
TUCO North West Region Catering Group Meeting Wednesday 1st March 2023 at Broderick's Vending, Manchester MINUTES

Attendees:	Emma Stansfield [Chair]	Manchester
	Alison Bates	Manchester
	Ann Bickerstaffe	Liverpool
	Colin Burrow	Runshaw College
	Jonny Chambers	Keele
	Joanne Dooley	Royal Northern College of Music
	Nichola Gill	Manchester
	Judith Hoyle	TUCO
	Mandy Johnston	TUCO Category Manager
	Paula Martindale	Chester Via Teams
	Sarah McLoughlin	TUCO Academy
	Paul Murphy	Edge Hill
	Gary Pace	Liverpool Hope
	Natalie Phillips	TUCO Category Manager
	Derek Rout	Bolton
Alison Shedlock	Manchester	
Carol Yates	UCLAN Via Teams	
Apologies:	Angela Church	Bangor
	Jill Clarke	Preston College
	Helen Dodd-Williams	NWUPC
	Margaret Haynes	Lancaster
	David Nuttall	Harper Adams
	Clara Taylor	Keele
	Dawn Vincent	Stoke-on-Trent
	Chloe Williamson	Queens Belfast
	Emma Woodcock	Keele

1. Welcome and Apologies

Apologies as listed above. Emma welcomed everyone to her first meeting as Chair. John Broderick gave an introduction to the business.

2. Minutes of the Last Meeting

These were taken as agreed.

3. TUCO Update

Despite having no office premises, the Team continue to meet online once a month and in person every other month. Q3 Accounts have now been completed with the profits for 9 months at £233K compared to the budget of £93K. Gavin is working on the Admin fees and we are looking at achieving 96% of pre-COVID levels. Things appear to be finally returning to normal.

Anj our Marketing Manager is currently on maternity leave so Mike's wife Laura has taken on some of the Marketing work.

Arrangements for the St Andrews Conference are coming along nicely. Monday night's social event will be held in the Quad area. There is an excellent choice of speakers and the social programme is just being finalized. The Winter Conference is likely to be held at the University of Kent.

Dates and venues are now being finalized for the Regional Meetings, with the North West, Scotland and South West being held in person and the remainder online for this term. We will look at attendance before deciding the format for the summer round.

4. TUCO Board Update

The Board last met in October and are due to meet again on 16th March. We also held a Strategy Day with the Board and TUCO Team to discuss company strategy for the next 3 years. Following the stepping down from the Board of Calum MacLachlan and Ian White, we have now appointed 3 new Board Directors – Peter Anstess (Sheffield), Graham Paterson (Strathclyde) and Keith Williams (Kent). Regarding the other 3 candidates, we have made a future offer to Matt Tebbit (Reading) to join later this year or early next year, Simon Law (Exeter) on hold pending greater engagement and Annabel Hurst (Cardiff) who will be invited to join once Phil has finished his tenure as Chair.

5. Procurement Update (Mandy)

The UKUPC Impact Document, Brakes and Bidfood's Market Reports and the TUCO Intelligence Q4 report are available on the website. Spend/saving reports were issued for the period Oct-Dec 2022.

TENDER RENEWALS - AWARD STAGE

Awarded/Live

Soft Drinks – The new agreement went live from 1st October 2022. Same Lots as the previous agreement apart from Lot 6 which is a one stop shop (Lots 1-4, so carbonated, still, energy & water). 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.

CCEP are changing their RTM in the very near future. CCEP tendered and sit on Lots 1-4 & 6 of the soft drink's framework agreement, however, don't deliver direct. Their RTM (wheels only) is via Bidfood. Basically, members order products from CCEP who send the order to Bidfood to deliver. Once delivered, Bidfood advise CCEP who then invoice the member.

Moving forward, the member will purchase CCEP products from **an agreed supplier** (in TUCO's case it will be ANY supplier on the soft drinks framework agreement lots 1-4 and Lot 6). Once received and paid for, the member will send the invoice to CCEP who will reimburse the difference between Bidfood price for example and their CCEP/TUCO agreed price.

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 was fixed until 10th November and reviewed quarterly from that point on.

GFC – Tender submissions are currently being evaluated estimated to be live from 1st May 2023

TENDER RENEWALS - RESEARCH/STRATEGY STAGE

Alcohol expires 15 Jan 2024 – Expression of interest survey is currently live so please take a few minutes to complete that. It gives members the opportunity to suggest new suppliers that TUCO are not currently working with.

