

TUCCO



蛇年

Year
of the
Snake

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*Nielsen 02/11/24

TUCO



The University Caterers Organisation

PARTNER

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H2O Publishing,
Media House, 3 Topley Drive,
Rochester ME3 8PZ
T: 01474 520 200

EDITOR

Kimberley Montellier de Selincourt
E: kim@h2opublishing.co.uk

EDITORIAL DIRECTOR

Tristan O'Hana
E: tristan@h2opublishing.co.uk

CONTRIBUTORS

Alex Sim, Sarah Welsh, Richard Piper

DIVISIONAL DIRECTOR

Rob Molinari
T: 07850 797 252
E: rob@h2opublishing.co.uk

DIRECTOR

Dan Hillman
T: 07833 248 788
E: dan@h2opublishing.co.uk

KEY ACCOUNT DIRECTOR

Remy Schiele
T: 07730 217 747
E: remy@h2opublishing.co.uk

SUBSCRIPTIONS

E: circulation@h2opublishing.co.uk

PROOFREADER

Jennifer Campbell

STUDIO MANAGER

Marc Ayres

DESIGN STUDIO

Charlize Mondahl
Matt Bailey
Miranda Willan

PRODUCTION

Hannah Broad

MANAGING DIRECTOR

Jamie Robbins

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WELCOME

Amanda Pettingill / TUCO chair



Dear Members,
As we embark on another exciting year, it is a pleasure to welcome you to this January edition of TUCO magazine. For those of you who have had the opportunity, I hope you had a good winter break.

I have now been able to attend three regional meetings, for the Midlands, North-West and South-East. The information shared by members was insightful and it was useful to hear of the great initiatives but also challenges faced. I will endeavour to attend other regional meetings in due course this year.

Looking forward to February and the content of this magazine, we celebrate a vibrant array of activities and traditions that enrich our facilities and remind us of the power of food to unite and inspire.

February offers a wonderful opportunity to highlight the diversity and creativity that define our catering community. One of the standout events this month is Chinese New Year, a time of joy, reflection and togetherness. You will see within the magazine examples of activities to support you across our facilities. We are seeing fantastic menus and themed events that honour this important cultural celebration. From showcasing authentic dishes to decorating dining areas with the festive red and gold of the Lunar New Year, our members are embracing this opportunity to educate, engage and delight our customers.

Alongside the festivities, we're also focusing on sustainability and the wellbeing of our teams and diners. February is a great time to share and implement innovative ideas that align with TUCO's values, whether it's by introducing more plant-based menu options, exploring zero-waste initiatives or organising events that encourage meaningful conversations around food and its impact on our world.

I'd like to extend my gratitude to all of you for your dedication and creativity. As we look forward to the rest of 2025, I am excited to see how you will continue to enhance the food experience within our places of work, fostering connections that go far beyond the plate.

Wishing you a successful and celebratory year ahead.

Amanda Pettingill
TUCO chair

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Veganuary

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www.brake.co.uk

| | | |
|----------|--|---------|
| C 135547 | Brakes Vegan Soft Spread | 1x2kg |
| C 135420 | Sheese Vegan Grated Mozzarella | 1x1kg |
| C 131602 | Violife Original Sliced | 1x200g |
| A 126924 | Sysco Classic Vegan Mayo | 1x1ltr |
| A 133633 | Vegan Cheese Style Sauce | 1x1ltr |
| A 131779 | Cooks & Co Vegan Green Pesto | 1x1.1kg |
| A 126922 | Sacla Vegan Tomato Pesto | 1x950g |
| A 150769 | Orchard Valley Vegan Mini White Marshmallows | 1x1kg |
| A 113308 | Street Food Malay Curry Paste | 1x1kg |
| A 133687 | Macphie Vegan Cream Alternative | 1x1ltr |
| A 123777 | Vegan Label Roll | 1x1000 |

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TUCO MEMBER UNIVERSITIES RATED IN QS SUSTAINABILITY RANKINGS

Twenty-one TUCO member universities were ranked in the top 100 for sustainability in the 2025 QS Sustainability Rankings.

The QS World University Rankings: Sustainability provides students, education institutions, governments and other stakeholders with a lens on which higher education institutions are committed to sustainability performance. It evaluates the social and environmental impact of higher education institutions as centres of education and research, as well as assessing how well they navigate the challenge of operating sustainability.

The UK has 26 universities in the top 100 globally and more top 10 universities than any other country or territory.

University College London (UCL), Imperial College London, the University of Edinburgh and the University of Manchester all placed in the top 10 of the QS World University Sustainability Rankings.

King's College London placed 14th in the rankings, and along with UCL was a new entrant to the top 20 this year. Queen's University Belfast (67th) was the only other new entrant from the UK to the global top 100.

Of 1,744 institutions ranked from around the world, further TUCO member universities ranked globally in the following order: the University of Bristol (12th), the University of Glasgow (19th), the University of Southampton (23rd), the University of Sheffield (27th), the University of Exeter (32nd), the University of York (34th), the University of Nottingham (36th), the London School of Economics and Political Science (39th), the University of Liverpool and the University of Reading (joint 42nd), the University of East Anglia (54th), Newcastle University (56th), Cardiff University (71st), Loughborough University (80th), and the University of Aberdeen (97th).

The ranking looks at three categories – Environmental Impact, Social Impact, and Governance – to analyse the sustainability work of more than 1,500 higher education institutions globally, including around 100 institutions in the UK.

Professor Hugh Brady, president of Imperial College London, said: "Achieving a sustainable, zero pollution future for us all is a major driver for Imperial. We are honoured to be recognised in the latest QS World University Rankings for Sustainability for our community's efforts to address the world's most urgent environmental challenges. It is a tribute to the hard work and dedication of our community."

Professor Nalin Thakkar, vice-president for social responsibility at the University of Manchester, said: "We want to be a world leader in social responsibility and environmental sustainability. This latest assessment of our impact by QS helps ensure people around the world are attracted to partner with us, or come here to work and study, because of our reputation for social responsibility."



OATLY BANNED FROM CALLING ITS DRINKS 'MILK'

The Court of Appeal has concluded a case into the use of dairy terms in trademarks, ruling in favour of the dairy sector. The UK's Court of Appeal said that only traditional milk derived from animals can use the word 'milk', and plant-based alternatives like those produced by Oatly cannot.

Commenting, Dr Judith Bryans, chief executive of Dairy UK, said: "We're delighted that the Court of Appeal has ruled in favour of Dairy UK in the case regarding the trademark 'Post Milk Generation'. This unanimous decision reinstates the Intellectual Property Office's original decision, which declared the trademark invalid for oat-based products."

This ruling clarifies the legal protection of dairy terms, according to which the term 'milk' is reserved for dairy milk, except in defined circumstances. At the heart of the legal matter was whether these rules extend to trademarks, and the Court of Appeal has now confirmed this to be the case.



SYSKO GB WINS SUSTAINABILITY AWARD

Sysco GB, Britain's leading foodservice supplier, has scooped a major sustainability award at the Green Apple Awards.

The organisation picked up the Retail and Wholesale Waste Management Green Champions award for the work it has undertaken across its British sites to improve sustainability. This includes increasing recycling rates of materials like wooden pallets, cardboard and shrink wrap as well as redistributing surplus food to charities supporting local communities.

The award recognises Sysco's work since 2019 to cut waste per £1m turnover by 15.2%, while increasing recycling and reuse rates from 83% to 88%. Major initiatives included extending the life of the company's wooden pallets, halving the volume that goes to waste.

Paul Nieduszynski, chief executive of Sysco GB, said: "We are absolutely delighted to have won this sought-after award. It's recognition of all the work that goes on behind the scenes to ensure that Sysco leads the way in sustainability in Great Britain. Across our business, in every depot, we champion doing the right thing and this award belongs to all those colleagues who help us put sustainability first."

CONDOLENCES TO THE FAMILY AND FRIENDS OF STUART BRERETON

We were extremely saddened to hear of the passing of Stuart Brereton, UK regional sales manager at catering equipment supplier MKN.

Stuart passed away on 25th November 2024, and worked for TUCO supplier MKN for over 17 years. He was a key figure in the industry, well-liked and a regular attendee at TUCO events. Our heartfelt condolences go to Stuart's family, friends and colleagues.

A fundraiser has been set up by MKN's regional VP for the UK, Wayne Bennett, to help support Stuart's family during this time. You can donate at go-fundme.com/f/stuart-brereton

WALES GOVERNMENT TO OFFER 40% RATES RELIEF

Hospitality in Wales will continue to receive 40% rates relief for the duration of 2025-26, following the announcement of the Wales Budget on 10 December 2024.

The government says it will be investing an additional £78m to provide a sixth successive year of support for the retail, leisure and hospitality sectors.

Eligible ratepayers will continue to receive 40% non-domestic rates relief for the duration of 2025-26. As in previous years, the relief will be capped at £110,000 per business across Wales. However, it went on to say that this is a temporary relief that will not continue indefinitely.

The increase of the rates multiplier for 2025-26 will also be capped at 1%. This is lower than the 1.7% increase that would otherwise apply from the default inflation of the multiplier in line with CPI and will benefit all ratepayers, such as larger pub and bar operators, which do not already receive full relief.

All of the consequential funding for Wales, arising from decisions relating to the multiplier announced in the UK government's Autumn Budget, is being used for this purpose.

"Continuing 40% business rates relief for hospitality businesses was absolutely critical," said David Chapman, executive director of UKHospitality Cymru. "Rates relief will continue to be a lifeline for many Welsh hospitality businesses, particularly as venues have to pay significantly increased employer taxes from April. Crucially, this extension avoids a situation where Welsh businesses could have been left at a competitive disadvantage to the rest of Great Britain.

"Introducing a cap of 1% to any increase to the multiplier this year is another positive step, particularly for those larger businesses who don't fully benefit from relief. I'm grateful that the Welsh government has used the funding available in this way.

"These measures are recognition of the role hospitality plays serving Wales and creating places where people want to live, work and invest. I hope we can continue to work with the Welsh government to create the conditions that allow our businesses to fulfil their ambitions to drive economic growth and create more jobs."

Your Finalists

With a record-breaking number of entries for this year's TUCO Competitions, it's time to find out who'll be competing in the 2025 challenges

The excitement is building as we approach the TUCO Competitions, taking place on 15th-16th April at the University of Warwick.

For anyone who attended last year's spectacular competitions it might be hard to believe they could get any bigger and better for this year – but you won't have long to wait to see it for yourself.

To accommodate a record number of entries this year everything from the competition schedule to the kitchen set-up has been amended to fit in as many people as possible, seeing an additional

two bespoke competition kitchens being built for the event.

With just three months until the main event, we're delighted to reveal your finalists for the 2025 TUCO Competitions. It's marvellous to see so many new faces entering the challenges as well as plenty of entrants from previous years. Everything's in place for a fantastically nerve-wracking and compelling few days – and that's just for the supporters!

Congratulations to all the finalists competing in April, we're eagerly awaiting seeing your creations. **T**



FABIO PADIGLIONI

BARISTA SKILLS CHALLENGE

Immacolata Venditto - CARDIFF UNIVERSITY
Alejandra Rodriguez - IMPERIAL COLLEGE LONDON
Lewis Crichton - SOUTHAMPTON UNIVERSITY
Maddie Jordan-Lee - ST MARY'S UNIVERSITY
Brandon Morrison - UNIVERSITY OF BATH
Lynda Kamara - UNIVERSITY OF BIRMINGHAM
Mark Goldsby - UNIVERSITY OF BIRMINGHAM
Kelan Simpson - UNIVERSITY OF BRISTOL
Andrii Kuzma - UNIVERSITY OF EDINBURGH
George Mitea - UNIVERSITY OF EDINBURGH
Nicolas Martin - UNIVERSITY OF EDINBURGH
Francisco Vazquez - UNIVERSITY OF EXETER
Chris Lang - UNIVERSITY OF LEICESTER
Tara Barrett - UNIVERSITY OF NOTTINGHAM

BEST BURGER CHALLENGE

Silvester Zahorszky - CAMBRIDGE UNIVERSITY
Callum Lambert - KING'S COLLEGE LONDON
Attila Fejes - LIVERPOOL HOPE UNIVERSITY
Andrei Malanciuc - QUEEN MARY UNIVERSITY
Darren Sharp - ROYAL AGRICULTURAL UNIVERSITY
Adrian White - SOAS UNIVERSITY OF LONDON
Steve Skeen - SOUTHAMPTON UNIVERSITY
Nick Walker - UNIVERSITY OF BIRMINGHAM
Alex Sim - UNIVERSITY OF BRISTOL
Lucas Blackler - UNIVERSITY OF BRISTOL
Mattie Crooks - UNIVERSITY OF EAST ANGLIA
Daniel Petrie - UNIVERSITY OF EDINBURGH
Richard Thomas-Still - UNIVERSITY OF EXETER
Duncan Swan - UNIVERSITY OF GLASGOW
Monica Dragan - UNIVERSITY OF GLASGOW
Thomas Swinscoe - UNIVERSITY OF MANCHESTER
Mike Lear - UNIVERSITY OF NOTTINGHAM
Anthony Wright - UNIVERSITY OF SALFORD
Alexander McCracken - UNIVERSITY OF STRATHCLYDE
David Webb - UNIVERSITY OF WARWICK
Ryan Dare - UNIVERSITY OF WARWICK

DAVID WEBB



TUCO COMPETITIONS

**UNIVERSITY
OF WARWICK**
15-16 APRIL
2025

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HARRY LONG-MACLENNAN PLATING UP

