# Irish Foodservice Market Directory

2020









BORD BIA
IRISH FOOD BOARD

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# IRISH FOODSERVICE MARKET DIRECTORY

## Introduction

Undoubtedly 2020 has been a hugely challenging time for all involved in the foodservice industry. Access to up to date intelligence and insights is ever more important in a constantly changing landscape.

Bord Bia's 2020 Irish Foodservice Market Directory includes 110 up-to-date, detailed profiles of key foodservice operators and the wholesale distributors that service them.

Two new profiles have been included in 2020, flagged as **NEW* in the Table of Contents and within the profile heading itself. Nine of the 2019 profiles have been removed from this year's Directory – a number of these have had to temporarily suspend their businesses, but are aiming to be relisted in 2021. Others have unfortunately fallen victim to the impact of Covid 19 and are no longer trading.

This year, in place of our previous 'Top Tips' for producers, we've included a summary of the Key Macro Trends that we outlined on in our Irish Foodservice Industry White Paper (May 2020). These macrotrends are true across most foodservice sectors and have impact not only on operators, but will reverberate through the supply chain. Therefore, it is important for food and drink manufacturers to understand potential implications for their own product offerings and how they service their customers.

## How to Use the Directory

In an effort to help producers understand and target the channels most appropriate to their business, the Directory has been segmented by Commercial and Institutional channels as outlined in our *Foodservice Market Map*.

Profiles contained in this directory concentrate on the larger chain operators and do not include independent outlets. Any companies referenced by operators as 'Distribution Providers' are subsequently profiled in detail under the Foodservice Distributors section. While the Directory provides a strong representation of the sector, it does not claim to provide a complete listing of all industry players.

Operators and distributors emphasised that they do not wish to be 'cold called' by producers that have not undertaken research into the Account's foodservice offering and determined where opportunities may lie. All producers should conduct considerable research (including site visits) and have determined their value proposition in advance of approaching buyers listed in this Directory.

## Methodology

In order to refresh profiles included in Bord Bia's 2019 Irish Foodservice Market Directory, all operators and distributors were emailed a copy of their existing profile and asked to amend any information that required updating, or alternatively to confirm that the existing information could be used for our 2020 Directory.

While the profiles were signed off as being accurate at the time of going to print, producers should conduct their own research before approaching any distributor or operator as future changes may occur.

This Directory aims to provide a strong and relevant reference tool for producers either seeking to enter the foodservice sector or for those already established who wish to maintain and build sales.

An overview of the total number of profiles included in the 2020 Directory is as follows:

| **Commercial** | **No. of profiles** |
|---|---|
| ○ Quick Service Restaurants | 10 |
| ○ Full Service Restaurants & Pub Groups | 12 |
| ○ Coffee Shops | 6 |
| ○ Hotels | 7 |
| ○ Technology & Group Purchasing | 4 |
| ○ Leisure/Events | 6 |
| ○ Travel | 4 |
| **Institutional** | |
| ○ Business and Industry | 11 |
| ○ Government Contracts | 4 |
| **Business to Business** | 5 |
| | |
| **Distributors** | 41 |
| **TOTAL** | **110** |

## KEY MACRO TRENDS

1. **Decreased emphasis on customisation/made-to-order** —This will be driven by labour challenges and a move toward value seeking among many consumers. It seems likely that operators will focus more on grab-and-go and pre-prepared items.

2. **Continued investment in off-premise** —This crisis has shown operators that having any off-premise strategy to diversify risk is a must. Expect more types of operators to invest in takeout or delivery. Digital strategies will become more important to operators of all types. This may also mean more grab-and-go and packaged items in foodservice segments that formerly would have avoided not offered them.

3. **Acceleration of channel blurring** —This crisis has shown that restaurants can function as grocers and that full-service restaurants can offer more convenience options. In Ireland and globally, restaurant operators are selling ingredients or kits as part of their offering—this may continue as an additional revenue source. The food industry will likely further blur the lines between retail and foodservice, and within foodservice, more service options will be found across segments, including takeaway, delivery and even more drive-thru.

4. **Reduction (or removal) of self-service** — While the ultimate consumer mindset won't be clear until this pandemic passes, it seems likely that many operators will reduce or remove self-service stations. This includes buffet-style service, self-service beverage, bakery cases and even self-service ordering kiosks. While self-service may not disappear completely, changing methods and dispensing styles, as well as a hyper-sensitivity to sanitisation to ensure safety, will be necessary.

5. **Ghost/delivery kitchen acceleration —** As the industry resets, more operators may decide to eliminate the dining room altogether to capitalise on longer-term, off-premise trends.

6. **Renewed interest in single-use packaging —**The trend over the past several years has been toward more sustainable options and banning/ reducing certain types of packaging. We expect to see more focus on packaging (and excess packaging for off-premise orders). An emphasis on sustainable packaging may be reduced in the short term to midterm, as safety concerns becomes a primary driver for product selection.

7. **Streamlined/smaller menus —**As operators streamlined menus during the pandemic, many will continue to focus on those items that drive maximum revenue post-crisis.

8. **Labour —** With restaurants and hospitality one of the later industries to open up, labour challenges (e.g., recruitment and training) that were experienced before this crisis could potentially worsen as former employees find other opportunities.

9. **Drinks business challenges —** Social distancing will continue to be challenging in pubs. Pubs that rely on wet (drink) sales will be under more pressure than those that have a strong food offering.

10. **Consolidation —** While this may manifest most clearly in the restaurant space, we are also likely to see acquisition of some players throughout the supply chain. Those that are vulnerable will face significant challenges from larger players and in some cases, potential closure.

# FOODSERVICE MAP

## Commercial Channels

### Quick Service Restaurants

AIL Group

Camile Thai

Domino's Pizza

Freshly Chopped

IPC Europe (Subway®)

McDonald's

Supermac's

**Forecourt Convenience**

Applegreen

Circle K

Maxol

### Full Service Restaurants & Pub Groups

Avoca

Brambles

Donnybrook Fair

Eddie Rocket's/ Rockets Restaurants

Entertainment Enterprise Group

Gourmet Food Parlour

Fallon & Byrne

Happy Pear (The)

JD Wetherspoons

Michael JFWright Hospitality Group

Press up Entertainment Group

Sprout & Co.

### Coffee Shops

Butlers Chocolate Cafés

Esquires Coffee House

Insomnia

Itsa

KC Peaches Cafes & Catering

MBCC Foods (Ireland) Ltd. T/A Costa Coffee

### Hotels

Dalata Hotel Group PLC.

Doyle Collection (The)

Limerick Strand Hotel

O'Callaghan Collection

Talbot Collection (The)

Tifco Hotel Group

Windward Purchasing Ltd.

**Technology**

Access Procure Wizard

Nutritics ***new***

**Group Purchasing**

First Choice Purchasing

Trinity Hospitality Services

### Leisure & Events

Feast

Fitzers Catering Ltd

JC Catering

Masterchefs Hospitality

Prestige Catering Ltd.

With Taste

### Travel

EFG Catering

HMS Host Ireland Ltd.

Irish Ferries

Retail in Motion

## Institutional (Cost) Channels

### Business & Industry

Aramark Northern Europe

Artizan Food Co ***new***

Brook Food Services

Compass Group Ireland

Corporate Catering Services Limited

Food Space

Gather & Gather

ISS Catering

Mount Charles Group

Q Café Co. Ltd (The)

Sodexo Ireland

### Government Contracts

Office of Government Procurement (OGP)

Defence Forces

HSE

Irish Prison Service

### Business to Business

Around Noon

Carambola

DELI LITES

Freshways Foods Co.

Glanmore Foods

# COMMERCIAL CHANNELS

# QUICK SERVICE RESTAURANTS (QSR)

| AIL Group<br>Abrakebabra / The Bagel Factory / O'Briens Sandwich Café's<br>Address: 11 Rathgar Road, Rathmines, Dublin 6<br>Phone: 01 496 7162 | |
|---|---|
| **Company Profile** | AIL Group is an Irish based company that franchises out approximately 120 food outlets in Ireland. Abrakebabra is a franchise developed and owned by Abrakebabra Holdings. The master franchises in Ireland for The Bagel Factory is also held by AIL Group. Abrakebabra Investments also owns the O'Briens Sandwich Cafe business.<br><br>The Abrakebabra franchise has been in existence for over 30 years. There are over 30 franchise outlets, all based in Ireland. The offering is built around the kebab. Website www.abrakebabra.com<br><br>The Bagel Factory is a UK franchise and was founded in 1996. There are 10 outlets on the island of Ireland. The Bagel Factory Offer is present at most O'Briens Sandwich Cafes as an ancillary offering as the two brands complement each other. The offering is built around the bagel and the health conscious consumer constitutes the target market. Website www.bagelfactory.ie<br><br>The O'Briens Sandwich café chain is an Irish based franchise that has been in existence for over 30 years. O'Brien's reputation has been shaped on its made-to-order hot or cold sandwiches, shambos, tripledeckers, wrappos and toasties. Their extensive range also includes espresso based coffees, fresh seasonal soups, deli dishes, salads, patisseries and a wide range of soft drinks including freshly made smoothies and juices. O'Briens pride themselves on providing quality food at affordable prices. Their objective is to use the best possible produce and freshest ingredients, backed up with a focus on excellent customer service and great tasting coffee.<br><br>As well as selling through their shops, they have recently increased their focus on corporate catering. The catering business offers a wider range of products than are available in the traditional store.<br>Celebrity chef Rachel Allen is creative food consultant for the brand. Her range of signature sandwich and soups are on sale in O'Briens Sandwich Cafes throughout Ireland. Website www.obriens.ie. |
| **Relevant purchasing contact** | Managing Director: David Zebedee<br>Email: dzebedee@ailgroup.ie<br>Phone: 01 496 7162 |

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| **Product mix** | The Abrakebabra quick service food offering consists of lamb and chicken kebabs, baguettes, burgers, steak sandwiches, chips, wedges, and a selection of hot and cold beverages.<br><br>The Bagel Factory offering is built around the bagel. There are breakfast bagels, classic bagels, and bagels with warmed fillings.<br>In addition, there is a range of salads, hot and cold drinks, sweet and savoury snacks and fresh fruit. All bagels are assembled to order.<br><br>The food offer in O'Briens is largely targeted at the 'food on-the-go' consumer with a requirement that products are able to be prepared to order quickly for consumers as they wait. The sandwich range offers hot and cold options.<br><br>The company targets a wide range of consumers through the various outlets they operate. |
| **Opportunities for Irish food and drink suppliers** | AIL group will continue to open new outlets and sees many opportunities for Irish suppliers. The company is proud of its Irish ownership, its commitment to Irish ingredients and the contribution that it makes to the Irish economy.<br><br>Across all its food businesses, the company welcomes proposals from suppliers that will enhance its existing offerings. The company is constantly looking for innovations in its menus and presentations from Irish producers are a regular occurrence.<br><br>In particular, there are opportunities with the O'Briens / Bagel menus for new bagel fillings e.g. meats and cheeses. The dessert offering can be widened and there are opportunities for the producers of pastries.<br><br>In Abrakebabra, the menu is the process of being revamped and there is an opportunity for more fresh produce.<br><br>O'Briens is open to proposals from Irish manufacturers of cheeses, meats and deli produce.<br><br>The company has a strong focus on sourcing locally and is continuing to look for products that can be sourced in Ireland. |
| **Purchasing policy and supplier requirements** | Key elements of the company's purchasing policy are product quality, supplier's service record, supplier's reputation, logistical capabilities and competitive pricing.<br><br>The company visits the sites of its suppliers for a factory walk to get a greater understanding of the supplier's business. |

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| | Suppliers are asked to complete a questionnaire before supply commences. The company covers any costs involved in the audits.<br><br>For the majority of their food purchases, franchise operators may only purchase from an approved supplier list.<br><br>The approved supplier list is decided by the Managing Director, David Zebedee who will agree terms with suppliers when compiling the approved supplier list.<br><br>Some locally available items such as fruit and vegetables are not included on the supplier list. The franchise holder often recommends a supplier to franchisees.<br>New products are reviewed by a team of people that often includes the Directors, the Food Hygiene and Safety Director, the Franchise Manager and some of our franchise partners.<br><br>The company does not operate tender dates and has long standing relationships with their key suppliers.<br><br>Orders are placed by each individual franchisee, mostly by phone. Frequency of supply is usually twice per week, but it is product dependant.<br><br>Shelf life expectations and requirements are product dependent. |
| **Distribution providers** | The majority of suppliers provide their own distribution. Musgrave Wholesale Partners deliver most of the frozen and chill requirements. |
| **Advice to new suppliers** | The food outlets of each franchise should be visited to get an understanding of what innovation and benefits a supplier can bring to the operator.<br><br>Contact should then be made with the Managing Director David Zebedee or Operations Director Sinead Reid by email dzebedee@ailgroup.ie or sinead@ailgroup.ie or by phone 01 496 7162.<br><br>Samples to be submitted, if requested, following initial contact. The company welcomes innovation and is always seeking initiatives to improve its menus and offerings. |
| **Other information** | The company is open to working with brands across the spectrum of their business.<br><br>There is greater growth in chilled foods, with a recent move towards chilled produce over frozen. All outlets have both chilled and frozen storage facilities. |

| **Camile Thai**<br>Address: Unit 9, Northern Cross Business Park, D11P661<br>W: www.camile.ie Phone: 01 811 0100 E: oliver@camile.ie | |
|---|---|
| **Company Profile** | Camile Thai is a healthy Thai food online delivery restaurant business that operates on a franchise and group purchasing business model.<br><br>Camile Thai has a total of 24 outlets in Dublin, Limerick, Cork, Greystones, Navan, Ashbourne, Naas and Sligo with plans to open further franchises in Drogheda, Bray, Waterford, Wexford and an additional 3 outlets in Dublin. The company also has two outlets in Belfast, NI and five in London, England.<br><br>Camile produces healthy Thai Food for takeaway, online sales and delivery.<br><br>There is a separate Central Production Unit (CPU) that delivers to each of the island of Ireland outlets. |
| **Relevant purchasing contacts** | Oliver Mueller is the Group Executive Chef and has the responsibility for purchasing all goods used in the company.<br><br>Email: oliver@camile.ie or Phone: 01 811 0100<br>Email is the preferred method of contact. |
| **Product mix** | Camile uses authentic Thai ingredients, beef sirloin, chicken and pork, wild prawns from the Atlantic Ocean and local and Asian produce. All sauces, dressings, soups and stocks are made from scratch and all spring rolls and wantons are handmade in their own production facility.<br><br>At a branch level, each dish is prepared fresh and cooked to order.<br><br>Menu items comprise starters, rolls, salads, soups, curries, a range of vegan/vegetarian dishes, stir fries, noodles, fried rice, sea food, soft drinks and desserts, along with small bites and side dishes.<br><br>Menus also feature monthly chef specials and six dishes under 600 calories. |
| **Opportunities for Irish food and drink suppliers** | Camile maintains long-term relationship with most of their suppliers, but is always open to change through a yearly tendering process.<br><br>Camile is growing at a strong rate with new planed openings and would like to support Irish artisan producers where possible. |

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| | The company is always open to new products to taste and test within their operation. Products must be of suitable quality and profile that suits the Camile brand.<br><br>The opening of new branches as well as menu development will aid the opportunity for Irish suppliers, however price must also allow a sufficient margin.<br><br>Camile is interested to hear of any new innovation which could be suitable and integrated into the Camile concept. |
| **Purchasing policy and supplier requirements** | Camile has an approved supplier list which is a requirement of the EC 853 registration. Camile's registration number is IE 4069.<br><br>Camile suppliers are audited on an annual basis and all new suppliers need to complete a questionnaire to confirm that they are HACCP, Health & Safety, Origin Green & Repak compliant. Camile pays for audits.<br><br>All purchasing is centralised with decisions made by the Executive Chef, Oliver Mueller. Once a year a supplier review takes place in relation to both product specification and price.<br><br>Goods used for the CPU (Central Production Unit) are delivered directly and orders placed for branches are delivered directly into the branches.<br><br>Both CPU and branches place their orders via the company's own internal Accounts package. |
| **Distribution providers** | Camile has a Centralised Production Unit located in the Northern Cross Business Park. All CPU products are delivered via two vans to the branches. |
| **Advice to new suppliers** | Producers wishing to make contact with Camile should do so by email and, with agreement, drop samples into the Head Office, which is based in Dublin 11.<br><br>Camile places strong emphasis that all potential suppliers are at least HACCP to IS 340 & IS342 standard.<br><br>The company's preference for any high-volume lines such as sugar, vinegar etc. is to purchase pallet quantities. |
| **Other information** | Current terms are 45 days payment and ideally operating a Direct Debit scheme.<br><br>All suppliers are subject to a yearly Long Term Agreement (LTA).<br><br>There is room for certain brands within the dry goods and 'nibbles' categories, for example. |

| Domino's Pizza<br>Address: 1 Thornbury, West Ashland, Milton Keynes, MK6 4BB, UK<br>W: www.dominos.co.uk P: 0044 (0) 1908 580 000 E: ryan.whittaker@dominos.co.uk | |
|---|---|
| **Company Profile** | Domino's Pizza UK and Ireland Ltd. is a wholly owned subsidiary of Domino's Pizza Group plc (DPG). DPG is the UK and Ireland's leading pizza delivery company and holds the master franchise to own, operate and franchise Domino's Pizza stores in these markets.<br><br>The first Irish store opened in 1991 and there are currently 85 outlets in Ireland, 54 in the Republic of Ireland (ROI) and 31 in Northern Ireland (NI). There are current plans to further expand in both ROI & NI markets.<br><br>All outlets are franchised owned. The business is currently split on average between 70% home delivery, with the remaining 30% carry out.<br><br>The target demographic is families and 18-34 year olds, however this is constantly broadening. |
| **Relevant purchasing contacts** | Head of Procurement – Ryan Whittaker<br>Email: ryan.whittaker@dominos.co.uk<br>Phone: +44 7391 011599 |
| **Product Mix** | The core food offering is pizzas, with side dishes and a range of desserts.<br><br>Lunch and dinner are catered for, with all outlets open late, a proportion of these until 5AM.<br><br>The pizza product is made with fresh dough on site. Domino's offers a range of chicken and vegetarian based side dishes. All products must be able to fit within the Domino's franchise framework i.e. all items cooked at same temperature in a similar manner.<br><br>All products are delivered to stores fresh chilled and side order dishes are ready to cook. The company can accept frozen products into its distribution centres, however there are no frozen storage facilities at outlets. Outlets do not handle any raw product other than fresh vegetables. |
| **Opportunities for Irish food and drink suppliers** | The company is constantly looking at new areas to expand their product offering. The key areas of growth for the company are around toppings and sauces and anything protein or vegetable based.<br><br>Domino's are open to contact from new suppliers that could supply side dishes (both meat and vegetarian) or ingredient toppings that can enhance the pizza offering. |

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| | Domino's are looking for ready to serve hot desserts, again that fit within the existing model.<br><br>The company has an exclusive partnership deal with *Ben and Jerry's* ice cream.<br><br>The company is constantly striving to improve existing products in terms of health credentials i.e. low fat, lower salt, calorie count.<br><br>Any new product offerings for the sides menu must be ready to cook and fit within the existing Domino's business model. |
| **Purchasing Policy and supplier requirements** | The purchasing policy of Domino's UK and Ireland is around the following key requirements:<br><br>• Quality of products and the ability of suppliers to fit within Domino's framework<br>• Price<br>• Service<br><br>Purchasing policy of core products is influenced by the recipes that are set from the US, but produced within the UK and Europe. The main area of scope is protecting the business from food inflation where possible and also support innovation.<br><br>All ingredients for the dough bases are sourced from head office in the UK due to economies of scales. The company currently sources a small proportion of its produce locally, but is open to looking at locally produced product that would enhance the pizza offering. This is also an opportunity for suppliers to supply across entire Domino's group.<br><br>The UK head office has full scope for purchasing of products for the UK and Irish markets and offers support to other markets under it's umbrella, including Norway, Iceland, Sweden and Switzerland.<br><br>HACCP and BRC grade A are mandatory requirements for all suppliers. Domino's risk assesses each new supplier and conducts supplier audits either through a third party or direct. Domino's will bear the cost of food safety audits where required. The company also requires all suppliers to have membership of the *Sedex* self-auditing system.<br><br>The company generally operates 12 months contracts, but longer terms with some of the more strategic partners. |

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| | Purchasing decisions are influenced by a team including Procurement, Technical, Product Development and Marketing.<br><br>All new products are subject to review by the Franchise advisory council. Final purchasing terms are the responsibility of the Head of Procurement.<br><br>Domino's operates five distribution depots in the UK and Ireland, with the Irish depot based in Naas, Co. Kildare. These depots are distribution centres, with four producing dough also.<br><br>All ingredients for the dough bases are sourced from head office in the UK due to economies of scales. The company currently sources a small proportion of its produce locally, but is open to looking at locally produced product that would enhance the pizza offering. This is also an opportunity for suppliers to supply across entire Domino's group.<br><br>All orders are placed centrally for each depot, with deliveries made to each outlet from one of these three depots. The company has a fleet of over 12 multi temperature vehicles in Ireland.<br><br>The company operates an online purchasing system where the manager of each outlet can place their order requirements.<br><br>Calorie count and nutritional analysis of products from new suppliers is a pre-requisite, as Domino's include calorie counts on their menus.<br><br>Shelf life expectations and requirements is product dependant, but generally they work off three dates including product package date, shelf life once opened in store, and shelf life of defrosted frozen products. |
| **Advice to new suppliers** | New suppliers should visit a Domino's store and understand the business model and where their product could potentially fit into the menu.<br><br>Any new suppliers must factor in how their product will fit into the Domino's franchise model.<br><br>Potential new suppliers should contact the Head of Procurement by email. |
| **Other information** | Credit terms are 30 days. |

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| | The company is open to branded products, in particular branded sauces, for inclusion. It is important that the product has a good fit with the Domino's brand.<br><br>Each outlet only has chilled storage facilities, and tends to avoid frozen food as much as possible. |

| Freshly Chopped<br>Address: Windsor House, 1st Floor, 11 Fairview Strand Dublin 3<br>Website: www.chopped.ie | |
|---|---|
| **Company Profile** | Freshly Chopped is a franchise model and currently has 55 outlets on the island of Ireland.<br><br>The outlets are a combination of company owned and franchised businesses. There is central purchasing for all outlets.<br><br>The Company has a partnership agreement with Maxol for forecourts across Ireland and BWG Group for convenience stores.<br><br>Freshly Chopped operates kiosks and standalone stores in Shopping Centres, High Streets, Dublin Airport, Food Courts, Universities and Convenience Stores. |
| **Relevant purchasing contacts** | Operations Manager : Gildas Burnel<br>Email: Gildas@chopped.ie<br>Preferred method of contact is email |
| **Product mix** | Breakfast, lunch and light dinner eating occasions are catered for. The menu focusses on chopped fresh salads including dressings. Soups, sandwiches, omelettes, cold pressed juices smoothies and wraps are also available.<br><br>Drinks include smoothies, teas, coffees and fresh juices. Snacks include own -label protein and natural homemade bars. Healthy breakfast options include omelettes.<br><br>Target consumers include: everyday people who want to eat healthier, fitness enthusiast, and those seeking healthier and more convenient lunches.<br><br>Although the main eating occasion is lunch, there is a growing evening trade in the Dublin suburban outlets between the hours of 5pm and 8pm.<br><br>Apart from pre-packaged natural, healthy snacks, the majority of the menu is freshly prepared from healthy ingredients, in front of the customer.<br><br>Currently serving products from local Irish suppliers such as; Newgrange Gold, Rebel Chilli, Nik's Tea and bespoke products from the Happy Pear. |
| **Opportunities for Irish food and drink suppliers** | Healthy breakfasts are a growth area for the business. A healthy breakfast offer is now available in the sit-down locations, and there are also opportunities for new grab 'n go healthy breakfasts in the City Centre locations. |

| | |
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| | Any innovative, healthy, natural products are of interest to the company, particularly snack and drink options. Supporting local Irish suppliers is an important consideration. |
| **Purchasing policy and supplier requirements** | The Company prefers to deal directly with suppliers and sends annual tenders out to known suppliers by email.<br><br>There is an approved supplier list of existing suppliers which new suppliers can be added to. Tenders are annual and differ by product.<br><br>The Company requires the highest quality standards with HACCP a minimum and the Bord Bia Quality Assurance Mark for all meats.<br><br>All suppliers are audited and the supplier pays for audits. The cost of the audit is dependent on the number of lines and size of contract.<br><br>Purchasing is centralised and suppliers are required to deliver daily to each individual outlet or via distributors. The ordering process is via email or phone.<br><br>The Board of Directors influences the purchasing decisions and the Purchasing Manager then agrees the terms and who places the orders. All orders are made directly to suppliers.<br><br>The preferred case size varies per product and all packaging: boxes, crates etc. must be removed from each outlet by the supplier.<br><br>All products require full nutritional analysis and must meet all FSAI labelling requirements. Shelf life expectations vary per product. |
| **Distribution providers** | The Company uses some distributors and this will be discussed individually with suppliers on request. |
| **Advice to new suppliers** | Approach the Purchasing Manager by email and arrange for samples to be dropped in, which must be accompanied by a price list. A follow up meeting will be arranged, if required. |
| **Other information** | Credit terms are an average of 30 days end of month.<br><br>The Company has chilled, ambient and a small amount of frozen storage facilities in each outlet. |

| IPC Europe<br>Address: Rapid House, 40 Oxford Road, High Wycombe, Bucks HP11 2EE, UK<br>W: www.ipceurope.org Phone: +44 (0) 1494 511 620 E: info@ipceurope.org | |
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| **Company Profile** | IPC Europe is a non-profit making organisation owned by Subway® Franchise Owners in Europe. Formed in 2001 by a group of Franchise Owners who wanted to benefit from the discounts that could be achieved through buying together and, based on a model already in place in North America, IPC Europe delivers financial and service benefits to Subway® Franchise Owners through volume purchasing and pan-European supply chain operations.<br><br>IPC Europe sources, purchases and manages the complexities of supplying the hundreds of franchisor-approved Subway® product lines.<br><br>IPC Europe's mission is to help Franchisees be more profitable and competitive – today and for the future.<br><br>Brand Subway® is one of the most well-known franchise networks in the world and the largest submarine sandwich chain, with more than 44,000 stores worldwide – more than 4,800 of which are in Europe. |
| **Relevant purchasing contacts** | The IPC Europe website includes contact details for IPC Europe, as well as information on how suppliers are chosen.<br><br>See www.ipceurope.org/Supplier-Enquiries for more details. |
| **Product mix** | The core food offering for Subway® stores is submarine sandwiches, which are filled according to customer requests. Other product lines include snacks, salads and drinks.<br><br>Many of the ingredients for the Subway® store menus are brought in prepared. For example, meat products are all cooked, sliced and frozen. Some vegetables and cheese are also prepared. |
| **Opportunities for Irish food and drink suppliers** | One key area of growth for the Subway® menu is the different 'Day Parts' offered, i.e. accessing different sales opportunities throughout the day (breakfast/brunch/lunch/dinner/supper).<br><br>Potential new suppliers should contact IPC Europe via the website (www.ipceurope.org/Supplier-Enquiries).<br><br>There is room for brands in the operation, predominantly in the snacks and beverages categories. There are also opportunities for growth in chilled and frozen foods. |

