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welcome

Dear member



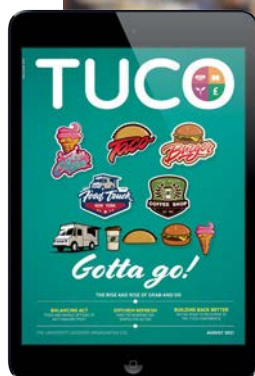
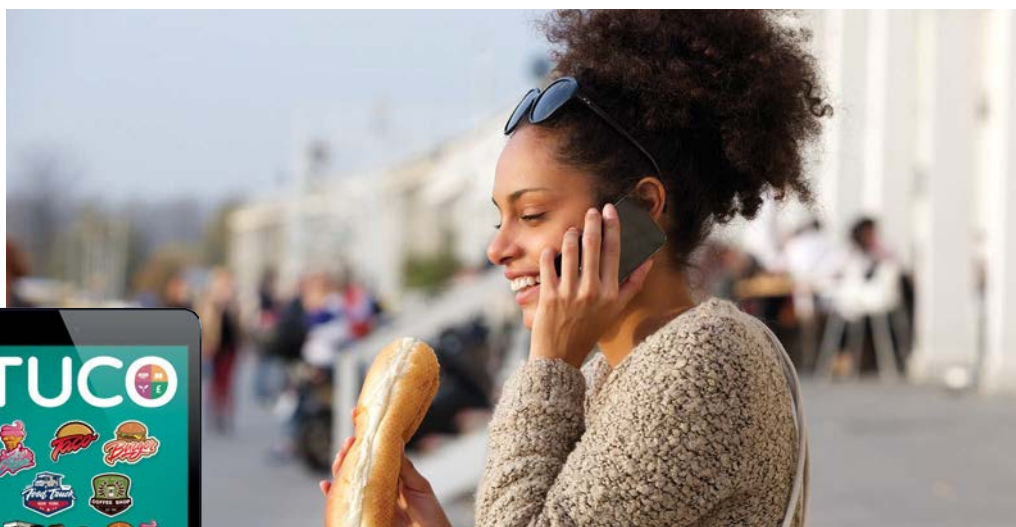
I hope you enjoyed the TUCO summer conference as much as I did. It was great to see so many attending and what speakers! It really provided me with a shot of energy to add to the excitement of the fast-approaching new academic year. I, for one, will certainly be adding writing a 'To Be' list to my 'To Do' one! You can read the full review starting on page 24.

We are all well aware that the way ahead right now isn't straightforward. But we are a resilient bunch! Members proved flexible and agile right from the start of the pandemic and while there are still some unknowns with regards to Covid-19 restrictions, most universities are likely to be moving to a position where they will make more use of their catering facilities. I do suspect, however, that the Covid-safe service delivery and innovation measures that members implemented will be in place for the foreseeable future. There are still so many unknowns – such as the level of immunity, the potential emergence of new variants, the pressure on our health services and a host of other variables that we cannot predict. As I write the idea of university students needing to be fully vaccinated to attend lectures and stay in halls in England has been mooted...

This time of year is traditionally both busy and exciting. By attending our regional meetings I've been lucky enough to see some of the innovation and new services members are implementing in readiness for the new term. And this year will be so very different from last year. Yes, we'll be welcoming freshers to our outlets and services but we'll also be welcoming back existing students who weren't able to use our services fully last year. So, it'll be a bit of a double whammy and we'll certainly need to be on our game.

To ensure I'll be firing on all cylinders I'll be taking a couple of weeks off this month. I hope you manage to get a break too. After the past 18 months, we deserve some time out to recharge and reset. I've no doubt that we'll all return re-energised, keen to deliver a spectacular September and give 'the new normal' our very best shot. Let's go!

Phil Rees-Jones
Chair of TUCO



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CONTENTS AUGUST 2021

GENERAL

- 06 TUCO news**
News from TUCO, members of TUCO and the wider hospitality industry
- 66 CEO update**
CEO Mike Haslin looks forward to the return of face-to-face meetings and events

SHARE

- 12 University showcase**
Nottingham Trent University aims to create the ideal balance of a mix of fixed and mobile food venues
- 16 Talking terminology**
Louise Palmer-Masterton, founder of award-winning, wholefood plant-based restaurant group Stem & Glory, explores the difference between vegan and plant-based diets
- 58 The spice of life**
University of Reading head chef Karlene Gaskell shares a popular vegetarian grab-and-go option that follows the Menus of Change principles



12



56

LEARN

- 22 Sustainability**
A consortium of brands has produced the world's first food-grade PET plastic bottles produced entirely from enzymatically recycled plastic
- 24 Conference review**
Members were inspired and informed at the recent Road to Recovery: Building Back Better online event
- 28 Upcoming courses**
TUCO Academy's latest courses to book today
- 56 Hot on the high street**
Gemma Bradish speaks to restaurant owner Max Graham about his new Portuguese street food concept, Roulotte



18

BUY

- 18 Procurement report**
This month we focus on Disposables & Kitchen Chemicals and how the pandemic has impacted the sector
- 20 TUCO supplier news**
Dawn Foods has appointed one of its former student ambassadors as a junior product developer
- 59 New products**
The latest food, drink and equipment news

GROW

- 31 Gotta go**
The days of the tired sandwich and rock-hard baguette are long gone. Today's on-the-go campus consumer is looking for something fresh and packed full of flavour
- 45 Power players**
A look at the latest technology to impact ovens and microwaves
- 53 Be prepared**
Food safety has always been a top priority for foodservice outlets, but using the right kinds of cleaning products and food packaging has never been more vital



31



TUCO MEMBERS HELP CARDIFF TO SUSTAINABILITY WIN

The city of Cardiff has been awarded Silver Sustainable Food Places status – becoming the first place in Wales (and one of only six places in the UK) to achieve the prestigious accolade, which recognises pioneering work in promoting healthy and sustainable food.

Three TUCO members - Cardiff University, Cardiff Metropolitan University and University of South Wales, helped to contribute to the bid.

Cardiff, along with Cambridge, have both been newly awarded Silver status, joining Middlesbrough; the Greater London Authority; Bristol and Brighton & Hove in achieving a Silver Sustainable Food Places award. Brighton & Hove and Bristol have since gone on to achieve Gold status, with hopes that Cardiff will follow suit in future.

The Sustainable Food Places Award Scheme recognises the most sustainable food places in the UK, and is based on achievements across six key issues:

1. Taking a strategic and collaborative approach to good food governance and action.
2. Building public awareness, active food citizenship and a local good food movement.
3. Tackling food poverty, diet related ill-health and access to affordable healthy food.
4. Creating a vibrant, prosperous and diverse sustainable food economy.
5. Transforming catering and procurement and revitalizing local and sustainable food supply chains.
6. Tackling the climate and nature emergency through sustainable food and farming and an end to food waste.

The work in Cardiff is co-ordinated by Food Cardiff, the city's rapidly growing food partnership which has evolved into a dynamic, strong and inclusive network of good food activists. Food Cardiff, which is hosted by Cardiff and Vale Public Health Team, now includes 127 individuals across 74 organisations and has a strategy board that includes a range of members, including Cardiff Council, Cardiff & Vale University Health Board, Wrap Cymru, Riverside Real Food, Public Health Wales, Action in Caerau and Ely as well as many others.



READ THE FULL CONFERENCE REPORT ON PAGES 24-27!

You can also catch-up with the event online at tucos.ac.uk and on TUCO's Facebook page

NATIONAL FOOD STRATEGY PUBLISHED

Part Two of the National Food Strategy (NFS) for England has now been published. Henry Dimbleby, the Department for Environment, Food and Rural Affairs' lead non-executive director and co-founder of healthy fast food chain Leon, unveiled his independent review to develop recommendations to shape a National Food Strategy last month.

Part One, published in 2020, dealt primarily with reducing the impact of Covid-19; it recommended a limited package of measures intended to provide food security to vulnerable households.

Part Two is an in-depth and independent, review of the entire UK food and drink system, the most comprehensive review of policy in this area in many years. The report emphasises the importance of bringing together environmental sustainability, diet quality and health as part of a joined-up food systems approach and tackling inequalities – areas in which TUCO is already active with initiatives such as its Greenhouse Gas Calculator which has been up and running for over two years.

Aside from the eye-catching sugar and salt tax recommendation which made the headlines of the mainstream media, the report also highlighted the draw of junk food as an area of concern. "We have a predilection for calorie-dense foods, which means food companies invest more time and money creating these foods, which makes us eat more of them and expands the market, which leads to more investment, which makes us eat more," the strategy reads.

The government has committed to responding to the review's recommendations in the form of a white paper within six months.





2020 2021 ANNUAL REPORT



TUCO ANNUAL REPORT 2020-2021

TUCO's latest Annual Report is out now. During 2020-2021, members spent almost £37m through TUCO's expanding range of framework agreements and overall it managed to secure almost £3m in savings.

Access the report in full over at tuc.ac.uk

EDINBURGH RECOGNISED FOR PEAS PLEASE PUSH

The University of Edinburgh has been awarded the Peas Please Rising Star award in the 2021 Peas Please Prizes.

The university has pledged to serve more vegetables across its catering service by adding more servings to pre-prepared grab-and-go items - doubling the number of veg side-servings options in their retail outlets. It has also set SMART targets to implement these initiatives by June 2023.

In a specially shot ceremony from River Cottage the writer and chef Hugh Fearnley-Whittingstall announced the 2021 prize winners, an occasion which is the highlight of the year for the Peas Please initiative.

Peas Please is a partnership with The Food Foundation, Food Sense Wales, Nourish Scotland, Belfast Food Network and Food NI. Since the project launched four years ago it has delivered 162m additional portions of vegetables into the food system working across all four nations.

Now in its fourth year the initiative has over 100 pledgers from across food production, retail and the out-of-home sectors who have all made pledges to promote and encourage people to eat more veg across the UK. The annual prizes recognise the businesses that have gone above and beyond and are leading the way in terms of transforming their businesses to drive up vegetable consumption.

NOTTINGHAM URGES ACTION ON MODERN SLAVERY

A 38-part blueprint for universities to take action against modern slavery has been launched by the University of Nottingham in partnership with its Rights Lab.

In a new report, modern slavery experts detail the areas of risk for universities and set out practical steps for institutions to tackle them.

The report includes a new multi-part blueprint, which assigns responsibility to all parts of the campus — from procurement and legal, to estates and HR. The team behind the report, including Dr Lisa Carroll as the University of Nottingham's commercial director, hopes that this new action plan will help all universities to do everything in their power to make their campuses free of modern slavery.

To help design this blueprint, the researchers analysed 160 UK universities and the resulting report highlights three main areas of exploitation risk: staff, students, and procurement.

The report set out recommendations for mitigation of the three main areas of risk and also calls for further focus on research into modern slavery as well as engagement by universities with their local communities. This can include partnering with NGOs to deliver training and outreach, offering office space to local antislavery NGOs and supporting local modern slavery multi-agency partnerships - which are now in place in most areas of the UK and address modern slavery in their locality.

The report can be accessed via the university's website.

LUNCH! ANNOUNCES KEYNOTE SPEAKERS FOR COMEBACK SHOW

The organisers of lunch!, the event for the café, coffee shop and food to go sector, have revealed the first batch of industry leaders joining the speaker line-up at the show, which is taking place live 23-24 September at ExCeL London.

Taking place throughout the two days over three stages, lunch!'s Keynote speaker programme is free to attend for all trade visitors.

The organisers have confirmed exclusive interviews with first-time lunch! speakers Alasdair Murdoch, CEO of Burger King; Spencer Craig, CEO & Co-founder of Pure; and Neil Lake, MD of Costa Coffee.

The show is welcoming back Marta Pogroszewska, MD of GAIL's Bakery and following Julian Metcalfe's appearance in 2018, lunch! is excited to welcome its newly appointed UK CEO, Ganan Kanagathurai, who will be exclusively revealing the story behind the company's digital transformation and reimagining of the 'store of the future'.

Greggs CEO Roger Whiteside will also be speaking.

Chris Brazier, lunch!'s event director, said: "We have always prided ourselves on offering trade visitors a free, world-class speaker programme alongside hundreds of innovative new products. We're especially excited to be returning with such an incredible line-up. Though the last year has been challenging, it's also prompted a huge amount of innovation and this year's Keynote programme echoes that eagerness to regroup, reconnect and inspire each other."

GREAT BRITISH MENU CHEF JUDGES UCB COMPETITION

A BBC Great British Menu champion recently judged a new competition at University College Birmingham – in tribute to former principal Eddie McIntyre CBE and designed to inspire young chefs as the industry recovers from the pandemic.



Stuart Collins, who won the TV series' Central Region, judged the Eddie McIntyre Award Student Chef Recipe Challenge, which was open to students on University College Birmingham's NVQ in Professional Cookery college course – made up of trainees as young as 16.

Collins, who owns Docket No. 33 as featured in the Michelin Guide and made the last two in the starter category of the Great British Menu finals, himself trained at University College Birmingham 20 years ago and hopes to show students that the industry can not only recover, but thrive, post-pandemic.

"It's been tough for the industry, but students should stay positive, focused and excited about their future," said Stuart, who has worked for Michael Caines MBE and Gordon Ramsay. "As the industry opens up, we hope there will many opportunities to explore."

The competition was won by 18-year-old Finlay Ladbroke who receives a five-day stay at the Ritz, as well as a cheque for £250. Omavi Robinson and Jordan Johnson came in joint second place, each winning a cheque for £175.

At the training kitchens at the Summer Row campus, eight finalists were tasked with preparing and serving a globe artichoke heart cooked in a blanc, filled with a mushroom duxelle, topped with a soft poached egg and coated with a hollandaise sauce, followed by a tarte au citron with crème Chantilly. They had no prior notice and had to prepare everything from scratch.

The Student Chef Recipe Challenge is the first Eddie McIntyre Award, paying homage to University College Birmingham's former head, who passed away after a long illness last October. Eddie was not only the youngest principal of a UK further education college when he took charge, but was an award-winning chef himself.

Chef lecturer and year manager Alan Oliver, who organised the competition with Birmingham College of Food's new head of external relations, John Penn, said it was a great way to honour Eddie's memory. "Eddie was widely known and loved by those in the industry, but, sadly, due to Covid restrictions, his funeral was limited to close family only," he said. "This is a small way to pay our respects to an incredibly talented, big-spirited, big-hearted man who was such a positive influence on the university and the development of our Birmingham College of Food. The competition itself is based on the foundation of Eddie's beliefs and overriding principles, namely promoting and providing an equal and a fair opportunity for all with the ambition and commitment to succeed."

MEET CAMBRIDGE AWARDED SPECIAL RECOGNITION FOR ENVIRONMENTAL ACHIEVEMENTS

The official, free venue-finding service for Cambridge and the surrounding area is celebrating its team being given a Silver Award – and a Certificate of Recognition – for completing a wide range of tasks on its green agenda. Meet Cambridge secured the sustainability accolade in Cambridge University's annual Green Impact Awards against the background of a challenging year in which all members began working remotely from home, rather than in an office environment.

The change in location brought additional criteria to be met, including continuing to go paperless, timing showers at home, using natural cleaning products, focusing on wellbeing and encouraging engagement activities such as walking competitions.

All of these were benchmarked to achieve the Silver Award, with the auditors giving Meet Cambridge one of only eight Certificates of Recognition as a commendation of additional actions undertaken.

Leah Gibson, deputy manager at Meet Cambridge who led the initiative said: "This last year has been challenging for everyone and with the move to work from home, we needed to re-align our efforts in terms of prioritising sustainability. We devised a new set of criteria that we could all work towards individually and are delighted that our hard work has been recognised."

The auditors added: "We have seen excellent initiatives from the team, especially considering that the staff have moved permanently to working from home. Considerable behaviour change has been achieved which is absolutely fantastic."

GRAB YOUR CRAMPONS TO BEAT ALLERGENS!

Former head of catering at Manchester Metropolitan University, Jacqui McPeake has launched the 2021 OneMcPeake Challenge, this year in aid of Natasha's Allergy Research Fund (NARF).

The challenge – modelled on the Three Peaks Challenge – asks participants to conquer 'a mountain of allergens'.

Running from 3rd-17th September, participants are asked to remove one allergen from their diet for just two weeks, asking friends to sponsor and donate during the process.

"In my previous role I challenged my team to remove an allergen from their diet for a short period," explained McPeake who now runs food allergen consultancy JACS Ltd. "This was a successful challenge as my team struggled to eat foods suitable for their allergy. They found it time-consuming - checking all the labels, struggled to eat out and cooking for the family while cooking a separate meal. The challenge "Walking in my Shoes" enabled my team to understand from our customers perspective the range of foods on offer - we extended our range of products, and we provided more information on our menus."

