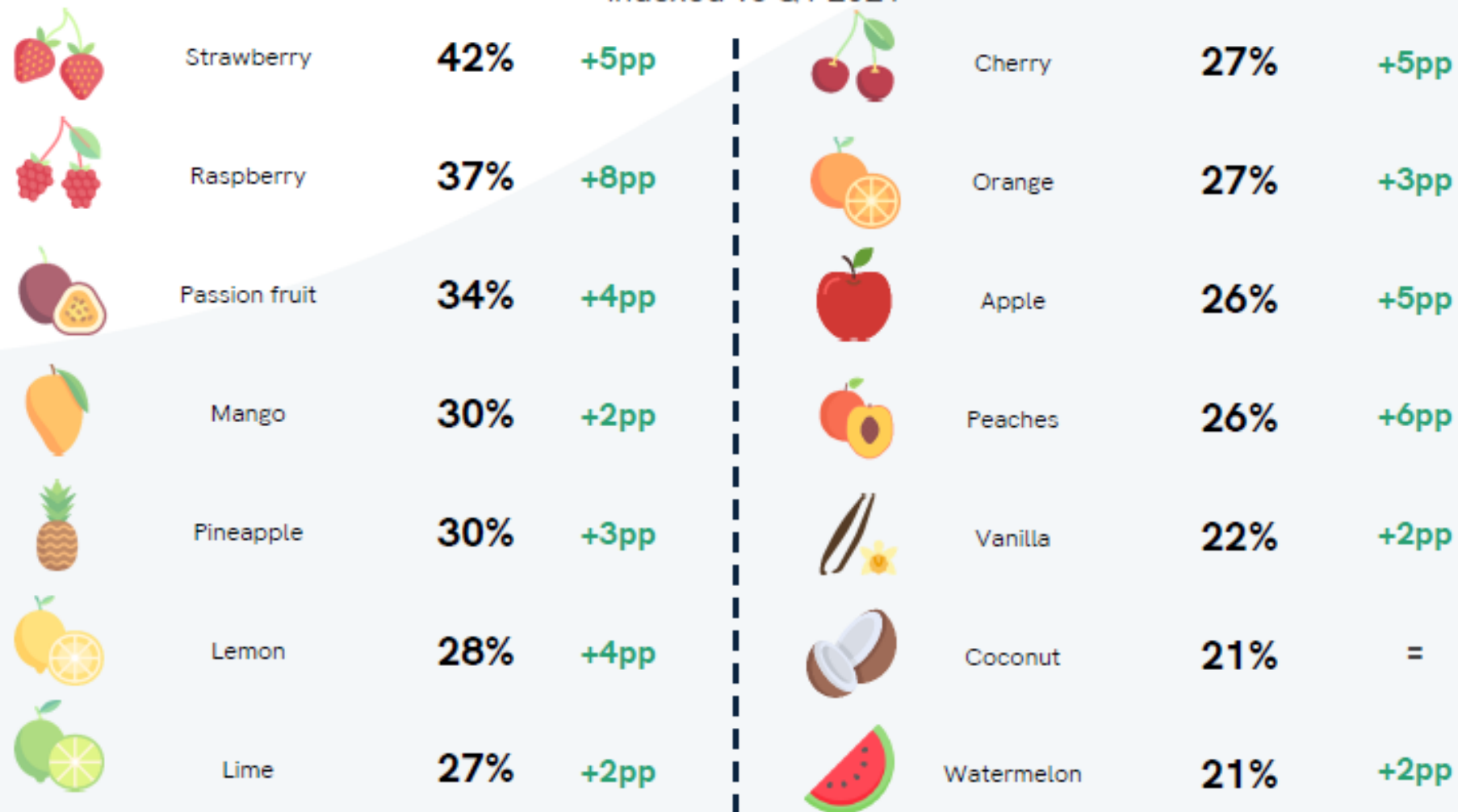
The University Caterers Organisation



*Signature*  
**BRANDS**

# Like taste preferences, flavour choices have increased across the board, increasing the importance of offering a wide range of flavours within product portfolios