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| | Subway® stores are equipped with chilled and frozen storage facilities.<br><br>IPC Europe is already a strong supporter of Irish suppliers.<br><br>Willowbrook Foods supplies fresh produce, Dawn Farm Foods and Dew Valley supply meat products for the UK, Ireland and much of Europe, and breads are sourced from Evron in Portadown. |
| **Purchasing policy and supplier requirements** | BRC is mandatory for all suppliers to the Subway® system. Subway® also carries out its own risk-based audits. Suppliers pay for audits.<br><br>All purchasing is centralised through the IPC Europe Purchasing team. There are tenders for all products. The regularity of these varies by product category. The IPC Europe Purchasing team sets the terms for all suppliers.<br><br>The preferred case size and shelf life expectations and requirements vary according to product category and are determined by Subway® specifications. |
| **Distribution providers** | Stores order through each country's appointed distributor. In GB this is Bidfood and in Northern Ireland and the Republic of Ireland it is Musgrave Foodservice. Orders are placed online.<br><br>Similar distribution arrangements are in place across mainland Europe. In some cases, suppliers deliver into the distributor. In other cases, IPC Europe arranges collection. This is reviewed on a case-by-case basis. |
| **Advice to new suppliers** | New suppliers should contact IPC Europe via the IPC Europe website: www.ipceurope.org/Supplier-Enquiries<br><br>All potential new suppliers must express their interest using this link.<br><br>Be aware that scale of production, capacity and contingency are extremely important for most products supplied to the Subway® system. There are very few niche suppliers and products. |

| **McDonald's**<br>Address: 7 Richview Office Park, Clonskeagh, Dublin 14<br>Website: www.mcdonalds.ie Phone: +353 1 208 0020 Email: info@ie.mcd.com | |
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| **Company Profile** | McDonald's has operated in Ireland since 1977 and currently operates 95 restaurants around the country, serving more than 150,000 customers every day.<br><br>The company believes that success comes from local suppliers, franchisees and staff all working together in their restaurants and is based on the investments being made in their restaurants and an unwavering focus on customers. |
| **Relevant purchasing contacts** | Head of Sustainable and Ethical Sourcing UK and Ireland: Nina Prichard<br>Email: nina.prichard@uk.mcd.com |
| **Product mix** | McDonald's is a leading restaurant business with a broad menu covering beef burgers, chicken, fries, salads, breakfast products, beverages, desserts, coffee and wraps. |
| **Opportunities for Irish food and drink suppliers** | Serving safe, high quality, sustainably sourced food that customers can trust is their number one priority.<br><br>To achieve this, they understand the importance of working in partnership with their suppliers, to ensure a sustainable supply of great quality ingredients – many of their suppliers have worked with the business for decades.<br><br>The company looks to source food locally wherever possible and is proud of the reputation it has earned as a key supporter of the Irish agriculture industry.<br><br>For example, they only use 100% Irish beef accredited by nationally recognised farm assurance scheme, Bord Bia across their menu and work closely with both suppliers and the farming industry to ensure a sustainable supply chain. |
| **Purchasing policy and supplier requirements** | At McDonald's, there is a belief that quality food begins at the front end of the supply chain.<br><br>All ingredients are produced to exacting specifications and the highest possible standards of quality and safety.<br><br>McDonald's is committed to only working with suppliers that meet these high standards including strict animal welfare and quality standards that are independently audited. |
| **Distribution providers** | Distribution is provided by McDonald's dedicated partner Martin Brower who operate multi-temperature vehicles from a Dublin-based distribution centre. |

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| **Advice to new suppliers** | McDonald's prides itself on its long-term partnership with suppliers, many of which have supplied the company for decades. |
| **Other Information** | For further information, please visit the McDonald's website www.mcdonalds.ie |

| **Supermac's**<br>Address: Supermac's Head Office, Ballybrit Business Park, Ballybrit, Co. Galway<br>Website: www.supermacs.ie Phone: 091 774 100 Email: plynch@supermacs.ie | |
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| **Company Profile** | Supermac's is a privately owned Irish quick service restaurant chain that has been in operation since 1978. It operates over 120 branches in Ireland with 2 new stores announced for 2019.<br><br>Shop types include Motorway Sites, Drive-Thru Sites, Dine-In Restaurants and Fresh Express shops which are normally set up within forecourt service stations.<br><br>Turnover in 2019 was in excess of €150 million. Supermac's expanded its operations in Ireland in 2019 and continues to do so in 2020. With 75 *Papa John's* outlets within existing stores, there are plans to further develop the *Papa John's Pizza* brand. In an expansion of their Sandwich and Fresh Deli offering, Supermac's launched the *SuperSubs* brand in 2014.<br><br>In 2012, the Supermac's Group ventured into the hotel business, with the acquisition of the Castletroy Park Hotel in Limerick. The group now also own the Loughrea Hotel in Galway, the Charleville Park Hotel in Cork and the Killeshin Hotel in Portlaoise, the Athlone Springs Hotel and, most recently, the Castle Oaks House and Estate in Castleconnell, Co Limerick.<br><br>The *Barack Obama Plaza* opened in Moneygall in 2014. This is one of the largest Motorway Service Stations in Ireland and is home to an impressive Visitor Centre, dedicated to the visit by President Barack Obama to Moneygall in 2011. The Obama Plaza also offers a set of fully serviced meeting rooms.<br><br>The Portlaoise Plaza at Junction 17 on the M7 opened its doors on the 31st of July 2020 and it joins the award-winning Plaza Group of Motorway Service Stations that also includes the Tipperary Town Plaza (2015), the Galway Plaza (2016) and the Kinnegad Plaza (2019) at the intersection of the M4 and M6. |
| **Relevant contacts** | Purchasing Manager: Pat Lynch<br>Email: plynch@supermacs.ie<br>Phone: 091 774 100 |
| **Product mix** | Supermac's offers a wide variety of products on its menu including:<br><br>100% fresh, Irish beef burgers, fresh Irish chicken portions, freshly battered cod, potato chips, ice cream products and traditional Irish breakfast products.<br><br>Supermac's also provides a wide range of chicken products such as nuggets, burgers and chicken tenders. |

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| | In addition to the *Papa John's* pizza range and the *SuperSubs* sandwich and soup range, product offerings comprise a diverse choice of options to suit all tastes.<br><br>In recent years Supermac's added a number of products to its already extensive milkshake and ice cream menu, including the *Swirly* ice cream range.<br><br>The Fresh 5oz Beef Burger was launched in 2015, followed by the Fresh Chicken Breast Sandwich in 2016 and the Fresh Grilled Chicken Sandwich and Fresh Chicken Tenders in 2017.<br><br>The core menu in all branches is beef burgers, fresh chicken, real potato chips and freshly battered cod.<br><br>The *Papa John's* pizza business has grown over the past number of years. All pizzas are freshly produced at each outlet. |
| **Opportunities for Irish food and drink suppliers** | Supermac's has a tradition of working very closely with all their suppliers, having formed excellent working relationships over the years. Supermac's has worked on advertising campaigns alongside local farmers and producers to promote their support of Irish and local business to the general public.<br><br>There are opportunities for Irish food and drink suppliers for non-core products. The company recommends potential suppliers visit its sites to identify opportunities outside of the core range e.g. salads and ice cream. |
| **Purchasing policy and supplier requirements** | Supermac's has a policy of purchasing all of its meat products from producers on the island of Ireland. All beef burgers and fresh chicken products are born, reared and butchered in Ireland.<br><br>Supermac's has built very strong working relationships with its suppliers since it started in business in 1978. Working relationships have been built on trust and their suppliers know what standard of hygiene and quality is expected with some suppliers having worked with the company for almost 40 years.<br><br>The main factors influencing decision making are firstly quality, secondly continuity of supply and thirdly price.<br><br>Current suppliers are audited regularly and must comply with strict accreditation requirements. Supermac's operates a Vendor Approval Listing and only suppliers that have been audited and meet the required standards will be permitted to supply into the chain.<br><br>There is no charge for carrying out the audit on vendors. Third party certification such as BRC or EFSIS is often required. |

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| | Purchasing is centralised. There are no set tender dates as Supermac's has a close relationship with its existing suppliers and do not tender out supplies, but welcome approaches from all potential supply partners. Supermac's operates a purchase order system and orders are usually placed via email.<br><br>The Purchasing Manager makes the purchasing decisions and places the orders. Supermac's backhauls from current suppliers as it has its own transport system.<br><br>Deliveries are product dependent, with deliveries usually being made daily. Fresh products are delivered direct to each outlet, with bulk items handled by a central warehouse. |
| **Distribution providers** | Supermac's deals directly with current suppliers for its core menu and only uses distributors for non-core products.<br><br>Supermac's has its own fleet of trucks that deliver to every outlet nationwide from its depot in Ballybrit, Galway. |
| **Advice to new suppliers** | New suppliers should contact the Purchasing Manager directly via e-mail or by telephone. |
| **Other Information** | Credit terms vary with different suppliers.<br><br>Supermac's works with some large brands at present and tends to look for brands and products that suit its current operation. Supermac's prides itself in cooking to order. It finds that people are willing to wait that few minutes longer for their food when they know that it is being cooked fresh and they are getting a quality product.<br><br>Supermac's recently launched its 'Fresh 5oz Beef Burger' in 2015, followed by the "Fresh Chicken Breast Sandwich" in 2016 and "Fresh Grilled Chicken Sandwich" and "Fresh Chicken Tenders" in 2017.<br><br>Supermac's has both chilled and frozen food storage facilities in all of its outlets. |

# FORECOURT CONVENIENCE

| Applegreen<br>Applegreen, Block 17, Joyce Way, Parkwest, Dublin 12<br>Website: www.applegreen.ie Phone: 01 512 4800 Email: info@applegreen.ie | |
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| **Company Profile** | Established in 1992, Applegreen is a convenience food and beverage retailer and operator of petrol forecourts and motorway service areas with a major presence in the Republic of Ireland, the United Kingdom and the USA. As of the 30th June 2019, the business operated 483 forecourt sites and employed c11,000 people.<br><br>Applegreen is the number one Motorway Service Area operator in the Republic of Ireland and the number two Motorway Service Area operator in the United Kingdom. The Group offers a distinctive convenience retail offering in the forecourt space with three key elements:<br>• A "low fuel prices, always" price promise to drive footfall to the stores<br>• A "Better Value Always" tailored retail offer, and<br>• A strong food and beverage focus aiming to offer premium products and service to the customer.<br><br>In addition to its own proprietary *Bakewell* brand, the Group enjoys established partnerships with a portfolio of high quality international brands. Following the *Welcome Break* acquisition, new brand partners include *Starbucks, Waitrose, WH Smith, KFC, Pizza Express, Harry Ramsden* and the *Ramada* and *Days Inn* hotel brands. These are in addition to existing brands including *Burger King, Subway, Costa Coffee, Greggs, Lavazza, Chopstix, Freshii* and *7-Eleven*, some of which also have an existing presence on the *Welcome Break* network.<br><br>Applegreen's growth strategy is focused on acquiring and developing new sites in the markets in which it operates and on upgrading and rebranding existing sites. |
| **Relevant purchasing contact** | NPD & Food Buying Manager: Michelle Twohig<br>Email: Michelle.Twohig@applegreen.ie Phone (01) 512 4800<br><br>Confectionery/Crisp Buyer: Claire E Doyle<br>Email: Claire.E.Doyle@applegreen.ie<br><br>Grocery/Minerals/Off Licence: David Fagan<br>Email: David Fagan@applegreen.ie<br><br>Sports Nutrition: Andrew Clarke<br>Email: Andrew.Clarke@applegreen.ie |
| **Product mix** | Applegreen's offering is varied and incorporates pastries, scones, muffins, tray bakes and other sweet treats, with a strong focus on coffee. |

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| | The vast majority of locations offer a hot food counter, cold food counter, gourmet sandwiches, pre-packed sandwiches and a Barista coffee offering. The *Bakewell* café's in the Motorway Service Areas offer quality hot meals.<br><br>Applegreen offers customers 'Simple Solutions Daily', while recognising the need to introduce new products and constantly improve on the range. |
| **Opportunities for Irish food and drink suppliers** | Key areas for growth are food-to-go and own brand, with an emphasis on quality. There is a strong desire to source locally where possible. |
| **Purchasing policy and supplier requirements** | Applegreen has a long-standing commitment to providing high quality products at a value price point and this has been fundamental in the development of both its own brand label and food-to-go offering.<br><br>Applegreen's own brand products are sourced locally when possible. The range is available in all key categories of the shop, and in most cases has become the best seller in that category.<br><br>Further savings on the own brand range are delivered by a long term 'better value always' promotional campaign in store, where multiple products are sold at a discounted price.<br><br>As well as own brand suppliers, Applegreen are continually looking for the best in locally sourced products, under the supplier's brand.<br>These value driven strategic initiatives have been made possible by the creation of Applegreen's central distribution and logistics system in 2009.<br><br>The system ensures best supplier pricing, whilst also reducing Applegreen's carbon footprint. Applegreen's trucks are designed to deliver ambient, chilled and frozen products in one delivery all from their central warehouse depot.<br><br>As a minimum standard, suppliers must have HACCP. Suppliers are frequently reviewed and audited to ensure product quality. |
| **Distribution providers** | Applegreen deals directly with suppliers, as they have their own fleet of trucks that deliver nationwide from the company's depot in Leixlip, Co Kildare.<br><br>The central distribution warehouse in Leixlip accepts deliveries between 7AM and 12noon, Monday to Friday.<br>• All products must be on a standard size pallet 1,000mm by 1,200mm (euro pallets will not be accepted). |

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| | • Each case must have an outer barcode as provided on new line form when the product was originally listed.<br>• Purchase order number must be included on a delivery docket.<br>• Frozen stock deliveries must be at a temperature of no less than -18°C.<br>• Loaded pallets must be no higher than 1.8m.<br><br>Deliveries will be refused if any of these requirements are not met. For full details of delivery procedures please contact the buyer. |
| **Advice to new suppliers** | Potential new suppliers should contact the appropriate buyer directly via phone or email. |
| **Other information** | Payment Terms are 30 days from end of Month. |

| **Circle K Ireland Energy Group Limited**<br>Circle K House, Beech Hill, Clonskeagh, Dublin 4<br>Website: www.circlek.ie Phone: 01 202 8888 Email: corporate@circlekeurope.com | |
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| **Company Profile** | Circle K Ireland is a convenience and fuel retail chain that operates across the island of Ireland. Circle K Ireland identifies itself as a family of merchants that makes it easy for their customers by delivering fast and friendly service in their stations every day. It is part of the Couche Tard portfolio of sites and is Ireland's largest forecourt retailer. Couche Tarde, trading as Circle K, is a global brand with 16,000 stores in over 20 countries across Europe, South America, North America and Indonesia.<br><br>Circle K Ireland supplies fuel through its network of filling stations, in addition to food, confectionery, soft drinks and household items through its 162 convenience stores.<br><br>Circle K Ireland also operates franchise stores and supplies fuel to a number of dealer locations. |
| **Relevant purchasing contact** | Senior Food Category Manager: Mary McDonald<br>Email: mary.mcdonald@circlekeurope.com<br>Bakery, Ice Cream & Coffee Category Manager: Nathalia Bianchi<br>Email: nathalia.bianchi@circlekeurope.com<br>Email is the preferred method of contact. |
| **Product mix** | The food offering at Circle K Ireland is 'premium food on the go'. It consists of sandwiches, snacks, salads, bakery products, both sweet and savoury, and hot and cold beverages.<br><br>The target customers include all demographic groups and consist of motorists that pull in to buy fuel and customers that visit solely to make food and other purchases in the forecourt shop.<br><br>There is no particular 'cuisine' type, however food must be capable of being served quickly. The Circle K Ireland concept puts a strong focus on food quality, freshness and provenance. Having the right product at the right time is an important part of the Circle K offer as it aims to cater for all day parts. The food offer is based on the premise of continuous improvement – constantly searching for new inspiring products.<br><br>Food preparation is instore where possible. A number of products come in pre prepared to ease the operations and offer a consistent customer experience. Many bakery products are bought in parbaked and finished in the instore bakery. |

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| | Circle K also offers a number of in-house created signature products including the Simply Great Coffee brand, Froster frozen drinks and Gourmet hot dogs. |
| **Opportunities for Irish food and drink suppliers** | The company has re-focused the type of food product it sells and a lot of products are delivered fresh. Circle K Ireland is also seeking products that offer 'ease of operations'.<br><br>The company is constantly seeking new opportunities in the food on the go categories focused around bespoke recipes, fresh ideas and great quality ingredients. There are also many opportunities within the seasonal products and limited time offer products including bakery, salads and sandwich fillers.<br><br>Most products are currently supplied through Musgrave Wholesale Partners, with very little direct to store. |
| **Purchasing policy and supplier requirements** | The Circle K Ireland deli outlets nationwide are supplied by Musgrave Wholesale Partners with fresh and frozen products such as salads, meats, pastries and sandwich fillings.<br><br>In addition to food, confectionery and soft drinks, Musgraves also supplies Circle K Ireland with grocery, household and health & beauty products.<br><br>Purchasing policy and terms and conditions for suppliers are determined jointly by Circle K Ireland and Musgraves. Orders are placed by Circle K Ireland in conjunction with Musgraves.<br><br>Circle K Ireland prefers to communicate directly with suppliers and encourages suppliers to communicate directly, by email initially.<br><br>Delivery conditions and windows for suppliers are arranged directly with Musgraves.<br><br>Food suppliers to Circle K Ireland are audited by Musgraves. Circle K Ireland only becomes involved in the case of 'sensitive items' or short shelf life products. The supplier pays for the audits, unless Musgraves decide otherwise.<br><br>Circle K Ireland purchases and uses both fresh and frozen foods. It is changing to include a greater proportion of fresh and local food in its product offering.<br><br>Circle K Ireland does not have any special packaging requirements except that it requires peel-off and lift labels that can aid product traceability. Any other special packaging requirements are those required by Musgraves. |
| **Distribution providers** | The main distribution provider to Circle K Ireland is Musgrave Wholesale Partners. |

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| **Advice to new suppliers** | New suppliers to Circle K Ireland should first make contact by email. They should be prepared to send samples of their products and brochures on request.<br><br>New suppliers need to be aware that key criteria for Circle K Ireland are product quality and flexibility in production. Producers should be prepared to amend the product if required in order to better meet the requirements for food on the go. |
| **Other information** | Credit terms are as per Musgraves Wholesale Partner.<br><br>Suppliers wishing to supply Circle K Ireland are advised to study the Musgraves Wholesale Partners profile (included under *Distributors*) in advance of making contact. |

| Maxol Ireland<br>Address: 3 Custom House Plaza, IFSC, Dublin 1<br>Website: www.maxol.ie Phone: 01 607 6800 Email: post@maxol.ie | |
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| **Company Profile** | The Maxol Group is Ireland's leading family-owned oil and forecourt convenience company. It was established in Ireland in 1920 by William McMullan and continues to grow today under the ownership of the McMullan family.<br><br>Maxol's business model is to license their company-owned network to locally based businessmen and women, who are experienced in retailing and connected with the local community. Maxol does however invest heavily in the design, fit out and maintenance of each service station, and works closely with its retail partners and suppliers in developing its consumer food solutions.<br><br>The company employs directly and indirectly more than 2,000 people across the island of Ireland. BWG supports the Maxol Retail business in the Republic of Ireland and the Henderson group supports the Maxol business in Northern Ireland.<br><br>Maxol continue to heavily invest across its stores estate to improve the offer and experience and have continued to roll out their new Retail brand and Deli brand 'Maxol Deli' across company sites in the ROI., carrying out 4 large redevelopments in 2020.<br><br>Maxol's coffee brand ROSA coffee has the feel of an artisan, barista-style experience at the push of a button, the brand reflects Maxol's passion for great quality coffee.<br><br>Maxol hold franchises for multiple innovative food and hot beverage offers including Chopped, Abrakebabra, O'Brien's, Bagel Factory, Insomnia and Zambrero. |
| **Contacts** | Head of Retail Development & Food Strategy:<br>Ciaran McNally Email: ciaran.mcnally@maxol.ie<br>Food Concepts Manager: Aoife Kearney<br>Email: aoife.kearney@maxol.ie |
| **Product mix** | The diversity of the company's offer has increased with the development of newer larger service stations and has moved away from the traditional small convenience format.<br><br>Customers' expectations of forecourt convenience have greatly increased over time and the offer has been broadened to move into the foodservice market, which describes all food consumed out of home. |

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| | *Maxol Deli* and *Rosa* will continue to be the priority for the Maxol Food offer moving forward with the ongoing introduction of additional brands to further evolve the Maxol Foodservice business.<br><br>*Maxol Deli* consists of a wide range of high-quality food products, prepared fresh instore every day. Maxol Deli's USP is homemade style, high quality food that's convenient on-the go.<br><br>Maxol's prepack range of sandwiches, wraps, salads, fruit pots and muesli, an option for customers that are time poor and looking for a high-quality food solution readily available all times of the day.<br><br>In addition to *Maxol Deli*, Maxol works with a diverse range of innovative food brands that cater for a wide range of consumer needs.<br><br>Maxol believes each site should be a food destination rather than a typical fuel stop, a place where consumers can enjoy high quality food options. With this increasing focus on providing foodservice, with strong emphasis on providing comfortable seated cafés, toilet facilities and Wi-Fi across their network. |
| **Opportunities for Irish food and drink suppliers** | Maxol is focusing on the following key opportunities:<br><br>- Further development of their core brands *Rosa* and *Maxol*<br>- *Hot counter innovation* through the introduction of new quality products in the hot counters and self-serve hot bar.<br>- Good quality *meal solutions* throughout the day.<br>- *Innovative sub brands* that add a new dimension to Maxol deli and cater to customers evolving tastes.<br>*Deli*: maintaining consistency across the network and continuing to innovate to respond to needs and emerging consumer insights.<br>*New site developments*: launching new outlets with new innovative food offers that will cater to different dayparts and widen Maxol's customer base.<br>*Forming alliances* with key suppliers to bring quality and innovation to their retail network. |
| **Purchasing policy and supplier requirements** | The *Maxol Deli* brand is serviced primarily through Pallas Foods who are committed to sourcing high quality ingredients to ensure that Maxol's food business produce high quality, consistent food offerings.<br><br>There is an emphasis on supporting Irish business, where possible all ingredients are sourced from Irish companies.<br>All food producers and the suppliers handling foods must have HACCP in place. BRC is an additional accreditation which almost all suppliers to Pallas have in place. |

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| | Nevertheless, other accreditation procedures are also accepted such as IFS, ISO, Halal etc. Purchasing is centralised and must come through BWG and Pallas.<br><br>The Head of Retail Development and the Food Concepts Manager influence the purchasing decisions.<br><br>Suppliers agree terms with Maxol and each site then places orders for the deli supply chain.<br><br>The frequency of goods inwards and delivery windows vary, fresh is daily and ambient goods when required. For suppliers to Maxol, products are delivered 6 days a week.<br><br>Orders are placed over the phone and online.<br><br>The preferred case size is product dependent and on whether the product is for the deli or shop side. Smaller packaging is required for chilled products for the deli side of the business. This is not a concern for ambient.<br>Allergen information and shelf life analysis are key requirements for all products. |
| **Distribution providers** | The main distributor providers to Maxol are BWG, Pallas Foods, Henderson's and Bewley's. |
| **Advice to new suppliers** | Potential new suppliers should contact Aoife Kearney, Food Concepts Manager, via email. |
| **Other information** | LTA's (Long Term Agreements) are in place with key suppliers.<br><br>There tends to be more consumer engagement with chilled products, although each site does have both chilled and frozen storage facilities. |