Catering Light & Heavy – Evaluation work is underway. Due to volume of submissions this has been further extended and due to go-live 13th April 2023.

Kitchen Equipment Maintenance, Deep Cleaning & Ventilation Ducting Services

Re-tender is in progress, selection stage closed on 3rd February 2023, 18 SQ submissions received, evaluation is completed, shortlisting recommendation is with TWP for approval. ITT should open on 6th March and the new Framework Agreement due to start on 1st June 2023.

DIPCHEM – Framework is due to expire in December and some initial prep work has started. The pre-tender survey has been issued out to members and suppliers have been asked to supply 12 months spend data.

DPS TENDER UPDATES – ONGOING

EPOS System – Li Davies is now Category manager for this agreement.

Kinetics (run by APUC) 4 Lots - (Accommodation, Event, Catering and Hotel management software) - tender issued with return date 15th August 2022. Have not had any other updates from APUC on this as to the outcome.

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 Jane Eve at TUCO.

CICS (Catering Innovation & Concept Solutions) – The following suppliers have been added to the DPS:

- Brewfitt Ltd
- YumChop

Temporary Structures – Nationwide Marquees have been added

CONTRACT REVIEW MEETINGS

Since the previous regional meeting, Contract Review Meetings have been held for:

Vending, Food Waste Management contract reviews took place in October.

Dipchem were completed in December 2022.

Sandwiches and Associated Products and Milk & Bread were done in January.

Meat & Poultry and **Alcohol** were completed in February.

The minutes are available on the TUCO website.

Hot Beverages – will take place in May/June

PRICE CHANGES – Food inflation around 24%

Alcohol – Price continues to be impacted by rising energy costs, raw material availability & cost - in particular grains, fruit and sugar. Glass and aluminium have seen massive increases mainly because of how energy intensive their production is and knock on effect of the War in Ukraine. The cost of moving goods is also higher. Brand owners and suppliers are looking at ways to mitigate this such as using less glass.

Convenience Retail – January increases processed. Next increases due in July 2023

Fresh Fruit and Vegetables – Reviewed quarterly. Increases processed for November '22 and Feb '23.

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 end of the framework. Hobarts have introduced a 9% increase across all ware washing items effective 01/11/22. Energy costs continue to influence costs of manufacturing.

DipChem - Increases across 10 lines from Nivek effective 1st December.

Diversey introduced increases via Bunzl effective 31st December.

Ecolabs have introduced 2023 price increases stating cost to source raw materials, availability & continuity of supply, manufacturing costs, storage costs, delivery costs and inflation all contributing to the increases.

Ecolabs price increases will be effective via Bidfood from December / January and via Alliance from March 1st.

Proctor & Gamble introduced increases across their professional cleaning range effective 1st February.

In addition to the major chemical producers, the following suppliers have submitted reviews effective from January / February; Alliance, Stephenson's, Instock, Tri-Star, Bunzl Catering Supplies, Catering24 and Wray Brothers.

Bidfoods have submitted price changes effective 1st March.

Fresh Fish – The high prices reported for salmon last year have dissipated somewhat, but price remains high.

Fresh Fruit & Vegetables - Product availability & issues

As well documented in the press and demonstrated with empty supermarket shelves, there are exceptional issues with the cost/supply of namely salad items and some brassicas (Tomatoes, Cucumber, Courgettes, Peppers, Iceberg & Cos Lettuce, Broccoli and Cauliflower). TUCO suppliers are able to source these but at a higher price. Where available the price of these items have increased and are expected to remain high for 4-8 weeks. Prices will reduce and markets settle.

Hot Beverages – New pricing went live Jan 23

GFC – New pricing went live Jan 23

Meat & Poultry – Suppliers are still unable to commit to long term price holds but most have advised that pricing in 2023 will be more stable on the price increases already experienced in 2022. Many believe the increased costs in pork products are here to stay as it has been priced too cheaply in the past.

Pork

In Q4 of 2022, the cost of production for pig farmers was £17 per head. Whilst pig prices stabilised for Q4, these prices fail to cover the full economic cost of production. UK pig meat production fell by 7% in Jan compared to the same period last year. UK natural gas prices are now at levels seen prior to the war in Ukraine, but are set to remain level this year, which could keep fertiliser prices high in 2023. Historically high feed ingredient and fuel prices are continuing to drive agricultural price inflation. However, in January feed ingredient prices, and delivered feed wheat prices fell overall.