JAMES NORBURN'S INNOVATIVE
BREAKFAST BEING TAKEN FOR JUDGING

CHEFS' CHALLENGE

Pedro Da Gama & Newton Dias - IMPERIAL COLLEGE LONDON
Neil Finnigan & Justin Pilkington - LIVERPOOL HOPE UNIVERSITY
Tommy Yulhanson & Andrei Malanciuc - QUEEN MARY UNIVERSITY
Darren Coventry & Chris Cunningham - ROYAL HOLLOWAY UNIVERSITY
Chris Bowes & Lewis Huggins - SOUTHAMPTON UNIVERSITY
Sule Karakaya-Yalcin & Nipa Pandit - ST MARY'S UNIVERSITY
Robert McQueen & David Scanlon - STRATHCLYDE UNIVERSITY
Doug Shewan & Ryan Cheyne - UNIVERSITY OF ABERDEEN
Robert Bates & Gary Griffiths - UNIVERSITY OF BIRMINGHAM
Matt Howe & Matt O'Connor - UNIVERSITY OF BRISTOL
Dan Lawrence & Steve Sadler - UNIVERSITY OF EAST ANGLIA
Neil MacKenzie & Richard Paton - UNIVERSITY OF EDINBURGH
Janet Szypillo & Nick Denning - UNIVERSITY OF EXETER
Tom Armstrong & Peter Baren - UNIVERSITY OF HUDDERSFIELD
Aaron Tong & Rob Hargreaves - UNIVERSITY OF LEEDS
Joseph Latham & Ashley Podgers - UNIVERSITY OF LEICESTER
Ian Litchfield & Raff Stravino - UNIVERSITY OF NOTTINGHAM
Hadi Roumanos & James Norburn - UNIVERSITY OF READING

CALLUM LAMBERT



LOVE BRITISH FOOD

Joe Shippy - CAMBRIDGE UNIVERSITY
Pedro Da Gama - IMPERIAL COLLEGE LONDON
Paul Crabb - KING'S COLLEGE LONDON
Paul Roman - KING'S COLLEGE LONDON
Neil Finnigan - LIVERPOOL HOPE UNIVERSITY
Nathanael Ozanne - MID KENT COLLEGE
Tommy Yulhanson - QUEEN MARY UNIVERSITY
Kevin Whitcher - SOUTHAMPTON UNIVERSITY
Daniel Walker - STRATHCLYDE UNIVERSITY
Robert McQueen - STRATHCLYDE UNIVERSITY
Mark Pilling - UNIVERSITY OF BIRMINGHAM
Matt Howe - UNIVERSITY OF BRISTOL
Stephen Saddler - UNIVERSITY OF EAST ANGLIA
Stuart Palmer - UNIVERSITY OF EDINBURGH
Richard Thomas-Still - UNIVERSITY OF EXETER
Andy Cornall - UNIVERSITY OF LEEDS
James Norburn - UNIVERSITY OF READING
Anthony Wright - UNIVERSITY OF SALFORD
David Webb - UNIVERSITY OF WARWICK

TUCO
The University Caterers Organisation
COMPETITIONS



NATASHA VAHEY

NICOLAS BERASAIN

MIXOLOGY CHALLENGE

Declan Sloan - AYRSHIRE COLLEGE
 Marco Biggley - AYRSHIRE COLLEGE
 Ryan Macaulay - AYRSHIRE COLLEGE
 Boris Bentley - EDGE HILL UNIVERSITY
 Peter Cairns - EDGE HILL UNIVERSITY
 Bianca Ilona - IMPERIAL COLLEGE LONDON
 Petruta-Lacramioara Gisca - IMPERIAL COLLEGE LONDON
 Bharath Kumar - KING'S COLLEGE LONDON
 Soumyarup Talukdar - KING'S COLLEGE LONDON
 Natasha Vahey - UNIVERSITY OF BIRMINGHAM
 Peter Kolcun - UNIVERSITY OF BRISTOL
 Reece Smith - UNIVERSITY OF EAST ANGLIA



RYAN CHEYNE

LATHAM (LEFT) AND PODGERS PLATING UP

SANDWICH CHALLENGE

John Cavalli - IMPERIAL COLLEGE LONDON
 Maddie Selley - KING'S COLLEGE LONDON
 Harry Long-Maclennan - LIVERPOOL HOPE UNIVERSITY
 Joanne Timperley - ROYAL NORTHERN COLLEGE OF MUSIC
 Neill McKeown - SOUTHAMPTON UNIVERSITY
 Wasana Mackeown - ST MARY'S UNIVERSITY
 Daniel Prince - UNIVERSITY OF BIRMINGHAM
 Eddie Perez - UNIVERSITY OF BRISTOL
 James Adams - UNIVERSITY OF CAMBRIDGE - DARWIN COLLEGE
 Paul McLaughlin - UNIVERSITY OF EDINBURGH
 Nicky Stanbury - UNIVERSITY OF EXETER
 Duncan Swan - UNIVERSITY OF GLASGOW
 Thomas Swinscoe - UNIVERSITY OF MANCHESTER
 Hadi Roumanos - UNIVERSITY OF READING

SEAFOOD SKILLS CHALLENGE

Joe Shippy - CAMBRIDGE UNIVERSITY
 Newton Dias - IMPERIAL COLLEGE LONDON
 Luisa Conti - KING'S COLLEGE LONDON
 Justin Pilkington - LIVERPOOL HOPE UNIVERSITY
 Tommy Yulhanson - QUEEN MARY UNIVERSITY
 Nick Wright - SOUTHAMPTON UNIVERSITY
 Zana Witter - ST MARY'S UNIVERSITY
 Francesca Sicuso - UNIVERSITY OF BRISTOL
 Andy Cornall - UNIVERSITY OF LEEDS
 Anthony Wright - UNIVERSITY OF SALFORD



JANET SZYPILLO ADDING THE FINAL TOUCHES

UNIVERSITY OF LEEDS PLATING UP DESSERT

VEGAN CHALLENGE

Dan Abbs - CAMBRIDGE UNIVERSITY
 Angeline Sharp - CARDIFF UNIVERSITY
 Richard Thomas-Still - EXETER UNIVERSITY
 John Cavalli - IMPERIAL COLLEGE LONDON
 Wilfrid Droillard - KING'S COLLEGE LONDON
 Harry Long-Maclennan - LIVERPOOL HOPE UNIVERSITY
 Andrei Malanciuc - QUEEN MARY UNIVERSITY
 Eamonn Lam - ROYAL NORTHERN COLLEGE OF MUSIC
 Adrian White - SOAS UNIVERSITY OF LONDON
 Nipa Pandit - ST MARY'S UNIVERSITY
 Matias Urbano - UNIVERSITY OF BRISTOL
 Ben Dawney - UNIVERSITY OF CAMBRIDGE - DARWIN COLLEGE
 Filip Gajdamowicz - UNIVERSITY OF EDINBURGH
 Asa Dodd - UNIVERSITY OF LEICESTER
 Christina Kalogeri - UNIVERSITY OF NOTTINGHAM
 Bogdan Mârza - UNIVERSITY OF READING
 Lucy Stokes - UNIVERSITY OF READING
 Anthony Wright - UNIVERSITY OF SALFORD

UNIVERSITY OF LEICESTER DESERT



Whether you want to support your colleagues or just absorb the creativity as it unfolds, there's still time to book your place to support your colleagues and take in the biggest TUCO Competitions to date.

To get a front row seat on the action, visit tuco.ac.uk/book

TUCO

COMPETITIONS

BOOK YOUR SUPPORTERS PLACE

**UNIVERSITY OF WARWICK
15-16 APRIL 2025**

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COMPETITIONS

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The power of *good fat*

Dispelling the myth that
'low fat' is healthier

For decades, the phrase ‘low fat’ was synonymous with healthy eating. However, modern nutrition science has dispelled this myth, emphasising the importance of incorporating beneficial fats into our diets. For university caterers, this shift presents an opportunity to revolutionise menus, offering students and staff healthier, more satisfying and environmentally friendly meal options.

THE CASE FOR BENEFICIAL FATS

Too much fat in a diet, particularly saturated fats, can raise cholesterol levels and increase the risk of heart disease. Current UK guidelines recommend reducing saturated fats and replacing them with unsaturated fats. But that doesn't mean all fats are bad. On the contrary, healthy fats are an essential part of a balanced diet, playing a critical role in energy production, vitamin absorption and cognitive function.

Research highlights that moderate to high levels of healthy fats – from sources like non-hydrogenated plant oils, nuts, nut butters, avocados and fish – can support optimal nutrition and weight management. These fats are not only essential for maintaining energy levels but also promote satiety. Pairing these fats with vegetables, whole grains, legumes and nuts creates a nutrient-dense foundation for meals that provides long-lasting energy and satisfaction.

ENHANCING FLAVOUR AND APPEAL

One of the most compelling reasons to embrace healthy fats is their ability to elevate flavours. A drizzle of high-quality olive oil, a handful of toasted nuts or a creamy avocado spread can transform an ordinary dish into something extraordinary. For university caterers aiming to make plant-forward meals more appealing, a judicious use of healthy fats might be the key to winning over students. Nutrient-rich dishes can rival less healthy alternatives in taste while offering superior health benefits.

PRACTICAL APPLICATIONS

In university kitchens, how are you best suited to improving the ‘good fat’ profile of your dishes? From cooking oils to occasional indulgences, the following are a few tips to help you navigate.

COOKING OILS

Switch to non-hydrogenated oils like olive, avocado or rapeseed oil for sautéing, roasting and even frying. These oils not only provide health benefits but also impart a rich flavour profile that enhances any dish.

PLANT-BASED PROTEINS

Combine legumes and nuts with healthy fats to create satisfying dishes. For example, chickpeas tossed in

tahini or lentils cooked in coconut milk offer hearty, flavourful options that are both nourishing and delicious.

CONDIMENTS AND DRESSINGS

Use nut butters or avocado as bases for dressings and sauces. These ingredients add creaminess and depth to salads and grain bowls without relying on processed ingredients or saturated fats.

SNACKS AND GRAB-AND-GO

Provide students with nutrient-dense snacks like roasted nuts, trail mixes or avocado toast. These options are convenient, filling and aligned with modern nutrition guidelines.

OCCASIONAL INDULGENCES

Deep-fried foods often have a place in university dining, but they can be reimaged to align with modern nutrition standards. Occasional servings of deep-fried fish, vegetables or legume-based items can be made healthier by using non-


hydrogenated oils and alternative batters made from legume flours or whole grains as well as using them as a garnish to non-fried foods. This approach ensures indulgence without compromising health.

CUTTING SATURATED AND TRANS FATS

Most people in the UK consume too much saturated fat, found in foods like fatty meats, butter, cheese and certain oils like palm and coconut. The government recommends that men consume no more than 30g of saturated fat per day, women 20g, and children even less. Trans fats, though less common today, should be limited to no more than 5g daily. By focusing on reducing these fats and replacing them with unsaturated options, caterers can promote healthier eating habits.

THE BOTTOM LINE

University caterers have a unique opportunity to lead the charge in embracing the ‘good fat’ movement. By incorporating beneficial fats into menus, they can deliver healthier, more satisfying meals that support students’ wellbeing and align with sustainable dining practices. As research confirms, adherence to a moderate- or higher-fat diet is not only feasible but also enjoyable – a win-win for both caterers and their customers.

Let's move beyond ‘low fat’ and celebrate the power of ‘good fat’ to create meals that are as delicious as they are nutritious. Your diners – and their taste buds – will thank you. 

“
**University caterers
have a unique
opportunity to
lead the charge in
embracing the ‘good
fat’ movement**

FEA Industry Conference Review

20th and 21st November, Leonardo Hotel, Hinckley Island

AI, sustainability and seaweed

A thought provoking, insightful and stimulating FEA industry conference was kicked off by facilitator **Simon Stenning** of Future Foodservice. He pulled no punches with his forecast for the next two years – they're going to be tough, though the foodservice sector will grow, slowly. Consumer behaviour has changed, with less frequent and more specialised eating out occasions. The rise of alternative venues, such as market halls, juice bars and competitive socialising (axe throwing, et al) is hurting traditional, middle ground operators. Having said that, fast food is growing, especially in the quality end of the sector, with established brands like Five Guys and new ones like Dave's Hot Chicken.

'Friction Free and the Pleasure Principle' are part of the future for hospitality. Friction free means no barriers and, sometimes, no staff (Gen Z don't like interacting with waiters). Expect digital kiosks, self-service sites and vending. Paradoxically the Pleasure Principle is all about luxury experiences in beautiful surroundings, with operators like Maya and House of Gods.



▲ Simon Stenning



▲ Emma Brooks

FEA's new chair

Emma Brooks welcomed delegates and gave insights into her background and plans for FEA when she was interviewed by **Radford Chancellor** for the Kitchen Curiosity podcast. As managing director of Quintex Emma has a major focus on sustainability. She is FEA's first female chair and welcomed the number of women taking up important roles at the association.

The sustainability session

Pierre-Yves Paslier, co-CEO of Notpla, gave a fascinating insight into using seaweed to create plastic alternatives. The company won the Earthshot Prize and is already supplying foodservice products such as seaweed-based linings for cardboard takeaway boxes. **Tim Radcliffe**, net zero programme manager at the NHS, described the multifaceted challenges in the move towards net zero. The NHS delivers 191 million meals a year and food waste is a huge issue. He also called for energy efficient

equipment that's durable, repairable and recyclable. **Oliver Rosevear**, director of sustainability at Fuller's, discussed the company's aim to have zero greenhouse gas emissions by 2030. Key areas include recycling, energy efficiency, transport and heating – a big problem with Fuller's older properties. The move to all electric kitchens, using technology such as induction, was giving payback within 5 years.

Hospitality energy savings expert **Dr Sam Mudie** chaired the sustainability panel. Foodservice kitchens account for around 8% of the UK's whole carbon footprint – changing behaviour can make a huge difference. She cited an example of monitoring an electric grill: following best practice resulted in a saving of £3,000 a year in energy! The panellists gave their top advice for SME foodservice operators: measure energy costs; don't over specify equipment; and train staff to follow best practice.



Massive thanks to our FEA Industry Conference sponsors:

As for what they'd like to see in the future, Tim wants scales installed where food waste is scraped, to measure it. Ollie wants equipment that's easy for chefs to use and adapt to. Pierre wants more equipment that can handle and process food waste on site.

Foodservice Carbon Professional

John Cunningham CFSP, CE of FEA, gave an update on the association's Foodservice Carbon Professional (FCP) training, with the first graduates being awarded their certificates at Conference. The course is delivered entirely online, alongside the core module candidates complete a subject-specific module on cooking and warming, refrigeration or warewashing.



▲ John Cunningham CFSP



▲ Conference applauded the first group of FCP graduates



'Make sure they know they matter'

Falcon's **Morris Fowler CFSP**, the FEA's 2023 Apprentice of the Year, gave insights into his experience of how companies can attract and retain staff. Money, flexibility and other benefits are important, but the key is to make sure staff feel respected and recognised.