# FULL SERVICE RESTAURANTS (FSR) & PUB GROUPS

| **Avoca**<br>Address: Kilmacanogue, Bray, Co. Wicklow<br>Website: www.avoca.ie Phone: 01 286 7466 Email: info@avoca.ie | |
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| **Company Profile** | Avoca has been in existence in various forms since the first half of the 18th century. Avoca's retail catalogue ranges from clothes, toys, jewellery, ceramics, glass, books, gifts and home ware.<br><br>Avoca has 13 branches around the country at the following locations: Kilmacanogue, Powerscourt, Mount Usher and The Mill in Avoca village, Co. Wicklow; Suffolk Street and Shelbourne Road, Dublin city centre;Molls Gap, Co. Kerry; Letterfrack, Co. Galway; Belfast City Centre; Dunboyne Co. Meath; and Rathcoole, Monkstown and Malahide Castle, Co. Dublin.<br><br>Avoca attracts a high customer footfall, many of whom are long term supporters of its food offer.<br><br>Avoca also operate a strong food retail food hall business, however this profile concentrates solely on the café and seated restaurant requirements.<br><br>Avoca caters for a broad range of customers including families, younger and older people. |
| **Relevant purchasing contacts** | Peter Clarke Email: clarke-peter@avoca.com and Hannah Curham (Email: Curham-hannah@avoca.com) in the buying team can be contacted by new suppliers interested in supplying their product to Avoca.<br><br>The buyers will co-ordinate testing and sampling with the Culinary Team |
| **Product mix** | The eating experience revolves around informal dining with a strong emphasis on quality and taste.<br><br>The cuisine could be best described as 'modern Irish', which uses local ingredients in traditional and newer dishes.<br><br>Few food components are purchased in any kind of pre-prepared state, except for some sauces and items like mayonnaise. Avoca focuses on making from scratch in house where at all possible<br><br>The largest categories purchased by Avoca are fresh meat, vegetables and dairy products. |
| **Opportunities for Irish food and drink suppliers** | Avoca is committed to a policy of supporting artisan producers and while the company maintains long-term relationships with most of their producers, it is always open to finding new products and producers. |

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| | Products must be of a suitable quality and profile that suits the Avoca brand. The price must also allow a sufficient margin. Avoca is most interested in raw ingredients that could be used in the production of their from-scratch products.<br><br>New opportunities are mainly in the form of high quality 'artisan' food products, such as smoked fishand artisan cheeses. A growth area would be in items which are perceived by consumers as being part of a 'healthy' diet, including free-from and vegan.<br><br>The only types of produce that are purchased that are not Irish and/or local are those that can only be produced overseas, eg Olive Oil, tomato purée, Belgian Chocolate etc |
| **Purchasing policy and supplier requirements** | New suppliers are required to fill out a questionnaire and may be subject to an audit. Avoca expects all suppliers to have the most up to date health and safety documentation and to be compliant with HACCP, etc.<br><br>Quality, uniqueness, price and service are the key decision factors. Producers wishing to approach Avoca must be able to offer a high level of service and be organised to meet delivery times and distribution requirements.<br><br>All purchasing is centralised with decisions made by the Buying Team, supported by the Culinary team. There is an approved supplier list which is reviewed frequently.<br><br>Orders are placed either by online portals, telephone, or email.<br><br>In relation to packaging, Avoca prefer catering product in larger packs to small as this is more economical. There are no formal specifications for packaging but all must conform to the required legal standards. |
| **Distribution providers** | Avoca has a centralised production kitchen located in the IDA Business Park in Bray, Co. Wicklow. Finished products are transported to all branches from here. Avoca has three food vans that deliver to the branches on a daily basis.<br><br>All new producers are required to deliver directly to store or kitchen at a frequency that is determined by shelf life and freshness of product requirements.<br>For products that have a very short shelf life there may be a requirement to deliver six days a week.<br><br>Avoca advocates that producers supply longer life products in greater volume and deliver less frequently. |
| **Advice to new suppliers** | Producers wishing to make contact with Avoca should do so by email and, with agreement, drop samples into the Head Office, which is based in Kilmacanogue. |

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| | Avoca emphasises that its Buying and Culinary Teams do not have time for long meetings, therefore, email and product samples are the best way to establish contact.<br><br>When producers are either planning to grow a crop or produce a product which they are targeting at supplying directly to Avoca, they should first check that there is a market for this product.<br><br>Avoca places strong emphasis on accurate labelling of products, both in terms of country of origin and other information such as shelf life, allergen and nutrition data.<br><br>While Avoca recognises that artisan producers should receive a premium for their product, it also emphasises that this premium should be realistic in the current economic climate if the chances of securing a listing are to be maximised.<br><br>The company's preference for any high-volume lines is to purchase in pallet quantities. |
| **Additional information** | There is room for other brands in Avoca's operation. However the company trades under its own brand name and works hard to grow it.<br><br>There is greater growth in chilled food products than frozen ones. Avoca does not use many frozen products. The company has storage facilities for both chilled and frozen foods. |

| **Brambles**<br>Address: Unit C4, South City Business Park, Dublin 24<br>Website: www.brambles.ie Phone: 01 468 5000 Email: marketing@brambles.ie | |
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| **Company Profile** | Brambles Cafes is a family owned and run business. Brambles operate 22 cafés predominantly in the Leinster area although they also have a presence in Co. Mayo, Co Meath and Co. Clare.<br><br>Brambles are also very experienced in corporate catering, home catering and large events. Brambles are proud to have catered for the EU Presidency and the British Embassy and in locations such as Russborough House, Farmleigh House, National Museum of Ireland and The Newgrange Monument. Brambles also have catered for several visiting Dignitaries and Department of An Taoiseach.<br><br>The company caters for all occasions. Its cafés are located in Shopping Centres, Museums and high footfall visitor attractions such as Farmleigh House, Russborough House, Ardgillan Castle and The Cliffs of Moher. The company also operates a full service Bistro in Terenure, Dublin under the name of Eaton6w.<br><br>The customer profile is very diverse, reflecting the fact that the cafes are in many different locations. Visitors to tourist attractions tend to prefer a more identifiably Irish offering, whilst shopping centre customers tend to be more price conscious, but still request a high level of food quality. The company strives to supply this high quality food, along with exceptional customer service. |
| **Relevant purchasing contacts** | Purchasing and Operations Manager: Cillian Reid<br>Phone: 01 468 5000 |
| **Product mix** | Brambles food offering is widely varied, anything from a scone and latte to a three course meal. Breakfasts, lunches, dinners and snacks are catered for in all branches.<br><br>The cuisine is prepared using locally sourced Irish produce handled with love and care and attention to detail by a team of 20 chefs and bakers.<br><br>All of Brambles food offerings are prepared from scratch in the company's 10,000 sq. foot central production facility in Dublin 24 and distributed to their individual units.<br><br>The company does not use pre-prepared meal ingredients and takes pride in such handmade food.<br><br>The company expanded its central production kitchen in 2010 and now all bread, cakes and pastries are made on-site. |

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| **Opportunities for Irish food and drink suppliers** | Key areas for growth for Brambles are to open more cafés (but only when the location and commercials are right) and hopefully the recent growth in catering at tourist locations will continue as the tourist market continues to perform.<br><br>There are few areas of growth for specific products, but Brambles are seeking new offerings in all areas of the business. Brambles only use the best of ingredients and only use Irish meat products.<br><br>Brambles are open to approaches by new Irish suppliers with good quality, locally sourced Irish produce.<br><br>Brambles only source ingredients from outside of Ireland when they are not available here. All the main products used, (except some fruit and salad items) are Irish sourced as this is a feature of the company's offering. |
| **Purchasing policy and supplier requirements** | The purchasing policy is to source local Irish produce and all meat and poultry must be certified Irish. Consistency of supply, price and quality are key considerations in purchasing decisions.<br><br>The company deals with a range of suppliers but will always consider new ones as long as they meet legal Health and Safety requirements.<br><br>All purchasing is centralised through the Purchasing Manager. The only exceptions are for bulk ambient products and drinks at busy times like Christmas when the branches order directly for delivery to store.<br><br>The Purchasing Manager agrees the terms and places the orders. The ordering process is usually by email and may subsequently be by telephone for regularly purchased items from suppliers of long standing. The initial orders are usually made following conversations with the Purchasing Manager to ensure that both parties understand what is required.<br><br>Brambles appreciate proactive suppliers that approach them with solutions and ideas that add value. Communication is key and helps build relationships.<br><br>Goods inwards is located at the central production facility in Dublin 24 and delivery windows are before 7AM for meat products, fruit and vegetables and 10AM for dry ingredients.<br><br>Deliveries are taken 7 days per week. Brambles have a fleet of their own vehicles for deliveries to their branches.<br><br>Ingredients for all fresh food offerings are bought in fresh and chilled. |

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| | The company does not purchase frozen produce except ice-cream.<br><br>Most types of packaging are acceptable but wooden and some plastic packaging such as crates are not taken in by the company but are returned immediately to the supplier. There are no particular labelling requirements other than those required by law and normal industry standards.<br><br>The case size and minimum shelf life requirement varies by product. |
| **Distribution providers** | Brambles deals direct with Irish suppliers for most of their ingredients. However, for small quantities of dry goods, they use Musgrave Foodservices and Pallas Foods. |
| **Advice to new suppliers** | New suppliers should contact the Purchasing Manager by phone in the first instance and then arrange a meeting as indicated above.<br><br>Any sales pitch would need to be aware of the company's market positioning which involves a high emphasis on product quality and the use of Irish ingredients. |
| **Other information** | Credit terms are 45 days. The company does not have formal long term price agreements with suppliers, but tries to keep prices constant for at least 180 days.<br><br>As Brambles makes all of their food offerings in-house, there is no room for brands on the fresh food side.<br><br>The only brands in their stores are for popular ambient goods such as crisps and carbonated drinks. Their coffee is also non-branded and fair-trade. |

| **Donnybrook Fair**<br>Address: 89 Morehampton Road, Donnybrook, Dublin 4<br>W: www.donnybrookfair.ie Phone: (01) 668 3556 E: info@donnybrookfair.ie | |
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| **Company Profile** | Donnybrook Fair consists of retail outlets, catering company and a food manufacturing facility. There are currently 5 retail outlets located in Donnybrook, Stillorgan, Baggot Street, and Malahide in Co. Dublin and Greystones, Co. Wicklow.<br><br>There are three cafes in the Malahide, Baggot Street and Greystones outlets. The Catering business supplies all meal options for parties, weddings, corporate catering and other occasions.<br><br>This profile concentrates solely on the Foodservice (i.e., deli, café and catering) operations. |
| **Relevant purchasing contacts** | Head Of Trading: Dermot O' Connell<br>Email: dermot.oconnell@donnybrookfair.ie<br><br>Head of Fresh Produce: Lorcan Hand<br>Email: lorcan@donnybrookfair.ie<br><br>Head of Deli Operations: Lorcan Hand<br>Email: lorcan@donnybrookfair.ie<br><br>Head Of Butchery: Lorcan Hand<br>Email: lorcan@donnybrookfair.ie<br><br>Wine Specialist: Ray Connolly<br>Email: ray.connolly@donnybrookfair.ie<br><br>Preferred method of contact is email. |
| **Product mix** | The restaurants, cafes and catering businesses cater for all meal occasions, snacks and drinks.<br><br>All food is prepared from scratch.<br><br>Product categories include:<br>• Fruit and Veg<br>• Bakery<br>• Butchery<br>• Delicatessen<br>• Specialist Wine and Beer<br>• Dairy<br>• Grocery<br>• Confectionery |
| **Opportunities for Irish food and drink suppliers** | There are opportunities for gluten free foods/Vegan/Vegetarian Foods. All free from and Health categories are of particular interest |

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| | The Company looks for innovative ideas for their menus from suppliers. |
| **Purchasing policy and supplier requirements** | There is a preference to source local Irish produce where possible.<br><br>There is an approved supplier list with over 300 suppliers currently for both retail and foodservice, or foodservice only.<br><br>EHO approval and HACCP are minimum requirements.<br><br>The Company does occasionally audit suppliers for which there is no charge.<br><br>Fresh produce is delivered to each outlet.<br><br>The head of the relevant product category influences decision and it is they who agree the terms and place the orders.<br><br>Frequency is product dependent although all outlets are open 7 days per week and deliveries must be made before 9am in the morning.<br><br>There is a preference for minimal packaging/ Sustainable/ Ethically sourced. |
| **Distribution providers** | Details of distributors can be requested from relevant Category Managers above. |
| **Advice to new suppliers** | Approach each buyer by email.<br><br>Quality, pricing and provenance are equally important. |
| **Other information** | Chilled and frozen facilities available although there is greater growth in fresh and chilled food. |

| **Eddie Rocket's (Rocket Restaurants)**<br>Address: 7 South Anne Street, Dublin 2<br>W: www.rocket-restaurants.com P: 01 679 7340 E: info@rocket-restaurants.ie | |
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| **Company Profile** | Eddie Rocket's was established in 1989. Within the Rockets Restaurants chain there are 41 Eddie Rockets outlets in total, 40 on the island of Ireland, and one in Ondara, Spain. 13 of the Eddie Rockets outlets are company owned and the remaining 28 are franchised. There are a further 7 ROCKETS outlets of which 5 are company owned in Dublin and a further 2 are located in Leipzig and Centre Parcs, Allgau, Germany.<br><br>The company's brands are:<br>Eddie Rockets City Diner: The City diner specialises in Hand-pressed Irish Beef Hamburgers, American fries, Hand-dipped Milkshakes, Chicken Wings and Tenders, Hot dogs, Little Rockets Meals, desserts and also vegan and Flexitarian options. Table service is an integral part of the Eddie Rocket's diner experience and adds to its authenticity.<br><br>ROCKETS: Rocket's focuses on hand-pressed hamburgers, crinkle-cut fries, hand-dipped milkshakes and buttermilk chicken; made fresh to order in open-view show kitchens. Rocket's features walk-up counter ordering with semi table-service. Geared for speed of service and portability of food.<br><br>Eddie Rockets Shake Shop: The Shake Shop offers walk up, counter-assisted service. The Shake Shop specialises in customised milkshakes, frozen yoghurt, protein shakes, sundaes and sodas.<br><br>Eddie Rocket's On Wheels - City Diner: inspired by city diner, Eddie Rockets on Wheels is a branded mobile catering unit. The menu offers identical food quality to city diner and is simplified to cater for large volumes. The on wheels menu includes: Perfect hamburgers, hot dogs, Chicken Tenders, American Fries and sodas.<br><br>Eddie Rockets on wheels- Shake shop: inspired by Eddie Rockets Shake shop. Shake shop on wheels is a branded mobile milkshake unit. The shake shop takes chocolate bars, candy, biscuits and fruits and blends them with ice cream made especially for Eddie Rockets.<br><br>The majority of Eddie Rockets Diners are full-service Restaurants and there are also 7 ROCKETS fast casual outlets, along with the Shake Shop which is located in Dundrum Shopping Centre. The company has five 'on-wheels' City Diners and one 'on-wheels' Shake Shop. |

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| | The main activity of Eddie Rocket's is to provide the Perfect Hand- pressed hamburger, American fries and hand dipped milkshake's in an American diner themed restaurant. |
| **Relevant purchasing contacts** | The Purchasing Director: Dympna Griffin<br>Phone: 01 450 7247/ 01 679 7340<br>Email: dympna@rocket-restaurants.com |
| **Product mix** | The food offering is all fresh – never frozen (except for ice-cream). The company operates in multiple day parts offering breakfast, lunch, dinner and snack fast/casual options throughout the day and evening.<br>All produce is delivered daily and the origin is displayed on the menus.<br><br>All food is cooked to order in an open display cook line (kitchen) and serving is via table service. |
| **Opportunities for Irish food and drink suppliers** | Key areas for growth for Eddie Rocket's include the expansion of the Eddie Rockets Diner brand in both the Republic of Ireland, Northern Ireland and beyond. The company is expanding in international markets with new concepts such as ROCKETS.<br><br>The company suggests that potential suppliers visit the Eddie Rocket's website www.rocket-restaurants.com where they'll find the current menus for the Diner. The company encourages suppliers to come up with innovative ideas for the menus across all brands in the group. The company is constantly looking to innovate and is open to any new ideas from Irish suppliers.<br><br>Eddie Rocket's developed a new menu in 2020 introducing new hamburgers, extended Chicken wings, and vegetarian & vegan options to its range, an additional range of small plates, salads and an extended Little Eddies and Junior Rockets menu.<br><br>Eddie Rocket's has a strong preference to source Irish products across the board. |
| **Purchasing policy and supplier requirements** | The company's purchasing policy is in the following order: quality, price and sufficient volume. The company purchase from an approved supplier list.<br><br>Producers should have HACCP, with a preferred option of Bord Bia Quality Assurance (where appropriate).<br><br>Producers need to comply with a strict self-auditing policy. There are also regular visits and audits. The company enforces a strict non-compliance policy with all suppliers. Any charges incurred for audits are covered by the producer.<br><br>All fresh foods are delivered daily to each outlet. All frozen goods such as ice-cream are delivered three times per week. Eddie Rocket's have a business tender each January. |

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| | The Purchasing Director and New Business Development Department influence purchasing decisions.<br><br>The Purchasing director agrees the terms for the City diners, Rockets, shake shops and mobile catering services place the orders.<br><br>The company operates an electronic ordering system, with each individual outlet placing their order into this system.<br><br>Packaging, label, and shelf life requirements are subject to individual specifications and product categories as set out with suppliers. |
| **Distribution providers** | Eddie Rockets now provide their own distribution through a subsidiary company called Fast Casual Distribution. This company is the main distributor for the majority of Eddie Rocket's food and non-food supplies. |
| **Advice to new suppliers** | New suppliers should send an introductory email to the Purchasing Director via the e-mail address Dympna@rocket-restaurants.com or info@rocket-restaurants.com<br><br>Suppliers should have a healthy knowledge of the business and menu before making any approach.<br><br>Eddie Rocket's has a large volume requirement for supplies to the company. |
| **Other information** | Credit terms are 30 days from month end.<br><br>There is room for brands in the company and all branded products have their logos included alongside the menu item.<br><br>There is greater growth in chilled, with the company having more products which fit within this category. Each outlet has both chilled and frozen storage facilities. |

| Entertainment Enterprise Group<br>Address: Entertainment Enterprises, Leisureplex, Malahide Road, Coolock, Dublin 17<br>Website: www.fridays.ie Phone: 01 848 5830 Email: mieke@eegroup.ie | |
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| **Company Profile** | The Entertainment Enterprise Group is the sole operator of the *TGI Friday's* and the *Hard Rock Café* in Ireland.<br><br>They also hold the licence to operate *Starbucks* in Ireland.<br><br>The group also operates Italian restaurants, *Dante*, in addition to providing quick serve food at its *Leisureplex* outlets.<br><br>The group also operates *Mao* restaurants and take-aways. |
| **Relevant purchasing contacts** | F&B Development: Mieke Rippen<br>Email: mieke@eegroup.ie<br>Preferred method of contact is via email. |
| **Product mix** | Please refer to Brand websites for more information:<br><br>http://fridays.ie/<br>http://www.hardrock.com/cafes/dublin/<br>https://www.starbucks.ie/<br>http://dante.ie/<br>http://leisureplex.ie/<br>https://mao.ie |
| **Opportunities for Irish food and drink suppliers** | There continues to be an opportunity for Irish suppliers for innovative and relevant products that match the varying Brand's requirements. |
| **Purchasing policy and supplier requirements** | Some products may need to be approved by the Brand owners.<br><br>High standard of HACCP based certification is required. |
| **Distribution providers** | This varies based on Brand and will be discussed if there is interest in the products offered. |
| **Advice to new suppliers** | New suppliers should contact the Purchasing Manager via email.<br><br>They should ensure they have hygiene certification in place and are set-up with professional distribution streams in Ireland. |
| **Other Information** | Credit terms are not published, but the company always seeks to develop mutually beneficial long term relationships with its suppliers. |

| Gourmet Food Parlour<br>Address: Unit 2/3, St. Fintan's House, North Street, Swords, Co. Dublin<br>W: www.gourmetfoodparlour.com P: 01 895 7565 E: info@gourmetfoodparlour.com | |
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| **Company Profile** | Gourmet Food Parlour (GFP) was established in 2006 and currently has five outlets in Dublin, and one outlet in Salthill, Galway.<br><br>• Dun Laoghaire<br>• Swords<br>• Malahide<br>• Santry<br>• Skerries<br>• Salthill, Co. Galway<br><br>As well as the six restaurants, the company also has a sports and events catering division serving several large corporations and major sporting organisations and teams. This catering division is based in their state of the art 5,000sq foot premises in Santry.<br><br>GFP are the official food partners of Dublin GAA, feeding all Dublin GAA teams throughout the year.<br><br>Examples of clients include AIG, Google, Universal, Alltech and the Special Olympics. The Company also provides private catering. |
| **Relevant purchasing contacts** | Purchasing Manager & Head of Operations: Jennifer McDonnell<br>Email: jennifer@gourmetfoodparlour.com<br>Email is the preferred method of contact |
| **Product mix** | The Company caters for all eating occasions: breakfast, brunch, lunch, tapas, sharing platters and à la carte dinner menus.<br><br>The Saturday and Sunday brunch menu runs throughout the day until 5pm and the evening menus are based on small and large plates, as well as other options.<br><br>The lunchtime menu consists of salads, sandwiches and hot meals.<br><br>The main type of cuisine is Modern Irish.<br><br>Demographics of target consumers vary depending on the outlet and location.<br><br>All food is cooked fresh from scratch onsite. |
| **Opportunities for Irish food and drink suppliers** | One major growth area is in the catering business, particularly in sports and nutrition and event catering. |

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| | The restaurants are looking to increase their breakfast, brunch and afternoon snack offerings.<br><br>The evening menu is also popular, running Wednesday - Sunday nights from 5pm in Swords, Salthill, Santry and Dun Laoghaire and Thursday – Saturday from 5pm in Skerries.<br><br>The Company is always looking for ideas for large scale event catering i.e. canapes and fresh hot food ideas for large groups of 150+ guests in the form of both ingredients and ready to bake products.<br><br>All products are sourced from Irish suppliers except for country specific products e.g. Italian dried products and oils. |
| **Purchasing policy and supplier requirements** | All meat used by the company is Irish.<br>There is a preference to source from Irish suppliers as this is a USP on their menus and consumers are more aware of the importance of supporting Irish producers.<br><br>The company tenders annually with regular suppliers.<br><br>The more accreditations a supplier has the better e.g. the Bord Bia Quality Assurance Mark for meats. HACCP is a minimum pre-requisite and all products must be fully traceable.<br><br>All suppliers are visited twice per annum to review their premises. The Company is also very strict about temperature controls on vans and produce.<br><br>Products must be delivered to each outlet. The Head of Operations sets the pricing and the Chefs at each outlet place orders via both email and phone. Most suppliers are set up for online ordering.<br><br>The Catering Kitchen Manager and Head of Operations influence purchasing decisions.<br><br>The preferred case size is product dependent.<br><br>In terms of containers, they must be durable and non-porous e.g. plastic. No wooden crates are acceptable.<br><br>The place and date of production are required on all products and shelf life expectations. Requirements vary from 3 days for fresh meat and fish to 6 months for dried goods. |
| **Distribution providers** | Discuss with the Head of Operations. |
| **Advice to new suppliers** | Email the Head of Operations to ascertain what key products are required and to arrange a meeting. |

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| | The Head of Operations brings chefs to producers' premises for a demonstration of their products.<br><br>Suppliers are requested to bring samples along to pre-arranged meetings, rather than sending them into Head Office.<br><br>Quality is the number one criteria in purchasing decisions, with competitive pricing a close second. |
| **Other information** | Credit terms for new suppliers are 30 days.<br><br>There are LTA's (Long Term Agreements) with some suppliers.<br><br>There is only room for brands in the drinks range.<br><br>Although both chilled and frozen storage facilities are available, there is a preference for chilled products as the Company uses very few frozen products. |

| **Fallon & Byrne**<br>Address: 11-17 Exchequer Street, Dublin 2<br>W: www.fallonandbyrne.com P**:** 01 472 1010 E: ask@fallonandbyrne.com | |
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| **Company Profile** | Fallon & Byrne is an award-winning, premium food business straddling both retail and hospitality. It operates two locations in Dublin – the flagship on Exchequer Street, Dublin 2 comprising a food hall, restaurant, wine cellar and ballroom; and a restaurant and café deli in the People's Park, Dun Laoghaire.<br><br>The foodservice side of the business is split between restaurants, sit-down and food to go from the deli counters, and a burgeoning pre-pack (F2G) trade in both food halls.<br><br>Fallon & Byrne has a mix of corporate and leisure customers as well as those seeking private dining options for special occasions in the Ballroom on Exchequer Street. All day food offerings at the café delis in the food halls are enjoyed by a diverse consumer base from business people to tourists, students to families, including many longstanding loyal customers. |
| **Relevant purchasing contacts** | Food & Wine Buyer: Donal Flynn<br>Email: donal@fallonandbyrne.com/ purchasing@fallonandbyrne.com<br><br>Executive Chef: Tom Meenaghan<br>Email: tom@fallonandbyrne.com<br><br>Central Landline Tel: 01 472 1010<br>Email is the preferred method of contact. |
| **Product mix** | From food-to go in the café delis, to meal solutions in the food halls and dining in the restaurants, all meal occasions are catered for.<br><br>Casual, all-day eating is catered for in the food hall cafés and in the Exchequer Street wine bar. The first-floor restaurant offers both à la carte and set menu offerings, and is particular popular for larger groups and at Christmas.<br><br>Some opportunities lie in prepared vegetables but everything else is cooked from scratch and very little produce is bought in pre-prepared.<br><br>The largest categories purchased by Fallon & Byrne are meat and poultry, fish, dairy and fresh vegetables. |

