

**Delivering Outstanding
Member Benefits in
Procurement and
Professional Development
for Public Sector Caterers**





WHO ARE WE?

WHY TUCO?

Over £160million annual spend

Delivering annual savings to members in excess of £11million

In-depth, insightful market intelligence through TUCO research

Free and subsidised training opportunities through the award-winning TUCO Academy

Sharing best-practice through member case studies

Giving members access to over 300 quality-assured suppliers

Loyalty Scheme: returning 0.1% of members' annual spend returned in the form of credit for the award-winning TUCO Academy

19 framework agreements

Full time CIPS qualified, award winning procurement team dedicated to cutting costs

No barriers to entry – 80% of TUCO suppliers are SMEs or micro enterprises

Access to added-value benefits such as:

- ▶ **TUCO Online:** a revolutionary web-based eProcurement system that provides a dynamic online purchasing portal.
- ▶ **Further Competitions:** a personalised procurement service that is FREE to members - we work with your staff to offer as much or as little support as they need, freeing them up to focus on other areas.



TUCO is the leading professional membership body for in-house caterers operating in the higher, further education and public sector.

We are committed to advancing the learning and developing of catering and hospitality teams, and work to provide quality standards, advice and information to those working in in-house catering.

We provide a platform where members can Share and celebrate achievements; Learn via a range of courses, professional advice, training and study tours; Buy via TUCO's framework agreements and wide range of suppliers – maximising value through the combined £160m+ annual spend of TUCO members, and Grow their business through the latest market research, trends and analysis.



TUCO also has a charitable institution, the TUCO Foundation, which is wholly owned by TUCO and our members. The Foundation delivers all Academy initiatives, as well as the research & insight we commission and TUCO's regular Conferences and Competitions.

The Foundation allows greater investment in professional development activities and a means greater subsidy can be passed down to members for these events.

Full members can benefit from the TUCO Loyalty Scheme, receiving 0.1% of their annual spend returned in the form of credit for the award-winning TUCO Academy.

The credit can then be redeemed against all training courses, e-learning, Development Days and Study Tours to help our members' teams achieve success. Furthermore, these credits can be used for Competitions entry, and when booking onto our Winter and Summer Conferences.

TUCO HAS THREE OVERARCHING AIMS:

- ▶ Drive savings and efficiency for public sector caterers through procurement.
- ▶ Create opportunities for collaboration and the sharing of best practice within the hospitality and catering industry.
- ▶ Deliver professional development activities for our members.

Levels of membership:

Full membership is open to organisations which:

- ▶ are higher education institutions or further education establishments whose catering and hospitality activities and procurement are, in the opinion of the board or executive director, predominately in-house;

Associate membership is open to any organisations:

- ▶ which do not qualify as full members;
- ▶ who have in-house catering and hospitality activities;

Affiliate membership is open to any organisations which:

- ▶ do not qualify as full members or associate members;
- ▶ have, in the opinion of the board, predominately outsourced their catering and hospitality and/or food and beverage activities.

SHARE

TUCO has various platforms by which members can share best practice and gain advice from their peers, helping them to overcome challenges and innovate.

REGIONAL MEETINGS

Our membership is split into regions based on location, each headed by a regional chair. Members within each region meet regularly throughout the year to gain updates from TUCO and discuss industry challenges.

TUCO MAGAZINE

TUCO Magazine has three aims: to keep members updated with TUCO's activities, to share member news, and to keep members informed on issues and trends affecting the hospitality industry. The editorial board meet annually to agree the content for the TUCO Magazine, including more contributions from experts to cover legal and topical issues – leading to partnerships with Upskill People and Poppleston Allen, among others, as well as more news from the wider university sector, including new builds and staff moves.

MEMBER FORUM

The TUCO member forum is an online platform for members to gain advice from their peers, post questions, and pool knowledge to help overcome challenges.

OUR PEOPLE

Our staff are our most important asset. The expertise and commitment of the team at TUCO ensures we can deliver on behalf of our members.

Our board is made up of non-executive directors who have experience in various sectors and come from different backgrounds, allowing them to shape the organisation and drive it forward for our members.

REGIONS

SCOTLAND

NORTHERN
IRELAND

NORTH EAST

NORTH WEST

WALES

MIDLANDS

SOUTH EAST

SOUTH WEST

LEARN

THE
TUCO
FOUNDATION

TUCO

ACADEMY

People are at the heart of hospitality business success. The award-winning TUCO Academy offers a wide range of quality learning and development opportunities to help you and your teams achieve success. We offer day courses, e-learning, Development Days and Study Tours.

We were also extremely proud to have won the Training and Apprenticeship Award at the 25th Anniversary Cost Sector Catering Awards in 2018.

For full and associate members, we offer all our legislative training courses free of charge. This includes: food safety, allergens, health & safety, COSHH & HACCP.