▲ Unox won the Company Charitable Endeavour Award

Conference award winners

2024's **Outstanding Contribution to the Foodservice Industry Award** went to Malcom Harling CFSP of Williams Refrigeration. A hugely popular figure, he received no less than three standing ovations during the ceremony at the Conference Gala Dinner.



▲ Malcom Harling

The Charitable Endeavour Awards celebrate the industry's achievements in raising funds for good causes. The Company winner was Unox; the Team category was won by Lockhart; Marc Sumner won the Group category; and the Individual category winner was Andy Kershaw.

The 2024 **Apprentice of the Year** is Tyler Speight from Advance Group, who received her award from industry legend John Gilbert. Runners up were Thomas Hamid of Airedale Group and James Rainey from Falcon Foodservice Equipment.

The **FEA Chair Awards** are given to those whose service has enhanced the foodservice industry. This year's winners were Simon Frost CFSP, Kirstin Hatherley, Stephen Hobbs CFSP, Erik Mull, Malcolm Skinner CFSP, and FEA's patron, Lord Trefgarne.



▲ Tyler Speight

The Conference by Numbers

182 delegates
14 speakers
10 sponsors (thanks, guys!)
137 diners at the Charity Dinner, who raised...

...£2,700 for the Burnt Chef Project
134 diners at the Gala Awards Dinner
1 Malcom Harling

4 Charitable Endeavour Award winners
3 in the Apprentice of the Year shortlist

The AI Session



People using artificial intelligence (AI) are, on average, 40% more effective, says **Peter Russell FIH**, chief technology officer at the Russell Partnership. In foodservice AI can be used in many ways, from predictive maintenance to nutritional analysis. **Scott Duncan CFSP**, managing director of Unox, described the use of AI in cooking and developing new technologies. **Douglas MacLachlan**, technical director of Falcon, talked about the company's new system for reducing food waste in the health service. **James Taylor CFSP**, carbon reduction specialist at the Zero Carbon Company, put a 'carbon lens' on the issue, suggesting AI could be used to look into questions like 'which is your most carbon intense recipe?' Panel host **Spencer Kelly**, presenter of BBC TV's Click, asked if

customers want AI solutions? No, they just want solutions. One issue with AI is that, while it can help us become sustainable, it also has a massive carbon footprint – currently its emissions are the same size as aviation!

Kelly then gave what Emma Brooks described as an engaging, uplifting and hilarious keynote address, covering everything from fugglers to killer robots and jelly fish smoothies.



#FEAuk FEA.org.uk
The Foodservice Equipment Association (FEA) is the independent, authoritative voice of the foodservice equipment industry.

AUTHENTICITY AWAITS

Keen to learn more about their first of its kind catering setup offering authentic street food on campus, ahead of the TUCO Winter Conference we catch up with the University of Manchester's Alison Shedlock, director of campus services, and Laura Blandy, head of marketing for hospitality and events

Having just proudly celebrated its bicentenary, the University of Manchester is the seventh oldest university in the UK. The city centre university has 12,000 staff and 44,000 students, of which notable alumni include Alan Turing, physicist Brian Cox and actor Benedict Cumberbatch.

Another point of interest on its student populus is that 25% are international, predominantly Chinese and Indian. This creates challenges – and sparks opportunities – when it comes to creating menus to appeal to everyone, not least because as Alison Shedlock, director of campus services at the University of Manchester, shares: “The international students don't really ‘get’ our sandwich culture!”

There are 16 retail cafés on campus, predominantly offering a range of bought in grab-and-go items such as sandwiches, soups, cakes and coffees. Alongside this, different areas across campus will have different products available including pastries, pasties and sausage rolls. One of the largest venues on campus is the Learning Commons, which Alison likens to “a library without books”. Open every day except December 25th, it has seating for 1,000 people. The café located in the foyer serves a wide range of hot and cold food and drinks while providing a comfortable and relaxing environment for refreshment.

Another high footfall café at the university is Col-laborate, situated in the Nancy Rothwell building. Built two years ago, the building houses 8,000 students and “is like a campus in itself!” shares Alison.

Also new to the university is The Beehive Restaurant. A new, modern eatery located in the Grade II listed Oddfellows Hall, the restaurant offers a fresh, seasonally changing chef-led menu, inspired by local, seasonal, Manchester-centred produce.

In addition, the university has three sandwich suppliers spread around its cafés so there's always a wide variety to choose from, as well as produce from a local, female-owned bakery, and five catered halls providing scratch-cooked breakfast and dinner.

“We do have international students in halls and the menus offer foods with international flavours, but students come to the university and into halls to experience different things and foods,” says Alison. “We find that International food needs to be delivered in an authentic and credible way— where we really support our international students is The Market Hall.”

THE MARKET

Where the university's food-led offer has really broken new ground is The Market. Opened in 2019, The Market is a food hall concept, offering students and staff eight local companies to choose between, each offering authentic, international vendors on campus. From Japanese, Malaysian and Thai cuisine to Ethiop-

ian and Chinese, as well as seitan kebabs, bubble tea and a coffee cart, and Alison shares that it's easily the most popular venue on campus.

“It seats 400 and we turnover those seats at least two or three times a day,” says Alison. “We

used to operate the space, but couldn't quite get it right. This way, we've got something that's really vibrant and unique. It's authentic and it's credible and that's a big thing for us.”

The University of Manchester were the first to introduce this style of catering, but a similar model has since been introduced in Manchester Metropolitan University.

“We've had a lot of universities want to come and visit and learn about what we do,” says Laura Blandy,

“
**We've had a lot of universities
want to come and visit and
learn about what we do**



head of marketing for hospitality and events at the University of Manchester.

"Prior to The Market, we were finding that a lot of international students, particularly Chinese students – because they didn't have a relationship with our culture of food – were bringing food in from takeaways," shares Alison. "You'd often see a car pull up with a boot full of Chinese food, but I haven't seen that in a long time since."

"There's no reason now," adds Laura. "There were people delivering authentic Chinese food to campus, but now, yes, we're supporting local traders, but it's also a nicer environment for our students because they've got somewhere nice to sit while they're having this really great food – it's really a win win for everyone."

"It's also massive for us in terms of social responsibility, because we're giving business space to local people in times when they wouldn't usually have income coming in," Laura continues. "We have them in term time, but they can then go and do local markets at the weekends and festivals in the summer."

SUSTAINABILITY

Social responsibility is one of the universities three goals, and as Alison shares "sustainability is in everything that we do, it's in our DNA really."

From fair trade coffee sourced from a company in Sheffield and organic, fairly farmed milk, to working with Manchester Veg People for locally sourced ingredients where possible and using pies from HM Pasties, a social enterprise that supports ex-offenders coming out of prison, it's clear that sustainability and social responsibility are always at the forefront of decisions.

And in terms of sustainability, the university has rolled out some impressive initiatives. As well as being on Too Good To Go, an app on which users can buy surplus food at a reduced price, the university has two, free of charge, community fridges.

"This really helps the students with cheap eats, especially those that might be struggling in terms of the cost of living, but it also helps us with food waste," says Laura. "There are certain products that we can't put into our community fridges because of allergen labelling, so Too Good To Go enables us to do that with bakery items that aren't wrapped."

Laura also shared that the university has introduced the Bee Cup, "to challenge – and hopefully



The spicy chicken panini outsells all sandwiches by at least double

eliminate – the use of paper cups on campus." The Bee Cup is a reusable cup scheme, in which students are given a black cup with a yellow lid, which can be deposited using a QR code to any drop off bin within 14 days.

This was implemented in joint partnership with the Manchester City Council, which funded some of the university's partners that are on campus but not university outlets, like Benugo and 8th Day, as well as the Student's Union.

A few years ago, the university started a 20p charge for paper cups, and with the Bee Cup that was increased to 50p unless students bring their own cup.

"We're really excited as we've currently got over 4,500 users, and our target is to take 100,000 cups out of the waste stream within the first 12 months," says Alison.


The university received Fairtrade University one star status 18-months ago, and each year the university holds a sustainability fair that showcases the suppliers they work with, why they use fairtrade and the products that are available on campus.

"We survey students regularly about sustainability and the cafés to find out what they want, so it's a constant two-way process," says Laura. "We go out to meet people to ensure that we're really hearing what people want. We've supported lots of cost-of-living initiatives – particularly at exam times, when around 300 students a week will be queueing early doors to get a free coffee and pastry."

There's also a range of cheap eats to ensure that students can get a hot, nutritious meal at an entry level price point, from jacket potatoes to soups and sandwiches.

TUCO'S ROLE

With the university's head of residences, catering and bars Emma Stansfield as a regional chair, and Alison herself an ex-director, it's little surprise that over the years the University of Manchester has been heavily involved with TUCO.

"We use the Academy for our food and health and safety training, as well as other courses. And of course we go to the Conferences!" says Alison. "We use the TUCO frameworks for all our procurement. They've done some of our mini tender exercises recently for Grocery, Frozen and Chilled, and Sandwiches, which has been great for us." 

BEST SELLERS

Cakes and pastries always sell out, because everyone loves a sweet treat!" shares Laura. In addition to coffees which are always a big seller, iced drinks are also hugely popular on campus. Perhaps due to the high proportion of international students, Laura shares that the university has a more adventurous flavour profile than others. The university's best-selling crisp flavour is sweet chilli, and the spicy chicken panini – having sold 23,000 last year – outsells all sandwiches by at least double.

HOSPITALITY HERO

We speak with Julie Keogh, hospitality service manager at the University of Manchester about her 28 years at the university




time at the university. We like to call it our Food in Residence family.

I started at the University on 25th November 1996. That sounds such a long time ago, but strangely doesn't feel that long as I have loved all my time working here. The things I love about my job are numerous and probably too much to put down in words, but the main thing I enjoy in my current role is that every day is different. I like to see the students blossom and develop while living in the halls, especially the international students. They arrive here not knowing anyone, into a different country, culture and environment. Yet within a few weeks and months you can see them coming out of their shells and starting to mingle and interact with other students and attending student activities within the halls. Some students do take a little longer to get involved as it must be strange for them and they miss home. But our staff take the time to nurture friendships within the halls and help them settle in. The staff take pride in doing this as we look at them as if they are our own children; we want them to thrive and build lasting friendships that last a lifetime.

My achievements are my self-development, working hard to better my working environment and delivering a great service. Also developing the staff that work with me. A happy team makes working a whole lot better. As I said previously, I call them my work family. And I can honestly say that hand on heart. When you sit and think about it you spend as much time at work as you do at home, so to enjoy what you do makes everything better. A happy working environment is my goal.

As for the future of my career, I'm passing on my years of experience to the upcoming generation so that they too can be inspired to have fulfilling and rewarding careers.

The future of the industry is that institutions can see the rewards and benefits of in-house catering operations and support H&E departments and all those that work in delivering a fabulous service. 

I have worked at the University of Manchester for 28 years. I started out in the hospitality industry when my children started school. Previously I was a hairdresser, but I found the hours were very long and didn't suit having two children under five. So, I went to work for the university as they were flexible when my children were small and at school. I started out working 10am – 3pm and term time only as that meant I could take and pick up and have the school holidays off with the children.

When I started on my journey all those years ago, I joined as a part-time food service assistant. But as the children grew older, I wanted to better myself, so I put myself forward for any courses that were available. I became a supervisor after about five years and applied for an assistant managers role. I was then put forward by my manager to do a leadership and management course. This took me 18 months to complete which I did while working and looking after my family – this was 15 years ago. I then applied for the managers role and was successful. I have worked in many roles throughout my time here, delivering small and large conferences and working in and managing 28 retail café outlets all across the campus. But for the past five years I have worked looking after our catered halls of residences, managing a team of 75 staff. This has been my most rewarding and best

Supplier samples

- 🎯 TARGET
- 🛒 AVAILABILITY
- 💷 COST
- 💬 HOW TO REQUEST

It's samples time again! TUCO contracts assistant Samantha Bagley shares her quarterly update of new product development from suppliers looking to establish a route to market

WHO **RKiD**

WHAT Lager

WHY RKiD Lager is a 4% session lager crafted to embody the spirit of the UK's creative culture, music scene and independent lifestyle. Unlike mass-produced beers, RKiD is a bold, authentic and locally produced brew that resonates with consumers who seek a genuine connection to the products they enjoy. Our collaboration with a renowned Manchester brewery ensures we deliver a high-quality, refreshing lager that appeals to craft beer enthusiasts and casual drinkers alike.

- 🎯 University students, music scene and enthusiasts, discerning lager drinkers, young people's venues
- 🛒 JW Lees
- 💷 Cans are £18 (12 x 330ml), while a 50l keg is £123
- 💬 Email Jon Henderson at jon.henderson@jwlees.co.uk with a contact name, job role, phone number and address of where to deliver the samples to.



© & X @rkidbrewery



WHO **Bio & Me**

WHAT Bars, granola and porridge

WHY Bio & Me was founded by Dr Megan Rossi BSc PhD RD, a registered dietitian, nutritionist and research fellow at King's College London, and world-leading gut specialist with a PhD in gut health. Dr Megan developed Bio & Me's gut-loving granolas, porridge pots and oat bars to be packed with up to 15 different types of plant goodness (did you know you should be aiming for 30+ a week to support a healthy gut biome?). They call this their concept of Delicious Diversity.

- 🎯 Higher and further education, leisure, NHS, hospices. 18- to 55-year-olds
- 🛒 Blakemore and Bidfood
- 💷 Granolas £4.75, gluten-free granola £4.95, porridge pots £1.49, oat bars £1.69
- 💬 Email Lydia Chatterton at lydia@bioandme.co.uk with your name, address, site name and job role.

WHO **Rosie and Jim**

WHAT Battered gluten-free chicken chunks

WHY Premium A grade chicken sourced from EU, gluten-free, clean label, produced in Ireland. Reduced food miles. Good source of protein.