McPeake urges TUCO members to get involved and promote the challenge using the hashtag #onemcpeakechallenge21.

You can sign up to the fundraising challenge at narf.enthuse.com/fundraising/start#!/



EUROPEAN AND UK EQUIPMENT SUPPLIERS POSITIVE FOR THE FUTURE

Foodservice equipment companies across the UK and Europe are broadly positive about their future prospects, according to the latest business survey from the European Federation of Catering Equipment Manufacturers (EFCEM).

The survey, conducted in June 2021, had respondents from France, Germany, Spain, Ireland, Italy, Portugal, Sweden and Switzerland as well as the UK.

More than two thirds said that current sales were over 60% of pre-Covid levels, with a quarter saying they were at 90% or above. Looking to the future, 46% expect to be at 100% of pre-Covid levels by June 2022, and 63% expect to be at 100% by December 2022.

"These are very positive figures, especially given the grim market conditions of the past 18 months," says Phil Williams, EFCEM president. "More customers are paying on time, too. The picture is probably just about as good as it could be."

Respondents were also positive in terms of support from their governments, with 48% saying they had received grants or loans. In fact, 100% of those who had applied for grants or loans had been successful. On the downside, 100% of those making a Covid-related claim from an insurance company had been unsuccessful.

INTERNATIONAL STUDENTS UPBEAT AS RESTRICTIONS EASE

An overwhelming majority of international students are upbeat about starting their programmes in UK and US universities this autumn as Covid-19 restrictions continue to be lifted gradually.



A global survey conducted by INTO University Partnerships, a leading international education organisation, shows that 98% of overseas students, who currently hold offers from universities in the UK and the US, are excited about starting their term in autumn.

A total of 625 students from 80 countries – including China, India, Brazil, Nigeria, Indonesia and Saudi Arabia – took part in the survey.

"The survey results prove that seeking an international degree in the UK and the US remains hugely popular among overseas students despite the challenges and uncertainties brought on by the Covid-19 pandemic. This confidence and interest are positive signs of recovery for the higher education sector, which has suffered tremendous losses due to the pandemic," said Olivia Streatfeild, CEO of INTO University Partnerships.

In the UK international students add US\$32bn (£21.6bn) to the national economy.

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HOW'S 2021 SHAPING UP?

With the food and drink landscape having changed dramatically since the pandemic started last year, Bidfood has been busy dissecting the current food and drink trends to understand how they have manifested and evolved so far in 2021

As part of a trends refresh, Bidfood has pulled together a report which explores every element of the food and drink trends that will be dominating menus for the remainder of the year.

From cuisine flavours and infusions, twists on classics and even dishes consumers have been unable to recreate at home, the report aims to help university operators stay ahead of the curve and entice customers in. The hottest trends to date are:

Wellness my way: 68% of consumers say the pandemic has made them more concerned about their health and wellbeing. This trend looks at the new and evolving ways that consumers are optimising their physical and mental health through the food and drink they consume, and the lifestyles they live - whether that is adopting completely new diets and lifestyles, or just subtler changes to their routine through healthy swaps.

Careful consumption: With UK consumers caring more about food sustainability than they did pre-pandemic, supporting local businesses and considering the social and environmental impact of their behaviours and food choices, in this new age of transparency this trend has never been so important. There's nowhere to hide irresponsible practices or eye-watering air miles, as consumers look to support low impact and local businesses, as well as brands and producers that align with their values on diversity and equality.

Cuisines: With restrictions on travel again this year, many people are leaning towards food that brings to life their culinary adventures and excites their senses. In fact, 52% of UK consumers say they want to be more experimental with their food choices than they were before pre-pandemic.

Well established cuisines such as Middle Eastern or global flavours, continue to expand, but there are some new hot trends set to fuel the market. These include:

- **Regional Chinese** - More regionally inspired dishes using Cantonese cooking styles, spicy Sichuan flavours, or dishes like Shanghai dumplings and steamed bao are expected to be seen

- **Flavours of South East Asia** - Consumers are moving beyond the traditional Thai green curry and instead exploring regional influences, discovering flavours of Indonesia, Malaysia and Vietnam
- **Caribbean** - Jamaican 'jerk' flavour is not new, but it is rising in popularity and increasingly applied to a variety of foods, from Jerk rabbit, pork belly and burgers
- **Korean** - This cuisine is all about the ingredients, techniques and flavours - from fire-fried chicken wings and Korean garlic bread.

MACRO SOCIAL TRENDS

Alongside the food and drink trends shaping 2021, wider macro social trends have also become increasingly apparent. These trends continue to reveal shifts in consumer attitudes, behaviours and lifestyles, as well as showing that economic, social and sustainable influences are changing how consumers think, make decisions and act. The main social trends are:

THE NEW NORMAL

Places that were previously considered safe, have evaded consumers' comfort zones due to the ongoing threat of the pandemic. Cleanliness and safety have never been more important, and they're often overtaking price on consumers' agendas when eating out.

CHANGING CHOICES

The pandemic has prompted many people to rearrange their priorities, adapt to new ways of working and living, and re-evaluate what truly matters. As a result Bidfood is seeing a real shift in consumer choices. The key factors that are top of mind for consumers are:

- Quality
- Something a bit different
- Caring for causes
- Supporting local.

For full details on Bidfood's 2021 trends, including an in-depth insight and how they appear within the market, visit:
bidfood.co.uk/2021-food-trends





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BALANCING ACT

Nottingham Trent University aims to create the ideal balance of a mix of fixed and mobile food venues

Nottingham Trent University (NTU) is a public research university dating back to 1843. This higher education facility is made up of four campuses across Nottinghamshire, which includes City Campus, located in the heart of Nottingham; the idyllic countryside estate of Brackenhurst; a dedicated student village at the Clifton Campus and Confetti in the city's creative quarter.

Tending to some 32,000 students' needs are the 15 foodservice outlets located across the campuses. From the Refectory at the Lyth Building on Brackenhurst campus that serves hot and cold snacks, to the World Kitchen at City Campus that offers a range of global dishes – students are well catered for.

PLANNING AHEAD

Looking back to March 2020, it's a familiar story for NTU which went into lockdown along with all other universities. With the exception of two members of staff, the whole catering department was furloughed due to the closure of the foodservice outlets.

"With so many people put on furlough it was important that we communicated with staff to ensure their wellbeing via email, WhatsApp and the newsletter," explains Ivan Hopkins, head of

hospitality and catering at NTU. "We produce a paper every quarter called CAT News, which is a way to keep staff up-to-date with what's happening within the foodservice provision and we continued to send them this throughout lockdown and included a wellbeing edition. The university's vice chancellor also holds regular Q&A sessions where staff can provide feedback and keep abreast of any changes."

The university's catering team used their time wisely, planning for the future while the present was quiet. Throughout lockdown the team began planning September's graduation ceremony, any upcoming sporting events and menus for the retail outlets, cafés and conferences.

"A lot of time and money has been put into Covid safety," adds Ivan. "When staff came back we had Covid-19 induction packs for kitchen, hospitality and retail workers. They were given a tour and told of the new expectations for operating. We are confident that the staff appreciate all the communication during furlough and they have said how safe they felt coming back."

FALSE START

All was quiet across the campuses until the return of the international students to

halls in August 2020. To cater to this group of students the catering department had to come up with a system to feed them while in quarantine and isolation.

"We were very conscious of the bad press certain other establishments had received for their quarantine provision, so were keen to ensure that our students received nutritional items alongside special treats," explains Ivan. "Around 4,700 quarantine packs were given out to students on their return in September. They were designed to cater for all dietary requirements and included a selection of popular grocery products as well as fresh fruit and vegetables."

The packs, which were funded by the university at a cost of £115k, received positive feedback. Parents, in particular, appreciated the duty of care that NTU showed their children. "Due to the ever-changing situation the demand for isolation packs stopped virtually overnight, so we had a lot of overstock," explains Ivan. "To avoid waste we worked with Nottingham City Council, homeless charities, the NHS and city food banks to redistribute the unused food and drink."

NEW BEGINNINGS

As restrictions eased, some of NTU's foodservice outlets began to open on campus. Six outlets were opened across three sites, including World Kitchen, Café Bonnington, Café Newton, Clifton Refectory, Boots Library and Lyth Refectory.



“A lot of time and money has been put into Covid safety”

“The reason we chose to open these outlets was because they would provide a variety of hot meals and grab-and-go options,” explains Ivan. “We have various platforms to communicate with students, from social media to emails. This was an essential service for a minimal campus population and as a result we saw footfall of around 8% compared to normal.”

As more students entered campus, catering staff were brought back from furlough. However, 55 remain on furlough as there is currently no catered hospitality or upcoming events. This has, of course, impacted on budgets, with the NTU catering operation predicting 70% of revenue compared to 2018/19.

“As a reaction to Covid-19 we introduced a click-and-collect service via our app, DILL NTU Click and Collect,” explains Ivan. “It was so successful that we will be rolling it out as part of our regular provision. This will serve two purposes – it will enable students to order and collect food with ease, while enabling us to communicate with students about our outlets.”

“The app provides us with an essential tool to promote our products to our customers and it’s ideal for those who may be rushed for time as they do not have to queue. It also ensures they do not arrive at an outlet to find that the item they want is no longer available. These things help us increase our customer satisfaction and encourage repeat custom. Our app has had a positive effect on income generation.”

TAKE TWO

Just before the first lockdown, two new foodservice outlets were launched – Goldsmith’s Café at City Campus and Lyth Refectory at Brackenhurst. Both had only been open a short while before being forced to close.

“We launched Goldsmith’s Café in January 2020,” says Ivan. “This fantastic space was only open for a couple of months before closure, but it was phenomenally popular with the students on campus.”

The space where the café is now located was once Blackwell’s Bookshop and can seat 120, with the option to take food away. Now newly refurbished to create an industrial-style seating area with vegetation, this café serves a range of filled flatbreads and salad boxes.

“We were keen to open a new outlet on the city campus which would be a real destination for students and high street-comparable in its décor and feel,” explains Ivan. “We worked in collaboration with our in-house design team, Constellations, to create an exciting contemporary space. Having trialled Lebanese-style flatbread wraps on a smaller scale previously with great feedback, we decided to expand this by theming the new outlet and offer around this.”

The other catering project that had only just started its journey was the Lyth Refectory, which replaced the previous dining facility which was in need of updating. Here students can choose from a range of food and drink. In



“Our app has had a positive effect on income generation”





“Our planning is underpinned by our Food for Life status”



addition to the deli bar and homemade classics like fish and chips, burgers and jacket potatoes, students can also pick up sandwiches and pastries with barista-made hot drinks.

“This venue has plenty of scope as it can seat about 180 people and the terrace area offers additional outside space,” explains Ivan. “The terrace will host a range of street food pop-ups that will not only expand menu options, but create a buzz around the food offering here. These concepts will be run by our catering team and be situated at the other campuses too.”

One of the pop-up facilities at Brackenhurst is Vegan Beets, which offers a range of plant-based dishes. The idea for this concept came from students’ desire to see more vegetarian and vegan options on menus.

“We didn’t want to create a static space that was purely vegetarian or vegan, so we decided to invest in a pop-up offering that can move around from campus to campus,” explains Ivan. “We have increased the number of vegan dishes on all our menus by 82% by taking existing veggie dishes and making them vegan, which reduced the amount of work that would ordinarily go into making a vegan menu. We have also created

some completely new dishes such as Beet and Carrot Burger, Spiced ‘Meat’ Balls, and Smokey Red Bean Soya and Pepper Chilli. It’s about getting the balance right for everyone.”

SUSTAINABILITY

NTU’s environmentally conscious status has been upheld for over a decade, having retained the Food for Life Silver Catering award since 2010.

“A lot of our planning is underpinned by our Food for Life status,” says Ivan. “We focus on UK and local procurement, and healthy eating. Together they ensure we consider ethical, social and environmental factors. We have a good relationship with the sustainable development and procurement teams at the university and we have progressed well because of this. We continually strive to be more environmentally friendly. Last year, we took 115 tonnes of waste destined for landfill and sent it to a biodigester to create green energy.”


According to Ivan, there is very little single-use plastic left on campus, with outlets moving from bottles to cans and replacing plastic cutlery with eco-friendly corn starch products.

“I am very much of the opinion you will never

remove plastic altogether,” asserts Ivan. “It is food safe and hygienic and currently a necessity until superior alternatives are available. We work with our suppliers to reduce plastic usage. The sandwiches we buy in now come with sugar starch windows, as opposed to plastic, and our vegetables come in reusable delivery trays as opposed to plastic bags.”

Sustainability is clearly important to students. This is evident in the NTU Green Rewards scheme where staff and students share their green actions and take part in sustainable and wellbeing behaviours. They can log their actions via a free app and take part in monthly challenges and earn points to win prizes.

Over 2,900 staff and students at NTU have taken part in Green Rewards, racking up an impressive 155,000 sustainability actions, which have collectively resulted in nearly 331,000kg of avoided carbon emissions.

As for the future? “Looking forward into the unknown we will have to see how things progress,” says Ivan. “I’m sure there will be a certain element of caution from students and staff as we move into a more normal world but we will be there to make sure they feel comfortable.” 

BECAUSE UNI OFFERS MORE THAN LECTURES.

STUDY IS THE **2ND BIGGEST** ENERGY DRINK OCCASION

SOURCE: 18-39; TOP 3 FOR TOTAL, TOP 4 FOR OCCASION CONSIDERATION, T&A 2019

WELCOME STUDENTS BACK WITH THE RIGHT RANGE.



PLANT-BASED VS VEGAN: THE ROOT OF THE MATTER

Louise Palmer-Masterton, founder of award-winning, wholefood plant-based restaurant group Stem & Glory, explores the difference between vegan and plant-based diets



The term 'plant-based' was coined to make a diet free of animal products appealing for health reasons, without getting into the ethical debate. But does that really mean vegans are more ethical than those defining as plant-based?

At Stem & Glory, this is a question that comes up often, most recently because our new tagline is 'Gloriously Plant-based'. I get asked frequently if that means I've abandoned veganism? For me, the two things mean the same. In fact, we're all about wholefood, plant-based, ethically sourced, low-carbon, circular, compassionate and cruelty-free food. So, is that vegan or plant-based? And what's the difference anyway?

BEGINNINGS

The term vegan was first coined in 1944 by Donald Watson and friends, although it wasn't until the '80s that veganism was clearly defined as follows: "A philosophy and way of living which seeks to exclude – as far as is possible and practicable – all forms of exploitation of, and cruelty to, animals for food, clothing or any other purpose; and by extension, promotes the development and use of animal-free alternatives for the benefit of humans, animals and the environment. In dietary terms it denotes the practice of dispensing with all products derived wholly or partly from animals."

Interestingly, Dr T Colin Campbell coined the term 'plant-based' around the same time following research at the National Institutes of Health, which showed the therapeutic impact of a low-fat, high-fibre, vegetable-based diet on cancer. He was seeking a term that described this diet without invoking ethical considerations.

In other words, veganism is about the abstention from animal products, not necessarily with reference to healthy foods, whereas wholefood plant-based is very much focussed around the health benefits of following the diet.

EVOLUTION

In the early 1980s, veganism was very fringe, and plant-based was unheard of. But through the 1980s and 1990s as people's consciousness started to shift, they started to question the ethics of eating meat.

Once we moved into the 2000s the term 'plant-based' began to break into the mainstream and, as we progressed through the 2010s, the movement, and the term, suddenly started to gain traction.

But is it a bad thing for the vegan movement that the term plant-based was popularised? I'd suggest that the term plant-based has contributed significantly to the rise in popularity of veganism, and that they

share responsibility for the rise of interest in the vegan movement with regards to animal welfare and health.

THE ENVIRONMENT

There's another huge factor in the growth of both movements, and that is the environment. When I became vegan, it was for the animals but back then, in the same way that health was not a key driver for those adopting a vegan lifestyle, the environment also wasn't mentioned. Now, however, the environmental arguments have become increasingly compelling to the point that they can no longer be ignored. Most people I know now actively try to eat fewer animal products. But are these people eating more vegan food or more wholefood plant-based food?

Stem & Glory is going to stick with being both wholefood plant-based and vegan, but I do think we'll see wholefood plant-based and veganism movements converging in coming years. ①

FURTHER INFORMATION

stemandglory.uk



THE CUTTING EDGE

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THE PROCUREMENT REPORT

*To help members better understand the TUCO frameworks, in each issue we put the spotlight on a different category to explain what they are and what they do. This month category manager **Mandy Johnston** focuses on **Disposables & Kitchen Chemicals** and how the pandemic has impacted the sector*

WHAT DOES THE CATEGORY HELP WITH?