February 2023 has seen a surge in price of pork with some suppliers unable to hold pricing that has been passed on to them with short notice. The reason is the enormous shortage of pigs on the continent. Germany is struggling with African Swine Fever and cannot export outside Europe, because of that they started to grow, kill and debone less pigs.

On top of that Spain is struggling with shortage of live pigs, they are even bringing live piglets all the way from Belgium to try to top up their own supply.

Everyone is chasing for meat and demand is higher than what is actually available and so prices are inflated across the whole pork product range. Increases appear to be as high as 35% in some cases.

It is speculated the cost of feed may increase further due to the Turkish Earthquake. Turkey is considered to be a key player in the wheat market. Market players suggest operations might slow down due to power stations and power lines that have been damaged, along with the country prioritising rescue operations.

Chicken

Continues to increase availability has remained tight. Polish feed prices are the principal cost driver in poultry and feed components, the price is currently having an impact on the market.

Beef

Cattle have become extremely short in supply across the UK and Ireland and therefore expensive. Demand for imported beef remains high in the UK driven by labour shortages in many key UK beef production plants.

Milk & Bread – Pricing is showing signs of stabilising however suppliers are still reluctant to commit to 6 monthly pricing due to ongoing processing costs being passed down to them and increasing farmgate prices. At the recent Contract Review Meetings, suppliers were asked to revert to 6 monthly pricing.

Pensworth Dairy went into administration this month. TUCO are working with the new owner to novate the contract.

Sandwiches and Associated Products – All prices on Procure Wizard are up to date.

Soft drinks – This is a new agreement and agreed prices have been uploaded to the website/PW. Bidfood and Brakes have recently requested price increases.

Vending – Last year Selecta issued a price increase on products across their range of goods. It is in the tender documents that all prices should be agreed with members prior to any increase. Suppliers should not take it upon themselves to increase prices without speaking with members first. 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 suppliers such as Selecta to discuss prices and see if there is any negotiation to reduce certain products or maybe absorb it in the royalty payment.

SUPPLIER UPDATES:

M&B Some suppliers have already introduced clear caps which will enable recycling plants to recycle into 'food grade' plastic. Will continue to be rolled out by suppliers.

Soft Drinks – CCEP have changed all their small bottles to recycled plastic, however struggling to change their full portfolio due to lack of recycled plastic.

Vending – The DRS scheme is due to go live August 23 for Scotland and next year for the rest of UK, however, there are talks this could be delayed again.

NPD – Please visit the NPD page to request samples of new products. Suppliers are seeking feedback on packaging, price, range, flavour and potential to sell within membership. All feedback helps producers to gain a route to market. Products featured this month include Frozen Ready Meals, Handmade Honeycomb, Pre-mixed Cocktails and Hummus.

E-procurement system - currently seeing what other systems are out there. Members were asked what they are using.

TUCO Online Update:

Last user meeting was held on 15th November, we will be arranging another one for April. A number of issues have been fixed with Access and some of the historical supplier issues have been addressed. We are in the process of arranging a training session for suppliers to better understand how to correctly upload price files etc.

New Ordering Portal has been live with Nottingham since the beginning of December, this has highlighted a few performance issues that Access are in the process of fixing. Once this has been resolved, we will test for a further couple of weeks and then start working out the roll out plan to members.

Workspace, we are working with Access to get a roll out plan for Workspace. There are a number of benefits that come with this, including analytics dashboards.

Date Code Genie labelling integration, this is in development and testing is due to start 1st week of March. Once complete then we will communicate with all members currently using Date Code Genie to tell them about the integration.

VFM – online saving = savings achieved using TUCO Online. Those not using TUCO Online will show 0. It is recording savings achieved by using TUCO Online.

6. TUCO Academy

We have been delivering compliance courses at the following prices:

Level 2 Allergens	£15
Level 3 Allergens	£25
Level 4 Food Safety	£99*

*This takes place over 5 days spread over several weeks with an examination at the end.

Camilla Hayes, who previously worked for the Academy pre-COVID has now re-joined us which has meant that we have been able to add to our number of courses offered both online and in person. We have recently run in-person courses at Royal Northern College of Music, Sheffield and Leeds. RNCM offered their recent courses out to other North West members, for example Edge Hill.