- 🎯 Higher and further education, local authorities, leisure, NHS and hospices. Ideal for those with Coeliac disease or food intolerances.
- 🛒 Hopwells
- 💷 TBC
- 💬 Email Becca Harman at rebecca@rosieandjim.ie with the name, email, phone and address to send samples





WHO Fix8

WHAT Gut-friendly drinks

WHY We're a gut-friendly drinks brand with two delicious drinks to offer: Fix8 kombucha and Fibe prebiotic soda. Fix8 kombucha has 25% of your daily Vitamin C and live cultures scientifically designed to reach your gut. Fibe prebiotic soda is the UK's first prebiotic soda with 5g of added fibre for gut health benefits, available in three classic flavours. We're a female-founded, locally-made business and send no waste to landfill. We also use infinitely recyclable cans. Under 40 calories per can, no artificial sweeteners and all natural ingredients; creating a better version of our classic sodas for conscious consumers!



All TUCO markets



Brakes



Between £1.99 and £2.30 based on location



Email Vaania Kapoor at vaania@fix8.com with delivery address and instructions, name, email and phone number of recipient, and quantity of samples required – total number of cans and reason for samples, such as to try a new kombucha/for drinks review etc.



WHO Humanitea

WHAT Plant-based tea lattes

WHY Are you seeking natural energy without the crash of coffee caffeine? Are you looking for a dairy-free, vegan alternative to your daily cup of tea? Look no further! We craft the UK's first chilled ready-to-drink plant-based tea lattes bottled into recyclable aluminium cans. Brewed with actual tea leaves, creamy oat milk and ethically sourced, quality ingredients, our refreshing Matcha and Earl Grey oat milk tea lattes exclude artificial flavours and emulsifiers, contain low sugar and low calories and provide a boost of natural energy without a caffeine crash. We use oat milk instead of dairy, which is perfect for people who are vegan or lactose-intolerant. Oat milk is one of the most eco-friendly milks available in terms of both emissions and water usage.



University staff and students, 18 to 44 years old who are into fitness, yoga and health, some following vegan, dairy-free diets, others fans of matcha, bubble and iced tea



Not currently available from TUCO suppliers.



£2.50



Email orders@humanitea.co.uk with name and address

WHO The Curators

WHAT Savoury snacks

WHY The Curators offer superbly seasoned savoury snacks that deliver a double punch of protein and flavour. Its Pork Puffs are the UK's No.1 selling protein crisp – 18g protein, 133 calories and just three ingredients. Alternatively, the Barbecue Veggie Puffs are completely vegan, offering a 10g hit of protein in just 122 calories. If you want something different, Cheesies are vegetarian-friendly with 7g of protein – just cheese, baked till crunchy.



All TUCO markets



Bidfood



90p per bag



Email Lewis White at lewis@wearethecurators.com with name, delivery address



NEW PRODUCT DEVELOPMENT



WHO Eco Coffee Co

WHAT Plastic-free takeaway cups

WHY A new generation, certified plastic-free, compostable and recyclable coffee cup. Most coffee cups are imported. Our new plastic-free cups are made in the UK, so have a much lower carbon footprint. They can also be branded with your own logo and branding. MOQ's apply.

🎯 Universities, cafés, caterers, leisure, tourist attractions, councils

🛒 Not currently available from TUCO suppliers

£ From 10p to 12p per cup. In boxes of 500. Prices based on volume.

💬 Email sales@ecocoffeecompany.co.uk with company or university name, contact name, email and telephone (optional)



WHO Dash

WHAT Flavoured sparkling water

WHY DASH is at the forefront of a new wave of healthy soft drinks, doing more for people, planet and tastebuds. They infuse their delicious drinks with real, wonky fruit – that's the bent, crushed, misshapen fruit which others say no to. With no sugar, no sweeteners and no calories, DASH provides a point of difference to existing ranges with sales being almost 50% more incremental than the average soft drink. DASH is a B Corp and ClimatePartner certified, with a link included on each can to their carbon page, giving complete transparency over their impact on the environment. DASH contains no sugar, no sweetener and no calories, making it the healthy alternative soft drink.

Research has shown that sugar and/or sweetener can impact health, causing obesity, diabetes and links to cardiovascular diseases.

🎯 All TUCO markets. DASH drinkers are evenly split between male and female. Generally, a younger consumer 16-35, however appeals to anyone that is health-conscious and wants to cut sugar/sweetener out of their diet.

🛒 Bidfood, Blakemore, Brakes, Chapple & Jenkins Ltd.

£ RSP c. £1.35/unit

💬 Email Felix at felix@dash-water.com with requested SKUs for sampling, quantity of cases required for sampling, delivery address and contact email

WHO Gin & Juice

WHAT Pre-mixed drinks

WHY Introducing Gin & Juice by Dre and Snoop, the award-winning premium ready-to-drink cocktail, marking the highly anticipated first release from icons Dr Dre and Snoop Dogg's new spirits company. Naturally low in sugar and calories, with a smooth finish and a refreshing effervescence.

🎯 All TUCO markets - 18-45 years old

🛒 Dayla, LWC

£ TBC

💬 Email uksales@bydreandsnoop.com with university sites, name, samples requested, email address and contact number



WHO Long Shot

WHAT Alcoholic fruit-infused sparkling water

WHY A light, refreshing and sessionable (4% ABV) drink that's bound to make your customers go crazy. It's the perfect drink to have at the end of a day. Light in flavour but without the guilt so you can have more than one. It's also vegan and gluten-free. 115 cals and 4g of natural sugars. Made with real fruit juices and no artificial preservatives or flavours.

🎯 All TUCO markets, 18- to 32-year-olds

🛒 Not currently available from TUCO suppliers.

£ Direct but with the view to move to a distributor. £1.40 ex VAT per can with further deals for bulk buying. RSP for on trade from £4.50 to £6.80

💬 Email Hugo Hodgson at hugo@longshotdrinks.co.uk with information about your outlet, name of GM and number





WHO NEOH

WHAT Snack bars

WHY NEOH Peanut is a chocolatey and creamy vegan peanut bar with an amazing taste. Made with high-quality cocoa butter and cocoa mass with our award-winning plant-based innovative sugar replacement formula, ZERO+.

NEOH caramel nuts offers caramel heaven with zero guilt, packed with rich, creamy flavours of caramel and nuts. Made with our award-winning ZERO+ sugar replacement formula there's just 1g sugar and 137 kcal. No added sugar, vegan chocolate, and palm oil-free

Higher education, impulse and convenience retail, leisure. 18- to 24-year-olds, health-conscious, on the go.

Not currently available from TUCO suppliers.

RRP £1.45

Email Claire at claire@titanbrands.co.uk with your delivery address, contact name and contact email



WHO PriBakes

WHAT Oat Based Bakery Items

WHY At Pri Bakes, we are on a mission to create a natural world of bakery indulgence to bake your day even sweeter.

We're changing how consumers think about bakery, baking it healthier, baking it more innovative. Our range will give you a sense of nostalgia, recreating your favourite bakery aisle treats. Our mouth-watering bakery range are:

CQUIN compliant/GBS compliant: a world of healthy and tasty sweet baked treats: gone are the days of stodgy, wheat-based gluten-filled bakery.

Always oat based: All our products are made with light, oaty-pastry. Gluten-free, high-fibre and low-GI.

'Only 5 vegan ingredients' promise: Oats, nuts, naturally sweetened, low saturated fat butters and oils.

Up to 75% less sugar than healthy snack bars and bakery equivalents.

100% recyclable packaging

Millennials and Gen Z looking for a healthy indulgent option, health-conscious consumers

Brakes

RSP £1.79-£2.50

Email Priyanka at priyanka@priebakes.co.uk with your name, university sites, samples requested, email address and contact number.

WHO Living Things

WHAT Premium soft drinks

WHY The latest in British soft drinks, Living Things boasts low sugar, high fibre, all-natural, great tasting ingredients and is lightly sparkling (to beat the bloat). Living Things is carbon-neutral, made in Scotland and packed in fully recyclable cans. Our range features four flavours: raspberry and pomegranate, peach and blood orange, lemon and ginger, and watermelon and lime. Our all-natural beverages have no added sugar, with less than 1.7g of naturally occurring sugar and just 13kcal per 100ml, as well as being free from sweeteners. Our consumers are young, bold, socially-conscious and looking for products that taste great and do more!

All TUCO markets

WDS Group

RSP: £2.29

Email Sam Johnston at sam@drinklivingthings.com with delivery address, contact name and contact email

**LOW SUGAR
HIGH FIBRE
ALL NATURAL
BRITISH MADE**

SODA 2.0

Soda For Humans

**Living
Things**



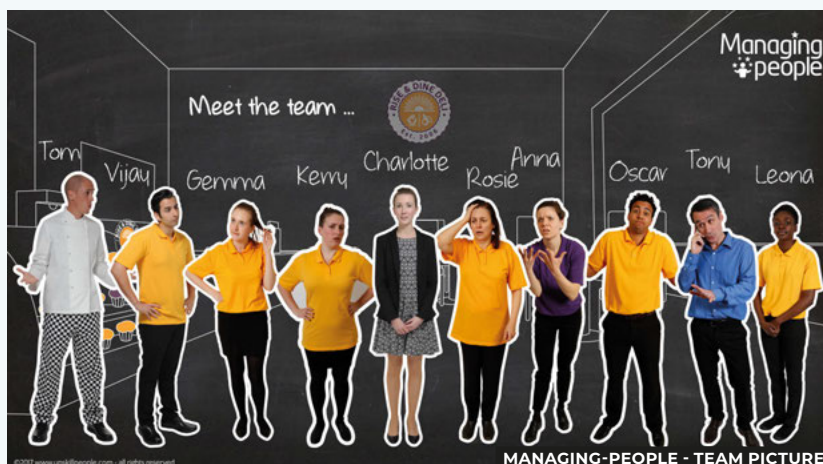
Be the change

Animations, songs that get stuck in your head and a bingeable miniseries don't sound a lot like compliance training, do they?

Well, they're not really meant to – and that's exactly why they'll be so impactful in creating meaningful change in your operations



PETE FULLARD



The world has changed immensely in just the last five years, so chatting to Pete Fullard about when he founded Upskill People three decades ago feels akin to time travel. He may have started his company against a backdrop of 'cutting-edge' CD-ROMS and dial-up internet, but some things never change, and one of those is understanding the nature of people, which is precisely Pete's business.

"I'm not very academic, but I have an absolute fascination with people and how the mind works," he says, recalling pitching to his first big client. Of the training he'd seen that was then available, he remembers telling them: "I just don't think it's right – I'm a normal human and it doesn't work for me."

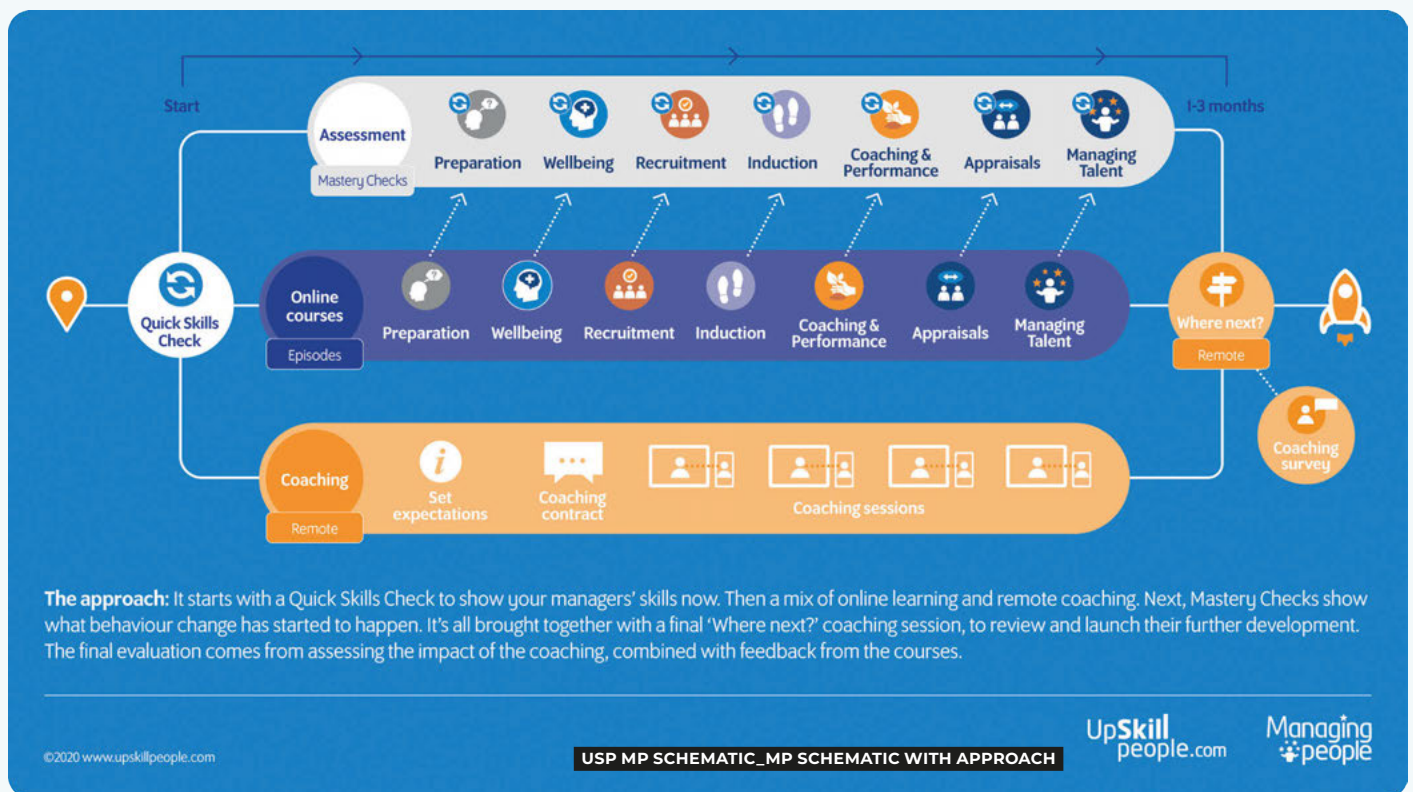
And that's because there's a certain stigma, usually preceded by a groan, that accompanies even the thought of safety and compliance. So, when it comes to training courses on the subjects, there can be a real 'get it over with, tick the box' mindset (and accompanying dismissive budget allocation) that leads to the mind-numbing 'death by PowerPoint' that we've all been exposed to at least once.