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| **Opportunities for Irish food and drink suppliers** | Fallon & Byrne supports Irish suppliers and maintains long term partnerships with many of its suppliers.<br><br>The company is still open to new suppliers and is especially interested in Irish Artisan suppliers with unique products.<br><br>The majority of suppliers are Irish, however the company does import directly from outside Ireland for key items such as olive oils, vinegars etc.<br>There are growth opportunities in vegan, plant based options and ingredients, in addition to artisan and niche products. |
| **Purchasing policy and supplier requirements** | Quality, taste and provenance are at the centre of all purchasing decisions. There is a strong preference to source local product.<br><br>Price and service are also key elements.<br><br>Sustainability and environmental issues are of increasing importance.<br><br>All suppliers are required to have the most up to date health and safety documentation and to be compliant with HACCP.<br><br>Supplier's premises are visited prior to commencing a supply relationship with Fallon & Byrne.<br><br>The purchasing for food halls and restaurants is centralised. There is an approved supplier list which is reviewed by category twice per annum.<br><br>Terms are agreed with the Head of Purchasing.<br><br>There are 6 days delivery per week, but the number per week required varies by supplier. Suppliers need to deliver to each individual outlet.<br><br>The ordering process is via email or phone.<br><br>The preferred case size is product dependent, but there is a policy to minimize on packaging.<br><br>All nutritional analysis is carried out in-house as it is mainly ingredients sourced for products which are all made in house.<br><br>Shelf life expectations and requirements are product dependent. |
| **Distribution providers** | There is a preference to source via distributors for smaller suppliers where volume allows. Whether a supplier needs to go through a distributor will be decided on a case by case basis. |

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| **Advice to new suppliers** | Suppliers that would like to make contact with Fallon & Byrne should do so via email or phone call to the Purchasing Department (contact details above).<br><br>Product samples and further discussion will go from there. Samples should not be submitted without prior agreement. |
| **Other information** | Credit terms and business terms are agreed on account opening. |

| The Happy Pear<br>Address: Creowen Road, Kilcoole Industrial Estate, Kilcoole, Co. Wicklow, A63 D276<br>W: www.thehappypear.ie Phone: 01 287 3655 E: ask@thehappypear.ie | |
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| **Company Profile** | David and Stephen Flynn started The Happy Pear in 2004 in Greystones, Co. Wicklow, to create a happier, healthier world and build community, to make healthy food and living accessible to everybody, and to encourage people to eat more veg. Darragh Flynn runs The Happy Pear's production and distribution business in Kilcoole, Co. Wicklow.<br><br>The award-winning business now comprises: three whole food cafés/food stores; a sprout farm producing wheatgrass and healthy living, organic sprouts and microgreens and the Happy Pear branded food manufacturing and distribution business.<br><br>The food manufacturing business, Pearville, includes a range of award-winning pesto, hummus, soups, meals, side dishes, granola, bites, salads and smoothies; a coffee roastery producing hand roasted Happy Pear coffee and a range of fermented foods. |
| **Relevant purchasing contacts** | Email: yesim@thehappypear.ie (for Greystones purchasing items)<br>Email: jonathan@thehappypear.ie (for Pearville purchasing) |
| **Product mix** | The menus at the cafes in Greystones feature delicious natural food, made from scratch by passionate chefs and craft bakers using the best-quality ingredients.<br><br>Customers can enjoy a cup of Happy Pear hand-roasted coffee; delicious healthier cakes; a selection of whole food, vegan and vegetarian offerings, including fermented food such as kimchi and kombucha; as well as the long-standing tradition of free organic porridge.<br><br>Breakfasts feature fruit salads, chia pots and porridge with several toppings, including Happy Pear granola.<br><br>Lunch consists of soup, sandwiches & wraps, salads, and vegetarian and vegan dishes such as Dahl and lasagne.<br><br>They also offer a range of speciality coffees and teas, hot chocolates and smoothies, as well as whole food, vegan and vegetarian snacks throughout the day. Speciality wines and beers are also available.<br><br>The stores sell a mix of branded Happy Pear products (across a wide range of categories including cereals, soups, dips, prepared meals, sides, salads), as well as fresh produce and third-party health focused products. |

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| **Opportunities for Irish food and drink suppliers** | The company aspires to use as much Irish and local produce as possible in their products, cafes and food stores.<br><br>They champion Irish and aspire to, one day, use mostly Irish produce across the year. |
| **Purchasing policy and supplier requirements** | External accreditations to supply The Happy Pear production facility include HACCP, BRC and Bord Bia Quality Assurance Mark.<br><br>To supply the cafes and stores, HACCP is essential and further quality marks greatly help.<br><br>Purchasing is both centralised and site specific.<br><br>The ordering process is via the Vend system or Unleashed. |
| **Distribution providers** | Contact the Purchasing contacts above for further information. |
| **Advice to new suppliers** | Contact the Purchasing contacts above by email.<br><br>Key influencers include store and café managers. Call in-store for details. |
| **Other information** | Credit Terms: 30 days end of month |

| J D Wetherspoon<br>Wetherspoon House, Central Park, Reeds Crescent, Watford, WD24 4QL, UK<br>www.jdwetherspoon.ie \| +44 (0)1923 477777 | |
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| **Company profile** | J D Wetherspoon plc operates seven pubs in the Republic of Ireland:<br>The Tullow Gate (Carlow); The Linen Weaver (Cork); The Great Wood,<br>The Silver Penny and The Three Tun Tavern (all Dublin); The Forty Foot (Dún Laoghaire); The Old Borough (Swords).<br><br>Further sites are planned for 2020, including a 100-bedroom hotel in Abbey Street, Dublin, and pubs in Galway and Waterford.<br><br>J D Wetherspoon plc also owns over 880 pubs across the UK, along with several Wetherspoon hotels. |
| **Relevant purchasing contacts** | For Food products:<br>Senior Food Development Manager – Matt Elsdon<br>Email: fooddevelopmentmanagers@jdwetherspoon.co.uk<br>+44 (0)1923 477993<br><br>For Drinks products:<br>Head of Purchasing – Paul Brimmer<br>Email: purchasing@jdwetherspoon.co.uk<br>+44 (0)1923 477941 |
| **Product mix** | J D Wetherspoon offers a range of locally sourced and imported premium spirits, lagers, draught ciders, craft cans and bottles, award-winning ales, wines, Champagnes, cocktails and world beers – along with soft and hot drinks.<br><br>J D Wetherspoon pubs offer award-winning all-day food menus, including breakfast. There is a uniform menu, changing twice yearly, in the spring and autumn. In addition, there is a daily themed menu. |
| **Opportunities for Irish food and drinks suppliers** | J D Wetherspoon is seeking to source Irish food products, both locally and regionally. The company is also interested in craft beers and boutique spirit/liqueur products.<br><br>The company has a good knowledge of Irish suppliers and will approach those which have products of interest.<br><br>Irish suppliers do not have to supply all of the pubs in Ireland, ie regional products may match consumers' tastes and preferences in local areas.<br><br>There is an opportunity for Irish suppliers to supply J D Wetherspoon's pubs in Northern Ireland and Britain, as well as the Republic. |

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| | The company currently sources meat, across the entire chain, from an Irish supplier.<br><br>The company has expanded its food and drinks development teams, resulting in an increased presence in Ireland. |
| **Purchasing policy and supplier requirements** | The J D Wetherspoon plc supplier charter provides full details of the minimum requirements for prospective suppliers in the ROI. This can be viewed here: www.jdwetherspoon.ie<br><br>The company is interested in product quality, first and foremost. Where there is an interest in sourcing, the company will forward details<br>of terms & conditions and distribution options to the supplier, then begin price negotiations.<br><br>An EDI system is a requirement for orders.<br><br>The delivery schedule and shelf life requirements are product dependent. |
| **Distribution providers** | Distribution to ROI pubs is via a Dublin-based DHL hub or directly to pubs. For food suppliers, Lynas Foods is the nominated foodservice provider and distributor.<br><br><u>Dublin hub:</u><br>DHL Supply Chain, Unit D1 Aiport Business Park Swords Road, Cloghran, Co. Dublin. |
| **Advice to new suppliers** | Contact the relevant department lead: Catering (for foods) or Purchasing (for drinks). |

| Michael JF Wright Hospitality Group<br>Address: Unit 7G Swords Business Park, Dublin K67X042<br>W: www.michaeljfwright.com P: 01 8908350 E: info@wbg.ie | |
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| **Company Profile** | Established in 1996 and now employing over 400 people, the Michael JF Wright Hospitality Group operates a number of food halls, restaurants and bars in County Dublin.<br><br>These include:<br>• Marqette Food Court Terminal 1 Dublin Airport<br>• Marqette Café Terminal 1 Arrivals Dublin Airport<br>• Findlater Howth<br>• The Bloody Stream<br>• The Angler's Rest<br>• Hogs and Heifers<br>• Wrights Café / Bar Swords<br>• Gilbert & Wright Swords<br>• Gilbert & Wright Malahide<br><br>St. Andrew's Food Hall, Suffolk Street, Dublin 2 is due to open in 2021.<br><br>The main activity of The Michael JF Wright Hospitality Group (the Wright Group) is quality food & beverage hospitality.<br><br>The Wright Group takes the freshest local Irish ingredients, the best artisan foods and the most talented chefs, baristas, bartenders and mixologists to create fresh, unique food & beverage offerings for customers. |
| **Relevant purchasing contacts** | Purchasing Manager: Noel Grimes<br>Email: noel@wbg.ie<br>Tel: 01 890 8350<br>Email is the preferred method of contact |
| **Product mix** | The Wright Group caters for all eating occasions (outlet specific): Breakfast, Lunch, Snacks, All Day Dining, Dinner:<br><br>• **Marqette Food Court Terminal 1, Dublin Airport:** produces quality fresh food to be enjoyed in the 400-seater dining area or taken away.<br>• **Marqette Café Terminal 1 Arrivals, Dublin Airport** Produces gourmet sandwiches, freshly baked pastries and cakes and a selection of tea & coffee along with a variety of minerals.<br>• **Wrights Findlater, Howth:** This venue is based over 3 floors and offers a cosy bar on the ground floor, a modern restaurant on the first floor and a private function room. |

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| | • **The Angler's Rest, Castleknock:** Fine dining offering Quality fresh seafood and steaks.<br>• **The Bloody Stream, Howth:** Famous for quality fresh seafood & traditional Irish pub.<br>• **Hogs and Heifers, Sports Bar & Grill, Airside Swords:** Serving burgers made in-house fresh daily with a precise ratio of 100% Irish beef accompanied by a choice of beers, cocktails and homemade shakes.<br>• **Wrights Café / Bar, Swords:** Late night bar & live entertainment venue, with gastro pub menu served daily 12-9pm.<br>• **Gilbert & Wright, Malahide and Swords:** Cocktails and live music.<br><br>Each property receives fresh ingredients daily to each individual outlet. Each dish is prepared on site by a team of chefs and cooked to order. |
| **Opportunities for Irish food and drink suppliers** | The Company is always looking for new areas to expand their product offering. A key area of growth for the company will be expanding their food & beverage offering in the Andrews Food Hall & Dublin Airport. This would provide excellent opportunities for Irish suppliers to provide new and additional products.<br><br>For example there are opportunities for healthy snacks and non-alcoholic beverages.<br><br>The Wright Group is open to contact from new Irish suppliers that can offer quality food ingredients and innovation that can be incorporated into the Company's menus.<br><br>The Wright Group is Irish and proud of it and is open to working with new concepts to develop and deliver quality bars & restaurants to their customers.<br><br>The company is aware that many products are sourced overseas that can be produced by Irish producers and this is their focus. |
| **Purchasing policy and supplier requirements** | The Company has a strong focus on sourcing locally and is continuing to look for products that can be produced in Ireland.<br><br>All purchasing decisions are centralised with the decisions made at Head Office level by senior management.<br><br>Once a decision is made to source a product, the Purchasing Manager will set the product up on *Access Procure Wizard* for all of the managers of each site to order from. |

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| | The Company prefers to deal directly with suppliers to ensure quality standards, service records, reputation and service standards.<br><br>HACCP is required as a minimum standard with full traceability and temperature control.<br><br>Purchasing is done centrally through *Access Procure Wizard*, the Company's online system for supplies. Goods are delivered directly to each outlet.<br><br>Shelf life requirements are managed by the manager of each outlet. Most produce is fresh and delivered daily.<br><br>No packaging is permitted for the airport. For the new Food Hall, all packaging is to be limited and compostable<br><br>The manager of each outlet places the orders. |
| **Distribution providers** | Most suppliers provide their own distribution, with the exception of Dublin Airport where all deliveries must come through Masterlink. |
| **Advice to new suppliers** | Suppliers should visit each outlet to get an understanding of what the Company offers and to gauge how their product may benefit that business.<br><br>Potential suppliers should contact the Purchasing Manager with a brief outline of the product, its suitability to the outlet in question or overall to the group, together with contact details and a price list.<br><br>A follow up meeting will be arranged, if required. |
| **Other information** | Credit Terms are an average of 30 days End of Month.<br><br>The majority of suppliers will be subject to an annual LTA.<br>The Company has chilled, ambient and limited frozen storage facilities. |

| **Press Up Hospitality Group**<br>Address: 41A Pleasants Street, Saint Kevin's, Dublin 8<br>Website: www.pressup.ie Email: info@pressup.ie | |
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| **Company Profile** | Press Up Hospitality Group is Ireland's leading leisure and hospitality company. The Group has interests in a variety of sectors, most notably hotels, bars, restaurants, cinemas and venues.<br><br>The Group owns and operates forty six businesses in Ireland including:<br><br>• Angelina's<br>• Roberta's<br>• Stella Cinema<br>• Dollard & Co Food Hall<br>• The Dean Hotel<br>• Clarence Hotel<br>• Bison Bar and BBQ<br>• Captain America's<br>• Wow Burger<br>• Wagamama<br>• Union Cafe<br><br>Press Up operates across hotels, premium restaurants, bars, casual eateries, and premium leisure experiences in cinema and bowling.<br><br>Every type and demographic of customer is catered for across the portfolio of Press Up venues, from students right through to the elderly, there is something for everyone no matter the age or the budget. |
| **Relevant purchasing contacts** | Head of Food: Oliver Byrne<br>Email: oliver@pressup.ie<br><br>General Manager Dollard & Co (Retail only): Kevin Lysaght<br>Email: kevin@dollardandco.ie<br><br>Email is preferred method of contact. |
| **Product mix** | Across the group, all eating occasions are catered for from breakfast through to dinner, late night food and delivery. |

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| **Opportunities for Irish food and drink suppliers** | Key areas for growth in terms of product offering include being able to work with suppliers that can custom make products (non- branded / own branded) on scale for the group e.g. cheese for burgers. Suppliers are required that can create bespoke products to exact specifications.<br><br>All product purchased is Irish, where possible. |
| **Purchasing policy and supplier requirements** | The Company has a preference to source local produce from suppliers that can deliver in large volumes.<br><br>Purchasing policy is to select suppliers based on products offered and their ability to service to requirements. E.g. credit terms, delivery etc. Suppliers need to be compliant to standard Irish regulations and all suppliers are audited, for which there is a charge.<br><br>Purchasing is handled centrally through our purchasing and procurement panel, with deliveries to individual venues, rather than a central warehouse.<br><br>Head of Food influences purchasing decisions and agrees the terms.<br><br>Frequency of goods inwards and delivery windows are daily. Orders may be placed via email, phone or fax.<br><br>Acceptable containers are venue specific. Packaging and labelling requirements are also specific to product and venue.<br><br>Press Up offer preference to suppliers who can provide sustainable packaging and recycling opportunities. |
| **Distribution providers** | Some products are sourced direct from producers and others delivered by third party distributors. |
| **Advice to new suppliers** | The Company is always on the lookout for new opportunities, but suppliers should be aware that email through the approved channels is the preferred method of contact.<br><br>Press Up is a strong supporter of artisan and Irish producers, so please outline these credentials if applicable, as well as sustainability credentials. If specific requirements to pitch are required, this will be outlined upon contacting the team. |

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| **Other information** | Credit terms are 90 days and LTA's (Long Term Agreements) are in place with suppliers.<br><br>There is room for brands in the retail sector, with particular growth in healthy food for take home.<br><br>There is a preference for chilled food where possible as the Company is moving away from frozen. There are both chilled and frozen storage facilities. |

| **Sprout & Co**<br>Address: 27 South Frederick Street, Dublin 2<br>W: www.sproutfoodco.com Phone: 087 230 6803 E: hello@sproutfoodco.com | |
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| **Company Profile** | Established in 2013, Sprout & Co is a chain of seven eateries serving a range of healthy, seasonal and local dishes, along with their own selection of cold pressed juices.<br><br>Great ingredients are at the core of everything Sprout & Co do. All of the Company's ideas revolve around the Irish seasons and what is available to them from local growers, farmers and artisan suppliers. In 2018 the Company established its own organic farm to supply leaves and other produce to the restaurants. Menus are changed seasonally to reflect what is available.<br><br>Sprout Food Co has 7 outlets in Dublin and Kildare:<br>• 3 Dawson St, Dublin 2<br>• 5 Lower Mount St, Dublin 2<br>• Sir John Rogerson's Quay, Dublin 2<br>• 9 Ballsbridge Terrace, Dublin 4<br>• 33 Upper Baggot St, Dublin 2<br>• 19 Exchequer St, Dublin 2<br>• Kildare Village Luxury Shopping Center, Co Kildare |
| **Relevant purchasing contacts** | Managing Director: Jack Kirwan<br>Email: jack@sproutfoodco.com<br><br>Finance Director: Elaine Hill<br>Email: elaine@sproutfoodco.com<br><br>Preferred method of contact is email. |
| **Product mix** | The menu caters for lunch and dinner in both a sit-in and a takeaway format. The current seasonal menu includes protein grain bowls, salads and soups. The food is prepped and cooked daily by the staff in-store.<br><br>Drinks include cold pressed juices, a variety of artisan Irish beverages, coffees and teas. |
| **Opportunities for Irish food and drink suppliers** | Key areas for growth in terms of product offering are more vegetarian options. There are lots of opportunities for Irish suppliers as the Company is always interested in meeting growers and artisan producers that they feel could add to their offering.<br><br>With Brexit looming there may be potential for import substitution on certain products coming from the UK. |

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| **Purchasing policy and supplier requirements** | The Company's purchasing policy is to buy Irish products where possible and they agree a supplier list every three months.<br><br>Supplier requirements are HACCP as a minimum.<br><br>Purchasing is centralised for centrally produced food (single delivery to central kitchen). Alternatively, suppliers are requested to deliver to each individual outlet for products used on site.<br><br>The Managing Director, Executive Chef and Operations Director influence the purchasing decisions.<br><br>The Finance Director agrees the terms, and individual chefs place the orders.<br><br>Frequency of goods inwards and delivery windows are daily, usually in the morning. The ordering process is via phone or email.<br><br>EDI is the norm. The preferred case size is product specific.<br><br>Full nutritional analysis is required and shelf life expectations and requirements are product specific. |
| **Distribution providers** | Henderson's, Keeling's, Pallas Foods, Roasted Brown Coffee, Nutshed and Gourmet Wholefoods, in addition to direct supply from a number of core producers. |
| **Advice to new suppliers** | The Company would like to be approached by potential new suppliers by email only.<br><br>Key influencers should be approached, in addition to the Managing Director.<br><br>It is important to be competitive and show how potential increased volume will decrease the price. |
| **Other information** | Credit terms are 30 days and LTA's (Long Term Agreements) are in place with suppliers.<br><br>There is a lot of room for brands in the operation as the Company is interested in promoting the best of Irish.<br><br>The Company has both chilled and frozen storage facilities, but very little frozen. |

# COFFEE SHOPS

| Butlers Chocolate Cafés<br>Address: Butlers Chocolates, Clonshaugh Business Park, Dublin 17<br>W: www.butlerschocolates.com Phone: 01 671 0599 E: chocolate@butlers.ie | |
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| **Company Profile** | Established in 1932, Butlers Chocolates opened their first chocolate café in Dublin in 1998 and now operate 24 Chocolate Cafés in Dublin, Cork, Limerick and Galway, with the majority of these located in the greater Dublin area (including two in Dublin Airport).<br><br>They also have a visitor centre; the Butlers Chocolate Experience with an onsite café located at their manufacturing facility.<br><br>The long-established Irish luxury chocolatier is firmly committed to supporting local business by working with Irish suppliers, sustainability and ethical trading, right across the company's operations. |
| **Relevant contacts** | Retail Operations Manager: Laura Hendron<br>Email: laura@butlers.ie Phone: 01 671 0599 |
| **Product mix** | Butlers Chocolate Cafés are interested in high quality, tasty, natural artisan food. Butlers areas of focus include chocolate, hot chocolate and speciality coffee in parallel to an extensive menu of sweet treats, bakery including viennoiserie products, chocolate confectionery and a savoury food offer.<br><br>The range is constructed to have an offer that travels through the day covering breakfast and lunch, whilst catering for a mix of on-the-go and eat-in customers.<br><br>The savoury food offer is limited to a range of gourmet sandwiches, traditional toasted sandwiches and filled croissants. Butlers Chocolate Cafes aspire to a very high standard of baked goods and sweet treats and currently bake-off a considerable amount of pastries and scones fresh in-store daily. Butlers do not offer any pre-wrapped or branded product apart from a gluten free range which is a growing category. |
| **Opportunities for Irish food and drink suppliers** | Butlers are constantly striving for refinement of and improvement of the offer and product range and are always interested in new products of a very high standard, produced locally.<br><br>Opportunities exist for a variety of foods including cakes, individual desserts (of particular interest are chocolate products), tray bakes, bakery products such as muffins, scones, chocolate biscuit cakes and children's products.<br>Other particular products of interest include breakfast products, pastries and continental sweet bakery type products and ambient goods. |

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| | In the cold drinks category opportunities exist for Irish fruit juices and waters.<br><br>There is limited scope for branded product within the Butlers range and the preference is for product to be sold loose as part of the Butlers Chocolate Café range. |
| **Purchasing policy and supplier requirements** | Butlers are always keen to look at new products, with a preference to source local products based on quality and freshness.<br><br>In categories where they already have an established supply base, they prefer to operate a partnership model and stay with the same producer over a period of time.<br><br>Producers should have HACCP as a minimum standard and the company will work at developing standards over time with their producers.<br><br>Supplier audits are conducted regularly and there are no charges for this activity.<br><br>Initial contact should be made with the Retail Operations Manager by email and once interest is signalled in your range, a small quantity of samples should be supplied.<br><br>The Retail Operations Manager agrees terms, with the ordering process managed at store level via telephone orders, so a strong distribution network from the supplier is important.<br><br>The preferred case size, shelf life expectations and requirements are subject to individual specs as set out with the Retail Operations Manager.<br><br>The business can stock ambient, chilled or frozen product. |
| **Distribution providers** | All distribution to Butlers Chocolate Cafés is provided by the individual producers.<br><br>Producers are expected to supply the high volume stores in Dublin a number of times per week, but the company is willing to consider a more limited delivery service to the Galway, Cork and Limerick stores, with the option of looking at frozen products for these stores also. |
| **Advice to new suppliers** | Potential new suppliers should contact the Retail Operation Manager, ideally by email.<br><br>Suppliers should have a healthy knowledge of the business before making any approach, it is recommend that potential suppliers should be familiar with their stores and have considered how the product would fit into their menus. |

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| | Butlers place a strong emphasis on producers taking ownership of the account and providing good key account management skills. |
| **Other information** | Payment terms are 30 days from invoice. |

| Esquires Coffee<br>Address: Vision House, 16 Briarhill Business Park, Ballybrit, Co. GalwayWebsite: www.esquirescoffee.ie Phone: 091 700 055 Email: info@esquirescoffee.ie | |
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| **Company Profile** | Esquires Coffee is a franchise business with 15 outlets in Ireland managed by Esquires Head Office in Galway and further plans for expansion. There are an additional 43 outlets in the UK.<br>The main activity of the stores is to provide a full range of hot and cold drinks, breakfast items, light lunch and snack products. The business is split between eat in (65%) and on-the-go (35%).<br><br>Outlets are based in shopping centres, retail parks or town and city centres and cater for all demographics. |
| **Relevant purchasing contacts** | Head of Operations: Brendan Duigenan<br>Email: brendan@esquirescoffee.ie<br>Phone: 087 387 7829 |
| **Product mix** | The product mix is hot and cold drinks e.g. coffees, frappes, teas, fresh juices, milkshakes, smoothies, soft drinks, sandwiches, paninis, ciabattas, baguettes, pizzas, wraps, cakes and pastries.<br><br>The company also pre-prepares and packages in house for their grab and go stores. Baked goods are prepared in-house at each store.<br><br>Meats are bought in pre-cooked and are reheated in-store. |
| **Opportunities for Irish food and drink suppliers** | The key areas for growth are expansion of outlets into Dublin and large town centres nationwide.<br><br>There is a growing demand for increased quality ingredients, cutting edge alternatives and gluten-free products and opportunities exist to provide a gluten-free range (particularly savoury items), provided the products are at a reasonable cost. The company perceives existing gluten-free Irish suppliers as too expensive and cites the need for producers to demonstrate flexibility vis a vis smaller batch sizes for individual coffee houses.<br><br>All products are sourced from Irish producers and distributors, with the exception of their coffee which is imported and sold under their own brand. Esquires would consider introducing new brands to stores that match their product mix. |
| **Purchasing policy and supplier requirements** | Esquires sources predominantly from Irish distributors, as they can bulk-buy for the best terms and gain national distribution.<br><br>There is a preference for Irish products through distributors. |

