

## TUCO South Eastern Regional Meeting

Thursday 6<sup>th</sup> October 2022 at 10:00 am via MS Teams

### MINUTES

<b>Attendees:</b>	Manish Shah [Chair]	King's College London
	Martin Batt	Reading
	Jacqui Beazley	LSE
	Graeme Collie	South Essex
	Hayley Deville	Kent
	Judith Hoyle	TUCO
	Sarah McLoughlin	TUCO Academy
	Nicola Mellor	TUCO Category Manager
	Jemma Morris	Royal Holloway
	David Oakley	Churchill College
	Nikhil Santos	St Mary's Twickenham
	Michael Swierczek	London School of Hygiene
Keith Williams	Kent	
<b>Apologies:</b>	Steve Charley	Reading
	Susie Cullen	Anglia Ruskin
	Karen Gallant	EAU
	Ean Hogg	St John's College
	Kamil Khoury	Imperial
	Darren Tyers	Essex
	Ginny Vandenbroek	Parliament

#### 1. Welcome and Apologies

Apologies are as above. Manish welcomed new members.

#### 2. Member Updates

*King's*

All students are now back and they have around 4,000 additional intake so a total of just under 40,000 students and around 8,000 staff. Some of the staff are just coming in for one day a week but they are expected to do a minimum of 3 days. Business in hospitality and retail is almost back to normal. They have a training initiative with Royal Holloway chefs which worked really well. They are using Simply Lunch but struggling with deliveries. The quality is good but the other day they had 16 platters missing. They are looking to re-tender this and do a direct award. We are also looking to organize a South East regional Chefs' meeting and Graeme has volunteered to co-ordinate this.

Nicola commented that KFF have a Chefs' Forum so it may be worth looking to them for help. Graeme has been using the Brakes Innovation Centre and will work with other suppliers so they are not showing any favouritism. They have two sushi chefs on site and in training it takes a full day just to get the rice right.

Over the summer has been busy on hospitality at King's. At the Medical Campus they have a prosecco bar on tap to use less glassware. They have also done a lot of plant-based work on the summer menus, which are now 65% plant-based but they have scrapped Meat Free Mondays. They have also launched a plant-based fast food menu with Beyond Meat burgers. When they held a welcome barbeque for students they sold 1,000 plant-based burgers. They have also re-launched their food truck as a Katsui food truck with chicken and plant-based using the VFC option. They also offered 25% off food during Welcome Week.

#### *LSE*

LSE are enjoying a good uptake and had a good Welcome Week with halls of residence at 100% capacity. On campus takings are up to pre-COVID levels and they have now opened all the units that were previously closed. They held afternoon teas in the halls of residence on the day of the Queen's funeral, for those students who had already arrived. On one day they had 76 different events taking place but they are struggling with staffing at the moment and having problems with recruitment. Jacqui would definitely be interested in the Chefs' collaborative training. Prices have now gone up by 10% as they had not had any increases for a while. Blended working is causing slight problems with academics not coming in.

#### *Churchill College*

Churchill got a new Head Chef over the summer but they still have 25 chef vacancies across the colleges as they earn more working for the agencies. Pay is moving forward at an alarming rate. They have done some re-furbs over the summer. Over the Christmas period Astra Zeneca are booking 6,000 Christmas dinners and students seem to be back drinking again. They have moved over to Oleco for their waste food rather than turning it to grey water and sell their leftover food for £1.25 at the end of the day. They have re-jigged all of their menus and come back with a menu which is particularly good value with some meals costing £1.50 throughout the day.

Regarding sandwiches, they made the decision to support the local suppliers, they do use Simply Lunch a little but prefer to support the local companies. With butchers, they seem to be suffering from lack of drivers.

#### *Kent*

Keith has had an incredibly busy summer dealing with the Lambeth Conference but staffing was an issue. He had used an agency called Top Chefs and the calibre of chefs was excellent and all the chefs who said they would attend, did. They are at full occupancy in terms of residences but some people in accommodation off-campus. They are currently showing a 19% increase in trade but staffing remains a problem and they have now introduced new grading within the roles. They had a market supplement on all their chefs which added 11% to their salary bill. This is in recognition that they need to retain their chefs as there is such a shortage. They have also introduced some new global food concepts and have introduced dynamic pricing so that they can alter it on an almost daily basis to suit the market.