Visual Merchandising has been very popular with a theory course to start with followed by a visual merchandising safari afterwards. Other courses coming up are:

- Report Writing
- Environmental, Social and Governance
- Mental Health First Aid
- Presentation Skills
- Time Planning
- Recruitment and Onboarding
- Leadership for New Team Leaders

We also have some Development Days scheduled, including Food Photography taking place in London.

Upcoming Study Tours include:

- **Food To Go** in Paris with two bursary places available, looking at retail units in Waterloo then travelling on to Paris
- **Reynolds Study Tour** over 2 days in April including a Development Day and a visit to the Reynolds' Box in the evening to see the Elton John concert at the O2 Arena.
- **CIA Conference** this is available online now with two bursary places to New York State.
- **Studentenwerke Conference** 5th to 7th July in Neustadt near Mannheim.
- **LWC Italy** pairing beer and wine with food.
- **Colombia 2024** a Caffeology Study Tour – details yet to be announced.

Other events coming up include a webinar 'Food Market Update' by James Payne from Brakes; MSC webinar on 'Chain of Custody'. There will also be a 'Plastics Day' update in July on legislation coming in in October 2023.

Our Winter Conference 2023 will be held on Wednesday 6th December at the University of Kent.

7. Sustainability

The Sustainability Group met on 7th December 2022 and the next meeting is set for Tuesday 28th March 2023 at 10:00 am.

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 and we now have 76% of suppliers registered. (Recently done Alcohol & Milk & Bread)

TUCO Swap shop Forum is now up and running.

Menus of Change – is about embedding sustainability into healthy menus by adopting a fresh food approach and using less process foods using the MOC 24 principles. The intention is to gain more uptake through the frameworks, for example, will be looking for F&V suppliers to offer Leaf Marque/fairtrade/organic etc and links with the fish agreement and MSC as part of the assessment.

What has happened so far:

Strategy document

Updated the excel assessment Toolkit to include UNSDGs.

Met with Alison from CIA to get them onboard to the accreditation.

Met with EAUC and P&P as we are hoping the accreditation will gain points on the green league, who wish to see more on governance.

Met with Jimmy Brannigan from NETpositive who has suggested their new, updated system could provide governance for Menus of Change.

We issued a member survey which closed on 16th February and the outcome will be added to the minutes.

Sustainability Insights – from the recent survey in which 28 members responded, 12 have sent through their CSR insights and have indicated where TUCO could help, such as photographs, videos, writing up a case study etc.

Local Producers. A lot of members are requesting help with local suppliers/producers around fresh produce, microbreweries etc. We asked a few questions in the recent CSR survey and results will be included in the minutes.

Food Waste was also covered in the survey.

We asked if members were interested in learning more about WRAP's Guardians of Grub programme.

We asked if members were interested in TUCO work with a single cost-based supplier (Leanpath /winnow /chefs eye) who provide software to monitor and manage food waste.

We asked if members thought that **Energy Management for Commercial Kitchens systems such as** Loopcycle, should be managed by Catering Departments or FM/Estates.

All results of which, will be shared with the minutes of the meeting.

A reminder that **Food Waste Action Week** will run from Monday 6th – Sunday 12th March 2023. WRAP will provide further details on how they/TUCO can help members during this week, which will be downloaded to the TUCO Sustainability forum.

RSPO - Is this something members wish to pursue again?

17 members from 28 surveyed would attend a TUCO hosted RSPO day as previously hosted pre-COVID. Sarah has been given the outcome of the survey.

Cadbury's – Mondelez statement following April 2022 'Dispatches' programme *'We were deeply concerned by the incidents documented in the Dispatches programme. We explicitly prohibit child labour in our operations and have made significant efforts through our Cocoa Life programme to help improve the protection of children in the communities where we source cocoa, including in Ghana. We strongly refute any allegation that Mondelez International benefits from child labour.'*

Our efforts continue to focus on understanding how we can provide support. As part of our Cocoa Life programme, we work with community members and NGO partners to set up Child Labour Monitoring and Remediation Systems (CLMRS) in Ghana to help provide assistance to vulnerable children.

Mondelez International does not tolerate any form of retaliation and we continue to communicate that to our supply chain partners.