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| | Bread, fruit and vegetables are all sourced locally. Esquires prefer to minimise the total number of suppliers to five or six in order to make it easier for the franchisees.<br><br>The Company's purchasing policy is quality first, service second and competitive pricing third.<br>Supplier requirements are ISO 9002 and HACCP. There is no charge for supplier audits.<br><br>Product sourcing is centralised through the Head of Operations. The Head of Operations and the Managing Director negotiate with suppliers. The stores place the orders from an approved list of suppliers via email/online or phone.<br><br>Deliveries are made direct to stores, three to six days per week.<br><br>Produce is predominantly chilled, with two thirds of products chilled and one third frozen. The chilled component is growing.<br><br>Preferred case size and shelf life requirements vary by product. |
| **Distribution Providers** | Pallas Foods and Lynas Foodservice. |
| **Advice to new suppliers** | New suppliers should approach the Head of Operations. Email is preferred method of contact.<br><br>The company is anxious to buy Irish and are open to supporting local artisan suppliers. |
| **Other information** | Credit terms are 30 days from the end of the month.<br><br>Esquires operate a number of long term agreements with suppliers.<br><br>There is limited scope for branded products within the company's operations. |

| **Insomnia**<br>Address: Cunningham House, 130 Francis Street, Dublin 8<br>Website: www.insomnia.ie Phone: 01 671 9662 Email: info@insomnia.ie | |
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| **Company profile** | Insomnia is Ireland's leading independent coffee shop chain and the 21st largest coffee chain in Europe.<br><br>It has grown from a single location in a Galway bookstore in 1997 to over 170 stores in the UK & Ireland, both on the high street and in partnership with retailers such as SPAR, EUROSPAR, Primark, Eason, Meadows & Byrne, Maxol and Fresh.<br><br>The company also has over 400 self-service machines in operation in Ireland and the UK.<br><br>Insomnia was awarded the following:<br>• **Deloitte's Best Managed Companies** -2019 and 2020<br>• **Retail Excellence Awards -**Top 30 & Top 100 Stores 2016 – 2020<br>• **Irish Loyalty Awards** – Best QSR Loyalty Programme 2019<br>• **Irish Franchise Awards "**Retail Franchise of the Year"2019<br>"Franchisor with Outstanding Social Responsibility" 2018<br>"Best Indigenous Irish Franchise" 2018<br>• **Irish Quality Café Awards** -National Café Chain of the Year "2016 – 2018"<br><br>As an indigenous, 100% Irish owned company, Insomnia is committed to supporting local businesses by working with Irish suppliers, including:<br>• Solaris Herbal Tea<br>• Lumley's Bakery<br>• Keogh's<br>• Broderick's<br>• The Pieman<br>• Glanbia<br>• Everest Snacks |
| **Relevant purchasing contacts** | Procurement and NPD: Aimee McKernan<br>Email: aimeemckernan@insomnia.ie |
| **Product mix** | Insomnia's primary product category is hot beverages with a strong focus on coffee. Complimentary product categories are food, baked goods, snacks and cold beverages. |

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| | The company recognises the importance of keeping their product range new and exciting and introduces new products across all categories several times within a given year.<br><br>The company targets a mix of customers from on-the-go to eat-in. All food is delivered pre-prepared, with no food produced on site. |
| **Opportunities for Irish food and drink suppliers** | Insomnia always strives for innovation and growth across all product categories.<br><br>Of particular interest is gluten free products, vegan options, products with health benefits, baked goods and snack product areas. Seasonal and holiday product is also an area of strong interest, as well as impulse products.<br><br>Any unique products which can help distinguish Insomnia in the current market and assist in creating a special experience in Insomnia is something that will be considered. |
| **Purchasing policy and supplier requirements** | Insomnia has a preference for locally sourced product with reasonable shelf life. Shelf-life requirements are subject to individual specifications; however, quality and freshness of product is key.<br><br>The ability to produce and deliver product seven days a week is highly desired.<br><br>The ability to accept orders from each individual shop is required. Suppliers must be listed with BWG or willing to go through the process of being listed with BWG in order to supply Insomnia.<br><br>Producers should have HACCP as a minimum standard, with BRC A grade desirable. Any dietary specific products must also carry appropriate certification.<br><br>Suppliers are frequently reviewed and audited annually to ensure product quality and suitable working conditions. Any costs involved are covered by supplier.<br><br>Appearance, taste, quality and cost are the most important factors which influence a purchasing decision.<br><br>Orders are handled directly at store level and emailed to suppliers or placed through an online ordering platform on a daily basis. Due to limited storage and display space, smaller quantities, frequently delivered are preferred.<br><br>Insomnia work to strict packaging and labelling requirements with nutritional and calorie count provided on their menu. |

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| | The supplier must be able to provide relevant information as required and agree to input information on our online nutrition and allergy management system. |
| **Distribution providers** | Majority of products are delivered directly by the supplier, however some are delivered through third party distributors. |
| **Advice to new suppliers** | New suppliers should send an introductory email to the Procurement and NPD via e-mail (aimeemckernan@insomnia.ie) and be in a position to provide samples and specifications.<br><br>It is very important to be familiar with the Insomnia shop layout/space available. Product range, demographic and customer preferences are all important factors which should be reviewed to better understand if there is a product fit.<br><br>Brand fit is also very important. Insomnia is open to considering a wide range of product. |
| **Other information** | Credit terms are 30 days.<br><br>Each outlet has chilled and frozen storage facilities. |

| ITSA<br>Address: Unit 54a, Blackthorn Road, Sandyford Industrial Estate, Dublin 18<br>Website: www.itsa.ie Phone: 01 293 5994 Email: info@itsa.ie | |
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| **Company Profile** | The ITSA food group was founded in 1999 by Domini and Peaches Kemp. The company is a limited SME that is 100% Irish owned and run. Their USP is based on quality, provenance and the delivery of excellent food and service.<br><br>They have a long and successful history of working with very prestigious concession partners such as IMMA, Brown Thomas, Powerscourt, Arnotts, Kildare Village, Dublin Castle, The Hugh Lane Gallery and the Museum of Literature (MoLi).<br><br>They have created 5 brands, across 14 locations with a team of 140 staff.<br><br>The brands include ITSA, Joe's Coffee, Alchemy Juice Co., Hatch & Sons and Feast Catering. |
| **Relevant purchasing contacts** | Head Chef<br>Email: hqkitchen@itsa.ie (preferred method of communication). |
| **Product mix** | ITSA - located in Arnotts and Dun Laoghaire are bagel stores that serve gourmet filled bagels and salads, plus home made soups and treats as well as specialty coffee from Irish roasters, *Silverskin*. The style is fast casual.<br><br>Joe's Coffee is located in Arnotts and serves specialty coffee from Berlin roasters, *The Barn*. The focus is on small cup culture and delicious hot deli-style sandwiches, salad boxes, cold pressed juices, made to order smoothies and home-made treats.<br><br>Alchemy Juice Co is a beautifully designed juice and whole foods concept that focuses on Asian style salad boxes, Banh Mi's, Pho's, vegan soups and Hot pots.<br><br>Hatch & Sons is an all-day Irish kitchen that focuses on superb Irish suppliers that drive the menu - featuring Waterford Blaas, Irish smoked fish and farmhouse cheeses and specilairty coffee from *The Barn* as well as boutique wines and craft beer.<br><br>Feast Catering & Events is a full service, fine dining corporate and wedding caterer, resident in Powerscourt House in Co. Wicklow.<br><br>Other businesses include Table Restaurant, in Brown Thomas, Cork, Hugh Brown's Cafe in Brown Thomas Dublin and an additional cafe on the 2nd floor. |

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| | The central kitchen in Sandyford produces all of the food for many of the outlets, except for the stand alone restaurants (Table, Hugh Brown's and The Commons, MoLi).<br><br>The HQ Kitchen has 853 status. |
| **Opportunities for Irish food and drink suppliers** | ITSA is very loyal to its current suppliers (about 100), but is always looking for unique ranges of good quality products with suppliers that can offer a very good service. Artisan suppliers are especially relevant to Hatch & Sons and The Commons.<br><br>The company also sees opportunities for 'all natural' snack foods such as wholegrain bars that may be purchased in addition to the menu items and coffee in ITSA, Alchemy Juice Co and Joe's Coffee.<br><br>A further opportunity for Irish suppliers is for high quality natural beverages or products and packaging that are environmentally friendly.<br><br>ITSA has strong traceability criteria which it monitors strictly.<br><br>There is room for Irish artisan brands in the operation. Itsa has both chilled and frozen storage facilities. |
| **Purchasing policy and supplier requirements** | ITSA has a strong preference to source local produce from Ireland.<br><br>The purchasing policy of the company is quality first and then price, followed by good service. There are Long Term Agreement discounts for high volume. Deals from producers that are used to drive increased menu sales are always welcome and provide an opportunity to drive volume for producers and ITSA alike.<br><br>The premises of all fresh food suppliers to ITSA are audited annually directly by the company.<br><br>Purchasing is centralised through the Head Chef, who should be approached in the first instance.<br><br>The Head Chef/Directors agree the terms with suppliers and the Head Chef places the orders for the central kitchen.<br><br>The restaurants order 80% of their own requirements from an approved list of suppliers at centrally agreed terms. Goods are received six days per week.<br><br>Orders are placed by email and also by phone. The company uses an inventory system to place/receive orders.<br><br>Itsa has the ability to take deliveries of product pallet loads to their central kitchen in Sandyford, for which a volume discount is expected. |

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| | Most supplies are delivered to the main facility in Sandyford, but some categories including milk, ice-cream and very fresh produce are delivered directly to retail outlets. |
| **Distribution providers** | ITSA deals directly with most suppliers and only occasionally uses distributors, e.g. Pallas Foods, Odaios and La Rousse. |
| **Advice to new suppliers** | Potential new suppliers should contact the Head Chef in the first instance, preferably by email. The contact should emphasise features of the proposed product that are new and should indicate how it would fit into the ITSA operation.<br><br>The unique selling point should be clearly indicated. If the initial contact is successful, a meeting and trial of samples can be arranged. Potential suppliers should not approach individual branches as all purchasing decisions are made centrally.<br><br>ITSA emphasises that producers should be very familiar with its business and must have considered how their products would fit into ITSA's menus.<br><br>Other issues to be considered include how deliveries fit into weekly delivery schedules and the type of packaging required.<br><br>Packaging and recycling are becoming major issues for ITSA and new prospective suppliers are being asked to consider innovative ways in which packaging can be minimised, along with the possibility of using crate systems. |
| **Other information** | Payment terms are 60 days and the company will pay sooner in return for additional discounts<br><br>Branded items are used in the ITSA operation, but must be of very high quality and are not promoted.<br><br>ITSA has storage facilities for both chilled and frozen foods. It mainly uses fresh produce. |

## KC Peaches Cafes and Catering

Address: 10A Trinity Enterprise Centre, Pearse Street, Dublin 2
W: www.kcpeaches.com P**:** 01 677 0333 E: thekitchen@kcpeaches.com

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| **Company Profile** | KC Peaches was founded in 2006, one of the first wholefoods café & catering companies in Dublin providing healthy, fresh all-natural food at affordable prices for 'eat in' or 'on the go'.<br><br>The Company operates 4 café locations in Dublin city centre and also operates an office, event and contract catering service.<br><br>KC Peaches employs approx. 180 people which includes a team of skilled savoury and patisserie chefs.<br><br>The central production kitchen produces all dishes from scratch daily and dispatches over 4,000 meals per day to the KC Peaches cafés, catering clients and private clients. |
| **Relevant purchasing contacts** | Purchasing Manager: Erico Martins<br>Phone: 01 677 0333<br>Email: erico.martins@kcpeaches.com<br>Email is the preferred method of contact |
| **Product mix** | KC Peaches offers a large selection of handmade sandwiches, hot buffet, soups, seasonal salads, juices & smoothies, premium hot beverage & barista coffee, a selection of homemade pastries and desserts – all of which are produced fresh from scratch daily by a team of chefs.<br><br>The KC Peaches cafes cater for all day eating occasions including breakfast, morning pastries, lunch, afternoon, coffee & cake, treats, 'on the go' and evening.<br><br>For catering clients, the Company offers a wide menu variety which can be developed further and bespoke to customer needs occasions, all of which is delivered by their own in-house team.<br><br>The KC Peaches offer is diverse and includes a large selection of vegan, vegetarian, gluten free & dairy free options.<br><br>KC Peaches provides healthy, fresh, all-natural food, free from additives, preservatives, artificial colours of flavours. |
| **Opportunities for Irish food and drink suppliers** | KC Peaches has a strong preference to source from Irish suppliers. There are future opportunities in the 'healthy eating' market and innovation is key in this area.<br><br>The Company is continuing to expand the 'free from' 'vegan' 'gluten free' and 'dairy free' categories. |

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| **Purchasing policy and supplier requirements** | KC Peaches likes to use the best local, sustainable suppliers that align with their food philosophy<br><br>Whenever possible and where financially viable, the Company aims to source locally.<br><br>The Company operates an approved supplier and product procedure and tenders for their main food ingredients quarterly / seasonally.<br><br>Supplier quality standards are HACCP at a minimum. KC Peaches is an 853 accredited production facility. All supplier's premises are audited and generally, this is a supplier cost.<br><br>Suppliers are required to deliver to each individual outlet.<br><br>The Purchasing Manager, culinary and senior operations team influence purchasing decisions. The Purchasing Manager agrees the terms and orders are placed by chefs and managers.<br><br>The frequency of goods inwards and delivery windows varies per outlet. Below is a brief outline:<br>• Central production kitchen - 7 days, no restrictions<br>• Cafés - 7 days from 6.30AM<br>• Catering outlets - 5 days, site-specific<br><br>The ordering process is via email or phone.<br><br>EDI is not required at present, but maybe in the future. The preferred case size varies per location.<br><br>Boxes, crates and loose products are all acceptable in terms of containers.<br><br>There are various shelf life expectations and requirements, depending on the product. |
| **Distribution providers** | KC Peaches receives both direct deliveries and via national distributors; Pallas Foods and Musgraves Wholesale Partners. |
| **Advice to new suppliers** | New suppliers should contact the Purchasing Manager by email.<br><br>All products need to be whole foods and preservative/additive free. |
| **Other information** | LTA's (Long Term Agreements) with suppliers are in place.<br><br>There is minimal room for brands in the operation.<br>There is greater growth in chilled foods than frozen.<br>The Company has both chilled and frozen storage facilities. |

| MBCC Foods (Ireland) Ltd. T/A Costa Coffee<br>Address: MBCC Foods (Ireland) Ltd, Unit 12 Retail Park, Eastgate, Little Island, Co. Cork<br>W: www.costaireland.ie Phone: 021 500 3526 02 E: costa@mbccfoodsireland.com | |
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| **Company Profile** | MBCC Foods (Ireland) Ltd. own the Master Franchise for all Costa Stores in both the Republic and Northern Ireland. As of September 2020, there are 157 Costa Coffee shops on the island of Ireland - 32 in Northern Ireland and 125 in the Republic of Ireland, 11 of which are sub-franchised.<br><br>Costa Coffee is the second largest coffee house chain in the world and was founded by Italian brothers Sergio and Bruno Costa in 1971. Costa Coffee source, store, blend, roast, grind and serve their own coffee. All Costa coffee comes from 100% Rainforest Alliance certified farms.<br><br>The outlets also stock tea, iced drinks, hot chocolate, bottled drinks and an extensive range of food. |
| **Relevant purchasing contacts** | Product Manager: Deirdre Sloan<br>Email: deirdre.sloan@mbccfoodsireland.com |
| **Product mix** | In addition to hot and cold beverages, the food offering consists of:<br>• Locally produced sandwich range<br>• Freshly baked all butter pastries<br>• Scones, Teacakes and Toast.<br>• Fresh Porridge and Soups.<br>• Greek Style Yoghurt.<br>• Muffins<br>• Traybakes<br>• Whole Cakes/Loaf Cakes<br>• Impulse products<br><br>Stores also stock a range of gluten free and vegan products. |
| **Opportunities for Irish food and drink suppliers** | MBCC Foods Ireland are always seeking opportunities to work with local suppliers with high quality and innovative offerings. Opportunities exist for suppliers with innovative products in any of the categories described above. |
| **Purchasing policy and supplier requirements** | Prospective new suppliers to MBCC Foods Ireland/Costa will be issued with a 'Pre-Assessment Questionnaire'.<br><br>If the response to the questionnaire is considered satisfactory by MBCC Foods (Ireland) Ltd., then the supplier will progress to the next stage in supplier approval which may include a site audit.<br><br>All suppliers must meet the criteria set out in MBCC Foods Ireland's Supplier Approval policy. |

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| | The company states that it is keen to work with local suppliers that meet its quality and food safety requirements.<br><br>Suppliers deliver products (whether fresh, frozen or ambient) to the central distribution hub in Co. Down, from where products are delivered daily to Costa shops. |
| **Distribution providers** | Most products are delivered to store by Deli Lites Ireland Ltd http://www.delilites.co.uk as well as via supplier own distribution. |
| **Advice to new suppliers** | Suppliers should send proposals by email to deirdre.sloan@mbccfoodsireland.com |
| **Other information** | Brands other than Costa own brand are also stocked.<br>The company seeks to build long term relationships with its suppliers. |

# HOTELS

| Dalata Hotel Group PLC<br>Address 4th Floor, Burton Court, Burton Hall Drive , Sandyford, Dublin 18<br>W: www.dalatahotelgroup.com Phone: 01 206 9400 E: info@dalatahotelgroup.com | |
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| **Company Profile** | Dalata hotel Group PLC is the largest hotel operator in Ireland, Dalata own and operate under two brands throughout Ireland & the UK, Clayton Hotels and Maldron Hotels.<br><br>The Clayton Brand consists of 22 Hotels in Ireland the UK. Clayton Hotels in Ireland are located in Dublin (Leopardstown, Dublin Airport, Ballsbridge, Burlington Road, Liffey Valley, Charlemont and Cardiff Lane), Belfast, Galway, Wexford, Sligo, Limerick and Cork (Silversprings and Lapps Quay).<br><br>UK Clayton Hotels are in Manchester, Leeds, Birmingham, Cambridge, London Chiswick, London Crown, City of London Aldgate and Cardiff, Wales.<br><br>17 Maldron Hotels in Ireland include Dublin Newlands Cross, Dublin Airport, Dublin Kevin Street, Dublin Parnell Square, Dublin Smithfield, Dublin Tallaght, Dublin Pearse Street, Derry, Cork Shandon, Cork South Mall, Galway Oranmore. Galway Sandy Road, Belfast City, Belfast International Airport, Wexford, Limerick and Portlaoise.<br><br>One Maldron Hotel in Newcastle UK<br><br>Dalata also own the lease on The Gibson Hotel Dublin, Ballsbridge Hotel, Dublin 4.<br><br>Dalata Hotel Group currently have 11 new Hotels in different stages of Planning and construction:<br>The Samuel Hotel Spencer Dock Dublin – 2021<br>Maldron Hotel Merrion Road Dublin – 2021<br>Clayton Hotel Glasgow – Late 2021<br>Maldron Hotel Glasgow – Spring 2021<br>Clayton Hotel Manchester City Centre – 2022<br>Maldron Hotel Manchester City Centre - 2022<br>Clayton Hotel Bristol – 2022<br>Maldron Hotel Birmingham – 2022<br>Maldron Hotel Liverpool – 2022<br>Maldron Hotel Shoreditch London – 2022<br>Maldron Hotel Croke Park Dublin - 2023<br><br>Dalata Management Services currently manages:<br>• Belvedere Hotel, Dublin<br>• Hotel 7, Dublin |

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| **Relevant Contacts** | Head of Procurement: Tony McGuigan<br>Email: tmcguigan@dalatahotelgroup.com<br>Phone: 01 206 9400<br>Purchasing Operations Assistant: Deborah Byrne<br>Email: dbyrne@dalatahotelgroup.com<br>Phone 01 299 9020<br>Purchasing Operations Executive UK & NI: Maneesh Kumar<br>Email: mkumar@dalatahotelgroup.com<br>Phone: 01 2061228<br>Group Executive Head Chef: Darina Brennan<br>Email: dbrennan@dalatahotelgroup.com<br>Phone: 01 206 9400 |
| **Product mix** | All eating occasions are catered for: Breakfast, Lunch, Coffee Dock Bar Food, Banqueting, Restaurant Dinners and Snacks.<br><br>Restaurant and Bar Brands within the group include the following:<br>Grain and Grill (Maldron Hotel Restaurant Brand)<br>The Grill - (Clayton Hotel Restaurant Brand)<br>Globe – (Clayton Gastro Bar Brand)<br>The Italian Kitchen – (Italian Restaurant Brand in Clayton)<br><br>Sub Brands include:<br>'Red Bean Roastery' – Coffee Brand within all Dalata Hotels<br>'Meetings Made Simple' – Meeting and Events Brand within Dalata<br>'The Vitality Breakfast' – New healthy offer within Dalata Group. |
| **Opportunities for Irish food and drink suppliers** | The group has been working on the development of their offer and are always looking to develop menus with the use of genuine Irish food.<br><br>Dalata continues to work with Irish suppliers to grow the range of products on offer.<br><br>Key areas for growth are in good quality healthy food, with the development of the Dalata Vitality Breakfast across the Group.<br><br>A big emphasis is also on catering for guests with allergens with the development of a full Allergens Policy including full information on all menus. Dalata Hotels have also developed a Gluten Free table in all restaurants for Breakfast, this offers a clear opportunity for suppliers.<br><br>Sustainability is high on the list of priorities for Dalata Hotel Group.<br><br>As a leading PLC company in Ireland, Dalata understand the part they have to play regarding Sustainability across the Irish and UK business. |

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| | There is an expectation for all suppliers to have an understanding and a proactive approach to all thing's sustainability-linked.<br><br>Packaging is key, along with a plan around ethical sourcing and environmental impacts.<br><br>Whilst every effort is made to work exclusively with Irish producers, some elements of the group's offering that are not produced in Ireland include breakfast bacon and some poultry products. That being said, the company is currently working with Irish producers to find ways of introducing Irish poultry and bacon products to menus.<br><br>Producers are named on the menus where appropriate and a producer with an innovative product should request this support. |
| **Purchasing policy and supplier requirements** | Many of the key categories are tendered and producers need to understand the tender schedule by contacting the Purchasing Manager.<br><br>Distribution capability and HACCP are key requirements. The Purchasing Team or Group Executive Head Chef will visit potential suppliers who will also need to have an audit by a third party consultant. These audits are usually for large distributors etc. If smaller producers supply a large third party (e.g. multiple retailer), then their accreditations are accepted.<br><br>Purchasing is centralised through the Group Head of Procurement, who sets the terms. The hotels themselves place the orders with approved producers. In some cases agreements are reached with local producers and delivered directly through separate supply agreements.<br><br>Supplies are tendered for on an annual basis, although some key contracts are longer.<br><br>Dalata Hotel group have launched a new online ordering system in conjunction with *Procure Wizard* as part of a full roll out of 'Purchase to Pay' which will have a central billing element through the new central payments office in Cork.<br><br>Deliveries are made directly to the hotels. Fresh food is delivered on a daily basis and dry and frozen goods, three times per week.<br><br>The case size and shelf life expectations are detailed in the specifications for each tender. Packaging requirements are generally for larger sizes as the hotels in the Dalata group are generally in the larger size range (over 50 bedrooms). |

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| | All types of containers are acceptable, but returnable and recyclable packaging is preferred and many suppliers to the group now use these types, e.g. plastic returnable containers are used for meat. Arrangements are in place at many hotels for suppliers to collect and recycle their cardboard packaging.<br><br>There are no other particular packaging requirements but all packaging must be clearly labelled and have all the legally required information.<br><br>Shelf life expectations and requirements vary between products and suppliers must ascertain these from the distributors used by the group. |
| **Distribution providers** | The meat supply to Dalata Hotels in Ireland is shared between: Heaney Meats (Irish Angus); Pallas Foods and Dawn Meats<br><br>All the frozen, chilled and ambient product is supplied by Pallas from Ashbourne in Dublin.<br><br>It has been a practice within Dalata to find good Irish producers and reach an agreement with Pallas Foods to distribute the products to all Dalata Hotels as part of the main distribution agreement.<br><br>There are opportunities for good Irish suppliers to approach Dalata with a product and if the product is something Dalata want to use, then an agreement can be entered into with Pallas Foodservice regarding distribution.<br><br>Dairy produce is sourced regionally from the following distributors:<br>• Glanbia Foods<br>• Aurivo (North West)<br>• Clona West Cork Foods (South)<br>• Arrabawn (Galway)<br><br>Fish Supply is regional with the following suppliers:<br><br>• Atlantis Seafoods<br>• Galway Bay Seafoods<br>• Kish Fish<br>• The Good Fish Company<br>• Mylers of Wexford<br>• Starcrest Seafoods Donegal<br>• Wrights of Marino<br><br>Fruit and Veg is also regional with the following suppliers:<br><br>• Pallas Green<br>• Total Produce / Gold City |