On the day of the Queen's funeral they had to quadruple their rates of pay to staff but the most important thing was to maintain a good service to the students. They have also put in some new concepts for the students including Flight Club. They have a new Director, Melissa Browne, joining them from CUBO. They have signed up for two new TUCO contracts so for the past six weeks have been doing quite a lot via TUCO>

#### *Reading*

Martin reported that they had had some issues with Simply Lunch, they have also engaged with SoHo for when the contract runs out. They have now got rid of Too Good To Go so have taken the supermarket approach of taking 50% off after a certain time. He may be looking at Top Chefs agency to resolve staffing issues. Intake-wise they are now full with people waiting off-site. Staff have not returned as quickly as expected as some teaching is still online. However, hospitality business has returned to pre-COVID levels.

Regarding the single-use tax, they are charging 50 pence per paper cup but have given everybody their own reusable cup and have also put a cup wash station in the main library café.

#### *London School of Hygiene*

They have brought in some price increases at 13-14% but others at only 5%. They are experiencing staff issues, with two vacancies at the moment.

#### *St Mary's Twickenham*

Nik reported that sales are still down on 2019 but a lot of the students for lunch, breakfast and dinner. Café sales however are back to normal. On sandwiches, they switched to Simply Lunch from Tiffin this week and they seem to be struggling with all the new business they have been taking on but pre-COVID they were very good.

The menus at St Mary's were previously quite limited with not many vegan options but they are now serving TUGO pizza in the Dolce Café. They have recently switched supplier on the MCR systems as they had problems with the tills freezing.

### 3. Procurement Update

The UKUPC Impact Document, Brakes and Bidfood's Market Reports and the TUCO Intelligence Q3 report will all be available on website during October.

Spend/saving reports were issued recently for Apr-Jun. Spend is generally back to those reported pre-COVID.

**Fresh Fish & Seafood** – New Agreement went live on 14<sup>th</sup> August.

**Design & Install** – New agreement started on 1st Sept 2022

**Soft Drinks** – The new agreement went live from 1<sup>st</sup> October 2022. Same Lots as the previous agreement apart from Lot 6 which is a one stop shop. Pricing is fixed annually. The Buyer's guide and supporting documents are available on the website. LRS no longer deliver direct. They have not retendered and are leaving the route to market to members own choice. There will be some news in the near future re CCEP's RTM, however, members can rest assured they will be supported by the CCEP pricing structure.

**Fruit & Vegetables** – The new framework agreement went live on Monday 3rd October.

There are 27 suppliers in total. The Buyer's Guide is available on the TUCO website along with supporting documents. Tendered pricing is fixed until 10th November where suppliers will have the opportunity to request an update in line with market movements.

## **TENDER RENEWALS - RESEARCH/STRATEGY STAGE**

**Catering Light & Heavy** – Re-tender preparation work is underway as framework expires in November. Members are advised to put suitable extensions in place to cover them as new framework is likely to start at the beginning of January 2023. Strategy Document has been prepared and is with the Tender Working Party.

**Grocery, Frozen & Chilled (Incl Vegan & Vegetarian)** – Tender documents are being prepared. New agreement is due to start on 1<sup>st</sup> April 2023.

## **DPS TENDER UPDATES – ONGOING**

**EPOS System** – Category manager changed to Mandy Johnston.

### **Kitchen Equipment Maintenance, Deep Cleaning & Ventilation Ducting Services**

Re-tender preparation is under way, TWP meeting to review the strategy on 11<sup>th</sup> Oct. 22 and plan to have the new Framework Agreement in place for 1<sup>st</sup> June 2023.

**Kinetics (run by APUC) 4 Lots** - (Accommodation, Event, Catering and Hotel management software) – tender issued with return date 15<sup>th</sup> August 2022.