There are four lots in this category, which cover the provision of disposable products for university takeaway outlets and cafés (such as sandwich bags, wrappers and stirrers), cleaning chemicals and allergen labels. Often referred to as DIPCHEM, the lots are: 1a – disposables; 1b – reusable alternatives to disposables; 2 – chemicals; 3 – allergen labelling; and 4 – one stop shop.

HOW MANY SUPPLIERS ARE THERE AND WHO ARE THEY?

There are 22 suppliers across the four lots. They are: All Purpose, Alliance Disposable, Arrow Country Supplies, BCS, Bidfood, Bowak, Bunzl, Catering 24 (previously Magenta), Diversey, GMC Corsehill, HG Stephenson, Hamilton and Pollock, Instock Disposables, Keep Cups, Lothian Supply Co, Nivek, Planglow, Tri-Star, Unico, Vertella, Wareuk.com and Wray Bros.

WHEN IS THE CATEGORY IS UP FOR RENEWAL?

The framework went live on 15th December 2019 with a scheduled end date of 14th December this year. However, there is the potential to extend to 14th December 2023.

RECENT ISSUES IN THE CATEGORY

THE PANDEMIC

Last year the demand for PPE and associated items such as hand sanitiser was through the roof. Today suppliers predominantly agree that demand – and supply – is much steadier and managing stock is easier.

Catering 24, formerly Magenta, reports that demand for hand sanitisers and gloves has died down due to people washing hands more (which, in turn, led to more demand for hand dryers rather than paper towels). However, things are becoming 'unstuck' on the disposables side because manufacturers can't keep up with demand. The company says it is often having to swap manufacturers in order to provide alternative supplies.

Arrow County and All Purpose both say that PPE prices are dropping, though not for certain products such as nitrile and vinyl gloves (which can be sourced but have a high price). Arrow believes this could be an after-effect of the much longer Covid lead times. A factor that needs to be borne in mind when purchasing from supply chains. All Purpose says PPE prices are not quite as low as those pre-pandemic but are "getting better".

Nivek reports a possible shortage of nitrile gloves due to a renewed Covid-19 lockdown in Malaysia. It says that it expects a production shortage of approximately 15bn gloves and advises members to calculate a possible shortage into their forecast as well as consider the possibilities of alternatives such as latex gloves.

Bowak reports that its supply of Covid-related items including PPE is fruitful and is experiencing no real issues currently in terms of supply. It agrees that costs of Covid-related products have dropped significantly. It has made a few adjustments to stock lines too; for example, making the choice to supply only iir surgical masks and not the Type 1 surgical masks. It maintains that costs on both lines are so similar that it has chosen to supply the better quality liquid-repellent ones only.

BREXIT

Combined with Covid issues, Brexit has impacted stock levels. Arrow County advises that customers need to factor in longer lead times for stock coming from Europe and All Purpose says that pallet shortages, raw material shortages and container shortages have all impacted on DIPCHEM lines. Arrow highlights that the cost of logistics has quadrupled in some cases. Indeed, All Purpose has found costs increasing by around 15%, which is the levy for container charges which have gone up vastly. Catering 24 acknowledges there have been some issues at European ports but says that it is finding more of a global issue in getting hold of stock.



HGV DRIVER SHORTAGE

Suppliers have noted that the well-documented shortage of drivers has impacted the sector. Based on a survey of its members, the Road Haulage Association estimates there is now a shortage of more than 100,000 drivers in the UK, out of a pre-pandemic total of about 600,000. That number includes tens of thousands of drivers from EU member states who were living and working in the UK. Even before Covid, the estimated shortage was about 60,000 drivers.

Bowak says that the shortage has resulted in extended lead times. Its account managers are working closely with its procurement team forecasting every customer's use. The company has increased its stock holding and is regularly ordering a two-month supply for each customer (if under contract). If a customer is not under contract, Bowak is asking for them to commit to two months of stock. The two-month supply of stock adds a price security for the customer for the foreseeable future.



The company is also frequently using more UK manufactures to source supplies. An example of a recent change is building a relationship with Uniwipe, which manufactures virus-killing wipes in Scotland. This has enabled the company to lower its carbon footprint and receive a regular supply and maintain cost, without adding additional transportation costs and import duties.

LOGISTICAL COSTS

NIVEK reports increased shipping costs from Southeast Asia which will impact the price of PPE, gloves in particular. Pre-pandemic a full 40 container load (of gloves) was around \$2,500; this has now risen to \$20,000. The cost of truck transports from China to Germany are no better, with a cited cost of around \$25,000 per truck and transit time around 20 days. Drastic price reductions for gloves are therefore not to be expected due to these sea freight increases.

DISPOSABLES

During the pandemic, disposable products were in high demand and concerns over their environmental impact took a back seat. Suppliers are now reporting that the market is becoming more stable and that customers are reverting to more environmentally friendly choices. Catering 24 says that sales of products such as paper cups increased due to Covid-19 and it believes that this "may slow down when members start having indoor foods and using crockery".

The global shortage of the bio plastic PLA, made from corn starch, reported last year is ongoing, though All Purpose believes there are 'delays' rather than shortages. It says it can be sourced but the supply is inconsistent.

PLASTIC PACKAGING

Catering 24 reports that the war on plastic has not been as prevalent in the last 12 months due to the pandemic. All Purpose agrees that the agenda has been 'as fierce' but also highlights the fact that TUCO members are becoming more educated about plastics and gaining a better understanding of how to dispose of it, rather than not using it.

Bunzl Catering Supplies says it has been asked to supply more food packaging that reduces hand contamination, such as wrapped paper straws and wrapped wooden cutlery. A growing appetite for grab-and-go or eating in more private spaces means foodservice packaging items have become more focused on safe and practical food delivery options and tamper evidence. Product design is also increasingly focussed on improved recycled content and the ability to separate materials, offering end users clearer guidance over end of life. The company has produced a brochure dedicated to food packaging for a new normal post Covid-19 and a brochure dedicated to innovation in food packaging post Covid-19.

FRAMEWORK FOCUS

ALCOHOL

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0161 713 3422

CATERING LIGHT & HEAVY EQUIPMENT

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0161 713 3422

CONVENIENCE RETAIL PRODUCTS AND SERVICES

CATEGORY MANAGER: **KIM ASHLEY**

CONTACT: **KIM.ASHLEY@TUCO.AC.UK**

0161 713 3429

DESIGN & INSTALLATION FOR THE CUSTOMER EXPERIENCE (CATERING & SOCIAL SPACES)

CATEGORY MANAGER: **NICOLA MELLOR**

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DISPOSABLES & KITCHEN CHEMICALS

CATEGORY MANAGER: **MANDY JOHNSTON**

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0161 713 3427

FRESH FRUIT & VEGETABLES

CATEGORY MANAGER: **JANE EVE**

CONTACT: **JANE.EVE@TUCO.AC.UK**

0161 713 3424

FRESH SEAFOOD

CATEGORY MANAGER: **HANNAH MYTON-WRIGHT**

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0161 713 3422

FRESH/FROZEN MEAT & POULTRY

CATEGORY MANAGER: **KIM ASHLEY**

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GROCERY PROVISIONS, FROZEN & CHILLED FOODS

CATEGORY MANAGER: **NICOLA MELLOR**

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HOT BEVERAGES

CATEGORY MANAGER: **NICOLA MELLOR**

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TUCO SUPPLIER NEWS



DAWN FOODS APPOINTS FORMER STUDENT AMBASSADOR

Dawn Foods has appointed one of its former student ambassadors, Vaishnavi Mora, as a junior product developer.

Vora, who graduates this year from University College Birmingham (UCB) with a BSc (Hons) in Bakery and Patisserie Technology, has joined Dawn's R&D department based at the company's UK headquarters and manufacturing site in Evesham, Worcestershire.

Vora was one of Dawn's 2020 student ambassadors who provided valuable insights, blog posts and created inspiring recipes. Vaishnavi also shared her experience as a student studying a hands-on degree such as bakery in the middle of a global pandemic and lockdown.

dawnfoods.com

RATIONAL INVESTS €30M IN NEW FACTORY

Rational passed a milestone this June 2021 when the 50,000th iVario was manufactured. The success of the cooking system has led to the need for the company to expand its production facilities at Wittenheim in France.

The Wittenheim factory delivers to over 120 countries and Rational is investing €30m in the new building, which will feature an office complex as well as training centre, 300-seater restaurant and a small museum.

Rational is taking advantage of the opportunity to build a truly sustainable building. The steel construction will be highly insulated and energy-efficient; the building will be heated and cooled by a heat pump; intelligent, daylight-dependent LED lighting controls with separate lighting zones will save energy; and the high proportion of glass in the façade will ensure the best possible working conditions.

rational-online.com



RADNOR BACKS ANTI-BULLYING ALLIANCE

Soft drinks manufacturer Radnor has made the Anti-Bullying Alliance its charity of the year. The company is making a donation to the charity and encouraging its staff to fundraise during the course of the year-long partnership, which runs until June 20, 2022.

The money raised will support the charity's vital work to unite against bullying and improve the way schools prevent and respond to bullying taking place online and face-to-face.

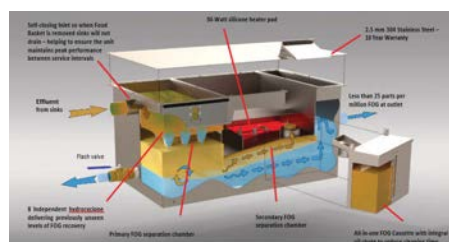
Radnor will also be taking part in Anti-Bullying Week's 'One Kind Word' between 15th-19th November which is expected to involve 80% of schools and reach over 7.5m children and young people.

William Watkins, founder and managing director of Radnor Hills, said: "Anyone who has experienced bullying will know how distressing it is. We have a following of over 20,000 school children aged 13-20 who we interact with every day on Instagram.

"We hope that our partnership with the Anti-Bullying Alliance will help to support young people who may be experiencing bullying themselves."

radnorhills.co.uk

GET SMART ON FOG MANAGEMENT



Filta Environmental has launched a programme of education and support services to help ensure fats, oils and grease (FOG) compliance on commercial kitchen design projects.

FOG compliance is becoming an increasingly important issue for caterers, with water companies taking proactive steps to ensure the operator has grease management systems in place to prevent FOG from causing blockages.

The FOGSmart education programme is designed to educate Filta dealers on the issue of FOG, helping them to specify better solutions for operators. This covers everything from the legal requirements to the range of solutions available on the market.

Under FOGPartner, Filta will attend site on behalf of the dealer and undertake a survey which covers all elements of technical specification, ensuring an expert assessment of all requirements.

While FOGSure from Filta provides full CAD review and specification of any kitchen, guaranteeing that kitchen designs are FOG compliant to meet the requirements of water companies.

filta.co.uk

FRAMEWORK AND DPS UPDATE

MEAT AND POULTRY

The meat and poultry category is currently out to tender. Documents are now available for suppliers to access via the InTend Portal. We are following the restricted procedure with a view to creating a new framework which will be available from 1st January 2022. If you have any local suppliers that you would be keen to be involved in the process, please contact category manager kim. ashley@tuc0.ac.uk and further details will be provided.



DISCOVER THE VERY LATEST NPD AT TUC0.AC.UK

The category managers at TUC0 talk to new brand owners and manufacturers almost every day and are often the first to hear about exciting new products. Many suppliers are keen to have their products available to the TUC0 membership but have not yet established a route to market.

A new section on the TUC0 website now showcases these innovations and members can click through to request samples and give valuable feedback to the companies involved. This information will then be used to help them gauge interest with a view to gaining listings with TUC0 nominated distributors.

The products listed on the site will change on a regular basis, so it's a good idea to keep popping back to see and sample what's new.

Visit: tuc0.ac.uk/procurement/supplier-promotions-new-products

BUON APPETITO!

Lactalis Professional UK & Ireland has enlisted high-profile Italian chef Giancarlo Caldesi to host a series of online masterclasses alongside its development chef, Mark Bradford. The masterclasses feature the Galbani Professional cheese portfolio, with recipes and culinary tips delivered as part of the From One Chef To Another campaign activations.

The masterclass campaign, Caldesi Cooks Galbani, is aimed at helping chefs champion the art of Italian cuisine and inspire them to create crowd-pleasing dishes which add an Italian flair to their menus. It sees the two chefs join forces to present four unique masterclasses, each focusing on a different Galbani Professional product - mozzarella, ricotta, Dolcelatte or mascarpone.

Italian dishes present an opportunity for operators to capitalise on the cuisine's ongoing popularity among consumers. Italian cuisine took the top spot from a choice of 34 national cuisines in an international YouGov study with an average popularity score of 84% across all the nations surveyed, rising to 91% among British consumers.

lactalispro.co.uk

CATERING INNOVATION & CONCEPT SOLUTIONS

CATEGORY MANAGER: **HANNAH MYTON-WRIGHT**
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0161 713 3422

KITCHEN EQUIPMENT MAINTENANCE, DEEP CLEANING & VENTILATION DUCTING SERVICES

CATEGORY MANAGER: **KIM ASHLEY**
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0161 713 3429

LABORATORY & INDUSTRIAL GASES (LUPC)

ADMINISTERED BY LUPC (EXTERNAL)
IUPC.LUPC.AC.UK/

MILK, DAIRY, MORNING GOODS & BREAD

CATEGORY MANAGER: **HANNAH MYTON-WRIGHT**
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0161 713 3422

PPE & CLOTHING

ADMINISTERED BY THE CPC

RECRUITMENT SERVICES

CATEGORY MANAGER: **NICOLA MELLOR**
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SANDWICHES & ASSOCIATED PRODUCTS

CATEGORY MANAGER: **KIM ASHLEY**
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0161 713 3429

SOFT DRINKS & ASSOCIATED PRODUCTS

CATEGORY MANAGER: **MANDY JOHNSTON**
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0161 713 3427

SUSTAINABLE FOOD WASTE MANAGEMENT SERVICES

CATEGORY MANAGER: **MANDY JOHNSTON**
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0161 713 3427

VEGAN & VEGETARIAN SPECIALIST FOODS

CATEGORY MANAGER: **MANDY JOHNSTON**
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0161 713 3427

VENDING

CATEGORY MANAGER: **MANDY JOHNSTON**
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0161 713 3427

SOFT DRINK GIANTS LOOK TO REDUCE USE OF VIRGIN PLASTIC

The promise of endlessly recycled PET plastic is one step closer, as the Consortium – Carbios, L'Oréal, Nestlé Waters, PepsiCo and Suntory Beverage & Food Europe – has produced the world's first food-grade PET plastic bottles produced entirely from enzymatically recycled plastic.

Each Consortium company has successfully manufactured sample bottles – based on Carbios' enzymatic PET recycling technology – for some of their leading products including Perrier, Pepsi Max and Orangina.

The feat is the culmination of nearly 10 years' research and development by Carbios to create a new process and supercharge an enzyme naturally occurring in compost heaps that normally breaks down leaf membranes of dead plants. By adapting this enzyme, Carbios has fine-tuned the technology and optimised this enzyme to break down any kind of PET plastic (regardless of colour or complexity) into its building blocks, which can then be turned back into like-new, virgin-quality plastic.

Carbios' patented enzymatic PET recycling process enables a wide variety of PET plastics to be recycled into virgin quality, food grade rPET. PET plastics that would otherwise go to waste or be incinerated, can now be brought back into a continuous circular system of recycling. And this can be achieved at high speed – breaking down 97% of plastic in just 16 hours – 10,000 times more efficient than any biological plastic

recycling trial to date (according to a peer-reviewed article in 'Nature').

Together, these brands say they will work to scale this innovation to help meet the global demand for sustainable packaging solutions. In September 2021, Carbios will break ground on a demonstration plant, before launching a 40,000-ton capacity industrial facility, by 2025.

Jean-Francois Briois, head of packaging material science and environmental sustainability Nestlé Waters global R&D commented: "It is very exciting to see that the quality of the prototype bottles made from coloured recycled PET materials is virtually identical to clear virgin PET. When we reach industrial scale, this enzymatic recycling technology will enable us to produce high-quality rPET bottles and help Nestlé Waters in our journey to boost the circular economy and reduce the use of virgin plastics."

Ron Khan, global VP of packaging, beverages, PepsiCo added: "PepsiCo is committed to building a circular economy to achieve our vision that packaging never becomes waste. We are dedicated to reducing the virgin plastic we use and with the breakthrough Carbios enzymatic recycling technology, we can help keep valuable material in the circular economy, reduce waste and take another step toward a truly closed loop system."