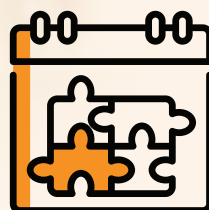
Full members receive all training at a subsidised rate, and there are also regular opportunities for bursary placements on selected study tours.

Many of our training courses are delivered as engaging classroom webinars, but we can also work with your institution to bring courses onsite for face to face classes.

If you have any suggestions for future training, we are also open to new ideas and happy to provide the topics you need.



STUDY TOURS



DEVELOPMENT DAYS



E-LEARNING



FREE LEGISLATIVE
TRAINING COURSES

STUDY TOURS

TUCO's study tours give our members the opportunity to learn, first-hand, about a country's eating or drinking habits, to experience a city's trends for themselves or to directly observe the practices of a well-known food brand or outlet.

"I really enjoyed learning about the different initiatives used by the industry regarding nutrition and sustainability. There are some things that we have considered or tried before so hearing about them and seeing them in action was great as it will inform our decision making"

Delegate on the Menus of Change Study Tour.

DAY COURSES

We offer a range of quality training day courses aligned to your business and personal development needs. Training courses take place throughout the UK and can also be held at your organisation. Topics include; Report Writing, Food Allergens Awareness, Social Media Strategy, Time Management and Cost Control.

DEVELOPMENT DAYS

These training sessions are skills-based activities which give the opportunity for more "hands on" learning. Topics include; visual merchandising, professional food photography, hands-on cooking classes, nutrition and event management.

COMPETITIONS

We hold annual skills competitions which sees over 50 of our members and 150 chefs, baristas and mixologists compete against each other in a wide range of activities. The competitions are an opportunity for members to showcase their skills across a variety of disciplines.

SUMMER CONFERENCE

The TUCO Summer Conference offers a chance for TUCO members to come together once a year and share best practice. More than 200 individuals from 60 organisations attend the Conference, which offers the opportunity to network with a number of key suppliers and exhibitors. Each year features content from experts within the hospitality industry discussing practical tips to gain a competitive edge in the market, through to thought-provoking sessions on key issues.

WINTER CONFERENCE

We also host a one-day Winter conference, free of charge to members with key industry speakers.

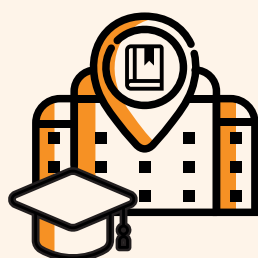
"Great networking event with an opportunity to catch up with colleagues and suppliers."

"I had a great time and think TUCO do a fab job for the members."

"Excellent content and great opportunity to talk to attendees."



BURSARY PLACEMENTS



BRINGING OUR COURSES TO YOU

BUY

TUCO procures goods and services for public sector bodies, driving down costs and maximising quality. Our membership consists of 136 universities, 246 colleges, 90 local authorities, and 72 NHS sites.

Our not-for-profit procurement services offer a consistent and efficient buying process, with a full time CIPS qualified team dedicated to cutting costs. It's vital that we can help you in achieving value for money, which is why we've expanded and improved our framework agreements to maximise our members' combined spend, spend - which is in excess of £160m a year - and help you secure savings - which total over £11million. Ultimately, we want to offer market-leading value for money.

Our award-winning Procurement Team work hard to ensure we're offering the best prices to our members:

- ▶ Member-led involvement both pre-tender and throughout the life of the Framework.
- ▶ Annual review meetings with each supplier.
- ▶ Regular price reviews led by the Category Managers.
- ▶ Independent benchmarking.

Quality assurance is equally important as value for money and members can be assured that TUCO suppliers have been through a rigorous approval process. It is mandatory that TUCO food and drink suppliers have at least 3rd party Micron2 accreditation.

TUCO Online is cloud-based hospitality purchasing software that gives complete visibility over your procurement and inventory management, enabling you to reduce food costs, adhere to compliance obligations and increase profitability.

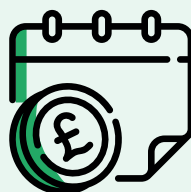
Powered by Access Procure Wizard, TUCO Online is our fully integrated solution for all your purchase orders and invoicing, menu and recipe costing and allergen and nutritional analysis requirements.

Our market leading end-to-end solution for procurement is founded upon a modular architecture that ensures seamless integration, thereby providing a unified point of control through its platform. Some features include:

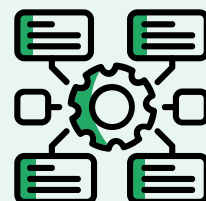
- ▶ Purchase-to-pay.
- ▶ Live Pricing.
- ▶ Goods Receipting.
- ▶ Invoice Reconciliation.
- ▶ Variance Reporting.
- ▶ Allergen Management.
- ▶ Nutritional Data.
- ▶ Gross Profit Analysis.
- ▶ Carbon footprint calculations with My Emissions.
- ▶ Digital Menus with TenKites: designed to simplify and streamline your allergen and nutrition display process.