**Food Waste Management** - Aerobic Technologies have been added to Lot 1 of the contract. Although their digester turns food waste to grey water, they are bringing out a new machine in Q1 2023. Further details contact Mandy.

**Delivery App** – (Supplier is Checkfer t/a Order Pay) Loughborough are close to finalising their delivery app which will then be rolled out to members. Should you require further details, please contact Mandy Johnston at TUCO.

## **CONTRACT REVIEW MEETINGS**

**Vending Framework Agreement, Food Waste Management and Sandwiches and Associated Products** contract reviews will take place in October. Any feedback from members on supplier performance would be appreciated. Details of surveys can be obtained from Sam at TUCO.

## **PRICE CHANGES**

**Convenience Retail** – Sept-Oct price increases received by Bidfood, Brakes, Premcrest and Sugro on certain items.

**Catering Light & Heavy** – impacted by soaring raw material costs like Stainless Steel (39%) Aluminium (51%).

Churchill products will be around 2 times higher than 2020 due to soaring energy costs, clay, labour, packaging. Mirrored by other manufacturers. Again, due to fuel hikes, expect more increases on crockery! Hobarts have submitted increases towards the end of the framework.

**DipChem** – Nivek, Bidfood and Tri-Star have proposed increases effective from October.

**Fresh Fish** – The high prices reported for salmon in July have dissipated somewhat, but salmon is still high in price. Particularly considering the period we are currently in which would normally see it at comparatively reasonable levels. Analysts are saying that prices will be very high through 2022 and heading into 2023.

**Meat & Poultry** – Suppliers are still unable to commit to long term price holds. MJ Birtwistles, Solent and Bidfood require monthly pricing reviews and Harlech every two months. CMB have also submitted increases effective in October. Most suppliers have submitted increases over the past four months.

**Milk & Bread** – Suppliers continue to review pricing outside of the 6 monthly window due to ongoing processing costs being passed down to them and the farmgate price expected to hit 50ppl this month. Working to 3 monthly pricing until things settle down.

**Sandwiches and Associated Products** – Staff shortages is one of the challenges some of the suppliers are facing, but the biggest challenge is with cost increase on ingredients, energy, labour etc. Unfortunately even with their greatest efforts to mitigate the issues, some of them have had to put their prices up. Price increases received from RAYNOR Foods, Simply Lunch, The Real Wrap, Tiffin, Sandwich King and Fresh Food For Now.

**Soft drinks** – This is a new agreement and prices are currently being uploaded to PW. These will see an increase across the board.

**Vending** – Selecta have put a price increase on products across their range of goods. In the current climate where all suppliers are increasing prices due to Brexit, COVID, and the war in Ukraine, I would suggest members meet with Selecta to discuss prices and see if there is any negotiation to reduce certain products or absorb it from the royalty payment.

**Alcohol** – Price increase have been approved from suppliers outside of the 12 monthly review window due to extraordinary price increases from brand owners like Diageo, Budweiser Brewing Group, Heineken and Coca-Cola. All of them are citing Energy cost increases, raw material cost increases in particular grain, fruit and sugar. Packaging costs – glass and aluminium have seen massive increases mainly because of how energy intensive their production is. Shipping costs have remained very high, and labour remains a challenge. Molson Coors have just submitted another price change effective 17<sup>th</sup> October.

## SUPPLIER UPDATES:

**M&J and Freshfayre sites closed on 18<sup>th</sup> July.**

**M&B** Some suppliers have already introduced clear caps which will enable recycling plants to recycle into 'food grade' plastic.

## SUSTAINABILITY:

**TSG meeting** was held on 6<sup>th</sup> September. The next meeting is set for December 2022.

**MSC** – Fast track, cost effective scheme to get certified. Cost to use is just £350 per year for 5 or less sites, £400 for more than 6+ sites. ASC accreditation is currently being added to the scope which will allow members to use the ASC logos on their menus at no extra cost.