'HEALTHY FOOD' SYNONYMOUS WITH 'GOOD FOR THE ENVIRONMENT', SAYS GLOBALDATA

Following the recent announcement of the UK national food strategy reform, Jenny Questier, senior consumer analyst at data and analytics company GlobalData notes that the proposed reforms will help blur the lines between individuals' health and environmental health, making 'healthy food' synonymous with 'good for the environment'.

Questier commented: "Many consumers' purchasing decisions take into account both health and sustainability, and these two issues are becoming increasingly linked as healthier alternatives are seen as 'better' overall.

"We know from GlobalData's consumer surveys that keeping the whole family healthy and safe has been of utmost importance to consumers – especially during this uncertain time when health issues are at the forefront of consumers' minds. An increasingly aware consumer base is looking for accessible products that align with their values."

GlobalData's 2021 Q1 Consumer Survey found that health and wellbeing continues to be a key driver for purchase for 45% of UK consumers. Further, 45% of UK consumers are currently buying plant-based alternatives for health reasons, while 28% are buying these for sustainability reasons.

Similarly, GlobalData's 2021 Q2 Consumer Survey revealed that environmentally friendly products are a key driver for purchase, with over two thirds (70%) of UK consumers finding sustainably or ethically sourced ingredients appealing.

Questier continued: "Many consumers have used the pandemic period to pause and reflect on their shopping habits. Where personal motivation to lose weight or eat healthier has fallen flat, particularly regarding weight management as terms like 'bikini body' have come under fire for negative connotations, the desire to support a wider, global issue is stronger than ever; and, with the right communication, the message that healthier eating also helps environmental issues could give healthy eating measures an extra boost."

IVARIO PRO RECOGNISED FOR ENERGY EFFICIENCY

The Rational iVario Pro has won the Energy Efficiency Innovation in Heavy Catering Equipment award at this year's Irish Foodservice Suppliers Awards (IFSAs). While the award winners were unveiled in an online ceremony in late June, the winning products will be on display later this year in a special enclosure at the CATEX show (RDS Dublin 2nd-4th November).

Announcing the award, chair of judges Maurice Bergin, managing director of GreenHospitality.ie, described the iVario Pro as a 'market leader in energy efficient cooking.' He also noted that the iVario Pro is the only multifunctional cooking appliance in its category recognised by the HKI certification data base. This offers easy, fast and free access to energy consumption figures, with comparative data based on set guidelines, helping buyers make the best decision for their requirements.

The iVario Pro can boil, deep fry, shallow fry and pressure cook, delivering an energy saving of up to 40% compared to conventional cooking devices. The patented iVarioBoost heating system delivers up to 94% energy efficiency with quick and precisely controlled power from the ceramic heating plates.

rational-online.com



Rational sales director Sandy Thomassen heads the company's team in Ireland

THE REAL THING WHEN IT COMES TO RECYCLED PLASTIC

Coca-Cola Great Britain (GB), in partnership with Coca-Cola Europacific Partners (CEEP), is set to reach a significant milestone by using 100% recycled plastic in all on-the-go bottles across its entire range, as it continues its progress towards fully sustainable packaging.

The move means that all plastic bottles of 500ml or less in Great Britain are to be made with 100% recycled plastic and will continue to be fully recyclable. The rollout commences in September, when the first 100% recycled 500ml bottles will start appearing on shelves. This milestone means Coca-Cola Great Britain will increase the amount of recycled plastic material in smaller bottles from 50% to 100%.

Coca-Cola's use of recycled plastics in Great Britain now saves 29,000 tonnes of virgin plastic each year – the equivalent of 2,292 double-decker buses.

This change is another step on Coca-Cola's journey towards 100% recycled or renewable plastic in all its bottles, and the creation of a circular economy for its PET packaging. The company is also completing the transition from plastic shrink wrap to cardboard packaging across all multipacks.

Although all of Coca-Cola's bottles have been 100% recyclable for many years, too many are still not being recycled. To make it easier to recycle plastic bottles Coca-Cola has been working closely with the Scottish and Westminster governments and industry partners on a well-designed Deposit Return Scheme (DRS). This will encourage more people to recycle and ensure a greater collection of bottles in a clean, efficient way so that they can be remade into new bottles again and again. An effective DRS is planned for implementation in Scotland by July next year with England and Wales following thereafter.

Helen Bird, strategic technical manager, WRAP, commented: "It takes 75% less energy to make a plastic bottle from recycled plastic, and with plastic waste significantly contributing to fossil emissions when incinerated it's never been more important to specify recycled content and keep packaging in a circular system. It's positive to see Coke, founding members of The UK Plastics Pact, continuing to push the boundaries on design and engaging with its customers to place the bottles in the recycling, since achieving 100% recycled content is going to be strongly reliant on getting those bottles back."



WHAT'S IN SEASON AUGUST

- Aubergine
- Basil
- Blueberries
- Broccoli
- Chard
- Chillies
- Chives
- Damsons
- French beans
- Loganberries
- Marrow
- Plums
- Redcurrants
- Shallots
- Sweetcorn

TRAFFIC LIGHT FOOD ECO LABEL TO LAUNCH THIS AUTUMN



Global food giants and a group of Europe's leading supermarkets have teamed up with the world's top food and environmental scientists to form a new non-profit organisation that will issue front-

of-pack environmental scores on food products from this September.

Foundation Earth is the brainchild of Denis Lynn, the Northern Irish food entrepreneur who died in May 2021 following a quadbike accident.

M&S, Sainsbury's and the Co-op join the world's biggest food company Nestlé, protein giant Tyson Foods and Spanish supermarket Eroski on the Foundation's industry advisory group, each signing up to "explore the potential for environmental labelling on food products and to support Foundation Earth's ambition to help build a more sustainable food industry".

A pilot launch will see a group of Europe's leading food brands launch front-of-pack environmental scores on a range of products this September – while the world's largest food business, Nestlé, is supporting an intensive nine-month development programme to prepare the Foundation for full Europe-wide roll out in 2022.

Lynn's firm Finnebrogue Artisan, which owns Britain's biggest bacon brand Naked, is one of the first-mover food producers adding eco-scores to their products this autumn, in advance of COP26.

Former cabinet minister Chris Grayling MP, who currently has a private members bill in the House of Commons calling for environmental labelling of food and drink products, said: "Environmental labelling of food products is long overdue and something I have been calling for now for some time. Consumers need clear and credible information they can trust so they can make more sustainable buying choices.

"I applaud the companies that are taking part in the pilot launch this autumn and hope it will prove to be a really positive step in the right direction. To build a more sustainable planet, reduce carbon emissions and minimise biodiversity loss we must build a more sustainable food industry. Foundation Earth's front-of-pack scoring system provides us with the potential to drive positive change in a commercially viable way."

SUSTAINABLE FOOD SURVEY

SOS-UK, the student-led education charity focused on sustainability which recently wrote a food guide for universities, colleges, students' unions and students (in collaboration with Sustain, the alliance for better food and farming), is conducting a research project designed to understand more about experiences of sustainable food within institutions across the UK. They have recently completed student-facing research to understand their views and experiences, and now want to hear from staff in institutions who have a responsibility for, or a role involving, food retail or catering. This can be at any level and includes staff hired directly by the institution or by external providers. The survey can also be completed by staff who have been furloughed at any point and for any period since the outbreak of COVID-19. You can access the survey at tuco.ac.uk/foodsurvey

ONWARDS AND UPWARDS



Alana and Lisa McFarlane

Philip Rees-Jones, TUCO chair, kicked the day off with a warm welcome and reminded attendees how far the sector has come since the last Summer Conference in 2020 which tackled the challenges of a VUCA (volatile, uncertain, complex and ambiguous) world. "It may not be such a VUCA or Covid world now, but there are still many unknowns," he said. "We're not out of the woods and we continue as caterers to be agile and demonstrate the true value of an in-house catering team. We are on the road to recovery."

GUT REACTION

Moderated by Manish Shah, associate director of King's Food at King's College London, the first session focused on the importance of gut health when it comes to health and mental wellbeing. A relatively new science, it was presented by twins Alana and Lisa McFarlane (former Freshers Week DJs) founders of The Gut Stuff and their head of nutrition Kristy Coleman. Lisa was excited to be presenting to TUCO members: "You guys have such tremendous influence over so many guts!" she exclaimed. "Food is power!"

Kristy explained how the gut works and emphasised how "it's not just about digestion absorption."

She used an amusing 'festival site' analogy to explain the 'microbiome' which refers to the microbes that live in the large intestine. "Confuse those microbes [by changing your sleep cycle for example] and that festival turns into a mosh pit," she warned. Microbes help support immunity, with the gut being responsible for 70% of a person's immune system. They also produce certain vitamins and can affect the metabolism. They need to be looked after, she said and eating fibre is key. Alana emphasised that it did not involve changing life around 180 degrees. "It's about simple swaps," she said with Lisa highlighting the need for the story around the science to be told. "This diet is not a solution," she said. "Education is needed." The Gut Stuff team went on to give their top five tips to support gut health:

Chewing: Kristy advised to 'chew, chew and chew again'. "It's not what we eat, it's how we eat," she said. The more food is chewed, the better it gets into the system and the better absorption of nutrients. Saliva generation is important too and suggested smoothies should not be served with straws.

"Food is power!"

Fibre: Acknowledging that nine out of 10 people don't get enough fibre into their diet – the daily target is 30g – Kristy underlined that there are different types of fibre, and microbes need them too. She recommended attendees download the fibre table on The Gut Stuff website though advised that increasing fibre in a diet should 'start slow'. **Variety:** Based on a study in the US, gut health was better in people who ate 30 different types of plant per week. "Diversity is key," said Kristy. She suggested various ways that people could build

From gut health and employee wellbeing to sustainable food choices TUCO's recent Summer Conference put members in the driving seat on the road to recovery.
Liz Jones reports

better diversity into their diets by meal planning; keeping a gut diary; avoiding eating the same lunch every day; and eating different coloured fruit, herbs and spices. She urged attendees to take up the '30 plant challenge'.

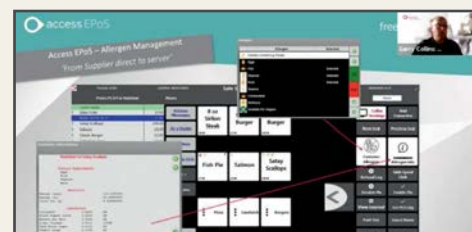
Hydrate: The team agreed that drinking 1.5-2 litres of water a day was essential, particularly given the fibre element of the diet.

Exercise: Think movement '10 minutes here, 10 minutes there' rather than hard gym training sessions, Alana said. Exercise affects the microbiome too. "Do something you like," she advised.

TECHNOLOGY ADVANCES

Garry Collins of The Access Group took the upcoming introduction of Natasha's Law in October as his starting point for the session entitled 'The Technological Road to Recovery'. He focused on TUCO Online's and ProcureWizard's ability to facilitate the new labelling requirements. Research by Access found that only 18% fully understood the implications of the new legislation and that 43% had a labelling solution in place. He pointed out that Access's EPOS solution can also display allergen information on the till and to the kitchen. He also recommended Access Workspace, a single sign-on software which brings Access's products together in one place so users can analyse spend, payroll, EPOS sales, etc in one dashboard.

Access colleague Sunny Rutherford outlined the advantages of Advanced Stock Control which 'gives granular detail' about areas such as stock



The Access Group explored technological options



Kristy Coleman, head of nutrition, The Gut Stuff

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depletion, transfer of stock between units and wastage. Lorna Wilcox of Access Collins, the reservations and booking specialist, took attendees through the possibilities of booking systems. "Bookings weren't a thing for the university sector but with Covid all that's changed," she said. She suggested that a system could help operators know exactly how many people were on site and help them direct customers to other outlets if full. Such apps can also help with ticketed events, such as during Freshers Week. Lorna also highlighted their use in pre-ordering, another Covid-related initiative. "Pre-ordering upsells by 12% on average," she said. She also lauded the Collins system's live-wait feature which was about keeping people safe and helped with efficient table management.

PUTTING PEOPLE FIRST

The importance of looking after the mental wellbeing of staff was examined in a session presented by Peter Fullard, CEO Upskill People, Peter Harris, people development partner at craft and book retailer The Works, and Elton Gray, commercial & operations director of Creams Café, the UK dessert parlour chain.

Peter focused on the need to set measurable goals of wellbeing programmes, given the adage 'what gets measured, gets done'. He told attendees there were certain key areas to a successful online training programme: it must be linked to the business strategy and its goals (how will it make a difference) and when it comes to measurement, statistics were good, but 'vanity stats' were not. A business does need to know how many people have completed the programme but it also must discover what the learners thought of the programme and capture their ideas and any positive outcomes.

Elton told delegates that Creams had faced the challenges of a takeover as well as the pandemic and 'pingdemic' in recent months. There are 1,400 employees across 100 stores, though 90% of these are franchises. When the pandemic hit, all training went to Zoom but his



personal challenge was how to keep driving positive change in myriad businesses. "How do you ensure they [franchisee employees] have the same benefits and care?" he asked.

The solution was to launch The Creams People Programme (its tag line 'Being the Creams of the Crop') together with Creams Academy which incorporates some the regular health and safety training but also some MIND mental health modules he had learned about from Peter. Out of this came Creams Platinum Store of Excellence, an online hub that drives staff engagement.

Elton believes that it has dramatically impacted retention and that staff loss has been minimal. "The biggest part of the challenge begins now," he said, listing the ongoing tests of recruitment, smaller working teams, increased work hour flexibility and preparing for the unknown ("whether that's another lockdown or not"). Creams is also now launching apprenticeships to enable staff to gain a transferable skill.

At the start of the lockdown in March 2020, The Works changed its hashtag #creatingsomethingspecial to #protectingsomethingspecial because when all 525 stores closed and its 4,000 staff furloughed, the company was concerned it was going to lose a lot of staff. "A lot of colleagues have jobs which are not considered careers and are considered 'stop gaps' for many," Peter said. "We wanted them to know that they were cared for and looking after their wellbeing."

Panel discussions ventured outside university hospitality with speakers from The Works and Creams Café

"Pre-ordering upsells by 12% on average"



A communications strategy was devised which included regular weekly emails to employees' personal email accounts and the creation of a Facebook group, a free and instant tool to use. The Facebook page posted vlogs and video updates from directors during lockdown, as well as instigating long service awards and a kudos card. In April 2020 while everyone was on furlough the company set up a 'I Can Be' programme which provided training and career paths. "Sales assistants now know how they can become an area manager and what they need to do to get there," he explained.

The pandemic caused The Works to restructure how it looks at 'health and safety', now adopting the term 'health and wellbeing'. "Mental ill health is our number one reason for sickness absence," he said. The company now acknowledges that physiological safety is as important as physical safety. "It's a big step change for us," he admitted. They've launched six of the Mind charity's Upskill courses and 75% of staff have now completed one or more of them.

Peter revealed that as a result of the work into staff engagement, staff turnover is down by over 50% (despite six months of furlough); its engagement survey results are up 10% on 2019 and internal promotion is up by 25% in the year to date. Peter hopes to get that figure to 50%.

The company's work in this area is ongoing. "We're keen not to stop!" he said. It launched an Ethics Committee in June and is also expanding its mental health support with a new initiative called Wellbeing Warriors. "There is a real community feeling in the business now," he said.

***"Mental ill health
is our number one
reason for sickness
absence"***

DEGREES OF SUCCESS

An afternoon session entitled 'The Business Road to Recovery' detailed the Hospitality Consultancy Reports from three students who had recently graduated from the TUCO/LSBU Master's Degree course.

Nick Burdett of Leeds Conservatoire shared his findings with regards to how to engage a casual student workforce (and promote hospitality as a career). He admitted that he had not discovered the answer but that his work had given him a greater understanding of the individual and what can motivate. He interviewed the institution's entire casual student workforce and found that pay, hours and work security were the key concerns. He found that only 18% of them thought that hospitality was a positive career option, yet the majority were interested in potential learning and development opportunities. "So, there is a misunderstanding of what our staff want," he said. He believes it is important to understand yourself to successfully manage others and that the role of catering and hospitality and its importance needs to be fully recognised within an institution.

Paula Martindale from the University of Chester decided to follow the Master's course to validate the knowledge she had gained over the years. The topic of her report was sustainability and she told delegates how her research showed the disparity between students' perception of sustainability and their actions. She found that 73% of undergraduates would use a single-use cup despite 70% owning a keep-cup. Education was a big part of the problem and her research showed the necessity of educating the staff to educate the students by asking them to bring their keep-cups back. The university has since dropped its 20p cup levy and instigated a 'drop and swap' scheme. Messaging throughout the institution was crucial, she said. "Sustainability has to be the norm."