But aside from boredom, this approach has far further reaching ramifications for your operations, including poor staff retention. This is particularly the case for Generations Z and Alpha as they come through the ranks.

"They want short, sharp training just when they want it, and knowledgeable, frequent feedback, but one of their biggest things is that they want to feel invested in," says Pete. "So rather than being forced through a course that's a chore, we want to give them something that makes them think 'Hey, this company cares for me because they've given me good-quality training, they're investing in me and they care for each other', which is another trait of the younger generations."

IMPACTFUL TRAINING

Not all training is created equal, and that's particularly the case when it comes to online training. And of course, the cost of training isn't just the price – which of course is free for members – but also the cost of time. Sure, you want training to be memorable and impactful, but who has the time – let alone attention span – for three full days of classroom-based learning? Having worked with TUCO for over 10 years, however, you're in safe hands when it comes to Upskill People.



"We're very concise – seven hours of our training is the equivalent of three days in a classroom," says Pete. "The focus is on making the training very short and impactful and only teaching what's needed."

What Pete's designed is engaging training that instils lasting behavioural change. To do this he has created a drama series tailored to each topic, be that management training, mental health or compliance.

"I love stories – it's where it all started with my very first client. So, I got some TV people involved and asked them to write me a drama series," he says. "I told them it had to be very realistic, after all, in real life you don't just get to the end of each day and do a multiple-choice test and your day is wonderful; you talk to people, relate and listen to their stories."

Three years and some 250 script revisions later, and the result for the management training course was a seven-episode series throughout which you act out the part of a manager, resolving situations as they arise for the main character. Each episode is in two parts, so people completing the course need only spare 30-minute chunks of time.

"I'm so very proud of what we've done based on the feedback we've had," says Pete. "People have said to us 'this has almost been life-changing, because I just didn't have the skills'."

THE ACCIDENTAL MANAGER

Nobody wakes up aiming to be a bad manager, it's just a situation people find themselves in – and the longer they go without training, the harder it becomes to ask for it. Pete terms this 'accidental managers'.

"If you've ever experienced a bad manager, it's a pretty bad experience at work, but I bet it affected your home life as well," he says. "That gets me right in the heart, because nobody should have to endure that."

People will have a job they were really good at, but then get promoted," he says. "And just because they

were a great salesperson or programmer or engineer, doesn't mean they're a great manager."

From chatting with Pete, it quickly becomes obvious that if more companies used his training, both these things could cease to exist.

"If you've had one really good manager who believes in you, my goodness. I had one, I can still picture his face now – Harry Steady. He said: 'You know nothing, do you?' And I confessed I'd been winging it for about four years, yet he invested in me, and it was brilliant."

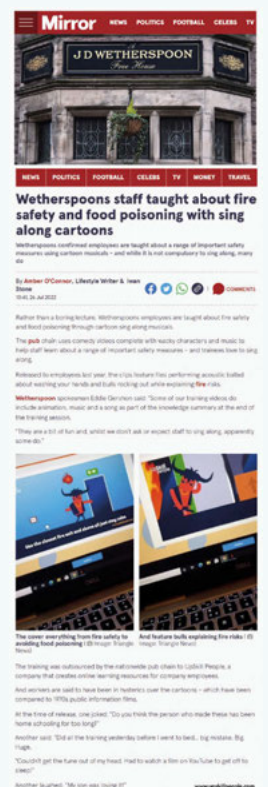
"So actually, our real purpose – the thing that gets us out of bed – is to make people feel valued. We've trained thousands of managers now, and if we can make them just 1% better so that one person will get what I got from Harry and enjoys their job, and when they go home they're not angry, frustrated or depressed, well that's a bloody good thing to do with your life really," he continues. "When it comes to compliance, we teach about six million food hygiene and health and safety courses a year, so over the last 30 years I'm pretty certain we've saved a life, which is pretty special."

HERE'S THE CATCH

Not much worth having comes for free these days, so to have access to Upskill People's compliance training included in your membership may leave you suspicious of a hidden catch. There always is one, right?

Well, you're of course correct, because chances are that after your free sample you'll likely want to sign your team up for a lot more of the company's courses that aren't free. After all, if compliance can be made engaging, just think what can be done with a course people actually want to attend? The great news on this front is that even 'paid for' courses can come for free, by using your Academy credits.

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JDW MIRROR ARTICLE



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Exciting Times

*Innovations in food concepts
have made meeting
consumers' expectations a
whole lot easier*

Keeping pace with high street outlets and consumers' consequential expectations can be tough going for university caterers. However, innovation is rife among manufacturers and suppliers keen to help universities keep students spending on campus.

CURRENT TRENDS

Nostalgia is extremely attractive to consumers and has influenced eating habits, with home-style comfort foods becoming more popular. They're after simple dishes and products with clean, traceable ingredients.

“
**Students are usually
very supportive of
sustainability**

“The traditional Cornish pasty fits the bill perfectly as it is a familiar favourite, made with wholesome ingredients. It offers value for money, is a meal in itself and is perfect to eat on the go,” says Paul Saunders, managing director at Proper Cornish. “Although consumers love the familiarity of the British elements they know and understand, the idea of treating themselves to new flavours is also appealing and this is where we are seeing an emerging trend for British Fusion, where British foods are merging with other world cuisine dishes.”

Baked pastry products are ideal to tap into new trends as they are familiar products that can easily be adapted to create a fusion with other world flavours.

Using heated cabinets, university catering operators can offer quality food with limited space. Cabinets can be branded to add key messaging and provenance.

"Students are usually very supportive of sustainability and sourcing foods locally where possible to avoid food miles," says John Nelson, managing director of Nelson Commercial Kitchens. "So, seasonality and provenance are important. Also, the current trend towards healthier dishes and vegetarian and vegan food remains strong. Reducing waste is also important to students, so low-waste cooking techniques and general minimisation of food waste are appreciated."

An increasing number of university students are choosing to avoid alcohol, so it's important that university outlets offer a range of drinks that surpass the standard juices and carbonated drinks. Milkshakes, for example, are extremely popular among students and a great way to add theatre and excitement to proceedings.

"With a multitude of different flavours available, universities can create an on-trend shake menu with ease that students will love," says Karen Green, marketing manager at Aimia Foods for Professionals. "For further pizzazz, why not add a selection of toppings to your shake?"

MEETING DEMAND

Creating a food concept and executing its roll-out takes more than just a good idea. Caterers need to ensure they have the ideal set-up to ensure that any food concept they introduce can be rolled out seamlessly.

"Being able to respond to trends in popular food culture and its effect on students' demands is, of course, a key consideration so ensuring that menu diversity is possible is very important," says Nelson. "A kitchen that can adapt readily to new trends, dishes and cooking styles that will keep students engaged is invaluable."

In order to accommodate a range of cooking styles to meet consumer demand for a diverse menu, it's a good idea to speak to a catering kitchen design company as layout and equipment can make a significant difference to the success and longevity of an operation.

"A well-designed servery can help streamline meal-times in universities," adds Nelson. "With various stations to choose from such as salad bars and various hot and cold dishes with clearly labelled dietary information, outlining what's vegan, vegetarian, gluten-free or locally sourced, students can make their choices easily and quickly. Also, if some of these stations are self-service, such as salad bars and beverage stations, staff time can be better deployed within the high-demand areas."

An additional benefit of this type of layout is that members of staff can easily monitor and replenish individual stations more efficiently, and it also helps to reduce food waste.

To keep up with changing trends and to retain a flexible offering, using mobile cooking equipment is a great option. Not only is this type of equipment invaluable to provide food anywhere on campus, it can also be used for event and function catering too. It can be set up in a variety of configurations to suit the space and event. Furthermore, self-ventilated equipment



will ensure that no fire alarms are set off when cooking front of house for guests and minimise cooking smells spreading into work areas.

"Griddles, hobs, woks, fryers, pasta cookers, ovens and hot and cold food storage are now available in a mobile format to wheel anywhere," says Gareth Newton, managing director of BGL Rieber. "In addition, mobile regeneration and convection ovens ensure consistency and reduce labour."

To help with ordering at peak times, university caterers could consider electronic kiosks, which can process larger numbers of orders more quickly. This requires fewer staff and will provide consistent messaging to help upsell products.

"The other consideration is around how to utilise tech within the catering outlets themselves," says Mark Kassapian, managing director at Litmus Retail. "Video screens can display the menus and any special offers running, tablets can be provided for quick and easy pre-ordering and suggested product pairings can be displayed to encourage upselling."

By adopting a flexible approach to menus, university catering outlets can meet demand from their customers for new and exciting options with ease. **T**

CONTACTS

aimiafoods.com

bglrieber.co.uk

litmuspartnership.co.uk/services/litmus-retail/

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‘We Love Cake’ launches its first breakfast offering

Bells of Lazonby’s ‘We Love Cake’ has launched its first free-from Breakfast option into the foodservice channel



With an already popular range of individually wrapped gluten free bakes, the ‘Rise and Shine’ breakfast muffin adds a new occasion to expand the range; so that those consumers looking for an allergen free breakfast can now enjoy the morning moment with their favourite coffee.

Available now in frozen wholesale, the new breakfast offering is gluten, wheat and milk free, while maintaining the iconic taste of a wholesome morning muffin.

The new hand-finished breakfast muffins are the taste of breakfast; made up of raisins, apricot, cranberries, gluten-free oats and pumpkin seeds with a cinnamon finish.

Teamed with a new brand design for 2025 it’s never been a better time to stock We Love Cake. The new

brand design aims to pick up on those younger consumers who choose to buy into free from products whether aiming for allergen avoidance or simply looking to purchase free from as a lifestyle choice. The brand recruited the aptly named ‘Queen of Gluten Free’ Becky Excell in 2024 to push awareness with a younger audience.

Head of Marketing for Bells of Lazonby, Josh Boydell-Smith, said: ‘The University environment is a perfect location to stock ‘We Love Cake’ as it presents consumers with an opportunity to own their existing or new dietary choices when away from home.’

Individually wrapped and distributed exclusively by Central Foods, the new line is a perfect and tasty alternative to those consumers looking to avoid Gluten, Wheat and Milk from a lifestyle or dietary choice.

The frozen breakfast muffin is available in a box of 8 and can be thawed to match usage and consumption to reduce waste.

Head of Marketing for Bells of Lazonby, Josh Boydell-Smith, said: “The ‘We Love Cake’ breakfast muffin is an exciting innovation not just for the brand but for the free-from category.

“The Breakfast Muffin It is a step change from our usual tarts and cakes but we believe the muffin provides a ‘quick breakfast’ alternative that is free-from. We are very proud of the product and can’t wait for people to try it.”

Made on the edge of the Lake District by renowned family bakers since 1946; these delicious bakery treats are baked in small batches by skilled bakers. They promise to taste-match conventional Breakfast Style Muffins.

We Love Cake’s frozen individual wrapped muffins, tarts and slices are currently available to UK frozen wholesale, sold individually wrapped, exclusively via Central Foods.

For more information about We Love Cake email: info@centralfoods.co.uk

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Once you K-pop, you just can't stop

*In time for Chinese New Year, we explore the UK's long
and growing love affair with Asian food*



CENTRAL FOODS KATERBAKE BAO BUNS



FUNNYBONES RIO PACIFIC KOREAN BBQ SAUCE

While the western Gregorian calendar saw in the New Year with myriad celebrations from 31st December into 1st January, for your catering team – and those celebrating the Chinese New Year – the fun is only just getting started.

Yet while it may frequently be referred to as ‘Chinese’ New Year, its reaches are far wider than China.

“Often called Chinese New Year, Lunar New Year is actually celebrated all over southeast Asia, including in Indonesia, Malaysia and South Korea,” says Tom Styman-Heighton, development chef at Funnybones Foodservice. “This is great news for operators, as it means there’s an abundance of cuisines to take inspiration from when tapping into this seasonal opportunity.”

Celebrated from 29th January, festivities span 16 days, taking in important occasions beginning with Chinese New Year’s Eve and culminating in the Chinese Lantern Festival. And the great news for your catering department? Most of the celebrations revolve around food.

“Food plays a significant role in this holiday, with many dishes revolving around symbolism,” says Styman-Heighton. “University caterers could stick to the

“
Food plays a significant role in this holiday, with many dishes revolving around symbolism

classics, such as longevity noodles, a whole steamed fish representing abundance, and sticky rice balls to signify unity.

“However it’s done, incorporating international festivals into university campus menus is vital,” he continues. “Familiar comfort dishes can serve as a great way to make global students feel welcome, and also expose British students to new cultures and flavours, at a point in their life centred around self-discovery and trying new things.”

INTERNATIONAL STUDENTS

While it’s always interesting to learn new recipes and try different ideas, incorporating Chinese New Year celebrations is more than a novelty; it’s a sizeable chunk of your student demographic that would otherwise be excluded. Gareth Newton, managing director at BGL Rieber, says: “A key part of university revenue comes from overseas students,” and he’s not wrong. According to the House of Commons library, there are over 700,000 international students studying in the UK. This equates to a quarter of the student population.

“In the last decade the number of Chinese students studying in British higher education



VARITHEK WOK MODULE WITH PASTA COOKER FOR NOODLES AND PASTA

GET INSPIRED

Maria Chong, managing director of Lee Kum Kee Europe Ltd, shares some menu inspiration for authentic Chinese New Year dishes.

Many customs and traditions are observed over this period, and food plays a vital role, with certain dishes often steeped in history and holding significant meaning.

The Chinese New Year's Eve dinner is one of the most important dinner gatherings for Chinese families. The table is usually laden with balanced ingredients of delicious, symbolic dishes such as whole fish, meat dishes, and vegetables with dried oysters and mushrooms, each conveying a heartfelt wish for the year ahead.

PRAWN DISHES

Prawn dishes are an auspicious dish popular at the Chinese New Year table. 'Soy king prawns' are stir-fried either in a good-quality soy sauce or stir-fried with hoisin sauce and chilli garlic paste to achieve a reddish colour – red being a lucky colour. The Chinese word for prawns is pronounced the same as 'laughter', to start a year with laughter will offer many returns of happiness throughout the year.

SPRING ROLLS

Golden, crispy spring rolls are named after the Spring Festival (the local name for Chinese New Year). Filled with a mix of fresh vegetables and savoury ingredients, spring rolls are a festive dish symbolising wealth and prosperity for the year ahead.