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| | • Cullens of Wexford<br>• Begleys Foodservice<br>• Glynns of Galway<br><br>Bread is supplied by Irish Pride.<br>Tea and Coffee is supplied by Bewleys. |
| **Advice to new suppliers** | Potential new suppliers should approach the Purchasing Manager, preferably by email and should also check with the appropriate main distributor.<br><br>Product purchase is decided by the Purchasing Manager, but manufacturers will need to work with existing distributors.<br><br>Dalata Group is looking for suppliers to approach them with interesting new product ideas. |
| **Other information** | Credit terms are 45 days end of month. Paid Centrally from the Group's shared services office in Maldron Hotel, South Mall Cork.<br><br>The group has Long Term Agreements (LTAs) in place with some suppliers, the longest of which are for two years.<br><br>Both branded and unbranded food products are used by Dalata group. The use of brands will depend on consumer demand in the hotels.<br><br>As the group has expanded, the use of both chilled and frozen food products has increased at similar rates.<br><br>Hotels in the group have both chilled and frozen storage facilities. |

| The Doyle Collection<br>Address: 156 Pembroke Road, Dublin 4<br>W: www.doylecollection.com P: 01 607 0040 E: andrea_wehrley@doylecollection.com | |
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| **Company Profile** | The Doyle Collection is a unique selection of eight hotels, extending across five major cities in the US, UK and Ireland. Each has its own contrasting character, but all share a common goal: to provide a modern interpretation of hospitality and service.<br><br>The Doyle Collection consists of three hotels in Ireland. The Westbury Hotel and The Croke Park Hotel in Dublin and The River Lee Hotel in Cork. There are a further four hotels in the UK: three in London and one in Bristol and one hotel in Washington, US.<br><br>The main activities are the provision of four star plus and five star accommodation, fine dining restaurants, cafés, food and beverages, meetings, conferences and weddings.<br><br>The customer profile is now 55% corporate and 45% leisure. |
| **Relevant purchasing contacts** | Stuart Swan is the Head of Procurement<br>Email: stuart_swan@doylecollection.com<br>Phone: 01 607 0076<br><br>Andrea Wehrley is the Assistant Group Procurement Manager and deals with Irish Food & Beverage Suppliers.<br>Email : andrea_wehrley@doylecollection.com<br>Phone: 01 607 0040<br><br>Please mail or email a company profile, i.e. a description of the products, specifications and contacts in advance of contacting the Purchasing Office. |
| **Product mix** | The hotel restaurants are constantly evolving to reflect changing tastes, trends and diversity of our customers. Breakfast, lunch and dinner are fully catered for along with weddings and Conference & Banqueting.<br><br>Restaurants cater for the high end of the market, with most food cooked from scratch in each of the restaurants. |
| **Opportunities for Irish food and drink suppliers** | There remain strong opportunities for good artisan products across the board, but at the right price and with well organised distribution.<br><br>The group has very strong relationships with their existing suppliers, and they will look to introduce innovative new products and source products that are required. |

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| | The group uses very little frozen food as a rule and this is unlikely to change.<br>All food offerings use Irish products as much as is feasible. |
| **Purchasing policy and supplier requirements** | There exists a strong preference to source local produce.<br><br>Good quality produce and products are the cornerstone of the group's purchasing policy. Equally, ingredient pricing is an important function, particularly at the moment when keen pricing is vital to facilitate customer value and special offer menus.<br><br>Suppliers' premises are audited directly every 12 months. There is typically no charge to suppliers for these audits. Full HACCP and EHO accreditation and the most recent audit documentation must be available on request at all times.<br><br>Purchasing is fully controlled on a central system through the Group General Manager, who also manages the expectations and requirements of the Head Chefs and Food & Beverage Managers at each property.<br><br>Tendering is generally every 12 months, but prices are monitored regularly as part of ongoing cost reviews and regular contact is kept with all incumbent suppliers.<br><br>Pricing is based on fixed prices with no particular emphasis placed on LTAs, rebates/retrospective deals.<br><br>Deliveries are made six days per week and vary by product category. They must be made to each hotel individually.<br><br>Payments are made through the central system at the group's Head Office with all statements, etc. handled there. |
| **Distribution providers** | Pallas Foods, Odaios, Corrib Foods, Glanbia, La Rousse, Condrens and Michael Twomey Butchers are the predominant distributors. |
| **Advice to new suppliers** | New suppliers must be prepared before they approach the Purchasing Office, i.e. they must have done their market research and have spent time understanding and building their knowledge about the Doyle Collection business.<br><br>The product offering must have a reasonable expectation to fit with the business or replace an already existing product. Distribution must be established, particularly for artisan foods. Alternatively, artisan producers should link in with one of the group's distributors to bring forward a proposal. |
| **Other information** | Credit terms are 30 – 45 days maximum. |

| Limerick Strand Hotel<br>Address: Ennis Road, Limerick City, Co. Limerick<br>W: www.strandhotellimerick.ie Phone: 061 421 800 E: hello@strandlimerick.ie | |
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| **Company Profile** | The Limerick Strand Hotel is part of the MHL Hotel Collection (www.mhlhotelcollection.com). The MHL Hotel Collection is a collection of unique and individual hotels in key city and resort locations in Dublin, Galway and Limerick. Each hotel has its' own distinct personality and charm. As unique as the collection is, all of the hotels are united in their commitment to delivering exceptional hospitality to all guests.<br>This profile focuses on the four star Limerick Strand Hotel which opened its doors in May 2007.<br><br>The four star hotel features 184 modern bedrooms, a bar and restaurant, ballroom complete leisure facilities and a suite of conference facilities catering for up to 600 delegates, six of which located on the 6th floor rooftop level of the building. The ratio of Corporate and Leisure is split 50:50. The balance changes according to the time of year.<br><br>The main focus of the hotel is accommodation, followed by the food and beverage offering. The company welcomes a large level of local business for functions and conferences. |
| **Relevant purchasing contacts** | Executive Chef: Tom Flavin<br>Phone: 061 421800<br>Email: tom.flavin@strandlimerick.ie |
| **Product mix** | The Limerick Strand Hotel caters for all dining occasions. Breakfast, lunch and dinner menus are all fully catered for. The food offerings are targeted at a variety of customer groups, according to their needs; dine-in, families on holiday, conference meals, on-the-go and functions are all targeted.<br><br>In addition, the Hotel's resident cafe, the *Terrace Cafe* sells a range of homemade cakes and scones prepared by the Hotel's pastry chef.<br><br>Cuisine is a mix of modern Irish and European. Everything is prepared in the hotel kitchens from scratch.<br><br>The hotel has three dedicated pastry chefs that prepare all desserts, pastries and other sweet products. Produce is sourced as much as possible locally. |

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| **Opportunities for Irish food and drink suppliers** | There is an ethos of supporting local food and drink producers and new producers are welcome to approach the hotel.<br><br>The group has very strong relationships with their existing suppliers. It is their opinion that existing suppliers are able to supply all their requirements.<br><br>The group does not see new areas for growth in terms of product offering as they mainly buy ingredients rather than finished or part-finished products. |
| **Purchasing policy and supplier requirements** | Full traceability from source to plate is required for inclusion on menus and website for customers. Quality and pricing play a huge role in deciding factors for certain produce.<br><br>HACCP certification is a pre-requisite. Suppliers are audited by the group and cost of this is borne by the group.<br><br>Purchasing is centralised and the hotel works with other hotel groups from time to time to ensure better buying power and more competitive pricing.<br><br>Negotiation and purchasing is mainly completed via the Executive Chef due to his existing strong relationships with suppliers.<br><br>The group does not operate a formal tendering operation, so there are no key tender dates. They are very flexible about delivery windows, especially with small producers. Larger suppliers are asked to schedule their deliveries for times when staff are available for unloading. Times are negotiated with each supplier for each hotel.<br><br>Orders are placed on Procure Wizard. The group is flexible about packaging requirements, but prefers that suppliers use returnable and recyclable packaging. There are no special requirements regarding labelling beyond what is legally required.<br><br>Shelf life expectations vary between products, with daily deliveries required for certain fresh products. |
| **Distribution providers** | The Limerick Strand Hotel purchases from the following distributors and suppliers:<br><br>• Musgrave Foodservices<br>• Bewleys<br>• Irish Pride (breads)<br>• Dawn Dairies (milk)<br>• CS Fish (Doonbeg)<br>• Clancy Lewis (fruit & vegetables)<br>• Bally Salads (salad) |

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| | • Croom Farm (eggs)<br>• Pallas Foods and La Rousse (speciality products)<br>Goods are delivered directly to each hotel. |
| **Advice to new suppliers** | New suppliers should contact the Executive Chef by email with any requests as he is the final decider in all purchasing matters.<br><br>Suppliers are advised that they must offer a competitive quote. The hotel is keen to source artisan products from local producers as there is a strong emphasis on supporting indigenous industry. |
| **Other information** | Credit terms are 30 days.<br><br>The company has LTAs (Long Term Agreements) with some suppliers, especially for items such as tea, coffee and beverages. For fresh products, LTAs are not used.<br><br>There is no room for brands within the company.<br><br>The Limerick Strand Hotel has both chilled and frozen storage facilities. |

| O' Callaghan Collection<br>Address: Hospitality House, 16-20 Cumberland Street, D2<br>W: www.ocallaghancollection.com P: 01 607 3900<br>E: info@ocallaghancollection.com | |
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| **Company Profile** | O'Callaghan Collection is one of the leading privately-owned hotel groups in Ireland. O'Callaghan Collection is a group of six luxurious and boutique hotels in Dublin, and Gibraltar, all of which have been recently updated and refurbished,<br><br>The hotels are situated in convenient locations, providing a comfortable resting spot just minutes from the city centre. Each hotel has its own unique identity, with special features such as work hubs, terrace area, cocktail bars and specialty restaurants carefully chosen with the needs of guests in mind. The hotels all have meeting rooms to suit every event, both business and leisure, and fully equipped gyms.<br><br>Dublin based hotels comprise The Alex; The Green; The Davenport and The Mont. The hotel in Gibraltar is The Elliott Hotel, opened in 1996. |
| **Relevant purchasing contacts** | Head of Group Procurement: Ruth Duggan<br>Email: ruth.duggan@ocallaghancollection.com<br>Phone: + 353 (0)1 607 3572<br>Preferred method of contact is email. |
| **Product mix** | O'Callaghan Collection Hotels offers all eating occasions: breakfast, lunch, coffee, bar food, banqueting, restaurant dinners and snacks.<br><br>Restaurants and Bar brands within the group include the following:<br>• Platform 41 Outdoor Terrace (The Alex)<br>• Steam Café (The Alex)<br>• The Carriage Bar and Restaurant (The Alex)<br>• Speranza Italian Restaurant (The Mont)<br>• The Sin Bin Bar (The Mont)<br>• The 1863 Lounge Bar (The Davenport)<br>• Lady Jane Dining Room (The Davenport) |
| **Opportunities for Irish food and drink suppliers** | The group is constantly working on developing menus that correspond to the lifestyle and eating habits of guests and use genuine Irish food.<br><br>O'Callaghan Collection has strong relationships with its suppliers and focuses on purchasing locally to support Irish suppliers.<br><br>Producers will be named on the menus where appropriate and a producer with an innovative product should request this support. |

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| **Purchasing policy and supplier requirements** | Good quality produce and products are the cornerstone of the group's purchasing policy. Equally, ingredient pricing is an important function.<br><br>The Head of Group Procurement will visit potential suppliers, to check premises and production processes.<br><br>Full HACCP and EHO accreditation and the most recent audit documentation must be available on request at all times.<br><br>Purchasing is centralised through the Head of Group Procurement, who sets the terms.<br><br>The hotels themselves place the orders directly with approved producers.<br><br>Tendering is generally every 12 months, but prices are monitored regularly as part of ongoing cost reviews and regular contact is kept with all incumbent suppliers.<br><br>Since December 2018 O'Callaghan has transferred all of its orders process to *Advance Procure Wizard* which has made the process more efficient and precise.<br><br>Deliveries are made six days per week and vary by product category. Fresh food is delivered on a daily basis and deliveries are made directly to each hotel. |
| **Distribution providers** | O' Callaghan Collection uses Irish suppliers where possible. The suppliers listed below relate to Irish hotels only:<br><br>Meat suppliers:<br>• FX Buckley<br>• O' Mahony Meats Ltd<br>Fish supply:<br>• Kish Fish<br>Fruit and Veg supply:<br>• Keelings Select<br>Food supply:<br>• La Rousse Foods Ltd<br>• Pallas Foods<br>• Corrib Foods<br>• Italicatessen<br>• Odaios Foods<br>Bread is supplied by Irish Pride. Tea and coffee are supplied by Bewleys (all Hotels in Dublin) and Cloud Picker (Steam Café). |
| **Advice to new suppliers** | New suppliers should contact the Head of Group Procurement, preferably by email. |

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| | Suppliers are advised to offer competitive quotes. The product offering must have a reasonable expectation to fit with the business or replace an already existing product.<br><br>O'Callaghan expect suppliers to approach them with interesting and innovating new products. |
| **Other information** | Credit terms are 30 days end of month of month of invoice. |

| The Talbot Collection<br>Address: On The Quay, Wexford<br>Website: www.talbothotels.ie Phone: 053 9122 566 Email: sales@talbothotel.ie | |
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| **Company Profile** | The Talbot Collection is a family business, owned by the Pettitt family who also own six SuperValu retail outlets in the Southeast; four in Co. Wexford, one in Co. Kildare and one in Co. Wicklow.<br><br>The Talbot Collection consists of five hotels as follows: Talbot Hotel Wexford; Talbot Hotel Carlow with The Dome Family Entertainment Centre; Talbot Hotel Stillorgan; Midleton Park Hotel and Oriel House Hotel. The Collection also includes a luxury aparthotel; Talbot Suites at Stonebridge and the private wedding and corporate events venue Newbay House Wexford. For more information visit www.talbothotels.ie |
| **Relevant purchasing contacts** | Purchasing Manager: Lorraine Minnock<br>Email: lminnock@talbothotelgroup.ie<br>Phone: 053 9122 566<br>Please contact each individual hotel to connect with their Head Chef. |
| **Product mix** | All hotels in the group offer breakfasts, lunches, dinners, bar food, function catering, snacks and beverages.<br><br>The hotels serve a broad range of customers including business and leisure clients on long and short stays. The hotels aim to be family, as well as business oriented.<br><br>A broad cuisine is served, including a range of meat, poultry, fish and vegetarian dishes and salads. Specialist ethnic dishes are not a feature of the menus but are available upon request.<br><br>The majority of meals use fresh, local ingredients where possible. The deciding factor is always quality. The hotel kitchens also produce homemade breads, desserts, preserves and some flavoured oils. These products are available to purchase in certain hotels.<br><br>Relatively few pre-prepared ingredients are used, the main exceptions being some sauce mixes and pastry cases. |
| **Opportunities for Irish food and drink suppliers** | Growth areas for food noted by the company are gluten-free and vegan foods. Food with locally produced ingredients is very popular with the company's customers.<br><br>The company ethos is to provide delicious and creative dishes that represent value for money. |

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| **Purchasing policy and supplier requirements** | Support to local food and beverage suppliers is paramount with each property creating strong bonds within the community to support jobs and drive local commerce.<br><br>Supplies are sourced by the Head Chef of each property with support and guidance also offered by the General Manager of each property and Group Purchasing Manager.<br><br>All orders are placed through Access Procure Wizard, and suppliers must conform to the e-procurement process if interested in supplying the Company.<br><br>Terms and conditions are set centrally by the Purchasing Manager.<br>Communication with suppliers is generally via the Head Chefs for each hotel who meet regularly with sales representatives of suppliers and distributors. The Chefs also try to maintain regular telephone contact with suppliers and (in the case of larger suppliers), the telesales teams.<br><br>Delivery windows are specified for suppliers. Normally a day and time are specified. Many items can be accepted between 7:30AM and 4:00PM. The arrangements may vary between hotels.<br><br>Suppliers are not subject to formal audits, although HACCP is insisted on where relevant. The Head Chef of a hotel would generally visit food producers' premises before finalising supply.<br><br>The hotels purchase fresh rather than frozen ingredients. All vegetables and potatoes are purchased as fresh and pre-prepared, but not pre-cooked.<br><br>All food supplies to the hotels must be properly sealed and wrapped according to the specification on the order. There are also strict requirements for weight per package. These are set out during the ordering process. |
| **Distribution providers** | The hotels use a variety of distributors for food and ingredient purchases. Sometimes goods are purchased directly from suppliers, e.g. beef. Other goods may be purchased via distributors such as Pallas Foods or La Rousse Foods. |
| **Advice to new suppliers** | New suppliers should make first contact with the company via the Head Chef of a particular hotel. Email is preferred as it is more convenient for 'hands on' Chefs. If the product is considered suitable, it may be referred for discussion between the supplier, the Chef and the Purchasing Manager. |
| **Other information** | Credit terms offered to suppliers are normally 30 days, but this may vary in individual cases. |

## Tifco Hotel Group

Address: c/o Tifco Ltd 31, Northwood Court, Northwood Park, Santry, Dublin 9
Website: www.tifcohotels.ie Phone: 01 862 9000 Email: tcolman@tifcohotels.ie

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| **Company Profile** | Tifco Hotel Group comprises several large international hotel brands including:<br>• Hard Rock Hotel, Dublin<br>• Crowne Plaza Hotel, Dublin Airport<br>• Crowne Plaza Blanchardstown, Dublin 15<br>• Crowne Plaza Dundalk, Co. Louth<br>• Holiday Inn Express, Dublin Airport.<br>• Hilton Kilmainham, Dublin<br>• Arthaus Hotel, Dublin open 2020<br><br>Additional hotels managed by the Group include:<br>• Clontarf Castle Hotel, Co. Dublin<br>• Cork International Airport Hotel<br>• Cork Airport Hotel<br>• Metropole Hotel, Cork<br>• Hotel Killarney, Kerry<br>• Innishfallen Killarney, Co. Kerry.<br>• Clybaun, Galway<br>• Kinsale spa & Lodge, Cork<br><br>Tifco Hotel Group is one of Ireland's leading hotel companies, which currently owns and manages a portfolio of 3 and 5-star hotels.<br>The group has a proven track record as an award-winning, standards-focused, hotel operator and is one of the only hotel companies in Ireland to have received the EFQM Level 5 award and Deloitte Best Managed Companies in Ireland.<br><br>The first Hard Rock Hotel opens in February 2020, opposite Dublin Castle.<br><br>The group owns and operates (under franchise from InterContinental Hotel Group) three Crowne Plaza Hotels in Ireland (including the Crowne Plaza Dublin Airport; Crowne Plaza Dublin-Blanchardstown and the Crowne Plaza Dundalk) and two Holiday Inn Express Hotels at Dublin and Stuttgart Airports.<br><br>The 204 bedroom Crowne Plaza Dublin Airport is one of the largest hotels for conferences meetings and events in Dublin. The main conference room can cater for up to 1,000 delegates and there are an additional 24 meeting rooms. |

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| | Tifco also manages several hotels, including Clontarf Castle Hotel; Hotel Killarney, Cork International Hotel; and the Cork Airport Hotel.<br><br>Tifco is actively looking at potential opportunities for acquisition and development in Ireland, to further expand the group and they hope to develop and purchase additional hotels over the next couple of years in the key urban markets, as and when the right opportunity presents.<br><br>Further information on Tifco Hotel Group can be sourced from www.tifcohotels.ie |
| **Relevant purchasing contacts** | Procurement Manager: Tom Colman<br>Email: tcolman@tifcohotels.ie<br>Phone: 01 862 8826 |
| **Product mix** | The wide range of guests results in a wide variety of foodservice offerings including: formal dining, functions, breakfasts, lunches, and casual dining and bar food. |
| **Opportunities for Irish food and drink suppliers** | Food is a huge part of the business and a critical part of the group's success over the years and presentation and quality are a fundamental element of that.<br><br>Tifco advocate the importance of buying the best quality produce to achieve the best results, with chefs that are passionate about food, spending time preparing every dish and sourcing the freshest ingredients- farmed locally by Irish and local growers where possible.<br><br>The company develops strong relationships with their core suppliers, in a partnership approach that supports a relentless pursuit of quality and new innovations in the kitchens and meticulously agreed specifications to ensure consistency.<br><br>Tifco is also focused on sustainability and has recently signed up to the Chartered Institute of Purchasing & Supply Sustainability Index, which all of their core suppliers must register and adhere to in order to demonstrate the sustainability of their own supply chain.<br><br>Sourcing the right product for their chefs is an art in its self, where price is as important as freshness, as quality, as supporting indigenous producers.<br><br>The company conducts competitive tenders each year and has set up a Chef's Council to taste each new product on their menus, to ensure that their food sourcing process delivers the best food offering to their guests. |

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| **Purchasing policy and supplier requirements** | Group purchasing policy favours family owned and run Irish food producers. Purchasing decisions are made by the Procurement Manager in close consultation with the Head Chefs of each hotel.<br><br>Food supplies are delivered directly to each hotel. There is no centralised delivery and distribution system.<br>EDI (electronic data interchange) is not used by the group.<br>Once terms have been agreed, orders are placed by the chef at each hotel.<br><br>Delivery windows must be arranged with each individual hotel. For fresh products deliveries can be required up to six days per week.<br>Before they can supply the group, suppliers must complete a supplier questionnaire. First-time suppliers are also subject to audit and must have HACCP systems in place. The audit is carried out by an independent consultant hired by the group.<br><br>Hotels in the Group will accept most types of packaging, however wooden packaging is not permitted in kitchens. Suppliers should make arrangements for re-cycling or collection and return of packaging. There are no special labelling requirements beyond what is required by law. |
| **Distribution providers** | Distribution is direct to each hotel or via local distributors, as this can provide a great deal of flexibility.<br><br>The company maintains a preferred list of distributors. |
| **Advice to new suppliers** | Potential new suppliers should approach the Procurement Manager, who will discuss the approach with hotel chefs before making a decision. A supplier can also approach a chef directly, who will in turn contact the Procurement Manager. |
| **Other information** | Credit terms for suppliers to the Group are normally ‘45 days ’.<br><br>The group prefers to have Long Term Agreements with suppliers where possible, although the precise terms will depend on the type of food product that is supplied. The majority of purchasing agreements are for at least one year and some are for up to three years, with provision for price reviews, depending on the market. |

| Windward Purchasing Limited<br>Address: Windward Purchasing, 19-20 Fleet Street, Dublin 2<br>Website: www.winmgt.ie Phone: (01) 878 7100 Email: info@winmgt.com | |
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| **Company Profile** | Windward Purchasing is the procurement arm of Windward Management, a group of experienced hotel operators, currently managing the procurement activity for some 30 + hotels throughout the island of Ireland. |
| **Relevant purchasing contacts** | Director of Procurement: Niall Kelly<br>Procurement Manager: Colm Killackey<br>Tel: (061) 770 007<br>Email: purchasing@winmgt.com |
| **Product mix** | All dining occasions are catered for with a wide variety of cuisines being provided for across all the various hotels, encompassing both local and international dishes. |
| **Opportunities for Irish food and drink suppliers** | Windward has a strong preference to source and buy Irish and local where possible. There is no interest in procuring foreign substitutes for food that is available locally.<br><br>The Director of Procurement goes to great lengths to ensure that where feasible, the origin for each food ingredient is Irish.<br><br>There are always opportunities for suppliers who have a quality offering, represent good value for money and can work with supplying the various sites across the country. |
| **Purchasing policy and supplier requirements** | There is a preferred nominated supplier listing in place.<br><br>All suppliers must have strong HACCP in place and those with BRC and Bord Bia Quality Assurance Mark will be looked upon more favorably.<br><br>Suppliers must be willing to cover the cost of any supplier audit.<br><br>Purchasing is centralised, with distribution to each outlet.<br><br>All orders are placed through Procure Wizard, and suppliers must conform to the e-procurement process if interested in supplying the Company. |
| **Distribution providers** | The group's preference is to deal directly with both producers and distributors and build on key relationships. All suppliers must have their own distribution service. |
| **Advice to new suppliers** | Interested suppliers should send an email to the Director of Procurement including: company information, structure, trading history and key categories in which they specialise.<br><br>Advice to new suppliers is to be innovative and to contact the Company with any new product ideas. |

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| **Other information** | Credit terms are 30 days from end of month.<br><br>Long Term Agreements (LTA's) are in place with key suppliers.<br><br>Branded products are used based on consumer demand.<br><br>There is greater demand for fresh produce, though both chilled and frozen storage facilities are available. |

# TECHNOLOGY

## Access Hospitality

Address: Unit 1, Oranmore Business Park, Oranmore, Co. Galway
W: www.accesshospitality.ie P: + 353 91388091 E: sales@accesshospitality.ie

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| **Company Profile** | Access Hospitality is a leading provider of food and beverage software solutions in the hospitality industry. The programs include;<br>1. Purchase to Pay Software (Procure Wizard)<br>2. Food & Beverage Management System<br>3. Stock Control Systems<br>4. Reservations & Ticketing (Collins)<br>5. HR & TNA<br>6. EPoS<br><br>The Company's suite of tools integrate with each other; providing customers with a single touch point to control all their business costs.<br><br>The software provides a complete kitchen management system that gives full visibility over menus, dishes, waste management, stock, allergens and nutrition resulting in a tighter control over margins.<br><br>The Access Procure Wizard proposition to suppliers includes:<br>• Order Management<br>• Product Management<br>• Price Management<br>• Invoice Management<br>• Reporting<br><br>Customers (i.e. Foodservice Operators and Distributors) hold responsibility for setting up producers on the system.<br><br>It is important for the producer to firstly establish a direct trading relationship with the foodservice operator or distributor customer.<br><br>The front end of the Procure Wizard system facilitates ordering, prices and product management.<br>The backend of the system manages invoices and credit notes and reconciles with the accounts. This is the *Purchase to Pay* Module.<br><br>Once producers have a relationship with one customer, they can approach other customers using the system directly. The foodservice operator or distributor creates a link to the producer so the producer has sight of volume being put through the system. |

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| **Relevant purchasing contacts** | Tom Doherty, Sales Director<br>Tel: 087 294 3131<br>Email: tom@accesshospitality.ie<br>Preferred method of contact is email or mobile. |
| **Product mix** | The Access Hospitality Platform consists of 6 main programmes:<br>1. Purchase to Pay Software (Procure Wizard)<br>2. Food & Beverage Management System<br>3. Stock Control Systems<br>4. Reservations & Ticketing (Collins)<br>5. HR & TNA<br>6. EPoS |
| **Opportunities for Irish food and drink suppliers** | Access Hospitality currently has over 750 customers on the island of Ireland covering Hotels, Restaurants, Bars, Garden Centres and Nursing Homes including: Dalata, MHL Collection, Winward Management, Mercantile Group and iNua Hospitality.<br><br>The system also works well for smaller groups and independent establishments.<br><br>There are currently 1,100 full system suppliers. |
| **Purchasing policy and supplier requirements** | For Procure Wizard, a full system supplier manages their own data on the system for their specific customers, this include pricing and invoice reconciliation.<br><br>Producers must firstly establish a relationship with the foodservice operators or distributors they wish to supply. Foodservice operators and distributors then contact Access Hospitality to let them know that they wish to purchase from a specific producer.<br><br>Access will in turn contact the relevant producer and upload them to the system. Once producers have their products and prices set up on system, they can have visibility of all existing customers using Access Procure Wizard.<br><br>Access Hospitality software are all Cloud based systems.<br><br>There is a small admin charge for suppliers to be put up on the system, this ranges from €50 to €150. |
| **Distribution providers** | Key Distribution Suppliers include Musgrave MarketPlace, Pallas Foods, Lynas Foodservice, BWG Foodservice and Henderson's.<br><br>Refer to the APW website for a full list of suppliers.<br>https://accesshospitality.ie/ |