THE POWER OF POSITIVE PSYCHOLOGY

Psychologist and motivational speaker Andy Cope, aka the happiness professor, shared some of his beliefs about 'the science of happiness'. For 150 years, traditional psychology has focused on ill people who 'need fixing' and that despite the best medications and therapy, mental health has worsened. He thinks by turning that on its head – by learning from happier, positive people – you can learn to become 'you at your best'.

He suggested delegates create a 'To Be' list in order to shift their perspective – be positive, happy, kind, etc – and also think of 10 things to be grateful for. "Gratitude is the fertiliser of happiness," he said.

Andy also related his discovery of a 16th century Japanese tea ceremony during lockdown which made him reject growing 'Groundhog Day' feelings. The ancient ceremony involves being 'fully present' for the 'one time only' event. "Unless, you're incredibly careful, life can be a bit samey," he said. But thinking about 'being fully present' and owing that to the people around you, made him feel alive and more connected.

He also introduced the idea of an 'Emotional Soup'. "In any social interaction where people are thrown together, everybody is having a say in the flavour of the 'soup'," he said and asked delegates to consider what flavours they were adding and what they could add. "Passion, love, confidence?"

Fiona Simon of Trinity Hall, Cambridge took the subject of the shift in student dietary preferences from matriculation through to graduation for her consultancy report. She found that the two top student concerns influencing diet were health and price. Animal welfare and environmental impact were lesser concerns. Indeed, in an experiment to see if carbon footprint labelling on dishes would influence choice, while the student reception was positive and they liked the insight, their carbon footprint actually increased when the labels were present.



The Menus of Change panel provided much food for thought

SUSTAINABLE AND DELICIOUS

Dialling in from Boulder, Colorado, Sophie Egan, co-director of the Menus of Change University Research Collaborative (MCURC) joined Matt Tebbit, head of bars and dining at the University of Reading, to discuss the merits of the Menus of Change initiative – a US-led programme which promotes the provision of healthy, sustainable and delicious food choices.

Matt described how catering at Reading had been looking for a new model that was sustainable financially, environmentally and socially and that seeing Menus of Change in action in Stanford and Boulder while on a 2019 TUCO study tour “blew his mind”. He emphasised that following the programme is a culture change, not a tick box exercise. “It’s changed everything about the way we operate,” he said, explaining the shift to cooking lots more from scratch and the move away from processed foods towards a more plant-based menu. The university is about half-way through the journey, he believes. “There’s still more work to do.”

Menus of Change is the antecedent to the MCURC. “The collaborative is the accelerator arm,” Sophie explained. It boasts 272 members – Reading was invited to join last year, the first British institution to do so – both large and small. Its research agenda is about shifting diets to develop scalable, applied solutions to promote healthy, sustainable and delicious food choices. There are two types of multi-site research: academic and operational.

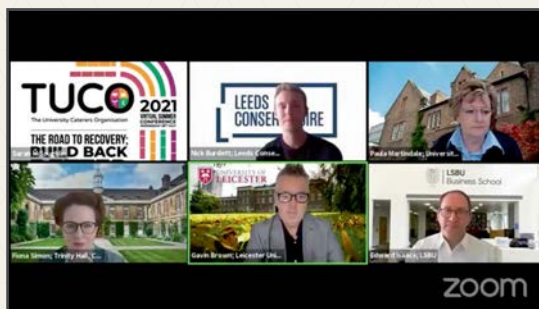
Sophie shared the results of a recent report entitled ‘The Dish Study’ which tested the efficacy of taste description labels versus health-focused labels. For example, ‘twisted, honey-glazed carrots’ versus ‘vitamin-packed carrots’. It was assumed that healthy labels would increase their appeal. However, there was a 29% uptick in sales of taste labelled items. “Inadvertently, you can be undermining your healthy dish policy intention,” she warned. It was

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Three graduates from the TUCO/LSBU Master's Degree course shared their experiences

also vital that the dishes lived up to their labelling. “Taste-focused labels work better when dishes are tastier,” she added.

Sophie recommended delegates visit sparqtools.org/edgyveggies/ to use the tool for themselves. “It’s an amazing tool kit,” she said. **TUCO has planned upcoming discussions with the MCURC so watch this space!**

*“Gratitude
is the
fertiliser of
happiness”*



ROLL OF HONOUR

At the conference it was announced that the first cohort of the TUCO Academy Master's Degree in Hospitality Leadership in Universities and the Public Sector in collaboration with London South Bank University had just graduated. Congratulations go to all nine who passed!

Matthew Carter, Emmanuel College, Cambridge

Mark Slater, Churchill College, Cambridge

Fiona Simon, Trinity Hall, Cambridge

Margaux Park, University of St Andrews

Martin Batt, University of Reading

Ivan Higney, Darwin College, Cambridge

Paula Martindale, University of Chester

Nick Burdett, Leeds Conservatoire

Sarah McLoughlin, head of Academy, TUCO

UPCOMING COURSES TO BOOK TODAY

LEVEL 3 FOOD SAFETY REFRESHER WEBINAR DAY COURSE

WHEN: 19TH AUGUST 2021
COST: FREE OF CHARGE FOR FULL MEMBERS

This course is suitable for team leaders and supervisors who have previously completed an accredited Level 3 or Advanced Food Safety course, who would like to have formal training in updates that have taken place in recent years. A copy of your prior achievement in Level 3 Food Safety is a pre-requisite for this course.

During this full day online course, attendees will:

- Learn about HACCP based procedures: what's new - threats and vulnerabilities including COVID 19
- Cover Food Safety Management Systems & due diligence including lessons learned from recent court cases
- Learn about managing allergen hazards – their control from supply to service
- Learn about Food Information Regulations 2014
- Understand the Food Hygiene Rating Scheme and how to achieve 5 stars
- Discuss future developments – acrylamide monitoring and calorie labelling on menus.



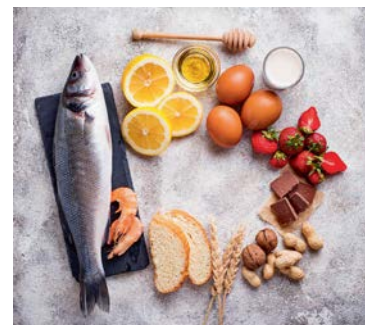
LEVEL 4 FOOD SAFETY REFRESHER WEBINAR DAY COURSE

WHEN: 26TH AUGUST 2021
COST: FREE OF CHARGE FOR FULL MEMBERS

Designed to update you on changes to food safety management since the completion of a formal food safety qualification, this course is suitable to meet the requirement for food safety refresher training, up to advanced level.

During this full day online course, attendees will:

- Learn about HACCP based procedures: what's new - threats and vulnerabilities including COVID 19
- Cover Food Safety Management Systems & due diligence including lessons learned from recent court cases
- Learn about managing allergen hazards – their control from supply to service
- Learn about Food Information Regulations 2014
- Understand the Food Hygiene Rating Scheme and how to achieve 5 stars
- Discuss future developments – acrylamide monitoring and calorie labelling on menus.



LEADERSHIP SKILLS WEBINAR DAY COURSE

WHEN: 25TH AUGUST 2021
COST: £25 for full members

The art of managing helps to get things done. The art of leadership helps to work out where you are going and encourage your staff to follow.

During this full day course, you will:

- Understand the difference between leading and managing
- See yourselves as true leaders
- Identify what gets in the way of being an effective leader
- Challenge self-limiting beliefs that prevent you taking on or being fully committed to leadership roles
- Gain practical skills to handle difficult conversations
- Draw out your own leadership abilities
- Identify your default leadership style
- Learn how to adapt leadership styles to suit particular individuals or teams
- Handle leadership issues you currently face
- Address specific problems or difficulties in the leadership arena.
- Learn to use the concept of values identification as a powerful way of developing yourself and others.



CHANGE MANAGEMENT WEBINAR DAY COURSE

WHEN: 22nd SEPTEMBER 2021
COST: £25 for full members

While no one can stop change, you can learn to move with it. Managing people change is a critical skill in today's world of rapid and continuous change as the global pandemic has gone to show. This day course is ideal for managers and leaders who want to increase their skillset and knowledge to be able to act strategically and deal with change.

Following the event, attendees will have more confidence in:

- Developing plans and organising change
- Communicating and briefing staff
- Applying change management skills and techniques
- Dealing with the resistance to change
- Setting action plans and monitoring progress.



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GOTTA GO!

The days of the tired sandwich and rock-hard baguette are long gone. Today's on-the-go campus consumer is looking for something fresh and packed full of flavour. Liz Jones reports

Grab-and-go has been a growing trend for many years, but the pandemic has driven it even harder. Indeed, the sector has grown its share of the total eating out market by 4.3% over the past 10 years (according to the MCA HIM – Food to Go market report 2019). In overall terms the grab-and-go market is expected to have grown by 3% in 2019 to £21.2bn.

Grab-and-go is a popular choice for many reasons – convenience, choice, quality and as an impulse 'treat'. As Lee Tynan, food development director at Creative Foods, points out a grab-and-go purchase can often indulge a craving: "Think American, Mexican, Thai and Japanese, all a move to ring the changes by trying something new, or the cost-effectiveness of not having to buy all the individual ingredients to make something," he commented.

Italian is another popular cuisine in this sector – 'slice-and-split' rather than 'grab-and-go' perhaps? There are currently around 50 universities stocking Pizza to Go and research by Kantar has found that 84%

of consumers like or love pizza – and enjoy eating it as a snack, a lunch or an evening meal across most days of the week.

Richard Cooper, senior brand manager, Dr. Oetker Professional (UK) says it works well with students because pizza is speedy and ultra-convenient. "It also wins on taste, quality and consistency," he says.

Its well-known pizza brand Chicago Town has recently launched new self-serve packaging solutions which allow the pizza to stay fresh for up to three hours. The new dedicated self-serve quarter slice holder has a perforated food-safe bag allowing the pizza to breathe while still retaining freshness and a cardboard sleeve to protect the pizza. New recyclable branded whole pizza boxes have also been developed to hold the pizza at the perfect eating temperature for up to three hours in leading hot hold units. Made with a microflute board with display window to easily view the cooked pizzas, the boxes can be displayed flat or on a shallow angle for maximum standout.

Cooper notes that the wide range of pizza toppings also meet the demand for the growing number of dietary requirements. "University caterers must be prepared to cater for the one in six UK adults and three in 10 18- to 34-year-olds that intend to follow vegetarian or vegan diets in the future," hailing the brand's new Smokey Bac'n & Mushroom 10" takeaway stuffed crust pizza which is the latest vegan NPD to join the pizza to go range. This saucy vegan pizza is





Merrychef eikon e2s
from Welbilt

SPOT THE DIFFERENCE

University caterers wanting to keep on top of food trends should be catering to the plant-based revolution that is occurring across the UK, notes Steve Hemsil, sales director UK & Ireland at Welbilt. A recent study by The Vegan Society found that 54% of respondents said they had bought alt-meat products for the first time during lockdown, and 78% intended to continue buying them.

"Toasted sandwiches, paninis or wraps are quick, easy and delicious, and caterers can deliver on the latest plant-based trends easily by offering tasty toasties such as tofu, sweet chili and spinach wraps or a tomato, pepper, cheese and onion panini," he suggests. "To cater for this increase in plant-based food, Merrychef has launched a range of colour-coded accessories to be used with the Merrychef eikon e1s and e2s which make serving plant-based food really easy. Using different coloured cooking trays or liners, an operator can cook a vegetarian and non-vegetarian item one after the other, without having to clean down the equipment, which makes for a speedy operation and ensures caterers only need one piece of equipment, saving space and time.

"Accessories such as trays and liners are available in various colours to make separating menu items easy for staff, green can be used for vegetarian or vegan and Merrychef has just introduced purple accessories for allergies."

topped with a generous helping of smoked gouda alternative, crispy bacon style pieces, mushrooms and diced red onions.

BURGER BONUS

Burgers and hotdogs are synonymous with grab-and-go and Rustlers very much a familiar student favourite. "Rustlers has a real pulling power amongst young adults," says Carl Hunter, Kepak Vending's field sales and national account manager. "Consumers aged 18 to 25 are extremely brand loyal, with high repeat purchase rates. This means that those who choose to stock Rustlers can do so in the knowledge that it will appeal to young adults."

The brand has recently extended with its innovative Cook in Box range – a finalist in the Best New Product category at The Vendies. Rustlers Cook in Box allows customers to heat the fully assembled burger without even opening the pack, eliminating any messy preparation whilst also acting as a product carrier to enable easy consumption on the go – making it the ideal solution for both vending and micro markets.

"Together with our beacon brand, our equipment provides the ideal solution for companies looking for alternatives to costly catering with hot, fresh & tasty meal options 24/7, every day of the year."

Kepak's range of equipment includes the fully automated Pico Cooler concept, which gives access to hot and fresh at any time of the day. Advanced technology provides real time monitoring which can be used to manage stock levels, reduce waste and theft, making it the ideal solution as a single unit or as part of a micro market.

"We know that many want to offer instant, round-the-clock access to good quality snacks and meals. Rustlers branded concept is ideal for serving people who are on a short break. They haven't got the time or inclination to prepare food themselves but want hot food that they can enjoy with the minimum amount of fuss," believes Hunter.

As handheld items, burgers and hotdogs are perfectly suited for grab-and-go, chimes Scott Oakes, commercial manager for St. Pierre Groupe, which includes the St. Pierre and Baker Street brands. "They only need a recyclable greaseproof wrap and paper napkin," he says. "Of course, this is only made possible if the bread carrier is up to standard, which is where the value of a good bread supplier shows. Baker Street offers burger buns, hot dog rolls and jumbo hot dogs to cater for most hot grab-and-go opportunities, from burgers and buttermilk chicken, to hot dogs and breakfast buns. Soft to bite yet firm enough to hold fillings, they are made for purpose, supplied

"Consumers aged 18 to 25 are extremely brand loyal"



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Bao Buns from Central Foods

“Consumers are increasingly demanding a wider variety on grab-and-go menus”



Mars Food's Chicken Fajitas Wrap

ONLINE INSPIRATION

“Food to Go has been a growing trend for many years, but the pandemic has driven it even harder, especially in terms of food delivery,” says Ross Crook, Rational corporate chef.

“These latest webinars show how the Rational cooking systems can prepare everything an operator needs for a complete food to go menu.”

A key consideration in many food-to-go outlets is that staff may not be trained cooks. The Live online shows how easy it is to prepare food in the Rational cooking systems, simply by following the touchscreen instructions. Since staff won't have to monitor the food the appliances tell them when it's cooked or when they need to take action – they can get on with other tasks such as serving customers.

ambient and pre-sliced for added convenience too, with a 35-day shelf life.”

Or for a higher margin product, there are St. Pierre's range of brioche burger buns, seeded brioche burger buns and brioche hotdog rolls and baguettes. All products offer the distinctive shiny brioche glaze for visual appeal but are also strong enough to reduce packaging.

TASTY TRENDS

When it comes to deciding what grab-and-go items to offer on menus, keeping up with the latest trends and eating habits of university students is essential. Alison Smith, global product developer for Mars Foodservice, maintains that sourcing quality products that are both versatile and reliable is a must too. “Consumers are increasingly demanding better quality and a wider variety on grab-and-go menus,” she says. “From spicy fajita wraps and deep filled katsu sandwiches, right through to barbecue pulled jackfruit brioche buns and Italian veggie pasta pots, the options are endless with the Dolmio Professional and Uncle Ben's Professional range of ready-to-use sauces. All of the sauces within the range can be poured straight from the jar, with no additional cooking required, thus significantly reducing cooking and preparation times.”

Tynan agrees that developing grab-and-go menus with products a university caterer already stocks makes good sense. “One of our favourite innovations is to use core products as part of the “packaging” to create Instagrammable food theatre. Our street-food inspired chicken ‘chacos’ are a good example of this. A twist on the traditional nacho, a ‘chaco’ is made by taking one of our ‘Harvest Farms’ chicken breast fillets, slicing it to make a pocket, cooking it, and then filling it with a zesty combination of fresh lettuce, Mexican vegetables, nacho cheese, relish, and salsa, all topped off with crushed tortilla chips and sour cream!”