UMAMI POPULARITY

The most popular vegetable dish during the dinner is lettuce stir fried with shiitake mushrooms and dried oysters, which signifies many lucky moments and wealth for the new year. This dish is normally prepared with oyster sauce which delivers the rich and umami taste of the dish.

DUMPLINGS

In the northern part of China, dumplings are an essential New Year celebration dish. The Chinese word 'jiaozi' means 'changing of years' and being shaped like an ancient Chinese gold ingot, their symbolic meaning is 'wealth'. They are usually filled with minced pork, beef, lamb, or a whole prawn and marinated with soy sauce, served with vegetables, before being dipped into seasoned rice vinegar.

VEGETARIAN BLESSINGS

For the first day of the New Year, however, it is a tradition for Chinese families to go for vegetarian dishes. There are many options of vegetable stir fries, mushrooms classics, tofu dishes, and even vegetarian spring rolls. The Chinese pronunciation of tofu sounds like another phrase that means 'blessings arrive'.

WHOLE STEAMED FISH

Serving a whole steamed fish, with its head and tail intact, is a cherished tradition for Chinese New Year, symbolising a harmonious start and end to the year. The word for fish, 'yu', is associated with surplus and prosperity, making it a key dish for inviting fortune in the coming year. This celebratory dish is the perfect way to embrace the season and usher in a prosperous New Year.



institutions increased by more than 80%, and Asian cuisine has proved to be a top choice among many younger diners who are well versed in international flavours," says Maria Chong, managing director of Lee Kum Kee Europe Ltd. "Exposure to world cuisines via digital platforms has resulted in a generation of knowledgeable and adventurous consumers, with 98% of Gen Z using social media to inform their food decisions.

"Pan-Asian cuisine offers students the perfect opportunity to try a variety of Asian dishes on one menu. Chinese New Year is appreciated by all cultures and creates an opportunity for university caterers to capture further custom by including Chinese-inspired menu options to their offering over this celebratory period."

WHAT TO SERVE?

You've got the who, when and the why, now you just need the 'what?'. When deciding what to serve to mark Chinese New Year celebrations at your institution, it's worth keeping in mind the traditions and symbolism behind different dishes.

"Lucky food is always served during the 16-day Chinese festival season, which is believed to bring good luck for the coming year," says Newton. "These foods include spring rolls, meatballs, chicken (ideally served whole, head and feet included), noodles and Chinese dumplings.

"Chinese dumpling stir fry is a classic for this time of year. It is a great dish for university kitchens because it combines core products, noodles and dumplings, which can be vegan, vegetarian, meat or fish. Legend has it that the more dumplings you eat, the more wealth you will acquire in the New Year, but every university chef knows that!"

With students craving new tastes, novel experiences and social media-worthy presentation, there's no flavour or creation off limits.

"From soy to tamarind, miso to Sichuan peppers and wasabi to ginger, oriental dishes can pack the flavourful punch that many

“ There's been a long and growing love affair with Asian food in the UK for decades

students crave, says Paul Saunders, marketing manager at Major International. “Current, on-trend dishes that are worthy of a space on campus menus include Korean fried chicken or vegan alternative, the Vietnamese sandwich – Bahn Mi as well as Thai and Korean barbecue.

“Such dishes are versatile and can be cooked with multiple protein sources. While the market demands variety that caters to a range of dietary requirements, caterers are looking for ways to replicate these flavours without the need for creating multiple sauces from scratch.”

With students now back in full effect after the Christmas break – it's the perfect time for your catering team to get involved. From being inclusive to international students to broadening flavour profiles for all, it's a wonderful opportunity to create some celebratory dishes that capture the spirit of the festivities.

“The demand for Pan-Asian cuisine continues to grow across the UK as consumers favour global cuisines, with Asian foods and in particular oriental cuisine being top of the list,” says Saunders. “This provides a huge opportunity for catering on campus, giving operators the chance to offer something unique and keep students on site.” ¹

FURTHER INFORMATION AND ONLINE RESOURCES

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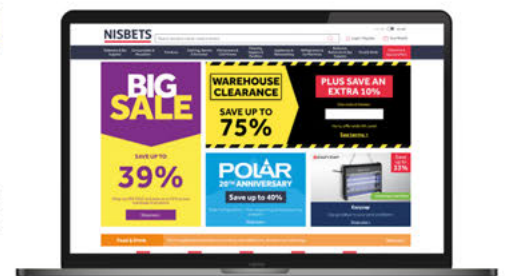


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Maximising equipment efficiency is the key to streamlining service and saving money

Investing in new pieces of light and heavy equipment can have a significant positive impact on staff comfort and safety, as well as speed and quality of service, so it's well worth putting the time and effort into researching the best options for your kitchen.

POSITIVE IMPACT

Sustainability plays a huge role in university catering and as such should be a major consideration when purchasing equipment. Not only will opting for eco-friendly machines help lower a university's carbon footprint, but it can offer substantial financial savings too.

"Sustainability is impacting purchases because caterers want more than just a machine," Paul Anderson, managing director at Meiko UK. "Reducing energy and chemical consumption, improving ergonomics and cutting labour are more important than ever when buying."

There has been a lot of innovation in the catering equipment market, with a huge focus on sustainability. Beyond the equipment itself, manufacturers are offering training support to maximise efficiency.

“
**Sustainability is
impacting purchases**

"With net zero inching closer, sustainability is at the forefront of everybody's mind," says Simon Britten, head of marketing at Lockhart Catering Equipment. "When it comes to light and heavy equipment, operators are prioritising environmental features which will contribute to appliance efficiency and longevity."

SUSTAINABLE INNOVATIONS

There have been huge advancements in technology that have seen a multitude of products introduced in the contract catering arena. From heat recovery and reverse osmosis in warewashers to automated and connected appliances – there's a sustainable solution for every eventuality.

"Automated self-stirring equipment, such as combi kettles, produce high volumes of food at the lowest cost, saving labour, energy, and a huge amount of chefs' labour and time," points out Jon Walker, joint managing director at BGL Rieber. "Self-stirring combi kettles also never burn the food or make it stick. Many kitchens choose labour-intensive equipment that ties up the skilled staff. Auto stirring takes care of the bulk of the cooking, freeing up time for the chef."

Connected cooking is fast becoming popular in commercial kitchens. These digital network solutions provide users with a comprehensive overview of the energy consumption of their equipment, enabling them to identify potential savings.

"Users can analyse the duration of the loading process and determine if unnecessary door openings have caused energy loss to discover how efficient loading can save energy," explains Adam Knights CFSP, UK marketing director at Rational. "By identifying energy load peaks in food production and adjusting processes within the kitchen they will help reduce these peaks and lower overall electricity costs."

USB and LAN connective equipment, for example, enables rapid menu changes and updates, with some featuring hundreds of recipe and menu settings all on one page. Operators can also upload their own food images to some control panels for quick and simple selection.

"These innovative features don't only offer great menu flexibility, they also prevent multi-site operators from having to programme all ovens across the estate for a menu change," points out Iain Phillips, managing director of Regale Microwave Ovens. "These innovative speed ovens also come with the advice and support from the Panasonic food development team."

QR codes are now being used to digitally organise reusable gastronorm pans. The codes can be scanned as they are given to customers for delivered meal services at events, functions, takeaway or eat-in meals. The containers can then be tracked out and back in, removing the need for deposits as they can be booked to specific customers.

"Tracking provides absolute traceability in terms of point of sale, stock control, measuring food waste and even loyalty schemes to provide a higher level of service to customers," explains Walker.

There are even multipurpose digital labels that provide different information in different apps, directing users to different destinations and using different languages if needed. This gives consumers immediate access to product information, allergen data, recipes, storage, regeneration or reheating instructions and answers to FAQs.

"Kitchens and food distributors can read the same code but can access different data or even enter data relevant to them or for customer use, such as ordering information, HACCP checklists, cooking tips or product videos," adds Walker.



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There's a sustainable solution for every eventuality

PREVENTATIVE MAINTENANCE

Ensuring that equipment is properly used and maintained is essential to maximise efficiency, increase the working life of equipment and save on capital costs. To ensure that machines are used correctly it's vital that all members of staff are trained, with regular refresher sessions. This should include cleaning routines and daily operations.

Maintenance packages are well worth the investment as they can help with budget planning as they cover unforeseen expenses throughout the life of the equipment.

"Without a doubt, the biggest commitment a company can make to its customers is enhanced service and support," says Scott Duncan, managing director of Unox UK.

Innovations in technology have made it easier than ever for university caterers to streamline service, improve efficiency and save money. Therefore, it's vital that university catering operations do their research, and correctly use and maintain equipment to ensure they maximise their investment. **T**

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Time to join the **WHOCULT**

Richard Piper speaks with Scott Magill, owner of WHOCULT COFFEE & DONUTS, about the rise and rise of his business across South Wales and soon to be beyond

South Wales is a special place to visit. Having made the journey several times as a child in the late 80s and early 90s, I well remember the excitement of crossing the Severn Bridge on the way to places such as Llanelli, Gorseinon, Swansea and Cardiff. Discovering Cawl and playing snooker in Terry Griffiths' own snooker club were particular highlights, as was the bustle of the working men's clubs, where my brother and I would sit observing, nursing half a lemonade and a packet of Scampi Fries apiece!

I still have a love for Scampi Fries – and I'm not sure we can be friends if you don't share that view – but on my latest visit I have other things on my mind. Since that nostalgic time my tastes have broadened considerably, and today my sights are firmly set on another beautiful combination – namely coffee and donuts. I am here in Bridgend to visit WHOCULT, and owner Scott Magill will be my leader!

As we sit down, I ask him about his background and how he came to be a purveyor of fine coffee and donuts. "I come from a creative and entrepreneurial background," he says. "Having spent the last decade mastering screen printing and building a clothing brand called WHOCLO, my journey led me to expand into the coffee and donut business, founding WHOCULT in 2019."

WHOCULT started at the front of the WHOCLO warehouse as a side project and, as he puts it, a bit of fun. Both brands would share the same space for about a year, with WHOCULT allowing fans of the clothing to pop in and shop for t-shirts while enjoying a coffee and a donut. Then of course the pandemic hit, during which Scott launched a local delivery service, which saw his donuts start to sell out within minutes. Given the challenges the pandemic would present to

so many businesses, this new revenue stream not only helped the business to thrive despite the challenges it faced, but also brought some much needed cheer to those confined to their homes.

So why WHOCULT? What's the name all about? "It reflects the concept of creating a community or 'cult' around the love for unique, handcrafted products," says Scott. "There isn't a single 'WHO' – it's a collective that includes our customers and team."

It's a collective that has so far been a resounding success too. Scott currently has six stores across south Wales – with the most recent being in Swansea's Albert Hall, a landmark location that has undergone a major transformation. "We're excited to be part of this historic space," says Scott. "Overall, our growth has been driven by a combination of factors: a strong commitment to quality, unique branding, and creating an experience that people love. Word of mouth has been huge, along with the local support we've received. Our use of social media to showcase our products and engage with customers has also been key."

The time has come to talk about the donuts, which really are a sight to behold. Not only are they made by hand from scratch to highly exacting standards, but the decoration and combinations of flavours they take on after cooking elevates them to dizzying heights! As Scott says: "Our donuts are hand-made daily by our super talented team of bakers and decorators, using high-quality ingredients. The recipe has been carefully developed to ensure the perfect balance of flavour and texture. We also take a lot of pride in the creative decoration, which makes each donut feel like a mini work of art."

Works of art they are too – both in appearance and flavour – and the perfect accompaniment has to be a great-quality coffee. Scott believes that this element is key, and takes the coffee offer every bit as seriously



SCOTT AT NEWPORT




as the donuts. He knows, he tells me, that good coffee can make or break the customer experience, so has put a lot of effort into getting it just right. He even has a WHOCULT signature blend, which is served in stores as well as being sold online.

"We source our coffee from Welsh Coffee Co," he says. "A trusted, high-quality supplier who shares our passion for flavour and sustainability. What makes it stand out is the attention to detail in every cup. We use skilled baristas, ensure that the beans are fresh, and tailor our blends to bring out the best possible flavours." You have to admire the level of dedication here, and with such a specialist offer there is very little room to hide. Fortunately there is no need to hide, as the coffee is every bit as good as the donuts it sits beside.

For those who favour a cold beverage with their donuts, there is good news too. WHOCULT is renowned for its milkshakes – or Freakshakes as they are known here! Weighing in at 16 ounces – or a little over 450ml if you insist – cream and toppings are included for a fiver. Customers can choose from delights such as Biscoff, Oreo, Milkybar and even Jammie Dodger, and each could be classed as a meal in its own right. The secret? Over to Scott. "A good shake starts with great ingredients. We use premium ice cream and fresh toppings, so the result is thick, creamy, and indulgent. It's all about the balance of flavours and making sure that every sip is as satisfying as the last."

I can't manage much after our chat, having been spoiled very generously, but I can confirm they are delicious. It's little wonder Scott has expanded this model so successfully, so what's next for WHOCULT I want to know? Scott is optimistic, as he explains: "WHOCULT is continuing to expand organically, with plans to open more stores in new locations across Wales and possibly beyond."

"We are also launching nationwide postal donuts in the next few weeks, so no matter where you are in the UK you can order a box of our donuts."

"We're incredibly grateful to our community and customers for their continued support. WHOCULT wouldn't be what it is without them, and we're excited to see what the future holds for our growing family of stores." As I thank Scott and get ready to make the journey home, I make sure to leave my details for a heads-up on that postal service. Looks like the WHOCULT has inducted a new member! 

The name WHOCULT reflects the concept of creating a community or 'cult' around the love for unique, handcrafted products

NEW PRODUCTS



JET, SET, DOUGH

As consumer interest in international flavours continues to grow, La Lorraine Bakery Group has responded to this demand with the launch of two global premium product ranges: Borek and Panesco.

La Lorraine's Borek products are ready to bake, filled Turkish pastries, made with wheat flour, water, sunflower oil and without any rising agents (such as yeast).

These are available in four varieties: feta cheese with poppy seeds, bolognese with black sesame seeds, spinach feta cheese and chicken with white sesame seeds.

Also tapping into the international bakery trend is Panesco with its Swedish knot products, available in two ready-to-bake flavours, vanilla and cinnamon.