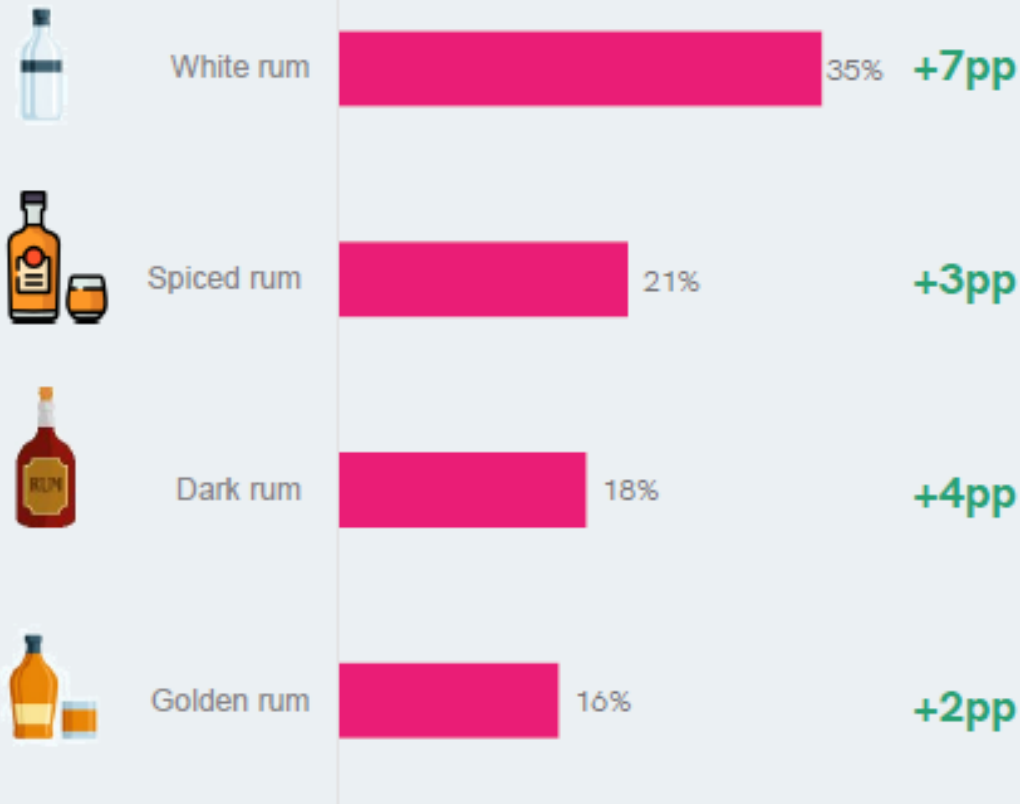
## Cocktail flavour preferences amongst consumers: *Indexed vs Q1 2021*



Part of the growth Rum has seen in the On Premise has been through Rum cocktails, with the category growing in popularity and share of serve over the past 12 months

Types of Rum consumers typically drink in their cocktails out-of-home

*Indexed vs Q1 2021*



CGA Mixed Drinks Q1 2022 - Sample size: 1004. Volumetric sales data.

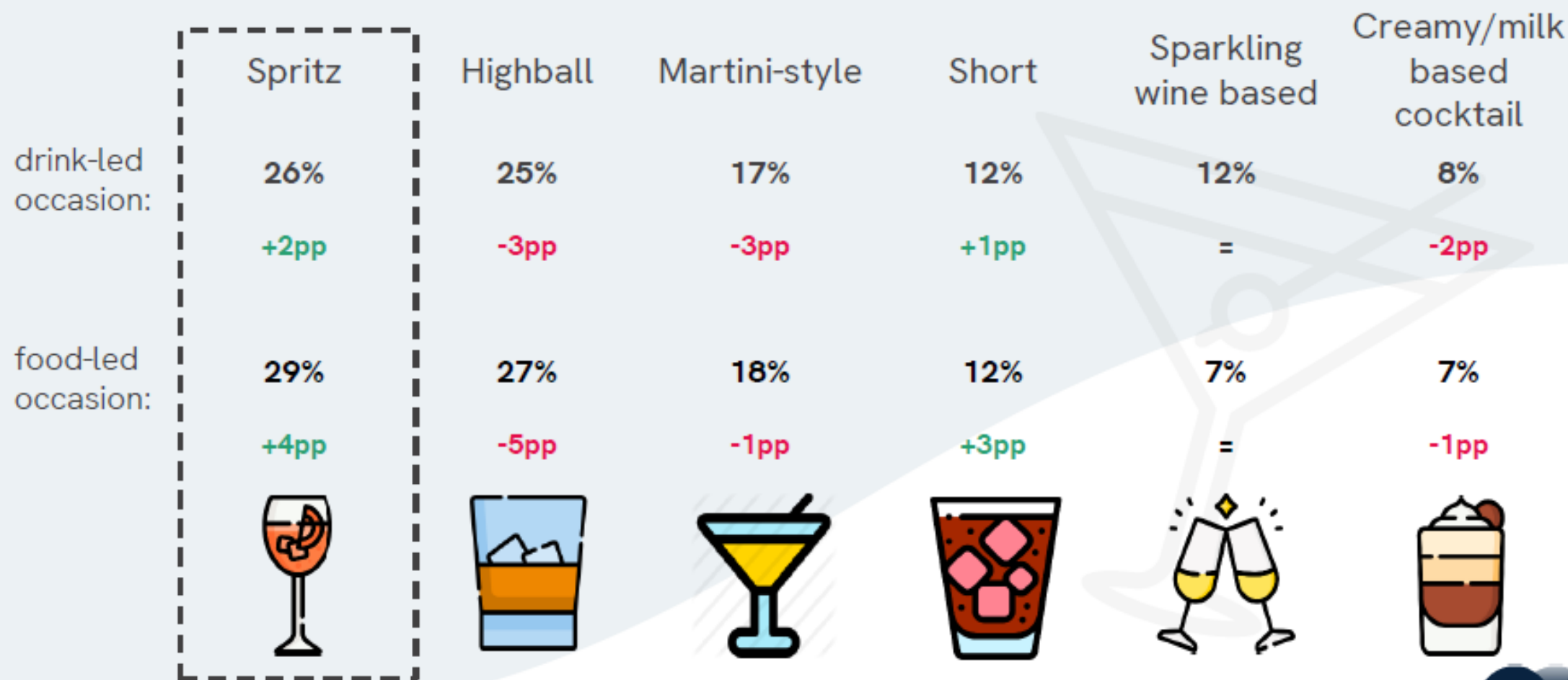
Pineapple Daquiri		
Ingredients	Old J Pineapple	40ml
	Monin Triple Sec	20ml
	Lime Juice	20ml
	Gomme	15ml
Method	Shake, Double Strain	
Garnish	Orange Twist around Pineapple Leaf	