NEW ON-THE-GO RANGES

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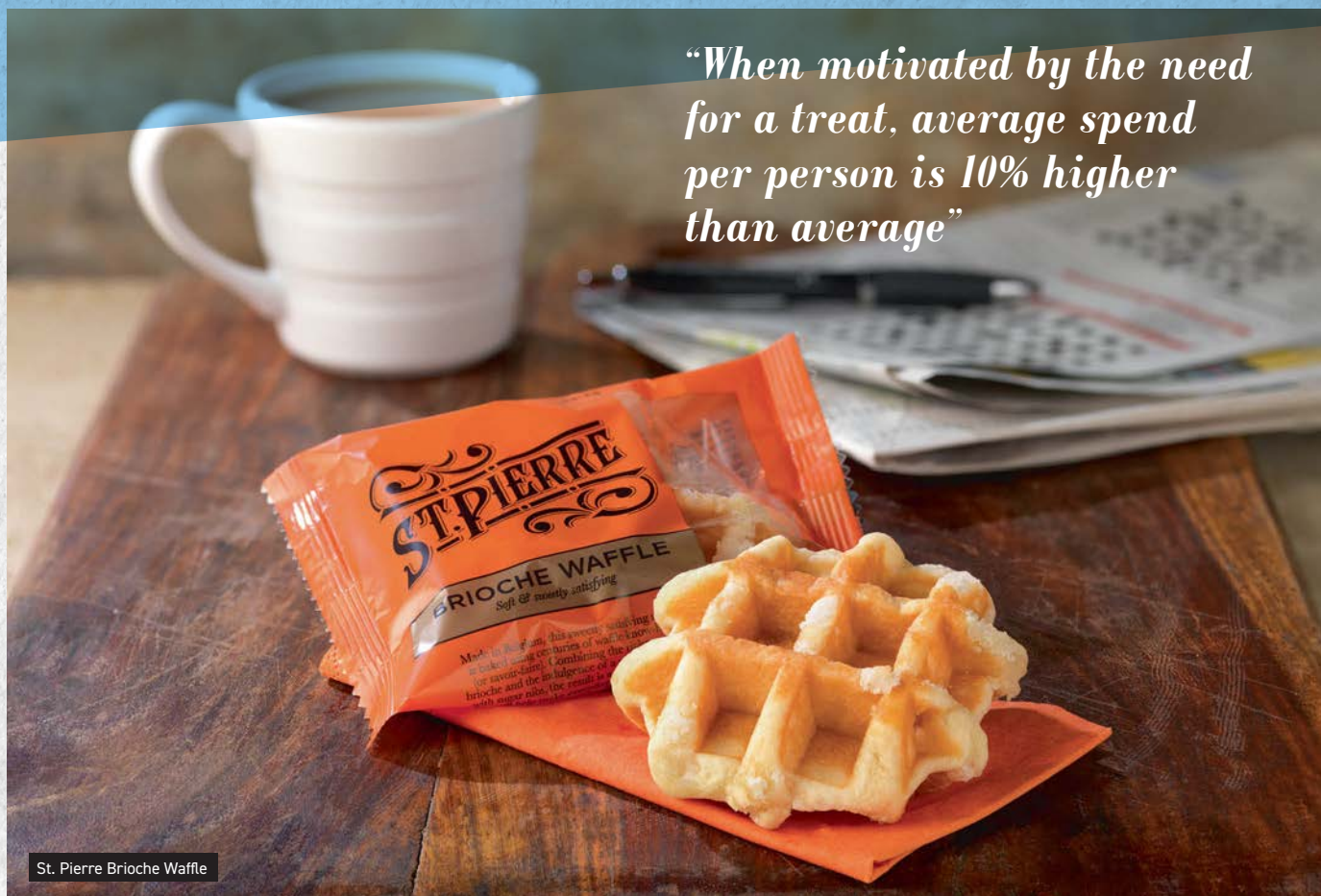
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www.youngsfoodservice.co.uk



MSC-C-50544



“When motivated by the need for a treat, average spend per person is 10% higher than average”



St. Pierre Brioche Waffle

ALL DAY LONG

While once the sole domain of lunchtime, grab-and-go is now appropriate across all day parts and breakfast is ripe with opportunity. Oakes highlights the fact that morning goods are continuing to grow year-on-year.

The St. Pierre range of individually wrapped bakery treats - which includes a Butter Croissant, Chocolate Filled Croissant, Pain au Chocolat and a Brioche Waffle (all 45g with an RRP £1 each) - has been specifically designed for the university food to go market, combining speed of service with ease for the customer. An instantly recognisable brand with its distinctive orange packaging, the St. Pierre range is perfect for impulse purchases at the point of sale. In the current climate, where hygiene is of paramount importance, individually wrapped products can help overcome the challenge of packaging products in a way that is both hygienic and convenient for the customer to take away - even if they are laden with a hot drink and laptop.

The afternoon pick-me-up is another occasion where university caterers can maximise their grab-and-go sales. “Data from The NPD Group shows that since the start of the pandemic consumers have spent more than £8.2bn on treating occasions, accounting for 26% of all spending in the 12 months to February 2021, compared to 18% a year earlier. When motivated by the need for a treat, average spend per person is

10% higher than average,” explains Gordon Lauder, MD of frozen food distributor Central Foods.

“For this reason, it’s a good idea to include tempting sweet treats in your chiller cabinet as grab-and-go items for students and staff. Be mindful of the increasing focus on health, however, and opt for mini portions or products that look indulgent but are relatively guilt-free.

“The 2021 Mintel desserts report suggests consumers are looking for desserts that are both healthy and indulgent, saying that 36% of less frequent dessert eaters report they would eat them more often if they were lower in sugar.”

The company’s pre-cut Menuserve desserts, available in a range of flavours, comply with the current PHE sugar targets and are extremely versatile. Each portion can be served as they come or sliced into halves. “50% fewer calories but 100% of the flavour!” smiles Lauder. “Or how about cutting each slice into four smaller portions to serve as part of a selection of mini desserts or simply as a mini treat with a hot drink? These deliciously ‘creamy’ desserts also just happen to be vegan and gluten-free, so university caterers only need the one option on menus to serve all customers, helping to simplify operations and workload. Rather than defrost a whole dessert, just remove the portions needed from the freezer to reduce waste further.”



KaterBake Twisted YumYums



Menuserve Baked NY Style Dessert



Hudson's Classic Hot Dog

PRESENTATION PERFECTION

Once you have honed your grab-and-go offering, it is important to present it in the right way. Malcolm Harling, sales and marketing director, Williams Refrigeration, advises that merchandisers have features like panoramic glass sides, to make it as easy as possible for customers to see food and drink, even from the side, and ultra-bright LED lighting, to give maximum visibility to the display. "Adjustable shelving allows staff to change the look of the merchandiser to suit different products," he says. "EPOS ticket strips make it easy for customers to find what they are looking for and can be used to promote special offers such as meal deals. Impulse snack baskets will also encourage sales of accompaniments such as crisps."

While energy efficiency and food safety are vital considerations, Harling insists it doesn't mean you need to ignore aesthetics. "After all, these units are designed to be eye-catching and inviting. They're going to be situated in prominent positions within the foodservice operation, either placed to be visible from outside or near where customers queue, to spur impulse purchases. Making sure they look good will help in creating the overall appearance of your business and picking displays that make the products they hold appealing helps too," he says.

Customisation is a growing trend. Many manufacturers, including Williams, can customise their grab-and-go merchandisers with colours or bespoke designs to enable their models to fit in better with a



NATASHA'S LAW COMPLIANCE

Grab-and-go is one of the categories which will be most impacted by Natasha's Law. From 1st October any food which is prepacked for direct sale (PPDS) on site must be labelled with a list of ingredients, including emphasised allergens.

Andrew Pond, business development director at Civica Saffron, says: "Catering management software like Civica Saffron brings together all the individual elements of an efficient, profitable and safe catering operation.

"With Natasha's Law coming soon, Saffron provides the functionality to integrate with suppliers for nutritional and allergen information, export that data and send it to your labelling supplier of choice in the most appropriate format."



Fri Jado MCC

"Many manufacturers can customise their grab-and-go merchandisers with colours or bespoke designs"

university's branding and ethos.

Mike Littlewood, managing director of Fri-Jado UK, agrees. "Whether you are offering an aromatic sweet potato curry, a hearty winter soup, a range of freshly baked breakfast pastries or cold served items such as chilled juices, fresh fruit, or a range of salads, the effectiveness of the display equipment is crucial."



concept to customer

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Courtesy Civica Saffron



“Hot and cold display equipment can be some of the most energy-demanding appliances”

Fri-Jado's Modular Convenience Counters (MCC) combine the latest state-of-the-art airflow technology, with standout design to create a range of modular heated and chilled counters. “Featuring a new ultra slim and ergonomic design, the MCC range is available in several formats and sizes, while self-service, serve over, stand-alone or inline configurations help to meet the bespoke requirements of each site,” Littlewood adds. The range has been designed to offer a complete 360° view of your foods, providing up to 75% more visibility with the highest total display area. For even greater display capability, the MCC Cold uses slim, transparent, and adjustable shelves which appear to be floating.

“With grab-and-go foods served throughout the day, hot and cold display equipment can be some of the most energy demanding appliances. As such, it is vital that caterers consider appliances that achieve efficiency, caring for the environment and helping to keep control of overheads,” he emphasises. The MCC range uses several innovative green technologies to deliver impressive savings. For example, its cold counter uses an eco-friendly refrigerant, R290, combined with a patented OmniCold low velocity air flow, which works by blanketing food from all sides. The unit can deliver precise holding temperatures, from a minimal energy consumption.

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BGL Rieber's ACS cooking wok flat hob

POP UPS

Another way to bolster your grab-and-go offering is to consider the use of pop-ups, a style that goes hand in hand with the popularity of street food flavours.

"Flexibility is the name of this game and university caterers are creating street food stalls as part of the mix of food service options needed to cater for large campuses," says Gareth Newton, MD, BGL Rieber. "Because they are mobile, with the option of self-ventilation and fire suppression, front cooking stations can 'pop' up anywhere on campus where there is a suitable electric supply. Or they can work alongside the main servery, catering to wherever there is a crowd.

"Whether it's stir fry, burger-style, noodle, pasta, rice, wrap, flatbread or sandwich, front cooking stations can serve a steady stream of customers fast. Using

interchangeable cooking modules such as hob, wok, griddle, fryer, or a pasta cooker, provides the means to cater for virtually any food style.

"Visual appeal is crucial when offering grab-and-go meals and snacks. Nothing works better than watching your meal being freshly prepared and put together in front of your eyes."

Kath Ennis-Burton, TUCO account manager at Tugo Food Systems, agrees with the belief that mobile units and pop-ups can be a great opportunity for grab-and-go. Located strategically in areas of high consumer traffic, they are also a great solution in universities with limited kitchen or counter space. She also emphasises the importance of competing with more and more high street food to go brands on campus. "Universities must make provision for their customers' varying tastes and demand for

FURTHER INFORMATION AND ONLINE RESOURCES

BGL RIEBER

bglrieber.co.uk

CIVICA

civica.com/saffron

CENTRAL FOODS

centralfoods.co.uk

CREATIVE FOODS

creativefoods.co.uk

DR. OETKER PROFESSIONAL

oetker-professional.co.uk

FRI-JADO UK

frijado.com

MARS FOODSERVICE

aimiafoods.co.uk

KEPAK

kepak.com

RATIONAL

rational-online.com

ST. PIERRE

stpierregrroupe.com

TUGO

tugo.co.uk

WELBILT

welbilt.uk

WILLIAMS REFRIGERATION

williams-refrigeration.co.uk



Creative Foods Chicken Chacos

quality so as not to be left behind and can do this with the clever implementation of in-house branded concepts.

"We are seeing brands becoming more and important to consumers; a strong brand with a good offer encourages loyalty, influences purchasing decisions and aids retention. At Tugo we operate three highly successful brands; NEO pizza, 4ork 'a world of flavours in a pot' and Burrito Cantina, all of which are supported with high quality food products, point of sale materials (POS), marketing and an experienced field team delivering on-site training and ongoing business support.

"Of course, some operators will want to promote their own brands with a personalised offer, so we have developed a system whereby caterers can develop their own identities, incorporate their ideas into the offer and, working with Tugo's marketing team, develop innovative and eye-catching POS to promote it.

"Working in partnership with Tugo gives operators the benefit of both options; the security of a trusted and respected food company with established, successful brands, or the support of an experienced and dedicated management team and the freedom to develop their own." ¹



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POWER PLAYERS



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Gemma Bradish looks at the latest technology to impact ovens and microwaves

There isn't much we can say about ovens that you won't know already. When it comes to microwaves, however, we have to talk about their versatility. Many models can do more than simply defrost or heat up food, and yet it seems that some caterers are not fully aware of their full capabilities. According to Duncan Vipas, head of sales at R H Hall, the versatility of the humble microwave is often 'underestimated.'

"Many foods and dishes can be cooked very, very well in a microwave oven with great results," he says. "The most obvious benefit to any operator is speed, but there is a great deal of versatility that a microwave can offer. Used properly, the microwave will form a key part of the kitchen operation and the ability to serve a full menu."

So, what kind of microwave is Vipas talking about? The answer is the combination model, which is built to perform a number of different functions.

"Combination microwaves can be used in place of a grill or oven where space is limited, combining these traditional cooking methods with microwave speed for outstanding results – even when cooking foods such as pastries, pies and pizza," he explains. "Items such as pastry will become soggy if reheated in an ordinary microwave whereas using a

combination microwave the crisp, golden brown and conventional finished result will be achieved in microwave time.

"As well as traditional regeneration, microwaves can also be used for steaming vegetables and sauces or gravies," he adds. "For operations looking to introduce a simple food offering, the right microwave can help them create a 'kitchen in a box' with a small footprint and a minimal budget."

TECH TALK

With the passing of time comes the development of new technology, and one of the latest innovations in the commercial microwave market is the use of inverter technology. According to Vipas, this kind of technology provides "outstanding cooking results", and differs from traditional models by maintaining a constant power level.

"For example, a traditional microwave set at 50% will pulse by switching power on and off throughout the cooking period, which can lead to uneven results in some foods," he explains. "Inverter technology will provide a precise and constant supply of power at 50%, making it easier to cook or reheat foods slowly and defrost dishes to perfection. Thanks to precise temperature control, you can cook, reheat or defrost a far greater variety of dishes that conventional microwaves were previously not able to prepare to the same high standard."

An example of a microwave that utilises inverter technology is the NE-1878 by Panasonic, which a spokesperson says, 'enables gentler, more even cooking on low power.'

"There is a great deal of versatility that a microwave can offer"

GIORIK_MTE523X



NEW ON THE MARKET

Cooking equipment manufacturer Giorik recently unveiled its Movair 5 x 2/3 GN countertop combi oven. The new model, which has been brought to the UK market by Euro Catering, offers a three-speed automatic reversing fan, 7" programmable touchscreen controls and up to 200 pre-set and customisable recipes. What's more, the oven comes with an inbuilt automatic liquid wash system, including a choice of three wash cycles.

Unox has also recently unveiled the new ChefTop Mind.Maps Big Compact Plus, a high-performance trolley combi oven offering maximum performance with a width of just 650mm. Suitable for compact kitchen spaces, the combi oven gives chefs the opportunity to maximise performance – and profit – in smaller spaces, combining all the standout features of the regular ChefTop Mind. Maps range with an ultra-slim footprint.

See more on page 59.

MICROWAVES AND OVENS

"This opens up more opportunities to catering operators as other ovens use transformers and are less 'delicate' and precise with heat dispersion. If you use your microwave to cook vegetables when needed - rather than bulk blanching, refreshing and reheating - you will benefit from a better end product which has a nicer texture, a more vibrant colour, is fresher tasting and importantly, has retained more of its nutrients - as well as being a more energy efficient way to cook."

With the focus on energy consumption now greater than ever, newer ovens and microwaves tend to be far more environmentally friendly than older models. Panasonic's NE-1878, for example, can help limit energy use, and ultimately running costs, thanks to the inverter technology.

"Aside from the inverter technology enabling the ability to cook and re-heat less aggressively, trials in a popular high street chain have cited it to be 10% more energy efficient compared to the standard model microwave they used to buy and the NE-1878's inverter technology has been shown to offer over 6% in power savings," says the brand's spokesperson. "While this may seem like a

"Inverter technology makes it easier to cook or reheat foods slowly"

small number, an operator running several ovens per site, performing 50 cycles each, would enjoy considerable savings."

An example of an energy-saving oven is the award-winning Convotherm 4 easyTouch by Welbilt. This specific model promotes energy efficiency thanks to its patented Natural Smart Climate with closed system ACS+.

"This system, specifically designed for Convotherm combi ovens, works like a lid on a saucepan, keeping heat and moisture in, to enable the temperature to rise more rapidly," reveals Steve Hemsil, sales director - UK & Ireland, at Welbilt. "As more of the heat is kept in the unit, it uses less power and water, thus greatly improving energy efficiency whilst also reducing operating costs. Likewise, the eco-cooking mode, which is ideal for food with long cooking times, can be activated at temperatures as low as 30°C for convection and combi-steam cooking."