MSC accreditation – If you need any guidance or further information regarding MSC, please contact Hannah Myton in the TUCO office hannah.myton@tuco.ac.uk

8. Member Updates

Edge Hill

There is a tender out at the moment for 3 of their outlets. The Hub is having a complete refurb in summer.

Manchester (Procurement)

Nichola has lots of tenders out at the moment including Meat & Poultry, Alcohol, Fruit & Veg, Temporary Structures (marquees).

Runshaw College

Starbucks opened in autumn along with Pret and Greggs. They went for a fully automatic machine. For the Coffee Shop they have invited Matthew Algie, Starbucks and Costa to tender. Since Matthew Algie merged with Tchibo the service has been dreadful, so they will probably go with Costa.

They are now completely cashless which has been a lot easier and since Natasha's Law, they now buy in all their sandwiches.

RNCM

They carried out a re-furb over summer to their main outlet. They have brought in a new coffee supplier, Caffology. They are still making their own sandwiches and their Head Chef Joanne Timperley is in the finals of a competition for 3 of their sandwiches. They are also looking at changing their digital platform from Navitas and Jo is looking at Kelsius. They are also looking at a system of ordering drinks to the seats when there is a concert on.

Manchester

They did a coffee tender over the summer and dropped Matthew Algie in favour of Caffology, they now have their own blend. They also appointed 'Change Please' on the Innovation framework. The Engineering building is the largest one of the university with a 'Change Please' outlet in there. The Manchester Museum opened last week with a small café in there offering coffee, cake and sandwiches. They are hoping to have a proper kitchen operational some time in May. Oddfellows Hall has been refurbished with a new restaurant in there.

Liverpool

Gail Cowin has now left to go to Aintree Hospitals and they have Panache Consultants in. They are looking to replace Gail, appoint a new Head Chef and a new Sustainability person. Mandy Johnston has been taken on in one of the procurement posts and they are still looking for a new Grade 7.

Liverpool Hope

The new VC started today (1st March). They recently opened the Starbucks that had been closed for the past 3 years. They are now recruiting for 3 Chefs. They have been with Tchibo for quite a while but since the merger with Matthew Algie the service has gone very poor.

Keele

Tenders are being done for both Sandwich supply and Vending. They are currently with Caffology but looking at other areas. They have done a full restructure in Catering, of which Jonny was a part. They are holding an Awards Night the following week for the Staff Tourist Awards. They are also looking at one or two re-fits.

Bolton

Derek reported that Bolton have been having problems with Tchibo and will be getting rid of them this year. Across the university, nothing is going to landfill. They have brought their catering in-house and have branded it University of Bolton Catering. They have also brought Security in-house.

Alison asked members about food waste incurred through hospitality ie late cancellations, or dinners where people do not show up. At Keele they reduce items on their hot counter later in the evening to £2. Some food can be purchased with a charity donation. Manchester have set up a community fridge with the SU for all products due to go out of date. Mandy mentioned the 'Guardians of Grub' initiative which Manchester are signing up to. Runshaw use a process called T-Scan to monitor the temperature of their walk-in freezers. Manchester did their coffee tender last summer and chose Bridge Coffee Roasters. Emma had managed to hold onto her equipment from Matthew Algie as she had none from Bridge and has had a good service from Caffology.

UCLAN

They have Russell Partnership in to look at their catering operation. They are also looking at getting a Greggs on campus. Carol has been contacted by a company called Everything FM.

Chester

Chester are busy with some new catering outlets including one at Liverpool near the Mersey Tunnel. Paula asked if anyone else still has online teaching. 'Guardians of Grub' are using Chester as a case study. Leftover food is given to students suffering hardship.

Jo asked if anyone is using Hobart for the servicing of their equipment. Manchester are using NWCE. Mandy suggested that the KEMS framework would be useful for this. Jo also asked how other members are getting on with recruitment. Manchester have taken on some 'Talent Acquisition Managers' who are using LinkedIn to source staff.

9. Any Other Business

- **Future Meetings**

It was suggested changing the time of autumn meetings as September was not good for any members. Most people preferred a face-to-face format including a supplier presentation.

Bolton have been offering cookery classes but unfortunately they were not very well attended. Hope are still using the videos from lockdown and RNCM organized some 'cookalongs' during lockdown.

10. Dates for Next Meeting

This will be some time in June and Edge Hill offered to host an in-person meeting.