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| **Advice to new suppliers** | Be aware that a growing number of foodservice operators are placing orders electronically as they move away from more traditional ordering methods. |
| **Other information** | Payments are still made directly from the foodservice operator to the distributor or producer. Procure Wizard is just the portal to manage the relationship between customer / supplier, it is not a Purchasing Group. |

| **Nutritics **NEW*** <br> Address: 22 Town Centre Mall, Main Street, Swords, Co Dublin <br> W: www.nutritics.com Phone: (01) 699 4302 E: info@nutritics.com | |
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| **Company Profile** | Nutritics is the leading provider of recipe development and menu management software to the food industry. Their user friendly software allows for ease of compliance with food law, optimal menu management and facilitates a direct link of food information between suppliers, operators and customers.<br><br>The Company was founded in Ireland in 2013 and has grown organically to now serve over 10,000 food businesses in 100+ countries. It is the only software business globally to be independently accredited by EUROFIR for accuracy in recipe calculation methods.<br><br>The software provides a complete menu management system including:<br>• Direct link with suppliers to share food information<br>• Food labelling design, cost management, waste management, automated allergen & nutrition calculation, menu engineering<br>• Customer & online ordering, digital menus and food label printing<br><br>The software contains a database of foods supplied into the Irish market, from which operators build recipes and menus. It is therefore important that any supplier wishing to sell into the Irish market establishes a relationship with Nutritics, either directly or through the foodservice operator to add their products to the database for use.<br><br>The software is used across the sector in commercial and non-commercial settings such as restaurants, caterers, hotels, pubs, retail, manufacturing and healthcare.<br><br>Nutritics also offers products to the healthcare, elite sport and education sectors for individual meal planning and dietary management purposes. These offerings integrate directly with its foodservice offering to provide a complete food management offering in these settings. |
| **Relevant purchasing contacts** | Stephen Nolan<br>Chief Operating Officer & Head of Foodservice<br>Tel: (01) 6994302<br>Email: stephen.nolan@nutritics.com |

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| **Product mix** | The Nutritics offering consists of three main components:<br>1. Supplier Portal:<br>Live information feed direct with Suppliers to enhance transparency, accuracy and reliability of food information.<br>2. Back of House Recipe Development & Menu Management:<br>Recipe and allergen management, detailed cost analysis, waste monitoring, nutrition calculation, automated food labelling templates, menu engineering.<br>3. Customer ordering, digital menu viewer and label printing:<br>Print food labels, allow customers to order based on menus in back of house system (choices can be filtered based on desired meal e.g. vegetarian option). Menu performance can also be reviewed through an analytics dashboard to see what customers are viewing and ignoring. |
| **Opportunities for Irish food and drink suppliers** | Nutritics is used by Irish food operators to review product information and build their menu offer These operators are in commercial and non-commercial settings such as restaurants, caterers, hotels, pubs, retail, manufacturing and healthcare.<br><br>Suppliers are encouraged to have their product information available within the Nutritics system, not only to improve listing opportunities with foodservice operators, but also to engage with additional Nutritics customers across the healthcare, sports and education markets that require product information for dietary analysis and meal planning purposes.<br><br>Nutritics can also assist suppliers by supporting the development of compliant food labels. |
| **Purchasing policy and supplier requirements** | Suppliers manage their own information on Nutritics and they can choose to share this with specific customers or the general Nutritics user base. Information is added via a secure login to the Nutritics cloud based system.<br><br>Suppliers must either contact Nutritics directly (suppliers@nutritics.com) to add their products to the system, or they will be contacted by Nutritics if a customer wishes to add their information.<br><br>Nutritics does not engage in any promotion of specific suppliers and all information is made available on an equal basis to each Nutritics user. |

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| | There is an administration charge of €100 per supplier per anum to maintain the portal. The portal is managed on a not-for-profit basis to assist suppliers with providing their information to the industry. |
| **Distribution providers** | Nutritics works with both large and small food distributors and suppliers across the island of Ireland. A full list of current suppliers is available to all Nutritics users within the software.<br><br>Nutritics also works with international suppliers and distributors supplying products into Ireland and Irish suppliers and distributors providing their products internationally. |
| **Advice to new suppliers** | Please get in touch with any of the Nutritics team if you have comments or questions about adding your product to the software.<br><br>The team at Nutritics are available to help and have vast experience in providing support and guidance to onboard your products.<br><br>Nutritics is a strong supporter of the Irish food industry and want to connect stakeholders to enable better food choices. |
| **Other information** | The COVID 19 pandemic has seen an acceleration in the move towards technology within the sector, in particular to assist with food law compliance, cost management and online ordering. |

# GROUP PURCHASING

| First Choice Purchasing Ltd<br>Address: Morrison House, Morrison's Island, Cork, T12 XER2<br>W: www.firstchoicepurchasing.com P: 021 239 0060 E: info@firstchoicepurchasing.com | |
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| **Company Profile** | First Choice Purchasing Ltd. is a professional outsourced procurement company for the hospitality industry & nursing homes.<br><br>With over 900 customers and annual purchases of more than €100m, First Choice Purchasing can ensure that their client's avail of the most competitive pricing in the market. Their focus is on price, quality, and service.<br><br>First Choice Purchasing Ltd. are the nominated procurement partners for members of Nursing Homes Ireland.<br><br>The company delivers value to Nursing Homes, Hotels, Gastro Pubs, Restaurants and Coffee Shops. |
| **Relevant purchasing contacts** | Trading Assistant: Michelle Walsh<br>Email: mwalsh@firstchoicepurchasing.com<br>Phone: 021 239 0060<br>General Manager: David Reynolds<br>Email: dreynolds@firstchoicepurchasing.com<br>Mobile: +353 86 466 9125 |
| **Product mix** | Access to over 16,000 products, in areas such as:<br>- Fresh Meat, Fish, Poultry, Speciality foods<br>- Fruit & Veg – Fresh & Frozen<br>- Breads: Sliced & Speciality<br>- Dairy: Milk, Creams, Spreads, Desserts<br>- Beverages: Coffee, Soft drinks, Bottled Beer, Spirits and Wines, Minerals.<br>- Non-food: Consumables, Guest amenities, Linen, Stationary<br>- Services: Waste, Power, Pest Control, Gas, PPE Equipment.<br>- Merchant Services, Disposable Packaging |
| **Opportunities for Irish food and drink suppliers** | With a portfolio of over 900 customers, FCP provides suppliers with a greater access to the Irish market.<br><br>First Choice Purchasing Ltd. are always delighted to meet with new suppliers and manufacturers. All products are distributed through nominated distributor partners. |
| **Purchasing policy and supplier requirements** | The company works well with suppliers that provide value and quality goods and services.<br><br>All products and services must comply to EU standards. |
| **Distribution providers** | First Choice Purchasing work with a wide range of distributors. Please see www.firstchoicepurchasing.com for a list of current nominated distributors. |

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| | Distributors are selected via a tender process and the company aims to have one nominated distributor by product category to ensure that the nominated distributor will have access to all First-Choice Purchasing customers. |
| **Advice to new suppliers** | First Choice Purchasing would be delighted to hear from suppliers.<br><br>Contact David on Email: dreynolds@firstchoicepurchasing.com to arrange a meeting. |

| Trinity Purchasing Ireland & UK<br>Address: Newenham House, Northern Cross, Dublin, D17 AY61<br>W: www.trinitypurchasing.com Phone: 01 8160700 E: acruite@trinitypurchasing.com | |
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| **Company Profile** | Trinity Purchasing is an international procurement organisation that focuses on the hospitality industry. It is an Avendra owned Company. Avendra is North America's leading hospitality procurement services provider: www.avendra.com<br>Members are able to achieve considerable savings through collective purchasing activities.<br><br>Trinity Purchasing collaborates with over 1,000 affiliated hotels and restaurants in Belgium, the Netherlands, France, Germany, Ireland, and the United Kingdom. Their customer portfolio covers all hospitality industry sectors, ranging from budget to five-star hotels, as well as golf resorts, rest homes, recreation centres and hotel schools.<br><br>Owners and operators can take advantage of the industry expertise and resources of a leading Procurement company on an 'a la carte' basis and cherry pick from a range of proven supply chain services.<br><br>Trinity Purchasing employ over 30 full time staff that can tailor individual support services to market profiles, ensuring that profitability is maximised and cost efficiency is maintained at all times.<br><br>Areas of expertise :<br>✓ **Procurement negotiation**<br>✓ **Relationship Management**<br>✓ **F&B Concepts**<br>✓ **Menu Costing & GP Management** |
| **Relevant contacts** | General Manager \| Trinity Purchasing Ireland & UK : Alan Cruite<br>Phone: 086 020 0499<br>Email: acruite@trinitypurchasing.com |
| **Opportunities for Irish food and drink suppliers** | Trinity Purchasing is always seeking innovation in product offerings. Sourcing Irish produce is favoured, provided suppliers can compete against European counterparts on a price basis.<br><br>Competitive pricing is the key consideration in all purchasing decisions but quality, consistency and level of service are also heavily weighted in the decision making process.<br><br>Opportunities will always exist for suppliers who offer quality, range and value for money. Irish brands that are perceived to offer quality will take preference provided the price point is competitive. |

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| | Healthy and organic products have been identified as a growth area, offering opportunities for producers who can supply products made from natural ingredients with few additives or preservatives at competitive prices.<br><br>Own brand/ label substitution of equal or better quality is also an area of interest where brand does not have direct interface with the consumer.<br><br>Heat & Serve offerings will become more important in mid-market hotels as the quality of finished product improves; this is due to reduced labour costs.<br><br>There is a preference to work with suppliers that have a small waste footprint and favour recycled and/or returnable packaging where possible. |
| **Purchasing policy and supplier requirements** | Suppliers must have a desire to work closely with Trinity Purchasing, using resources collectively in a mutually beneficial way. There is a strong preference to work with suppliers that can accommodate the various profiles of our clients and have nationwide distribution capability.<br><br>Suppliers must have the necessary infrastructure and resources to proactively manage individual accounts in a professional and customer focused manner.<br><br>Suppliers must be able to deliver to each individual site, or to a nominated company distributor. The frequency of deliveries depends entirely upon the needs of each property at local level. Suppliers must be flexible in this regard.<br><br>Supplier trading agreements exist with all key nominated suppliers. Agreement dates vary, but typically last for a 12 month period and run from January to December where possible. These are reviewed and retendered at year end.<br><br>Monthly sales reports and annual volume reports must be provided and key suppliers must also attend quarterly or bi-annual review meetings.<br><br>All suppliers must have appropriate accreditations in place before they will be considered. |

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| **Distribution providers** | Trinity Purchasing work with a wide range of suppliers and distributors.<br><br>Distribution is direct to each property.<br><br>Suppliers are selected via the tender process and Trinity Purchasing prefers to have one nominated supplier by type of goods/ service to encourage full compliance. In some cases this is not always practical, in which case secondary suppliers are appointed. |
| **Advice to new suppliers** | Suppliers should visit the website www.trinitypurchasing.com and/ or contact Ken ORiordan Procurement Manager koriordan@trinitypurchasing.com for more information and details on how to become a nominated supplier.<br><br>All suppliers are carefully vetted. References may be sought. |

# LEISURE/EVENTS

| Feast<br>Address: 56a Blackthorn Road, Sandyford Industrial Estate, Dublin 18<br>Website: www.feast.ie Phone: 01 293 3934 Email: info@feast.ie | |
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| **Company Profile** | Based in Dublin, Feast Catering is a full-service catering company established in 2003, with many years experience running a variety of events from private parties or barbeques in clients' homes to corporate catering for product launches, gala dinners and marquee weddings. Feast is part of the Itsa Group (profile included in the *Coffee Shops* section of this Directory).<br><br>Feast is increasingly catering for conferencing and weddings. It also operates the catering at Powerscourt House and Gardens, in addition to the Royal Hospital Kilmainham. Feast operates a number of catering services for the OPW including Dublin Castle and Farmleigh. |
| **Relevant purchasing contacts** | Head Chef<br>Email: hqkitchen@itsa.ie (preferred method of communication). |
| **Product mix** | The focus is very much on high quality, fresh produce, meats and ambient goods.<br><br>Feast offer a range of cuisines targeting a broad range of customers from weddings to corporate events.<br><br>Cooking is from scratch at a centralised location (occasionally on site) and freshness is always paramount. |
| **Opportunities for Irish food and drink suppliers** | Different specialised artisan lines are always of interest, especially high-end wines, coffees, snacks and meats.<br><br>Desserts are of particular importance to certain menus.<br><br>Opportunities exist for suppliers of fresh meat, poultry and fish.<br><br>Other areas of interest include healthy snack products and innovative Irish drink products ranging from health based to organic beverages. |
| **Purchasing policy and supplier requirements** | The company has a strong preference for local Irish produce.<br><br>Feast requires a minimum of HACCP, while BRC and Bord Bia Quality Assurance (for relevant products) are also welcomed.<br><br>Purchasing is centralised through the Head Chef.<br><br>A supplier audit is conducted with all new suppliers. Existing suppliers are typically reviewed annually, but that is not always the case. |

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| | A six day delivery is preferred, with deliveries required before 11AM.<br>Orders are currently placed by email or phone. The company also uses an inventory system for ordering/receiving goods. Shelf life expectations and requirements are product dependent.<br><br>The company has a core supplier base (approximately 45 suppliers). |
| **Distribution providers** | Pallas Foods, Odaios Foods, La Rousse Foods and Vernon Catering are key partners.<br><br>Deliveries are generally to the central unit in Sandyford where large volumes can be stored. |
| **Advice to new suppliers** | Feast is a strong supporter of Irish, regional artisan products.<br><br>Many suppliers may overlap with other Itsa group businesses e.g. Itsa Bagel.<br><br>Approach the Head Chef and/or existing distribution providers.<br><br>Email is preferred contact option, detailing company and product information, followed up with a telephone call. |
| **Other Information** | 60 day credit terms.<br><br>LTA discounts expected for larger volumes.<br><br>The company is open to stocking branded products.<br><br>The company have both chilled and frozen storage facilities at its Sandyford location. |

| Fitzers Catering Ltd<br>Address: 2050 Orchard Avenue, Unit 3, Citywest Business Campus, Dublin 24<br>Website: www.fitzerscatering.ie Phone: 01 466 3005 Email: sales@fitzerscatering.ie | |
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| **Company Profile** | Fitzers Catering Ltd. relies heavily on the diverse set of culinary skills that it has developed since its inception in 1988 to create signature menus for each and every event.<br><br>Fitzers Catering Ltd. operates in a variety of divisions: Fitzers Corporate Catering, Fitzers Bar Services, Fitzers Event Management, The Savage Food Company, The Vibrant Catering Co. and Fitzers Núrish, our "Online E-Commerce" website.<br>All operate in their own individual style.<br><br>The company prides itself on its ability to be diverse, flexible, budget conscious and, most importantly, customer orientated. It is for these reasons that the company comprises a variety of divisions that can cater for any occasion, in any venue.<br><br>Fitzers Catering Ltd. currently provides the entire catering for The Convention Centre, Dublin, , Leopardstown, Fairyhouse and The Curragh Racecourses and The Law Society Dublin.<br><br>Fitzers Catering also supply a large number of the Film, Festival, Concert and Commercial Events throughout the country. |
| **Relevant purchasing contacts** | Group Executive Chef: Leonard Fearon<br>Purchasing Group Manager: Suzanne Bryan<br>Both can be contacted at (01) 466 3005. |
| **Product mix** | Fitzers Catering Ltd. is committed to the highest quality standards in every aspect of its business. The company actively encourages a balanced diet when designing menus. To ensure that these requirements are controlled and maintained on a consistent basis, Fitzers Catering Ltd. has implemented the following benchmarks:<br><br>1. Irishness<br>2. Health<br>3. Nutrition<br>4. Quality<br><br>The company is committed to buying Irish products and ingredients, when and where possible.<br><br>The majority of its goods are purchased from the island of Ireland. Fitzers Catering Ltd. is committed to purchasing 100% Irish red meat, poultry and dairy. |

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| | Food preparation is venue dependent, however all food is served to give the best quality and taste in compliance with food and safety legislation. |
| **Opportunities for Irish food and drink suppliers** | Food producers should bear in mind that, for many of the events which Fitzers Catering Ltd. caters for, there may be time or equipment issues with the venue which brings its challenges to provide the quality of food and service associated with Fitzers Catering. It is important that producers understand and are aware of this when designing products to suit their menus.<br><br>The company is now catering for outdoor events such as Longitude and Electric Picnic, Marley and Phoenix Park. Requirements at such events include catering for the artists, their entourage, VIP clients and key security. All menus are bespoke and tailor made to each artist/guest requirements, with organic food being extremely popular.<br><br>Fitzers Catering Ltd. has a strong policy of supporting Irish producers and this is communicated on many menus stating that ingredients are Irish.<br><br>The company also has a policy of building long-term relationships with producers. At the same time, the company is open to discussions with new producers of innovative products. |
| **Purchasing policy and supplier requirements** | Fitzers Catering Ltd. operates a tendering process for all of the key categories, and has awarded business for a number of years' duration to successful suppliers.<br><br>Irishness, Quality, Sustainability, Service and Price are all part of the decision criteria.<br><br>The company will look for references from other venues and may arrange on-site audits. Suppliers should note that they bear the cost of these audits. Food safety and sustainability are high on the company's agenda.<br><br>Suppliers can deal with each location, but purchasing is generally centralised via the main office in City West.<br><br>Goods are delivered 7 days a week and the ordering process is done via email and phone.<br><br>Suppliers must be fully compliant with legal labelling, Sustainability and packaging requirements. |
| **Distribution providers** | The company prefers the majority of producers to supply directly. In addition, Musgraves and Caterway distribute specified products. |

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| **Advice to new suppliers** | Fitzers Catering Ltd. places strong emphasis on initial supplier contact and requests that emails, leaflets, etc. be of a professional standard, as this initial contact very often determines whether or not they proceed with a producer.<br><br>Preferred method of contact is through email or phone.<br><br>The company encourages Irish producers to examine the company's menus to see where imported products could be substituted.<br><br>The company also emphasises the importance of producers attending venues like The Convention Centre Dublin and Leopardstown Race Course so that they gain a full understanding of the on-site food requirements.<br><br>Advance research of the company's full operation is essential for producers that wish to succeed. |
| **Other information** | The company has dried, chilled and frozen storage facilities. |

| **John Coughlan Catering Ltd**<br>Address: Unit A Block 1, Links Business Park, Kilcullen, Co Kildare<br>Website: www.johncoughlancatering.com Email: john@johncoughlancatering.com | |
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| **Company Profile** | John Coughlan Catering is a corporate and events catering company founded by John and Barbara Coughlan in 2009. The Directors have over 30 years of experience in the foodservice sector.<br><br>The company specialises in providing top quality food and service to a wide range of customers and events including wedding receptions, celebrations and parties, sporting and entertainment events and corporate dining.<br><br>JC Catering operates nationwide and specialises in Marquee events for the private sector, including weddings.<br><br>JC Catering can cater for up to 2,500 at an event and can provide all resources necessary for large private events. |
| **Relevant purchasing contacts** | Managing Director: John Coughlan<br>Email: john@johncoughlancatering.com<br><br>Operations Director: Barbara Coughlan<br>Email: barbara@johncoughlancatering.com |
| **Product mix** | All eating occasions are catered for and the company offers a wide range of food including gourmet dining, buffet, tapas, full service restaurant, fast food and coffee docks.<br><br>JC Catering tailors catering to each event's requirements. They offer a broad range menu with a focus on top quality cuisine.<br><br>The company buys fresh ingredients and prepares and cooks food from scratch on site including pastry/cakes, breads and sauces. |
| **Opportunities for Irish food and drink suppliers** | JC Catering is very supportive of Irish suppliers and buys predominantly Irish food. As part of a 'green policy', the company is committed to employing local resources and sourcing local products based on event locations.<br><br>The company encourages approaches from suppliers of new innovative products, or where a product would enhance their menus.<br><br>JC Catering are looking for opportunities in high quality Artisan Products, in particular organic produce and fresh vegetables.<br><br>The company is always looking for high quality unique products from good artisan suppliers. |

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| | All products are sourced to a very high standard and this is a pre-requisite of any potential new products. |
| **Purchasing policy and supplier requirements** | JC Catering deals with a broad range of suppliers due to their extensive catering requirements and have a long standing relationship with a number of their key suppliers. Local sourcing and traceability are vital aspects of their sourcing policies.<br><br>Flexibility to deliver at short notice is important, as some events are booked at short notice.<br><br>HACCP is a minimum requirement for all suppliers as is the Bord Bia Quality Assurance mark in relation to meat products. Supplier audits are carried out annually and there is no charge for this activity. The company has strict specifications in relation to sourcing meat products. The company has good relationships with its key suppliers and it has confidence in their traceability systems.<br><br>Purchasing tenders are managed by the Managing Director for all food and beverage items, and the Operations Director for all non-food items. The Executive Chef is the main purchase influencer, along with Front of House and Executive Managers of various event outlets.<br><br>Orders are placed by email or telephone.<br><br>There are no limitations or restrictions on case sizes. Shelf life is product dependent and each sites requirement is considered. |
| **Distribution providers** | Potential suppliers are expected to deliver to the company's central kitchen or to each site as required.<br><br>Key suppliers include: Keeling's, Pallas Foods, La Rousse, Lynas Foodservice, Kish Fish, Glanbia and Johnson Mooney & O'Brien. |
| **Advice to new suppliers** | Email is the preferred method of contact via the Managing Director.<br><br>JC Catering is open to approaches from Irish suppliers. The business is very much food based and it is important that potential suppliers can identify the key benefits of their product. |
| **Other Information** | Credit terms are 30 days, but this is also event dependent. There are no Long Term Agreements in place with suppliers.<br><br>The company is focused on promotion of their own brand, but is also open to working with brands.<br><br>JC Catering sees a growth in organic and artisan food products for the discerning Events sector. |

| Master Chefs<br>Address: Building 7, Delta Retail Park, Ballysimon Road, Limerick<br>Website: www.masterchefs.ie Phone: 061 411 522 Email: sales@masterchefs.ie | |
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| **Company Profile** | For over three decades Master Chefs has been setting standards within the food industry. Over that time the company has evolved from a conventional Event Catering operation to a more diverse and ambitious business, garnering multiple awards along the way.<br><br>An independently owned Irish business, Master Chefs are industry leaders in sustainable practice, fully committed to their goal of becoming a zero waste enterprise as they continue to champion local producers. As Master Chefs continues to grow, their focus on the highest levels of excellence in everything that they do remains unchanged.<br><br>Master Chefs are proud to offer a diverse range of services within the areas of Education, Healthcare, Sport & Leisure, the High Street and Events.<br><br>The company operates as producers, caterers and restaurateurs in their own right, with a number of award-winning eateries including Copia Green - an innovative new sustainable and nutrition-focused café.<br><br>In 2013, the Artisan Food Factory opened an 8,000 sq. ft food facility in Ballysimon, Limerick that serves as a dedicated commissary and test kitchen. |
| **Relevant contacts** | Executive Chef: Colm Chawke<br>Email: chef@masterchefs.ie<br>Phone: 061 411 522 |
| **Product mix** | Cuisine is based on locally sourced Irish produce with French, Asian and Mediterranean influences, and includes a large selection of starters, main courses, finger and buffet food, desserts, breads, salads etc.<br><br>Master Chefs has a central production facility (the Artisan Food Factory) which provides bespoke superior quality breads, cakes and pastries to all of its outlets.<br><br>The company cooks on-site in all of our outlets. |
| **Opportunities for Irish food and drink suppliers** | Master Chefs offer a variety of services, so there is no one specific food type required, however key areas for growth include local artisan products, fresh quality produce from local growers i.e. herbs and salads, new to market and innovative products. |

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| | Distribution is often an issue for artisan producers, but Master Chefs has their own fleet of modern transportation and will accommodate artisan producers, where possible.<br><br>The company is committed to purchasing Irish meat, poultry, eggs and dairy produce, and to sourcing and buying Irish ingredients when available and in season.<br><br>There is some room for brands in the operation due to the number of outlets Master Chefs cater for, but they also operate their own brands e.g. *Copia Green*.<br><br>Master Chefs sees greater growth in chilled rather than frozen foods due to an increased focus on quality. |
| **Purchasing policy and supplier requirements** | Master Chefs has a strong preference to source local produce where possible.<br><br>The purchasing policy is a combination of quality, price and consistency of product quality and service levels. We require guaranteed supply of products.<br><br>All suppliers are audited for QC purposes against our own criteria which must be complied with.<br><br>On site audits carried out by a third party at Master Chefs' request are paid for by the supplier.<br><br>They may look for references from other companies and relevant health authorities.<br><br>New suppliers should have appropriate accreditation from a third party before approaching Master Chefs.<br><br>All purchasing is centralised through the accounts department and the Executive Chef.<br><br>Chefs in larger sites make some purchasing decisions for local specialist produce due to logistical reasons, but all suppliers must be on the approved suppliers list.<br><br>The Executive Chef and chefs at each site place the orders as needed. Terms and the approved suppliers list are decided by Pat O'Sullivan, Managing Director, but all suppliers should contact the Executive Chef in the first instance.<br><br>The majority of suppliers make their own deliveries to sites.<br><br>The preferred case size and shelf life expectations and requirements are subject to individual specs and are unique to each product. |