R H HALL Combi Chef 7 with Pizza

Giorok Steambox Evolution from Euro Catering

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- **Steambox Evolution R**
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DECISIONS, DECISIONS

Choosing an oven that will best suit your requirements is never an easy decision, especially when there are so many models to choose from. Therefore, Rational has been hosting live sessions to help with the process.

"Caterers need to work closely with manufacturers and designers to ensure they are choosing the right equipment for their kitchen's requirements," says Simon Lohse, managing director of Rational UK. "If you want to know more about combi ovens then a live demonstration is the ideal answer. These days it's still difficult, so Rational UK has relaunched its popular Rational Live sessions online. The series is aimed at people who are thinking of getting a Rational or who simply want to find out more about them.

"The interactive Live online events allow caterers to experience the company's most advanced combi steamer, the iCombi Pro. Rational Live online events are hosted by Rational expert hosts who can be quizzed at any time during the session to get specialist information and cooking solutions about particular needs and menus."

We are also seeing a rise in models that allow for connectivity and the use of data. There are many benefits linked to data-driven cooking. A spokesperson for Unox UK sums them up perfectly: "Ultimately, data-driven cooking is about helping end users to get the most from their equipment. The possibilities with this level of analytics are endless but making best use of data can improve productivity and efficiency, enhance safety and transparency, optimise water and energy efficiency, and even eliminate waste to maximise profits. All of which points to a more cost-effective, time-efficient kitchen with complete peace of mind over food safety and compliance auditing." 

FURTHER INFORMATION AND ONLINE RESOURCES

GIORIK
euro-catering.co.uk

PANASONIC
panasonic.co.uk/pro-cooking

RATIONAL
rational-online.com

R H HALL
rhhall.com

UNOX UK LTD
unox.com

WELBILT
welbilt.uk

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4

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3

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BE PREPARED

Food safety has always been a top priority for foodservice outlets, but using the right kinds of cleaning products and food packaging has never been more vital

Although all foodservice outlets should be hygienic, with customer safety at the forefront of the operation, the pandemic has meant university operators need an even closer attention to cleaning and disposable packaging than ever before.

"Staff will need extra vigilance to complete key tasks such as surface cleaning and hand hygiene even more carefully and often than normal," says Ruth Williams, product manager for kitchen care at Diversey, UK and Ireland. "Completing cleaning tasks more often and with greater visibility will provide additional reassurance to customers and staff that the business is making every effort to protect them."

Running an efficient and hygienic kitchen is about being prepared, so stock taking plays an integral role in the safe running of any outlet. Currently, operators may opt for cleaning products that offer greater disinfection performance against Covid-19 in place of their usual chemicals.

With consumer interest in environmental issues on the rise, increasing numbers of university caterers are turning to plant-based cleaning materials on the market that are 100% biodegradable.

Operators should lookout for Gold certification from the Cradle-to-Cradle Products Innovation Institute, which is a globally recognised measure of safer, more sustainable products made for a circular economy. "These products are manufactured from environmentally

responsible plant-based ingredients from renewable resources," explains Williams. "These ingredients are typically derived from by-products of the agri-food industry, originating from sugar beet, maize, straw bran, wheat bran and coconut. The products contain no artificial dyes, perfumes, quats, chlorine, phosphates, or oxide compounds. This means they generally have lower safety classifications than conventional alternatives."

At Tork, its expertise has enabled it to develop and bring to market a product range that meets with the hygienic needs of a kitchen and the changing preferences of its customers.

The Tork Kitchen Cleaning Cloth, for instance, is highly absorbent and very strong even when wet, which makes it a hygienic substitute for a traditional chef's towel and extremely effective when washing kitchen equipment. "Proper hand hygiene in the kitchen is one of the most important steps in preventing cross-contamination and reducing healthcare-associated infections among caterers," says Riccardo May, HoReCa marketing manager, Essity Professional Hygiene. "Therefore, kitchen equipment should be cleaned and maintained with efficient hand hygiene solutions."

The new Tork Odour Control Hand Washing Liquid Soap is also ideal for professional chefs who want to avoid odours and food residues transferring between hands and food; whereas the Tork Extra Mild Foam and Liquid

"Staff will need extra vigilance to complete key tasks such as surface cleaning"

Soap is best suited for professional chefs or kitchen staff who suffer from dry hands due to frequent handwashing. The Tork Antimicrobial Foam Soap is also highly effective against bacteria, viruses and yeasts.

CLEAR CUT

When it comes to food packaging and labelling there are certain expectations from the government and consumers, particularly in regards to allergen labelling. Clear communication with consumers is the key to enabling customers to make informed decisions about their food choices.

"There has never been a more critical time for labelling in the foodservice industry," says Alan Bryson, head of Gen-Label at Tri-Star. "As the industry gears up for the full implementation of Natasha's Law in October, labelling is crucial. While correct allergen identification and labelling is an important health issue, it is also one of corporate responsibility. Lives are literally at stake, so why leave risks in place? As an industry, we can act right away, and im-



DIVERSEY

“There has never been a more critical time for labelling in the foodservice industry”

prove our reputation if we take action today rather than waiting until October.”

Complying with all the food labelling requirements can be tricky, so investing in a food labelling solution is the simple way for university catering operators to ensure customer safety. The latest software offers a wide range of stock self-print or pre-print off-the-shelf options, and some also feature bespoke labels which can be designed to incorporate branding.

SUSTAINABLE SOLUTIONS

Most universities are looking to go green if they

haven't already and this means purchasing more sustainable cleaning and packaging solutions. However, when it comes to eco claims, all may not be what it seems. There are many spurious claims that could tempt university caterers to purchase due to pressure from environmentally conscious students.

“There are so many claims that the Competitions and Marketing Authority (CMA) has recently set up a consultation on new guidelines on ‘greenwash’ which the Food Packaging Association (FPA) is taking seriously,” says Martin Kersh, executive director at FPA. “This includes clamping down on terms such as plastic-free and biodegradable; claims that are often made but are incorrect and unsubstantiated.”

Another trap that some universities fall into is purchasing compostable packaging without putting a collection scheme in place. If compostable packaging is put into the regular food waste stream then it will contaminate the load as it will take longer to break down than food and will only decompose under certain conditions. Therefore, purchasing compostable packaging is futile unless there is an appropriate collection scheme in place.

There have been several advances in recycling solutions for university outlets. A major development has been the progress made in paper cup recycling systems, facilitated by the Paper Cup Recovery and Recycling Group (PCRRG).

A good example of a successful project was Cardiff Metropolitan University, which partnered with Keep Wales Tidy to implement public education campaign and the installation of coffee cup recycling bins in key locations across the campus. “The results indicate a huge increase in coffee cup recycling, with more consumers using the dedicated recycling bins and a decrease in paper cups being deposited

ECO DISPOSABLES

Although reusable glassware is commonplace on campus, there will always be a need for disposable drinking vessels. Ordinarily made of single-use plastic, disposable drinkware has a hugely negative impact on the environment, so it's important that universities look for greener alternatives.

“For students in the UK, climate change is the most pressing issue they face – ahead of wealth inequality, jobs and housing,” says Richard Harries, sales manager at BioPak. “That’s why it’s so vital for campus catering units to embrace eco-friendly packaging and consider the end-of-life solution.”

Operators should opt for cups that have been designed for the circular economy and made from rapidly renewable plant-based materials. These kinds of cups typically have a CO2 footprint up to 75% lower than conventional fossil-based plastic cups.

“We have a bespoke package for universities to ensure their entire menus can be presented in compostable packaging,” adds Harries. “We offer collection and composting services and even arrange for the compost created to be delivered back to sites, truly embracing the circular economy.”

in general recycling bins,” says Kersh. “These types of schemes work really well in what we call ‘closed loop’ environments, where the material stays in one location, such as a campus, and can be collected and recycled as a separate waste stream.”

Plastic packaging has come under close scrutiny due to its negative impact on the environment, so producers have been looking at ways to minimise its use. Many companies have looked at the design of their packaging to reduce shipping and storage space in addition to using recyclable materials to help eliminate waste.

One of the easiest ways for university catering operations to reduce their recycling waste is to replace their ready-to-use bulk products with ultra-concentrates. These require operators to add water at the point of use rather than the place of manufacture, which means smaller packs for the same amount of cleaning. Not only does this reduce plastic consumption, but increases storage space too.

With consumer health and environmental concerns at an all-time high it's essential that university catering operations go above and beyond to ensure their customers are safe and happy. **T**

FURTHER INFORMATION AND ONLINE RESOURCES

BIOPAK
biopak.com/uk

DIVERSEY
diversey.com

FOOD SERVICE PACKAGING ASSOCIATION
foodservicepackaging.org.uk

TORK
tork.co.uk

TRI-STAR
tri-star.co.uk



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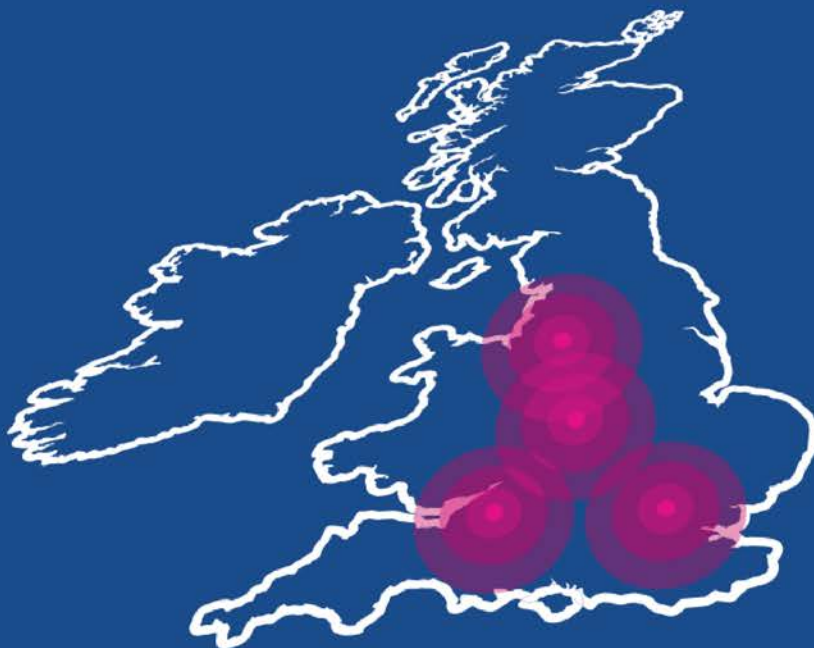
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DON'T GET MAD, GET PPM

Making sure your kitchen equipment doesn't break down is even more important in a Covid-aware world. Liz Jones reports

When working in a quick turnaround catering environment like a university, equipment breakdown can prove a nightmare, especially if it strikes in the middle of a busy service. Even a minor fault can have measurable knock-on effects for kitchen productivity. And making sure your kitchen equipment doesn't break down is even more important in a Covid-aware world. As Malcolm Skinner, chair of the Foodservice Equipment Association's Service Providers Group, points out: "If, say, the dishwasher stops working, there's perhaps less capacity for humans to step in and wash the dirties. At the same time, doing work by hand, whether that's washing dishes or prepping vegetables, is not only going to be slower but also, quite possibly, less hygienic. Plus, it's a downer for staff morale and, at a time when you want to encourage repeat business as much as possible, any equipment downtime is bound to impact on customer service. And, of course, equipment breakdown is going to cost you money."

Skinner advises that it's best to do everything possible to keep equipment working safely, efficiently and hygienically - which is where regular servicing and maintenance come in. "Make sure all your equipment is covered by a service contract. Ideally, get what's called a PPM - Planned Preventative Maintenance. The engineer will come out once or twice a year, more often if you're a very busy site, and give equipment a thorough health check. They'll adjust operating parameters as required to make sure it's operating at optimum efficiency. They can often tell if a component is likely to fail in the near future, and fix it before it causes a problem. They may give you an MOT-style checklist showing you potential issues."

"Equipment breakdown is going to cost you money"

Stuart Flint, training and demonstration manager - UK & Ireland at Electrolux Professional, agrees that the main benefit of preventative maintenance is the ability to address faults before they develop into more serious issues. "Fully comprehensive contracts, like Electrolux Professional's Essentia, also offer accessories and consumables alongside regular servicing. All-inclusive contracts like these with 24/7 support can be invaluable to the busy caterer,

affording them a sense of security that they simply wouldn't have otherwise," he says.

MORE THAN MAINTENANCE

While many tend to think that servicing refers strictly to the mechanical side of maintenance, a comprehensive package actually spans a vast number of applications. Though mechanical servicing is certainly necessary, there are many day-to-day maintenance tasks that can be just as beneficial to equipment performance and health. For example, the regular cleaning of combi ovens can be a major factor in improving overall longevity and ensuring that the smell and taste of previous dishes does not taint the oven's current contents.

Indeed, at Rational UK, a variety of service packages are available - all with additional benefits. "There are three different levels of



M-ICLEAN



packages on offer," explains Simon Lohse, managing director. "The premium package includes the replacement of parts (subject to heavy wear and repairs) and a service hotline available 24/7. With these packages the maintenance costs can be planned and appliance downtime is reduced to an absolute minimum."

DISHWASHING DECISIONS

Paul Anderson, MD at Meiko UK, highlights the fact that a PPM can give access to other advantages such as engineer attendance within eight working hours in the event of breakdown, a 94% first time fix rate (Meiko UK's 2020 average) and a guaranteed supply of spares. He believes that separating dishwashing from the rest of kitchen maintenance should be a considered option. "Focusing on just one element of the kitchen allows specialist dishwashing suppliers to provide the highest level of service," he says. "Dishwash servicing is different to the rest of the kitchen and professional dishwash engineers need to be qualified in multiple disciplines including electrical, mechanical,

"A comprehensive PPM spans a vast number of applications"

gas and plumbing. The best economy comes from tailoring a service package so that some machines get the 3 or 4 services per year they need, while others get 1 or 2 because they work less hard."

It's vital a university caterer uses their kitchen equipment in accordance with the manufacturer's recommendations too. "Ensure employees are trained to use the machine correctly, understand why this is important and carry out routine maintenance tasks at the appropriate times. Give them user guides and wall charts from the leading suppliers that show them how to use their warewashing products correctly," emphasises Lynne Snoding, sector marketing manager, foodservice, Diversey UK & Ireland.

Limescale build-up is a common problem and she urges regular descaling, particularly when in a hard water area. "If left to accumulate inside the dishwasher, limescale can cause blockages that either prevent it from working or put undue stress on components that leads to failure. Furthermore, limescale coating on heating elements and heat exchangers etc will cause inefficiencies that lead to increased energy consumption and hence additional costs."

When it comes to refrigeration, PPMs are essential says Roz Scourfield, national sales manager at Hoshizaki UK. "As with any commercial catering appliance, it is always advisable to have a planned preventative maintenance contract in place, however, with something so critical as a fridge or freezer, we feel it is essential. It was for this very reason that Hoshizaki began to offer PPM contracts."

When signing up to Hoshizaki's PPM contract, university caterers will receive regular service and preventative maintenance checks, all of which will be carried out by a Hoshizaki trained engineer or carefully selected partner. During these checks, the engineer will ensure that the school's Hoshizaki fridge or freezer is operating in the most efficient way and that any potential faults are resolved before becoming a serious issue. Not only can this minimise downtime, but in the case of a fridge or freezer, can prevent potentially hundreds of pounds of stock going to waste."

She underlines the importance of caterers carrying out a few simple housekeeping steps such as cleaning filters and evaporators, to further encourage machine longevity.