Whoop Whoop		
Ingredients	Old J Cherry	35ml
	Monin Crème de Peche	15ml
	Lime Juice	15ml
	Cranberry Juice	Top Up
Garnish	Lime Wheel	
Method	Build in Glass, Stir	



# Spritz style cocktails have become consumers preference on both drink and food-led occasions

Which style of cocktails do you believe is the best fit for a drink-led or food-led occasion?





Spritz cocktails now account for 1 in 20 cocktail serves in the On Premise

Spritz category share of cocktails in the On Premise:  
*Indexed vs Q1 2021*

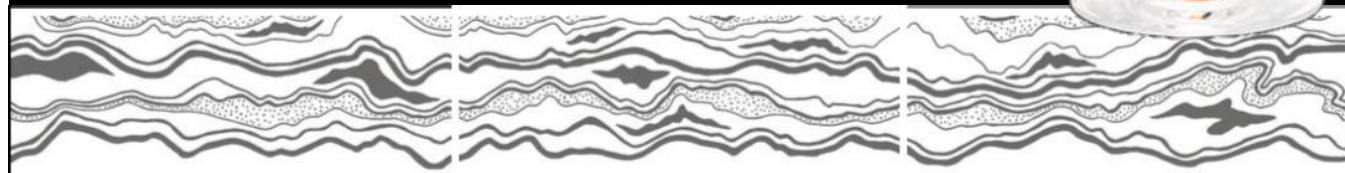
5.3%

+2.0pp

Spritz serves provide the perfect opportunity to introduce low/no alcohol serves to your customers.

Low Alcohol Raspberry and Orange Spritz		
Ingredients	Aperol	30ml
	Monin Triple Sec	10ml
	Marlish Raspberry Sparkling Water	Top Up
Method	Build	
Garnish	Orange Slice	

No Alcohol Raspberry Spritz		
Ingredients	Monin Raspberry Syrup	15ml
	Monin Orange Spritz Syrup	15ml
	Marlish Soda Water	150ml
Method	Build	
Garnish	Orange Slice	



MARLISH



# Drinks - LOW

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## Strawberry Spritz

20ml La Liqueur de MONIN  
Strawberry  
10ml le Sirop de MONIN White  
Chocolate  
100ml Marlish Raspberry Tonic

Approx ABV%  
<4%

Method  
Wine glass, cubed ice,  
stir



## Tropic Punch

20ml La Liqueur de MONIN Banane  
10ml Le Sirop de MONIN Pina  
Colada  
150ml Pineapple Juice  
15ml Lime Juice  
2 Dash Orange Bitters

Approx ABV%  
<4%

Method  
Hi ball glass, cubed  
ice, build



**39%**

of consumers drink choices  
are pre-planned knowing  
before entering the venue  
they will drink cocktails

**-4pp** vs Q1 2021

**61%**

of consumers spontaneously  
decide to drink cocktails  
when at the bar

**+4pp** vs Q1 2021