Rebecca Calveley, trade marketing manager for La Lorraine Bakery Group, said: "The foodservice market has access to a whole host of global premium products available within Panesco and La Lorraine, two of La Lorraine Bakery Group's finest brands.

"Like the rest of our product range, the Turkish Borek and Swedish knots don't only look and taste divine, but also use only the highest-quality ingredients to satisfy every desire. I have no doubt that these new products will be a huge hit within the foodservice industry going forward."

lbg.com/en-en



HOLD STEADY IT'S HOT

Jestic Foodservice Solutions has launched the all-new Henny Penny HC5 Hot Holding Cabinet. The innovative new Hot Holding Cabinet by Henny Penny aims to improve profitability and consistency, meeting the demands of busy operators nationwide.

Harnessing the flexibility of modern technology, the new Henny Penny HC5 Hot Holding Cabinet offers operators the highest-quality hot holding solutions to suit the needs of their customers. With dual fans and ventilated side racks, allowing hot air to circulate evenly throughout the cabinet, Henny Penny heated holding cabinets keep a wide range of delicious menu items hot and tasty right up until service. With extensive holding capability, foodservice operators can cook delicious food in quantity prior to peak periods and store within the holding cabinet until needed.

jestic.co.uk



THE FUTURE LOOKS CLEAN

Meiko is unveiling its sustainable lifetime training initiative for caterers, plus there is a new potwasher, extra-large dishwasher and value options at HRC 2025, 17th-19th March at ExCeL London.

Meiko provides its customers with training support for the lifetime of their dishwasher. This commitment ensures their customers' dishwashing teams have the knowledge needed to run their machines sustainably!

"For groups or chains, this ensures the same high level of efficiency across the estate – for the lifetime of their Meiko equipment," says Paul Anderson.

Launching at HRC is the UPster XD extra-large undercounter dishwasher, which washes everything from delicate glassware to crockery, serving dishes, trays, reusable food delivery crates and baking trays. The door is extended and takes 600 x 400 mm Euro boxes.

"It gives big results but only has a small footprint while providing a range of washing solutions for bakeries, food retail, butcher's shops, hotels, restaurants, staff feeding and cafés," says Meiko UK managing director Paul Anderson.

meiko.com

GO (COCO) NUTS FOR HOT CHOCOLATE

On hand to help operators gear up for hot chocolate season is Aimia Foods for Professionals, having launched a Speciality line of Milfresh Hot Chocolate. Taking a nutty twist, the Speciality range currently includes two flavours: caramelised peanut and coconut.

Available in 1kg tubs, Milfresh's coconut variety marries together chocolate and coconut in a creamy and subtly-sweet blend of flavours. For baristas wanting to tempt coconut lovers, this can be used for coconut-flavoured hot chocolate, mochas and iced drinks.

aimiafoods.com



GLEBE FARM  X 



STUFFED WITH GOODNESS

Glebe Farm Foods' 100% pure, British-grown oats can now be found in popular peanut butter brand Pip & Nut's new range of Peanut Butter Stuffed Oat Bars.

Offering a tasty snacking experience, the bars are ideal for consumers looking for oats on the go, whether as part of a balanced breakfast or energising snack.

As a certified B Corp, Pip & Nut's ethos of socioenvironmental responsibility complements Glebe Farm's commitment to sustainability. Grown by farmers within a 70-mile radius and milled, produced and packed within 150 metres onsite, Glebe Farm oats boast low food miles and carbon emissions. By incorporating Glebe oats into their products, Pip & Nut benefits from these impressive credentials too.

glebefarmfoods.co.uk



POWERED BY PASTIES

Introducing two new flavours for 2025, Proper Cornish will be launching the handmade Sri Lankan Curry Pasty and the Steak and Clawson Farms Stilton Pasty.

The Sri Lankan Pasty contains sweet potato, lentils, chickpeas, tomato and onion in a glossy sauce, giving a predominant flavour and fragrant aroma of coconut and spice with a mild heat that develops slowly, encased in a hand-crimped pastry case.

While the steak and stilton pasty is back by popular demand. It contains tender pieces of steak, combined with diced potatoes and onions and infused with rich and creamy stilton cheese from Clawson Farms. The filling, with its strong meaty flavour and dominant taste and aroma of stilton, is encased in a pre-glazed hand-crimped pastry case.

propercornish.co.uk

FRAMEWORK SUPPLIERS

ALCOHOL



BIDFOOD

Sharon Moore
T: 07825 079199
E: sharonmoore@bidfood.co.uk
W: bidfood.co.uk



CARLSBERG MARSTON'S BREWING COMPANY

Harry Phillips
Key account manager
M: 07583 049320
E: harry.phillips@carlsbergmarstons.co.uk
W: carlsbergmarstons.co.uk



GREENE KING

John Axon
Key account manager
M: 07974 132226 T: 01284 763222
E: johnaxon@greeneking.co.uk
W: greeneking.co.uk



HB CLARK & CO

John Higby
Key account manager
M: 07712 069897 T: 01924 373328
E: john.higby@hbclark.co.uk
W: hbclark.co.uk



JW LEES & CO

Jon Henderson
National sales manager
M: 07968 930283 T: 0161 345 4441
E: jon.henderson@jwlees.co.uk
W: jwlees.co.uk



LICENSED WHOLESALE COMPANY

Adam Alexander
Channel Controller – Education & public Sector
M: 07896 436824
T: 0161 438 4060
E: adam.alexander@lwc-drinks.co.uk
W: lwc-drinks.co.uk



MATTHEW CLARK

Matt Shelley
Business development manager
T: 07966 510817
E: matthewshelley@matthewclark.co.uk
W: matthewclark.co.uk



MOLSON COORS

Aaron Wright
National account manager
M: 0780 8097337
E: aaron.wright@molsoncoors.com
W: mymolsoncoors.com



RENEGADE BREWERY

Adam Bowers-Jones
National account manager
M: 07821 666015
E: adam.bowers-jones@renegadebrewery.co.uk
W: renegadebrewery.co.uk

- Dayla Drinks
- Enotria
- House of Townend Wine Merchants
- Stewart Wines



BIDFOOD

Sharon Moore
T: 07825 079199
E: sharonmoore@bidfood.co.uk
W: bidfood.co.uk



catering supplies

BUNZL CATERING SUPPLIES

Joanne Barr
Regional account manager – public Sector North
M: 07947 258981
E: joanne.barr@bunzl.co.uk
W: bunzlcatering.co.uk
W: innovate.bunzlcatering.co.uk



PLANGLOW

Neil Steadman
Corporate account director
M: 07980 838 285
T: 0117 317 8600
E: neil.steadman@planglow.com
W: planglow.com



STEPHENSONS

Jamie Murphy
Public sector account manager
T: 01614 836256
M: 07944 404640
E: jamiem@stephensons.com
E: sales@stephensons.com
W: stephensons.com



UNICO

Chris Seabrook
Group business development director
T: 01324 573479
M: 07966 319411
E: chris.seabrook@unicodirect.com
W: unicodirect.com

- Alliance National Ltd
- All Purpose
- Arrow County Supplies
- Brighton Catering Supplies Ltd
- Bowak Ltd
- Catering 24
- Diversey
- GMC Corsehill Ltd
- Hamilton & Pollock (2021) Ltd
- Instock Prois
- Keepcup
- Lothian Supply Company Ltd
- Nivek Catering Supplies Limited
- Tri-star Packaging Supplies Ltd
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- Wareuk.com Ltd
- Wray Bros



Adam Meyers
Operations director
M: 07934 359102
T: 0151 7079600
E: adam@beancoffee.co.uk
W: beancoffee.co.uk



ECUPS

Jon Greenwood
Account manager
M: 07813 964541
E: jon@ecups.co.uk
W: ecups.co.uk



KING ASIA FOODS LTD

Roy McKenna
National accounts controller
T: 07787 255220
E: roymckenna@kingasia.co.uk
W: kingasia.co.uk



PRE ORDER PODS

Catherine Briely
Director
M: 0161552 0058
E: catherine@preorderpods.co.uk
W: preorderpods.co.uk



TAIPEC TAIPEC LTD

Tim Lai
T: 0208 7689333
E: tim@taipec.com
bubbletea@taipec.com
W: taipec.com



TANPOPO JAPANESE FOOD

Duy To
M: 07572 314906
E: duy@tanpopo.co.uk
W: tanpopo.co.uk



TRISAAS

Anthony Eccles
Chief commercial officer
M: 07854 855290
E: anthony.eccles@trisaas.com
W: logit.co.uk



TUGO FOOD SYSTEMS

John Cleaves
National account manager
T: 01295 367351 M: 07512 333693
E: jcleaves@tugo.co.uk
W: tugo.co.uk



WE PROUDLY SERVE STARBUCKS® (NESTLÉ COFFEE PARTNERS)

Zoe Somolu
National account manager
M: 07714 615013
E: zoe.somolu@uk.nestle.com
W: weproudlyservestarbuck.com/gb

- Alcohol Free Drinks Company
- BGL Rieber Ltd
- Bombay Halwa
- Bray Foods Ltd
- Brewfitt
- Café Nero
- Calyx Drinks Ltd
- Change Please CIC
- Chicken Joes Ltd t/a Love Joes
- Costa Coffee
- Crosby Coffee Roasters
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- Delice de France Ltd
- Enterprise Foods Ltd
- Funnybones Foodservice
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- JM Posner
- Kelsius
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- Vi Healthy t/a fwip
- Yumchop Foods

CATERING LIGHT & HEAVY EQUIPMENT



FALCON FOODSERVICE

Ruby Hennessey
Customer services manager
M: 01786 455216
E: rhennessy@falconfoodservice.com
W: falconfoodservice.com



KITCHEQUIP

Darren Hall
Managing director
M: 07967 673082
T: 01704 535577
E: darrenhall@kitchequip.co.uk
W: kitchequip.co.uk



LOCKHART CATERING EQUIPMENT

Adam Froggatt
National account manager
M: 07740 255675
E: adam.froggatt@bunzl.co.uk
W: lockhart.co.uk/TUCO



NELSON DISH AND GLASSWASHING MACHINES

John Nelson
Director
M: 07800 678880
T: 02089 936199
E: john@nelsonwash.co.uk
W: nelsonwashonline.co.uk



NISBETS

Alethea Dunn
Account Manager
T: 07581 048692
E: alethealily.dunn@nibets.co.uk
W: nibets.co.uk



SPACE CATERING (UK) LTD

Leanne Markland
Key Account Manager
T: 01452 383000
M: 07860 716543
E: lmarkland@spacegroupuk.com
W: spacegroupuk.com



STEPHENSONS

Jamie Murphy
Public sector account manager
T: 01614 836256
M: 07944 404640
E: jamiem@stephensons.com
E: sales@stephensons.com
W: stephensons.com



WILLIAMS REFRIGERATION

Oliver Brumby
Area sales manager
M: 07768 006134
E: obrumby@williams-refrigeration.co.uk
W: williams-refrigeration.co.uk

- ABM Catering for Leisure
- All Purpose Cleaning and Catering Supplies Ltd
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- CLR Service and Sales Ltd
- Crosbys Catering Supplies Ltd
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- Fox Catering Equipment Ltd
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- The Acme Facilities Group Limited
- Universal Unity Limited
- W.V. Howe Limited



BIDFOOD

Sharon Moore
T: 07825 079199
E: sharonmoore@bidfood.co.uk
W: bidfood.co.uk



David Roberts
Key account manager
M: 07949 366607
T: 01766 810810
E: david.roberts@harlech.co.uk
W: harlech.co.uk



WDS GROUP

Adam Rowinski
Account manager
M: 07792 429 346
T: 0161 763 6020
E: admin@wdsgroup.co.uk
W: wdsgroup.co.uk

- Adamsons Drinks Ltd
- Bestway Wholesale Ltd/BB Food Service
- AF Blakemore & Son Ltd T/A Blakemore Wholesale Distribution
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DESIGN & INSTALL FOR THE CUSTOMER EXPERIENCE



INTERNATIONAL FOOD SERVICE EQUIPMENT LTD

Adam Bristow
Commercial director
M: 07702 496687
E: adam.bristow@ifse.co.uk
W: ifse.co.uk



SPACE CATERING (UK) LTD

Leanne Markland
Key account manager
T: 01452 383000
M: 07860 716543
E: lmarkland@spacegroupuk.com
W: spacegroupuk.com

- 442 Design Ltd
- ABM Catering for Leisure
- Airedale Catering Equipment Ltd
- Denby Catering
- Promart manufacturing Limited
- PSV Design Limited
- RDA Ltd
- SDI Displays Ltd

EPOS HARDWARE AND SOFTWARE SYSTEM



Ryan Crane
Enterprise account manager
T: 07469 283994
E: ryan.crane@theaccessgroup.com
W: theaccessgroup.com/hospitality



IT'S LOLLY

Stephen Melia
Business development manager
M: 07595 195110
T: 08000 385389
E: stephenmelia@itslolly.com
W: itslolly.com



Paul Whitcombe
National Business Development Manager
M: 07774 987891
E: paul.whitcombe@uniware.co.uk
W: uniware.co.uk



WRS SYSTEMS

Tom Quaife
Client relations executive
T: 03339 969566
E: tom.quaife@wrssystems.co.uk
W: wrssystems.co.uk

- Bleep UK PLC
- Datasym UK Ltd
- Fidelity System Ltd
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- MCR Systems Ltd
- Zonal Retail Data Systems Ltd

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- Leanpath
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- Ramco (UK) Ltd

FRESH FISH & SEAFOOD



DIRECT SEAFOODS

Tina Kerr
National account manager
M: 07990 513186
E: tkerr@directseafoods.co.uk
W: directseafoods.co.uk

- Reynolds Catering Supplies Ltd
- The Stickleback Fish Co Ltd

FRESH & VEG



DOLE PLC

Vicky Masters
National sales manager
M: 07826 904678
E: vmasters@dole.co.uk
M: 07753 136228
E: ian.stuart@dole.co.uk
W: dole.co.uk



GW PRICE

Debra Willoughby
Director
M: 07717 209992
E: debra@gwprice.co.uk
W: gwpriceltd.co.uk



JOHN PALIN

Ann Newton
Finance manager
M: 07843 267105
E: ann.newton@john-palin.co.uk
W: john-palin.co.uk