**NETPOSITIVE** We now have 223 TUCO suppliers registered on NETpositive (of a total 293 unique TUCO suppliers). This equates to 76.1%

**Sustainable Supplier Meetings** – Category Managers are carrying out separate supplier meetings to discuss supplier NET positive plans covering social value, modern slavery and scope 3 emissions. This has seen a rise in the number of suppliers using the NETpositive development tool.

**Sustainability Insights** - We now have a working group set up to facilitate sustainability insights. The aim is to create a bank of webinars showcasing live projects happening within the sector focusing on specific concepts or ideas. If anyone wishes to add their project, please contact Judith or Anj at TUCO.

**WRAP Food Waste Action Week** - Monday 6th – Sunday 12th March 2023. Again, it would be great if members are taking part and report to TUCO. We could run podcasts etc on the run up to, during and after the events to showcase member involvement.

**Kale Yeah** - have decided not to continue with the accreditation element. This is because of catering teams being overstretched due to the challenges they have been facing, the rising cost of energy and food making things tough both for caterers and customers, the lack of availability of higher welfare animal products making it impossible for caterers to meet the KYK "better meat" targets, amongst other issues.

Friends of the Earth will leave the KYK resources and guidelines online to encourage caterers to make their menus more sustainable and work towards meat, fish and dairy reduction targets.

**Menus of Change** – TUCO will be supporting members who wish to embrace Menus of Change. For further details please contact Mandy Johnston.

**TUCO Swap Shop Forum** – Members wishing to swap, give away or sell used items can now use the TUCO forum. For more information please contact Anj at TUCO.

[Anjali.Caddies@tuco.ac.uk](mailto:Anjali.Caddies@tuco.ac.uk)

#### 4. TUCO Academy Update

Level 2 Food Safety has been going ahead face-to-face in several institutions. There has been more interest in Customer Service Excellence which includes change management. This looks at the team structure and how the individual fits in with the team. The new Environmental Social Governance training took place at the end of September with Project Management being held online in October. The forthcoming Level 4 Food Safety only has one place left on there. This is excellent value for a 5 day course at £99 with a qualification available at the end of it. We have now delivered over 1,00 qualifications for Levels 2, 3 and 4 including HACCP. All of these courses can either be delivered on site or online.

Recent webinars have included energy savings by Professor Samantha Mudie from the University of Reading. This webinar is now available from our website and she will also be speaking at our winter conference in Newcastle.

The summer study tour in Freiburg in conjunction with Studentwerke was a great success and highlighted the fact that UK institutions seem to be much more ahead with sustainability than their European counterparts. We are planning to hold another one in Normandy in 2024.

The Winter Conference will be held on 30<sup>th</sup> November at Newcastle University with a dinner the night before and a study tour to follow this. The package costs £149 for the dinner and overnight accommodation. The study tour will run from Wednesday evening until Friday lunchtime and will include a visit to a brewery set up by two ex-students.

The total package is £324 for the winter conference and study tour with all meals and accommodation included. The theme for the conference is 'Horizon Planning' with a varied programme of speakers, including one talk on 'Lab Cultivated Meat', as well as robotics. We will be returning to the Menus of Change Summit Conference next year in New York state. We also need 20 people to trial the CIA course at £250 for those people wishing to learn more about Menus of Change. The Masters Degree will unfortunately not be running next year as a couple of lecturers have left so there will be nobody in the Department who can run the courses.

## 5. Board Update

Amanda Pettingill is the new TUCO Vice Chair and Calum MacLachlan will be stepping down from the Board at the end of October with his last Board Meeting being on the 28<sup>th</sup>. TUCO will be holding a Strategy Development Day in November for Board and staff to discuss the company strategy for the next 3 years. There has also been a change in the company's articles which will affect the Non-Executive Directors' tenures.

## 6. TUCO Online

The next User Group will be held in November and Graeme requested that an invitation to the meeting be sent to him.

## 7. Any Other Business

Manish requested that future online meetings be scheduled for 2 hours to cover all the business.

## 8. Date of Next Meeting

The next meeting will be a face-to-face one at Steelite's showroom in central London – date to be confirmed.