ANNUAL SAVINGS IN EXCESS OF £11 MILLION



£160 MILLION+ ANNUAL SPEND



19 FRAMEWORK AGREEMENTS



300 QUALITY-ASSURED SUPPLIERS

We issue annual Value for Money reports which set out how you have secured value for money during the last financial year. Along with cost savings generated, the report also sets out details of other benefits you have gained from being a TUCO member. They include professional development opportunities that your staff benefited from, awards members of your food and drink team have entered and the accolades they have won, plus the networking opportunities they took part in. This report also includes details of the many different areas of TUCO's work and developments during the last 12 months.

We're also proud to provide members with the use of our Further Competition service. It is free to members and offers tailored buying support to in-house caterers. The thinking behind the service is that many teams are already stretched and don't always have the capacity or resources to constantly manage suppliers, monitor and negotiate better prices, benchmark service levels and scrutinise spend data. It's designed to allow members to effectively use TUCO as an extension of their team using as much or as little support as they need.



WHY FURTHER COMPETITIONS?

- ▶ Speedy process
- ▶ No need to go through a full PA23 procurement process again
- ▶ Compliant contract
- ▶ Suppliers have already been vetted
- ▶ Terms and conditions of the framework have already been agreed
- ▶ Suppliers tender for your exact requirements
- ▶ You can refine the basic terms of the framework
- ▶ Additional cost savings

WE CAN HELP WITH

- ▶ Spend analysis
- ▶ Mini-competitions
- ▶ Product switching
- ▶ Product rationalising
- ▶ Supplier streamlining

GROW

As industry thought-leaders, TUCO are committed to providing ideas, innovation and advice to help our members improve their catering operation.

As TUCO members you automatically have access to the trendhub, an online food and beverage trends portal from thefoodpeople, offering access to a variety of industry reports and helping you keep one step ahead of the latest trends.

We commission research that covers a wide-range of topics:

- ▶ **Global Food & Beverage Trends report:** looks at key consumer trends in the food and drinks market with a particular focus on Millennials and Generation Z – the students of today and tomorrow.
- ▶ **Business Models in HE Catering:** delves into the business models used by members, looking at how universities can enhance that experience through their catering offer and the social environments that can be created.
- ▶ **Benchmarking against the high street:** enables members to track their prices on a quarterly basis against that of the high street. The report shows analysis by category, outlet, product, region and university demographic.
- ▶ **Student Eating and Drinking Habits:** drawing on the views of 1,500 students – British and international – studying at a variety of institutions from across the UK, we dissect everything from their cooking skills and shopping routines to their favourite lunchtime snacks and attitudes towards healthy eating and alcohol consumption.

- ▶ **Intelligence Report:**

Drawn together by TUCO's team of category managers, the aim of TUCO Intelligence is to arm buyers with the latest intelligence on trends affecting university catering operations. The quarterly report includes a round-up of the latest market intelligence and news to help members plan ahead.

- ▶ **Guide to Bringing Catering In-house:**

We have an insourcing guide which details tips and advice on how higher education institutions can bring their catering in-house. The decision to insource, and the perceived benefits of doing so, are expected to address identified problems and bring about qualitative and financial improvements. TUCO engaged others with significant experience in helping organisations return to insourced service delivery to assist in the production of this guide.

- ▶ **UKUPC Market Insight Reports:**

APUC, HEPCW, LUPC, NEUPC, NWUPC, SUPC, TEC, and TUCO work in partnership to provide a consistent service of procurement guidance, support and best practice for their members, under the banner UKUPC. One of the benefits of being part of UKUPC is collaborative working, including the regular sharing of information and knowledge. The reports lean on our professional category leads throughout the UK to provide us with insight on what is happening in national and international supply chains. Their feedback resulted in a comprehensive Market Insight report, issued regularly, for members to reference when considering your current procurement activity and strategic planning.



	FULL MEMBERSHIP	ASSOCIATE MEMBERSHIP	AFFILIATE MEMBERSHIP
 Representation on TUCO groups and working parties	✓	✓	✗
 Opportunity to attend regional meetings	✓	✓	✓
 Attendance at TUCO conferences	✓ <small>DISCOUNTED RATE</small>	✓	✓
 Access to the TUCO member forum	✓	✓	✓
 Access to learning and development	✓ <small>DISCOUNTED RATE</small>	✓	✓
 Ability to enter TUCO Competitions	✓ <small>DISCOUNTED RATE</small>	✓	✗
 Free legislative training	✓	✓	✗
 Money back in credits for use with the Academy via the TUCO Loyalty Scheme	✓	✗	✗
 Access to TUCO spend frameworks	✓	✓	✗
 Access to TUCO Online	✓	✓	✗
 Use of Further Competition Service	✓	✓	✗
 Free-of-charge access to TUCO research and reports	✓	✓	✗
 Opportunity to enter TUCO Awards	✓	✓	✗

This is just a snapshot of what we can do to support you and your organisation. For more information, why not have a chat with us?





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