OLIVER KAY



OLIVER KAY

Jo Rudkin
National account manager
M: 07395 881548
E: jorudkin@oliverkayproduce.co.uk
W: oliverkayproduce.co.uk

- 4DegreesC Ltd t/a Fresh n Fruity
- Arthur David (Food with Service) Ltd
- Bidfresh t/a Oliver Kay Ltd
- Brake Bros Ltd
- Bwydydd Oren Foods Ltd
- Foodari Ltd
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- J & R Food Service Ltd
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- Carbon Happy World
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- Foodsteps
- Klimato
- My Emissions
- Nutritics
- Zedible

GROCERY PROVISIONS, FROZEN & CHILLED FOODS



BIDFOOD

Sharon Moore
T: 07825 079199
E: sharonmoore@bidfood.co.uk
W: bidfood.co.uk



H N NUTTALL

T: 0161 3680331
E: sales@hnnuttall.co.uk
W: hnnuttall.co.uk



HARLECH FOODSERVICE

David Roberts
Key account manager
M: 07949 366607
T: 01766 810810
E: david.roberts@harlech.co.uk
W: harlech.co.uk



LOMOND FINE FOODS LTD & CAKE

Jamie Gargett
Director of sales
M: 07875 677010
T: 0141 353 6777
E: jamie@lomond.lls.com
W: lomondwholesale.co.uk



TREVOR'S WAREHOUSE LTD

Matthew Hitchen
Director
T: 01253 393000
T: 07972 702510
E: matthew@trevors.org
W: trevors.org



VEGETARIAN EXPRESS LTD (V & V)

Bushra Al-Salehi
National account manager
M: 07586 692037
E: Bushra.Al-Salehi@vegexp.co.uk
W: vegetarianexpress.co.uk

- Blakemore Food Service
- Brakes Group Ltd
- Castell Howell Foods Ltd
- Clegg's Chilled Food Service
- Creed Foodservice
- Dunster's Farm Foodservice Ltd
- Fife Creamery
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- J & R Food Service Limited
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- Philip Dennis Foodservice Ltd
- The Little Food Co

HOT BEVERAGES

BRIDGE

COFFEE ROASTERS BRIDGE COFFEE ROASTERS

Grant Mitchell
Business development manager
M: 07384 903743
T: 0800 0928992
E: grant@bridgecoffee.roasters.co.uk
W: bridgecoffee.roasters.co.uk



CAFÉDIRECT

Gary Ayley
Account manager
M: 07943 748114
E: gayely@cafedirect.co.uk
W: cafedirect.co.uk



CAFEOLGY LIMITED

Andy McClatchey
Sales director
T: 07850 853 049
E: andy.mcclatchey@cafeology.com
W: cafeology.com



COFFEE CONSCIENCE LTD

Billy Miller
Managing director
T: 0844 4106030
M: 07785 455560
E: bmiller@coffeeconscience.co.uk
W: coffeeconscience.co.uk



MATTHEW ALGIE

Raj Juneja
Head of education
M: 07833 483836
E: raj.juneja@matthewalgie.com
W: matthewalgie.com



MODERN STANDARD COFFEE

Ali Anderson
Business development manager
M: 07930 599839
T: 01592 725025
E: ali@modernstandardcoffee.com
W: modernstandardcoffee.com



NAIROBI COFFEE & TEA CO LTD

Ramin Tavakoli
Senior national account manager
M: 07971 364818
T: 01923 234561
E: ramin.tavakoli@nairobi-coffee.co.uk
W: nairobi-coffee.co.uk



PADDY & SCOTTS CAFES LTD

Shaun Winney
Head of sales
M: 07359 322175
E: shaun@paddyandscottscs.co.uk
W: paddyandscottscs.shop



UCC COFFEE

Aimee Gaffey
Business development manager
M: 07917 045690
W: ucc-coffee.co.uk

- Bean Coffee Roasters
- Lincoln & York
- Liverpool Coffee Roasters Ltd
- Nestle UK Ltd
- Ringtons
- River Coffee Roasters Ltd
- Selecta UK Ltd

KITCHEN EQUIPMENT MAINTENANCE, DEEP CLEANING & VENTILATION DUCTING SERVICES



Paul Kitchen
Sales director
T: 01254 277999
M: 07584 766528
E: paul.kitchen@acmefg.com
W: acmefg.com

- Apeiron Catering Ltd
- Collingham Catering Services Ltd
- Hatherley Commercial Services Ltd
- Integral Services Limited t/a HCE
- Northern Catering Equipment Ltd
- NWCE Foodservice Equipment Ltd
- Swift Maintenance Services (1973) Ltd
- ThermoServ Ltd
- TWO Services Ltd
- Whitco Catering & Bakery Equipment Ltd

MEAT & POULTRY



BIDFOOD

Sharon Moore
T: 07825 079199
E: sharonmoore@bidfood.co.uk
W: bidfood.co.uk



David Roberts
Key account manager
M: 07949 366607
T: 01766 810810
E: david.roberts@harlech.co.uk
W: harlech.co.uk

- Brake Bros Ltd
- British Premium Meats
- Castell Howell Foods Ltd
- CMB Foods Ltd
- County Foods Ltd
- County Valley Foods
- Douglas Willis Ltd
- J Freeman & Sons Limited t/a Freeman Catering Butchers
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- Mrs J C Altham and Sons

- Owen Taylor & Sons Ltd
- Underwood Meat Company t/a Northern Catering Butchers

MILK, DAIRY & BREAD



DAIRY LINK UK LTD

Barbara Griffiths
Managing director
T: 07979 704894
E: barbara.griffiths@dairylink-uk.org
W: dairylink-uk.com



Linking the dairy chain

WEST COUNTRY MILK

Felix Hallam
Business Development Manager
M: 07432 873054
E: felix@wcmilk.co.uk
W: wcmilk.co.uk

- Cotteswold Dairy Ltd
- D J Wright Dairies Ltd
- Freshways
- Henllan Bread
- Morris Quality Bakers
- Reynolds Catering Supplies Ltd
- West Horsley Dairy

SANDWICHES



FRESH FOOD FOR NOW COMPANY

Paul Hodges
Commercial manager
M: 07812 653156
E: paul.hodges@foodfornow.co.uk
W: foodfornow.co.uk
W: urbaneat.co.uk



RAYNOR FOODS

Richard Brown
Business development manager
T: 01245 353249
M: 07909 876918
E: richard.brown@raynorfoods.co.uk
W: raynorfoods.co.uk



SANDWICH KING

T: 0113 2426031 #option 1
E: enquires@sandwichkinguk.com
W: sandwichkinguk.com



THE SOHO SANDWICH COMPANY LIMITED

Arran Farquhar
Business development manager
T: 01753 523636
M: 07754 430 322
E: arran@aroundnoon.com
W: sohosandwich.co.uk

- On a Roll
- PJ's
- Simply Lunch
- The Real Wrap Co
- The Sandwich Larder
- Tiffin Sandwiches Ltd/Streets Eats

TEMPORARY AND PERMANENT STAFF



REED SPECIALIST RECRUITMENT

Adam Buckland
Director of national strategic accounts
T: 01173 178005 | M: 07870 489929
E: adam.buckland@reed.com
W: reed.com

- AJ Catering Staff Ltd
- Angel Hospitality & Catering
- Arc Hospitality Recruitment Solutions Ltd
- Berkeley Scott
- Blue Arrow Ltd
- The Waiting Game (Bristol) Ltd

VENDING



BRODERICKS

John Broderick
T: 08009 956000
M: 07966 140280
E: john@brodericks.co.uk
W: brodericks.co.uk



EXCEL VENDING

Ian McRitchie
Customer care manager
T: 01355 269999
M: 07793 777374
E: ian@excel-vending.co.uk



THE UPTON GROUP

David Elsey
Sales director
M: 07977 465023
E: david.elsey@theuptongroup.co.uk
W: theuptongroup.co.uk

- Abercromby Vending Ltd
- ACM Environmental Ltd t/a EcoVend
- Aeguana Ltd
- Alpine Vending Co
- Benson's Vending
- Border Vending NW Ltd
- Bulk Vending Systems Ltd
- Co-op Retail on Demand in partnership with Broderick's
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- Cymraeg Vending Ltd
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- The Perk Co Refresh Vending
- VH Graddon & Sons Vending Ltd
- Visionri (The Work Perk)
- Wilkes Vending Services Ltd



FRAMEWORK AGREEMENT

If you hold a framework agreement with TUCO and wish to include your contact information and logo in the TUCO Supplier Framework index, please contact **Sue Stunt**:

T: 01474 520243

E: sue@h20publishing.co.uk



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CEO update

“
**This year's
TUCO
Competitions
will be bigger
and better
than ever!**

After a five-year hiatus between the last two TUCO Competitions, there's no way we were leaving it so long this time. I'm delighted to share that the wait is almost over for our showcase of the sector's skills, which returns to the University of Warwick on 15th and 16th April.

Chefs, mixologists and baristas will take to their arenas to showcase their hard-honed talents of cocktails, speciality coffees and exquisite food to not only a panel of expert judges, but also under the double-edged support and scrutiny of their crowding peers.

But rather than a critical eye, competitors and peers alike provide a supportive community for one another, sharing ideas, a money-can't-buy comradery and more than a couple of beers after a heated day of competitions.




























After a record number of entries, our finalists have now been announced. It's been really great to see so many of last year's first-time competitors returning – as well as a fantastic number of new competitors.

I wish all competitors every success and look forward to seeing (and perhaps sampling!) some of the creations over the course of the competitions. **T**

Mike Haslin
TUCO Chief Executive Officer
mike.haslin@tuco.ac.uk



TUCO Partners

| | | | | |
|---|--|---|---|--|
|  <p>Budweiser BREWING GROUP UK&I</p> <p>Esther Hayward T: 07387 525413 E: esther.hayward@ab-inbev.com W: budweiserbrewinggroup.co.uk</p> |  <p>Jenny Ogle T: 07736 961246 E: jennyogle@agbarr.co.uk W: agbarr.co.uk</p> |  <p>CHILLED COFFEE Ben Brown T: 07976 675247 E: bebre@arlafoods.com W: starbuckschilled.com/uk</p> |  <p>AROUND NOON. Arran Farquhar T: 07754 430322 E: arran@aroundnoon.com W: aroundnoon.com</p> |  <p>Bidfood Inspired by you</p> <p>Miguel Nunes T: 07935 074790 E: miguelnunes@bidfood.co.uk W: bidfood.co.uk</p> |
|  <p>brakes a Sysco company</p> <p>Tanya Downes T: 07780 955783 E: tanya.downes@sysco.com W: brakes.co.uk</p> |  <p>BRITVIC</p> <p>Lewis Parker T: 07702 600339 E: lewis.parker@britvic.com W: britvic.co.uk</p> |  <p>CARLSBERG MARSTON'S BREWING COMPANY</p> <p>Harry Phillips T: 07583 049320 E: harry.phillips@carlsbergmarstons.co.uk W: carlsbergmarstons.co.uk</p> |  <p>CHURCHILL</p> <p>Tracey Bailey T: 07974 436731 E: tracey.bailey@churchill1795.com W: churchill1795.com</p> |  <p>CROSBYS PART OF THE IG GROUP</p> <p>Michael Lowery T: 07730 527588 E: mike.lowery@crosbys.co.uk W: crosbys.co.uk</p> |
|  <p>Delice de France</p> <p>Carl Fisher T: 07703 721424 E: carl.fisher@ddf.co.uk W: delicedefrance.co.uk</p> |  <p>SAMWORTH BROTHERS</p> <p>George Hammond T: 07721 919873 E: george.hammond@foodfornow.co.uk W: foodfornow.co.uk</p> |  <p>Joes</p> <p>Craig Anderson-Chase T: 01922 725818 E: craig@lovejoes.co.uk W: lovejoes.co.uk</p> |  <p>LWC</p> <p>Adam Alexander T: 07896 436824 E: adam.alexander@lwc-drinks.co.uk W: lwc-drinks.co.uk</p> |  <p>MARS WRIGLEY</p> <p>Luke Clarke T: 07896 924866 E: luke.clarke@effem.com W: mars.com</p> |
|  <p>MATTHEW ALGIE COFFEE MASTERS</p> <p>Raj Juneja T: 07833 483836 E: raj.juneja@matthewalgie.com W: matthewalgie.com</p> |  <p>McCain FOODSERVICE SOLUTIONS</p> <p>Jules Robinson T: 07834 500141 E: juliet.robinson@mccain.co.uk W: mccainfoodservice.co.uk</p> |  <p>NISBETS</p> <p>Alethea Dunn T: 07581 048692 E: alethea.dunn@nisbets.co.uk W: nisbets.co.uk</p> |  <p>THE ORIGINAL OATLY!</p> <p>Hope Twardochleb T: 07570 630083 E: hope.twardochleb@oatly.com W: oatly.com/en-gb</p> |  <p>Quorn PRO Powered by Curiosity</p> <p>Brett Wainwright T: 07976 166432 E: brett.wainwright@quornfoods.com W: quornpro.co.uk</p> |
|  <p>Rollover The Hotdogs</p> <p>Robert Aggrey T: 07748 841857 E: robert.aggrey@rollover-uk.com W: rolloverhotdogs.com</p> |  <p>Scrocchiarella</p> <p>Rosalind Davies-Jones T: 07709 839008 E: rosaland.davies-jones@speedibake.co.uk W: scrocchiarella.co.uk</p> |  <p>SIMPLY LUNCH</p> <p>Barry St Leger T: 07495 706313 E: barry@simplylunch.co.uk W: simplylunch.co.uk</p> |  <p>steelite utopia</p> <p>Lee Walker T: 07958 679655 E: lwalker@steelite.com W: steelite.com</p> |  <p>TIFFIN SANDWICHES</p> <p>Laura Finn T: 01274 494939 E: laura.finn@tiffinsandwiches.co.uk W: tiffinsandwiches.co.uk</p> |
|  <p>Unilever Food Solutions</p> <p>Russell Edmonds T: 07384 903431 E: russell.edmonds@unilever.com W: ufs.com</p> |  <p>UNOX</p> <p>Ben Ross T: 07513 726947 E: ben.ross@unox.com W: unox.com</p> | | | |

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