Malcolm Harling, sales and marketing director, Williams Refrigeration, agrees that keeping a regular schedule of preventative maintenance means that refrigeration should be able to operate problem free. "Quality refrigeration can last for ten years or more if it is maintained properly and regularly serviced," he says. ¹



FURTHER INFORMATION AND ONLINE RESOURCES

Diversey
diversey.com

Electrolux Professional
electroluxprofessional.com/gb/customer-care/

Foodservice Equipment Association
fea.org.uk

Hoshizaki
hoshizaki-europe.com

Meiko UK
meiko-uk.co.uk

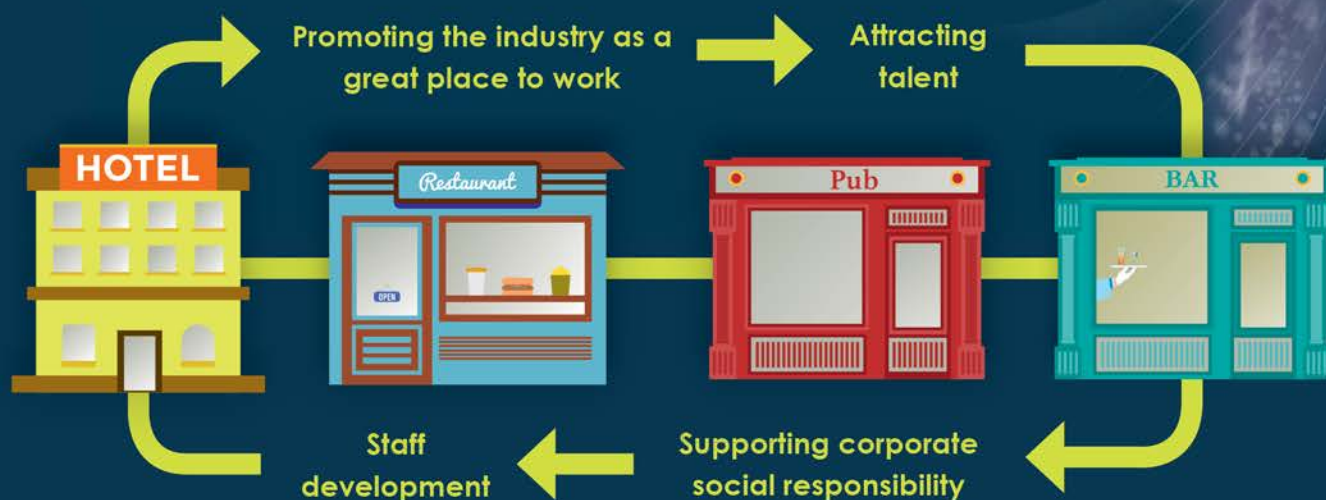
Rational
rational-online.com

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PALATABLE PORTO

Gemma Bradish speaks to restaurant owner Max Graham about his new Portuguese street food concept, Roulote

Four years ago, Max Graham opened Bar Douro, a restaurant serving authentic Portuguese food, in London's Flat Iron Square. Now he has another exciting venture in the making. In March, Max and his team launched a street food pop-up, under the name of Roulote, within the restaurant for just a few short weeks. The pop-up is now closed, but the brand will return later this summer when it will be launching from its very own street food trailer.

"This concept is something that we've been toying with for the best part of a year and a half, so we just thought 'let's get it out there, let's test it out as a pop-up'," says Max. "The reaction was really positive. Flat Iron Square was completely empty at the time, but we were really surprised by how many people sought us out and came down."

Having spent his childhood growing up in Porto, Portugal's second largest city, Max reveals that the idea for Roulote was born from a desire to showcase the nation's famous sandwiches. "Portugal doesn't necessarily have a really well-known street food scene, but it's got a really rich sandwich culture," he explains. "Bar Douro has always been about really focusing on regional gastronomy and

regional wine profiles, whereas Roulote is an opportunity to really take on the Portuguese sandwich and explore and share that with London."

POP-UP TRIAL

As the pop-up was launched on a trial basis, Max unveiled just two stand-out sandwiches: the iconic bifana and an octopus roll. Similarly to how the locals make it in the north of Portugal, the bifana was made with thinly sliced pork shoulder, poached in a white wine and fermented pepper sauce, served up in carcaças bread with savora mustard mayonnaise. The octopus roll, meanwhile, was more of a novel invention.

"In Portugal, there's a real culture of outside nightclubs, going and getting these hotdogs that are sort of lined with these straw potato crisps and covered in lots of sauces," says Max, whose family have been producing wine in the Douro Valley for over two centuries. "They're made with pretty cheap and cheerful Frankfurters. We wanted to use the idea of this hotdog but do it with octopus."

"It's not filled with an octopus tentacle – we chose not to do that as we wanted it to be easier to eat – but it's delicious, nonetheless. It's basically octopus, which is then semi-braised in peppers and caramelised onions, and there's a bit of peri-peri in there too."

On launch night back in March, Max reveals that he and his team were greeted by some rather unexpected faces. "We had a surprise visit from the police, but we were doing everything that we were meant to be doing," he says. "Opening the pop-up was something we had thought about a lot, as we didn't know whether we'd be encouraging a gathering. But then we thought, 'You know what, it's grab-and-go, our queues are socially distanced and we're not serving alcohol'."

"Instead, we sold Freestar, which is an alcohol-free beer made in the UK. Portuguese street food goes brilliantly with beer and, as we weren't able to serve real beer, we thought we'd team up with the guys from Freestar who do a really, really good job of making a non-alcoholic version."



“Portugal’s got a really rich sandwich culture”



REOPENING

With Bar Douro serving as the hub for Roulote, Max says that it wouldn't have been possible to operate the two concepts at the same time. Therefore, when restrictions eased, he had to choose whether to continue with Roulote or reopen his restaurant. After much deliberation, he decided to go with the latter.

“Having opened Bar Douro four years ago, we had loads of customers who were just really, really excited about getting back, and we came to the decision that actually we'd be letting down our regulars more by not opening Bar Douro and keeping Roulote going,” he says. “Running it was really lovely; it was short and sweet but we gained the feedback we needed and felt that opening Bar Douro had to be the priority.”

With his restaurant now up and running – partially, at least – Max is now waiting for Roulote's dedicated trailer, which is being built in Portugal, to arrive in England. Once it does, he will launch the brand with a wider menu that he hopes will appeal to the large number of people who visit Flat Iron Square in search of street food.

“Along with Lupins [a British tasting plate restaurant that is also based in Flat Iron Square], Bar Douro provides a slightly different offering to the rest,” he says. “That's partly why I wanted to do Roulote, to engage with more of the customer base that goes to Flat Iron.”

While the bifana will serve as the ‘anchor piece’ of the brand, customers will also find a selection of other sandwiches available, as well as Freestar and Super Bock, which is a Portuguese beer brand.

“We plan to really explore all the sandwiches available, as there is so much to play with,” enthuses Max. “For example, we're looking at doing a sandwich with requeijão, which is a homemade ricotta-style cheese, with some wild mushrooms. There are lots of ideas in the pipeline.”

“We wanted to use the idea of a hotdog but do it with octopus”

It's an exciting time for Max, who returned to England at the age of 13 and went on to study fine art at university. Organising pop-up art shows then led him towards food and drink stalls, and in 2014 he found himself running a pop-up port bar in Soho. “That was when I really noticed that there was a lack of Portuguese food in London,” he says. “There has always been good Portuguese food down in Stockwell, where there are some brilliant restaurants, but they offer very, very traditional food.”

“In Porto and Lisbon, I was seeing a new wave of restaurants that were really exploring the regional differences in cuisine and wines. I thought that would be really exciting to bring to London – and that's how Bar Douro started.”

Fast forward a few years and Max is now on the verge of sharing Portugal's iconic sandwich creations with the British public. He may have left the country many years ago, but there is no doubt that the culinary scene will forever inspire him. “Even though I'm not Portuguese by blood, it's very much a part of my identity and somewhere that I'm incredibly proud of,” he smiles. 🇵🇹

PHOTO CREDIT - MILO BROWN ROULOTE



THE SPICE OF LIFE

UNIVERSITY OF READING HEAD CHEF KARLENE GASKELL SHARES A POPULAR VEGETARIAN GRAB-AND-GO OPTION THAT FOLLOWS THE MENUS OF CHANGE PRINCIPLES

Here at the University of Reading we follow the Menus of Change principles for healthy and nutritious menus (as well as being a member of the Menus of Change Universities Research Collaborative). We work to the principles to help us improve the sustainability and nutrition of the food we provide, working with our academics in the Food and Nutritional Sciences department.

Reducing meat content is an important part of Menus of Change so wherever possible we will reduce meat and replace with pulses or vegetables.

This recipe for a creamy, spiced butternut squash, paneer and spinach kaathi wrap is inspired by burritos but with an Indian twist. From my experience, street food is a big hit. This dish is popular with its infused egg and coriander wrap, madras spiced vegetables, rice, coriander dressing, crisp vegetables and creamy paneer. We make everything from scratch giving us full ingredient traceability and a complete control of flavours.



Spice blends and pastes such as the ones included as part of this recipe are rich in anti-inflammatory compounds and their consumption may help reduce oxidative stress, boost heart health and improve blood sugar levels, among other potential benefits.

VEGETARIAN

CREAMY SPICED BUTTERNUT SQUASH, PANEER AND SPINACH KAATHI WRAP

Serves 10

- 1 butternut squash
- 700g Greek-style yoghurt
- 20g fresh coriander
- 50g red onions
- 50g mixed peppers
- 250g long grain brown rice
- 50ml rapeseed oil
- 375g white onions
- 10g fresh ginger
- 10g peeled garlic
- 40g double concentrated tomato puree
- 3g sea salt flakes
- 250ml tap water
- 300g paneer
- 200g tinned chick peas
- 100g spinach
- 10 egg and coriander tortilla breads
- Indian five spice
- Madras paste
- Spiced coriander dressing to serve

1. Peel and slice the white onions and red onions finely (keep separate). Peel, crush and chop the garlic and ginger. Chop the coriander. Deseed the peppers and finely slice. Combine the red onion, peppers and half the coriander together. Peel, dice and deseed the butternut squash. Drain and wash the chickpeas. Dice the paneer into 2cm cubes. Coat the squash in half the oil, roast for 10 minutes or until slightly tender.
2. Heat the remaining oil in a pan, add the five spice, leave until they start to pop. Add the white onions and carrots and cook on a medium heat until soft and golden brown.
3. Add the ginger, garlic, madras paste and the water, cook until all the liquid has evaporated.
4. Add the tomato paste, cook for around 10 minutes, then add the chick peas, paneer, spinach and squash. Keep adding water if the sauce evaporates completely. Remove from the heat and stir in the salt, pepper, and the remaining coriander. Place to one side and keep warm.
5. Bring a pan of water to the boil, add the rice and cook until tender. Drain and keep to one side.

TO ASSEMBLE:

1. Place the egg-coated tortilla on a clean surface. Place a portion of the veg mix on one side, add the rice.
2. Place a portion of the red onion mix, coriander dressing and yoghurt on top of the veg.
3. Fold the edges of the wrap in and roll.

EGG AND CORIANDER TORTILLA BREAD

10 tortilla wraps

- 50ml rapeseed oil
- 5g fresh coriander
- 5 free range medium eggs

1. Chop the coriander. Beat the eggs with the coriander. Defrost the wraps.
2. Heat the oil, dip each wrap in the egg mixture and pan fry on each side until egg is cooked.

SPICED CORIANDER DRESSING

10 portions

- 8g fresh mint
- 2 lemons
- 8g fresh coriander
- 10g fresh ginger
- 6g peeled garlic
- 2g green bullet chilli
- 1g cumin seeds
- 2g salt flakes

1. Peel the ginger. Juice the lemons.
2. Combine all in a blender. Blend until smooth

MADRAS PASTE

10 portions

- 45g whole cumin seeds
- 1g whole star anise
- 45g coriander seeds
- 4g mild chilli powder
- 1g black pepper
- 45g garam masala
- 5g sweet tamarind sauce
- 15g ground turmeric
- 15ml malt vinegar
- 10g fenugreek seeds

1. Toast all the spices in a frying pan, then leave to cool. Blend in a spice grinder to a fine powder, Blend to a coarse paste.

INDIAN FIVE SPICE

10 portions

- 4g cinnamon sticks
- 4g yellow mustard seeds
- 4g fennel seeds
- 4g nigella seeds
- 4g coriander seeds
- 4g black mustard seeds

1. Lightly toast, then grind.



GREEN-ER TEA

Tetley has upgraded its enveloped tea range to 100% recyclable packaging.

The line is available in 10 specially selected blends, including the popular English Breakfast, herbal variants including Fresh Mint and Lemon & Ginger, and a selection of fruity and green infusions.

The company says the 100% recyclable packaging and new recyclable envelopes, combined with its fully compostable plastic-free tea bags, makes the range the most sustainable option from a leading tea brand. With research indicating that 42% of consumers are already actively choosing brands due to their environmental values, it's more important than ever for operators to seek sustainable food and drink solutions from their suppliers. Additionally, as the sector continues to adapt to the challenges and recover as a result of the COVID-19 pandemic, the individually sealed envelopes offer a safe, hygienic and contact free serve.

tetley.co.uk

SIMPLY SNACKING

Simply Roasted is a new snack brand aiming to shake up the snacking industry with its new range of non-HFSS (high fat, sugar and salt) crisps, created using a patented roasting process.

The breakthrough technology - costing over £20m and developed over a 10-year period - has produced a great-tasting but healthier snack - the only roasted potato crisp on the market, offering all the crunch and satisfaction of a traditional fried crisp but with 50% less fat, significantly less salt and only 99 calories (per serving).

simplyroastedcrisps.co.uk



SNAP TO IT!

To support operators in making their customers feel safe and to promote hygiene practices, Tork, an Essity brand, has introduced the Tork Xpressnap dispenser range - fully covered napkin dispensers that protect napkins from dirt and spills. The units operate one-at-a-time dispensing so guests only touch the napkins they use.

"The Tork Xpressnap range is a great tool that supports restaurants in promoting hygiene and attracting guests. We recently launched a new page on Tork Online with the message Secure the new hygiene standard. Here you can find a free, downloadable Back to Business Toolkit with tips specifically for the foodservice industry as well as information about how napkins can support a hygienic environment," commented Alex Tovar, product management director of napkins & tabletop at Essity.

torkusa.com

essity.com



THREE CHEERS

Three Fold is the new hard seltzer from Molson Coors and comes in three flavours: Red Berries, Tropical and Citrus (4.0% ABV).

Each can is made up of three ingredients - sparkling water, natural fruit flavours and alcohol which 'fold' together, according to the company. It's 93 cals, naturally gluten-free and vegan.

threefoldseltz.co.uk

molsoncoors.com



TOP TROLLEY

Unox has unveiled the new ChefTop Mind.Maps Big Compact Plus, a high-performance trolley combi oven offering maximum performance with a width of just 650mm.

Suitable for compact kitchen spaces, the combi oven gives chefs the opportunity to maximise performance - and profit - in smaller spaces, combining all the standout features of the regular ChefTop Mind.Maps range with an ultra-slim footprint.

Even with its compact dimensions, the new model is suitable for GN1/1, GN1/2 and GN1/3 trays, ensuring that it is compatible with the majority of blast chillers available in the UK.

Key features include Mind.Maps technology which enables kitchen staff to collect data, analyse the modes of use and produce daily reports, as well as send recipes and download HACCP data to any oven. The use of Air.Maxi technology guarantees intense and uniform air flow on each tray, reducing cooking times and maximising productivity with consistent results every time. It also uses Unox's Steam.Maxi technology for rapid steam saturation with full and partial loads.

unox.com/en_gb/



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CEO UPDATE

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The return to face-to-face events will look a little different but
Mike Haslin, TUCO CEO, is glad they are on their way

I'm sure I'm not alone in being keen and eager to get back to face-to-face meetings and events. While it was great to see so many of you at our recent online Summer Conference (see the full review on pages 24-27), you don't get quite the same buzz as at a physical event. You also don't get to visit other locations, which is always interesting, and I know inspirational for many of our members. Nor do you seem to have time online to get to know new people, to hear their stories or share an anecdote.

It's possible that the return to face-to-face events will look a little different, with more security and safety measures in place, potentially with live streaming to a virtual as well as a physical audience. The journey may vary too from institution to institution - possibly at different speeds - impacted by government recommendations and healthcare guidance.

However, I am confident we will get there! A return to normal, human business interactions is an important aspect in balancing our 'virtual fatigue' and improving our wellbeing. This is a reality backed by science. Studies from George Washington University in the US have shown that face-to-face conversation is an important aspect of a team's communication and is

essential in regulating teams' cohesion and attitude. Overall, in-person communication reduces negative effects in teams working together, and those teams that meet face-to-face more frequently may make greater use of electronic communication. You get the best of both worlds!

I think a large part of returning to face-to-face events will be ensuring members feel safe. That's why our regional meetings in 2022 will switch to a hybrid model. Another key element is creating compelling events that members won't want to miss. We are hoping to have a face-to-face Winter Conference - watch this space - and I'd also urge you to block out 25th-27th July 2022 right now. For the very first time we'll be merging our fantastic Competitions event with our Summer Conference and it's going to be great! Taking place at Keele University, we'll be using the largest marquee we've ever had to enable the event to take place under one roof - with only the Conference plenary sessions being held in the university's adjacent auditorium. I, for one, can't wait for the battling baristas, bar staff shaking up cocktails, chefs wowing the audience and so much more. We're certainly going to be back with a bang! 



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