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| **Distribution providers** | Master Chefs deals directly with producers for most products.<br><br>For dry goods, the company works with Musgrave Foodservices and La Rousse Foods.<br><br>For fruit and vegetables, the company uses Curley's Quality Foods in Galway. |
| **Advice to new suppliers** | Potential new suppliers should contact the Executive Chef on 061 411 522. |

| Prestige Catering Ltd<br>Address: Unit E5 Grange Industrial Estate, Ballycurreen, Cork<br>W: www.prestigecatering.ie P: 086 838 3006 E: jgrimes@prestigecatering.ie | |
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| **Company Profile** | Prestige Catering Ltd. is a specialised bespoke event and contract catering company. It was setup in November 2010 by James Grimes and Colin Ross. Both the Directors have extensive experience in the foodservice sector.<br><br>Prestige Catering caters to a number of markets, principally: staff restaurant, staff dining and facility services. We cater parties, corporate and private events and we offer a turnkey wedding catering and organisational service. The company operates mainly in the south region of the country.<br><br>The company specialises in providing in house dining services to offices and corporate businesses that do not have fitted canteen operations. |
| **Relevant purchasing contacts** | Operations Director: James Grimes<br>Email: jgrimes@prestigecatering.ie M: 086 838 3006<br>Commercial Director: Colin Ross<br>Email: cross@prestigecatering.ie M: 086 838 5797 |
| **Product Mix** | Prestige Catering offers a wide variety of food offerings including BBQs, gourmet luncheon buffets and deluxe sandwich platters.<br><br>Staff canteens are a speciality, the company focus on the product, customers and service offer. Canteen menus feature a broad range of hot and cold dishes, sandwich and salad options.<br><br>The company prides itself in providing excellent value for money and unparalleled service. It understands the importance of working within clients' budgets.<br><br>All food is produced from scratch, either at their own production facility or at each site. |
| **Opportunities for Irish food and drink suppliers** | Prestige Catering are supportive of Irish suppliers, with 90% of produce being supplied by local operators including chicken, beef, fish and dairy.<br><br>The company will only use ingredients from outside Ireland where an Irish option does not exist e.g. coconut milk or spices.<br><br>The company is open to approaches from any Irish suppliers and is consistently looking to offer their customers new and exciting options. The company prides itself on sourcing unique and innovative products. |

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| | The company has identified opportunities in technology-based solutions that will allow them to give their client base a more modern approach to completing the business cycle.<br><br>It is important that suppliers have a well-established supply chain. Product quality, Irish origin and sustainability are all attributes the company looks for in sourcing new products. |
| **Purchasing Policy and supplier requirements** | Prestige Catering Ltd. has a preference to source locally. All prospects for new business should email a price book to James Grimes.<br><br>Purchasing is agreed with the Directors and then monitored by the various team leaders. Unit operators and the Operations Director influence all purchase decisions.<br><br>HACCP is a minimum requirement.<br><br>Purchasing is carried out for both the company's own production facility and each outlet. Each unit is operated as its own profit centre and ordering is handled by each unit manager, however supplier minimum orders are respected.<br><br>Frequency of goods inwards is agreed on mutual benefit. Orders are placed via phone or email.<br><br>Shelf life expectations and requirements are dependent on product category. |
| **Distribution providers** | Distribution providers include Musgrave Foodservices, Pallas and Keeling's. Prestige Catering are also open to direct supply and direct payments. |
| **Advice to new suppliers** | Potential new suppliers should contact the Operations Director by phone after 2PM or by email anytime.<br><br>The company is open to approaches from new suppliers capable of offering a high quality product. |

| With Taste<br>Address: 60-61 Cherry Orchard Industrial Estate, Dublin 10<br>Website: www.withtaste.ie Phone: 01 626 8293 Email: liam@withtaste.ie | |
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| **Company Profile** | Established in 1985, With Taste offers a comprehensive range of Food & Beverage service solutions. The company has developed new dimensions to their business as follows:<br><br>*Hospitality Concepts* offering customers a comprehensive range of innovative food and bar services solutions providing public, corporate and outdoor options to clients and the venues in which they operate. As a wholly owned Irish company With Taste prides itself on combining passion for food with skill and expertise.<br><br>Operating in many locations with vast experience in dealing with high volumes of people, delivering an end to end approach to managing complex and varying venues that require different levels of food and beverage service such as the Royal Dublin Society, National Concert Hall of Ireland and the Round Room at the Mansion House.<br><br>*Corporate Cuisine* – catering for events such as corporate banqueting, fine dining, weddings, etc. Recent events, The Irish Beauty Show, Bloom Festival, Phoenix Park; The Dublin Horse Show 2019.<br><br>The company's in-house central production facility is located in Cherry Orchard, Dublin – a state of the art facility with 20,000 square feet of culinary preparation kitchen (including its own patisserie unit), cold rooms, wine cellars, warehousing and offices. |
| **Relevant contacts** | Managing Director : Barry Coffey<br>Email: barry@withtaste.ie<br>Phone: 01 260 2632 / 083 149 0818<br><br>Culinary Director: Garrett Duff<br>Email: garrett@withtaste.ie<br>Phone: 01 626 8293/ 087 942 6703<br><br>Purchasing & Logistics Manager: Liam Bannable<br>Email: liam@withtaste.ie<br>Phone: 01 626 8293 / 087 767 8333<br><br>Purchasing Officer: Cosmin Deac<br>Email: intake@withtaste.ie<br>Phone: 01 626 8293/ 087 707 8835 |

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| **Product mix** | A wide range of cuisines are provided as events vary from corporate banqueting, fine dining, weddings, themed events, marquee events, conferences and foodservice.<br><br>All food for the catering business is prepared and cooked from quality ingredients in the central kitchen on a cook and serve basis. |
| **Opportunities for Irish food and drink suppliers** | The company is experiencing growth in demand for the foods that it produces in its central production kitchen. This presents an opportunity for Irish producers of raw ingredients.<br><br>The company has a preference to source local produce and supports artisan producers. In addition, the company supports green miles schemes. Environmentally friendly packaging and sustainability is also a growth area in the business.<br><br>With Taste welcomes approaches from suppliers who are proactive and have innovative ideas. The company wants to work in partnership with local suppliers and artisan producers with a view to developing long standing relationships in order to serve the best interest of their customers. |
| **Purchasing policy and supplier requirements** | Compliance to food safety standards, quality, adherence to specifications and pricing are all considerations taken into account when selecting suppliers.<br><br>A standard operating procedure is sent to all suppliers who are required to furnish documentation to substantiate the integrity of their food safety systems. New suppliers receive a general factory visit.<br><br>All suppliers are subject to on-the-spot quality assurance audits that are carried out using the company's internal audit criteria. Audits are paid for by the company as part of their QA specification.<br><br>Purchasing is centralised through the Purchasing Manager who liaises closely with the Executive Chef, a member of Euro Toques Ireland www.euro-toques.ie/<br><br>Orders are placed via phone, email and fax. All deliveries are to the central kitchen depot from where the company services all of its sites.<br><br>Contracts are reviewed on an on-going basis, with food requirements for large events such as the Dublin Horse Show tendered separately.<br><br>The central kitchen operates five to six days per week and daily morning delivery of very short shelf life ingredients is required. |

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| | Shelf life is product dependent, with the majority of produce delivered fresh. |
| **Distribution providers** | The company has over 150 suppliers in total. The supplier list includes fresh meats, fish, dairy, dried goods, fruit and vegetables and bespoke ingredients.<br><br>A considerable amount of small, large and specialist producers and suppliers deliver directly to the central kitchen. |
| **Advice to new suppliers** | New suppliers should contact the Purchasing Manager via email and present a concise business case for their product. The email should be followed up with a phone call to agree the provision of samples.<br><br>Suppliers should be cognisant of the need for competitive pricing in the current market. |

# TRAVEL

| EFG Catering<br>Address: Knockbeg Point, Shannon Airport, Shannon, Co. Clare<br>Website: www.efg.ie Phone: 061 475 629 Email: danny@efg.ie | |
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| **Company Profile** | The core business of EFG Inflight Ltd. is flight catering. The company provides catering services to scheduled and charter flights, including private and corporate jets, which operate through Shannon Airport.<br><br>It has also diversified into retail food manufacturing of a gourmet range of handmade sandwiches and salads under the trade name Zest!<br><br>The company also owns and operates five Zest cafes at the following locations: Ennis, Co. Clare; Pery Sq Limerick, CityEast Retail Park, Ballysimon, Limerick, Caseys Furniture, Raheen, Limerick and the Departures Lounge, Shannon Airport. |
| **Relevant purchasing contacts** | Head Chef: Danny Miller<br>Email: danny@efg.ie<br>Phone: 061 475 626 |
| **Product mix** | Each customer has its own detailed menu specifications.<br><br>The meals for business and first class customers are prepared in- house in accordance with the airline's specifications.<br><br>The meals for economy class passengers are ordered from the UK and Continental Europe through a specialised distribution network.<br><br>The food for private and corporate jets is prepared as per customers' orders using the finest and freshest ingredients. An online order and payment system was added to the company's website to facilitate this.<br><br>The vast majority of in-flight food is prepared to heat, or prepared to eat in advance of boarding. |
| **Opportunities for Irish food and drink suppliers** | EFG Inflight Ltd. hosts menu presentations for its customers from time to time. The use of Irish ingredients is encouraged by the company. However, airlines often have very specific requirements in terms of the origin of ingredients.<br><br>The airline industry can hold significant opportunities for Irish producers. These opportunities should be explored directly with the airlines rather than catering providers such as EFG Inflight Ltd. In 2014 EFG served Aer Lingus, Delta Airlines, United Airlines, American Airlines, with the addition of Kuwait Airlines in 2016 and a number of charter operators. |

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| | Key areas for growth in terms of existing product offering are baked goods and fresh, ready to eat products.<br><br>Many airlines purchase products centrally and products distributed from a central facility in the UK. This represents a significant opportunity for Irish suppliers as it involves a single delivery point. |
| **Purchasing policy and supplier requirements** | A number of factors are taken into consideration as part of the purchasing policy: quality, price, origin of the products, delivery pattern etc. The weight of the factor changes depending on the market segment the product is used in:<br><br>1. Corporate and Private Jets – quality is the only consideration.<br>2. Business and First Class – quality at a reasonable cost.<br>3. Economy – cost is the primary consideration.<br><br>EFG Inflight Ltd has a strong preference to source local produce. Where they have a choice within the specifications laid down by the airline, they buy Irish.<br><br>Suppliers are audited by EFG Inflight on a regular basis in accordance with relevant regulations and best practices in the industry. There is no charge for these audits. Some airlines require monthly microbiological testing of produce.<br><br>Purchasing is centralised through the Purchasing Manager who is influenced in his decision making by the Directors of the company: Ean Malone and Fiona Barry.<br><br>Products are assessed for quality by the Head Chef and the Production Manager. The Chef and Production Manager place orders; predominantly by phone<br><br>Goods are received between 6AM and 4PM.<br><br>The company does not have a preferred case size, but looks for minimal packaging. Labelling must conform to legal requirements. Specific labelling requirements for some products may be agreed with suppliers.<br><br>Shelf-life requirements are very much product specific. |
| **Distribution providers** | The company has over 40 suppliers (both Irish and international) of ambient, chilled and frozen products.<br><br>Major distributors used are: Mangans Wholesale (part of BWG Foodservice), Pallas Foods, Complete Cuisine and Clancy Lewis. A number of local producers deliver directly. They also use artisan providers. |

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| **Advice to new suppliers** | Contact the Purchasing Administrator via email and arrange a meeting via telephone. The company is a strong supporter of local producers. |
| **Other information** | All suppliers are paid on the 15th of the month following invoice and supply.<br><br>EFG Inflight Ltd has Long Term Agreements with its larger suppliers.<br><br>EFG Inflight Ltd has a preference for products which could be labelled or branded for Zest.<br><br>The company has storage facilities for both chilled and frozen foods. |

| HMSHost Ireland Ltd<br>Address: Offic 47,Level 4 Terminal 1 Dublin Airport<br>Website: www.hmshost.international/ Email: eoin.forrestal@hmshost.net | |
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| **Company Profile** | HMSHost Corporation, part of the Autogrill Group, is a world leader in travel shopping and dining in more than 100 airports and 19 countries around the globe. HMSHost Ireland Ltd operates two Food and Beverage outlets at Dublin Airport:<br><br>• Harvest Market (market style free flow restaurant offering a local flavour). The Happy Pear (local branded, plant free dining concept).<br>• The Happy Pear (local branded, plant free dining concept). |
| **Relevant purchasing contacts** | Eoin Forrestal<br>Email: eoin.forrestal@hmshost.net |
| **Product mix** | Selection of locally sourced products, with a mix of some international brands. |
| **Opportunities for Irish food and drink suppliers** | Although a global company, HMSHost fully supports local suppliers and producers where possible. It is HMSHost's philosophy to combine international brands with local companies, as this strategy reflects their target customers. These consist of a mix of Irish and non-Irish travellers.<br><br>All products sold by the company are sourced from local producers and suppliers. If there is a certain product that cannot be obtained through an Irish producer, then an alternative item will be used. |
| **Purchasing policy and supplier requirements** | HMSHost has a strong preference to source local produce.<br><br>All suppliers to HMS Host must be HACCP compliant and registered with the Food Safety Authority of Ireland (FSAI). Audits required to achieve certification must be paid for by the supplier.<br><br>Within a tender process for product categories, HMSHost tries to involve as many local companies as possible.<br><br>From a purchasing and supply chain point of view, HMSHost tries to combine as many suppliers into one overall distribution network as possible.<br>This is to help reduce the number of deliveries into each airport.<br><br>HMS Host aims to use one distributor for most stock items. The agreement of terms is done as part of the tender process where the three parties (HMSHost, producer and distributor) agree on the financials, fees, stocking levels etc. |

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| | All financials are taken into account in a tender round.<br><br>Contact is through the General Manager for Ireland. Orders are placed by the locations themselves. Deliveries are both daily and weekly.<br><br>Ordering from suppliers is by email. Websites are not used for purchasing and Electronic Data Interchange (EDI) is not required, but can be used.<br><br>The company does not have a preferred case size or any particular labelling requirements. All packaging must have full traceability attached to the label. Details are agreed in the tender process. |
| **Distribution providers** | All deliveries to Dublin Airport need to come through an outsourced third party with a logistics centre in Blanchardstown. It is essential that any supply partners engage fully with this third party as significant impact to onward supply to the airport can result if lacking.<br><br>Frequent deliveries from distributors are used in order to reduce stock levels at the airport, to facilitate less handling at the airports and to ensure a frequent supply offer to their units. |
| **Advice to new suppliers** | Contact Eoin Forrestal for Ireland via email in the first instance. |
| **Other information** | The company uses a mix of Irish and international brands at each of its locations. It has both chilled and frozen storage facilities. |

## Irish Ferries

Address: Irish Ferries, P.O. Box 19, Alexandra Road, Dublin 1
Website: www.irishferries.com Phone: 01 607 5700 Email: info@irishferries.com

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| **Company Profile** | Irish Ferries is a marine transport operator. As part of Irish Continental Group PLC, the company operates a multi-purpose ferry fleet on the Dublin-Holyhead route, Rosslare-Pembroke route and between Dublin and Cherbourg in France. Its core businesses are passenger and freight transportation.<br><br>The passenger services consist of motor, coach and foot passengers travelling to and from Ireland either from or via the UK or directly to Ireland from France. The main reasons for these journeys are holidays and business. In 2019 the company carried 1.54 million passengers.<br><br>Irish Ferries operate galleys on all their services and are significant players in the foodservice market. The fleet is summarised below:<br><br>Motor Vessel (MV) *W.B Yeats* is the newest addition to the fleet. It operates the Dublin to Cherbourg route during the summer and Dublin to Holyhead route in the winter. It is the largest ship to sail the Irish Sea. The new cruise ferry can accommodate 1,885 passengers and crew, with 435 cabins and capacity for 2,800 lane metres of freight (165 freight vehicles), plus an additional dedicated car deck with capacity for 300 passenger cars.<br><br>MV *Isle of Inishmore* serves the Rosslare to Pembroke route and caters for up to 2,200 passengers per single trip.<br><br>MV *Epsilon* operates on the Dublin Holyhead.<br>The “economy” styled vessel caters for up to 600 passengers and their cars.<br><br>MV *Ulysses* serves the Dublin to Holyhead route and caters for up to 1,900 passengers per single trip. When it was first introduced, it was the largest passenger ferry in the world, as a result of its large vehicle carrying capacity.<br><br>High Speed Craft (HSC) *Dublin Swift* serves the Dublin to Holyhead route in just over two hours per crossing and caters for up to 800 passengers per single trip.<br><br>A wide range of customers purchase food on the company’s ferries, with more meal purchases taking place on the Ireland – France routes. |

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| **Relevant purchasing contacts** | On Board Services Manager: Fergal Kelly<br>Email: fergal.kelly@irishferries.com<br>Phone: 01 607 5700 |
| **Product mix** | On board there are separate eating facilities for crew and passengers. All the MV vessels have complete galleys and cook food from scratch, except for bread, dry goods, breakfast cereals and fresh fruit and vegetables.<br><br>For safety reasons, the high speed craft does not have a full galley. Some of the bread requirements are baked on board. Sandwiches and desserts are also made on board.<br><br>The MV *WB Yeats* has seven food outlets serving hot and cold meals – bar, self-service restaurant, à la carte restaurant, café, commercial driver's restaurant, club class lounge and a cinema.<br><br>The MV *Isle of Inishmore* has four food outlets serving hot and cold meals – bar food, self-service restaurant, café and a club class lounge.<br><br>The MV *Epsilon* has two food outlets serving hot and cold meals – bar food and a self-service restaurant.<br><br>The MV *Ulysses* has five food outlets serving hot and cold meals – a self-service restaurant, café, club class lounge, commercial driver's restaurant and a cinema.<br><br>The HSC *Dublin Swift* has three food outlets on board serving hot and cold meals – a self-service restaurant, café and a club class lounge.<br><br>All vessels serve healthy, gluten free, vegetarian and vegan options. |
| **Opportunities for Irish food and drink suppliers** | Cost competitiveness and quality of product, along with timely delivery and back up service, are considered to be essential qualities of a successful supplier. Cost competitiveness is becoming an increasingly important consideration.<br><br>The company does not see opportunities for import substitution as it has a policy of supplying Irish made foodstuffs where possible. |
| **Purchasing policy and supplier requirements** | A template is maintained of all the products and quantities purchased. This template is sent out to relevant suppliers who are invited to tender for the business.<br><br>Suppliers should contact the On Board Services Manager to establish the next tender date. After quality, price and the ability to meet the delivery windows are the key criteria in making a purchasing decision. |

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| | The ships are supplied directly by suppliers. Thus suppliers can only deliver whilst the ships are in port. The delivery windows change with the seasons and current docking times can be checked via the company's website.<br><br>Irish Ferries reserve the right to conduct a HACCP audit of all suppliers. This audit is conducted by Irish Ferries and there is no charge.<br><br>The ships email their orders to the Purchasing Department which inputs the orders into the company's ordering system and forwards the orders on to suppliers via email.<br><br>Purchasing is centralised through the On Board Services Manager. The supply base is constantly under review. Irish Ferries does not have preferences for the packaging of the foodstuffs supplied. The only labelling requirements are that the labels conform to the law.<br><br>Items with a long shelf-life are preferred, resulting in a preference for frozen over chilled products. Chilled food products are not used, except for milk, dairy products and spreads. Deliveries of fresh vegetables are required twice a week as a minimum. |
| **Distribution providers** | Both direct supply to the ships and supply via a distributor are possible. All of Ireland's leading distributors supply Irish Ferries. As distributors are subject to change, current distribution options should be discussed with the On Board Services Manager. |
| **Advice to new suppliers** | Contact should be made with the On Board Services Manager via phone or email. Samples will be requested and should be sent free of charge directly to the vessels for comment on their suitability. If there is interest from the vessels, prices should then be sent to the On Board Services Manager.<br><br>Direct supply to the ships from producers must be possible. To achieve this, the majority of suppliers use interim distributors. The first test for new products is that they are acceptable to the passengers on the ships. If the products pass this test, price and supply arrangements may be discussed with the On Board Services Manager. |
| **Other information** | Credit terms for Irish Ferries are 50 days.<br><br>The company has LTAs (Long Term Agreements) with some suppliers.<br><br>Brands are used where they are recognised by and requested by passengers on the ships. |

| Retail inMotion<br>Address: Hangar 57, Blackthorn Road, Sandyford, Dublin 18<br>W: www.retailinmotion.com Phone: 01 445 1212 E: products@retailinmotion.com | |
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| **Company Profile** | Retail inMotion specialise in providing products for airlines who offer a buy on board food & drink service and is a complete provider for Buy-on-Board retail programmes. Products range from freshly prepared products to ambient snacks and meals to hot drinks.<br><br>Their product portfolio has been sourced or designed with airline travel in mind and packaging is designed to maximise the use of very limited on board space. The company aims to produce delicious food at the highest quality.<br><br>Retail inMotion is constantly looking to develop new products and forge new relationships to best service an ever evolving travel sector landscape. As part of the LSG Group (one of the largest airline catering companies in the world) Retail inMotion focuses on delivering the best product at the right quantities and at the best price. |
| **Relevant purchasing contacts** | Head of Supply Chain: Shane Christopher<br>Email: shane.christopher@retailinmotion.com |
| **Product range** | Retail inMotion offers a comprehensive portfolio of local & global branded products and own brand products at highly competitive prices including fresh, frozen and ambient foods. It caters for a demographically broad customer base with a wide range of products.<br><br>They work with some of the biggest global consumer brands in the business, as well as creating a wide range of products which are specifically developed for inflight catering, including Boxerchips, Crumble & Co Cakes and Dylan & Domino hot meals. |
| **Sectors served** | The company specialises in in-flight catering at all price levels, covering both the buy on board and complimentary sectors. |
| **Opportunities for Irish food and drink suppliers** | Retail inMotion has a significant client base in the travel retail market across the world. Existing customers include Ryanair, Aer Lingus, Etihad, Eurowings & Rail Gourmet UK. Their products are stocked on airlines operating across the globe with a reach of over 350 million passengers annually. It is also part of the LSG Group, a global in-flight services supplier to over 300 airline partners in 52 countries globally.<br><br>There are excellent opportunities for Irish suppliers in frozen and ambient products which maximise the space available on-board. Retail inMotion seeks an innovative, problem solving relationship with their suppliers. |

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| | As part of the company's global reach, they are actively looking for products with Halal certification.<br><br>As part of its Global Procurement Initiative, the company continuously strives to promote sustainability and environmentally friendly products. |
| **Purchasing Policy** | Retail inMotion's goal for every purchasing transaction is to obtain the best value possible.<br><br>Best value is determined by evaluating many factors (such as price, delivery capabilities, quality, past performance, training, financial stability, service capabilities, ease of ordering, and reliability of payment) and selecting a vendor that offers the best combination of those factors. It encourages strategic partnerships with suppliers and promotes early supplier involvement in all product research and development.<br><br>All procurement is managed centrally. The supply chain is managed from three strategic central distribution centres located in the UK, Belgium & Italy via 3PL providers. Supply chain optimization is managed by an in-house and industry specific ERP (Enterprise Resource Planning) system '*Vector*' that provides customers with an 'end-to-end' in-flight retail management solution.<br><br>HACCP and BRC are minimum requirements and Retail inMotion also carries out its own hygiene and health and safety audits. All suppliers must be registered with the Food Safety Authority of Ireland (FSAI). Audits required to achieve certification must be paid for by the supplier.<br><br>Packaging and labelling is extremely important to Retail inMotion. Labels must include an EU licence number where appropriate (e.g. for meat) and must also include nutritional and allergen information. Within a tender process for product categories, Retail inMotion tries to involve as many local companies as possible.<br><br>From a purchasing and supply chain point of view, Retail inMotion likes to combine multiple suppliers into one overall distribution network. This is to help reduce the number of deliveries into each airport. Retail inMotion aims to use one distributor for most stock items.<br><br>Agreement of terms is done as part of the tender process where the three parties (Retail inMotion, producer and distributor) agree on financials, fees, stocking etc. All financials are taken into account in a tender round. All contact is through the Head of Supply Chain. |

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| **Supplier requirement and ordering procedure** | All suppliers need to be able to manage the logistics of deliveries into the central distribution centres and should price efficiently for volume orders. |
| **Other Information** | Retail inMotion uses a mix of both Irish and international brands at each of its locations. It has both ambient and frozen storage facilities. |

# INSTITUTIONAL (COST) CHANNELS

# BUSINESS & INDUSTRY (B&I)

| Aramark Northern Europe<br>Address: Head Office, Newenham House, Northern Cross, Malahide Road, Dublin 17<br>Website: www.aramark.ie Phone: 01 816 0700 Email: info@aramark.ie | |
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| **Company Profile** | Aramark is a leading provider of award winning food, facilities and property management services to clients in the Business and Industry, Education, Healthcare, Retail, Defence, Judicial, Energy and Sports and Entertainment sectors<br><br>Employing over 13,000 people across Ireland and UK and, Aramark Northern Europe's mission is to deliver experiences that enrich and nourish lives wherever people learn, work, rest, play and recover. |
| **Relevant purchasing contacts** | Snr. Category Buying Manager: Dermot Connolly<br>Email: connolly-dermot@aramark.ie |
| **Product mix** | As part of Aramark's foodservice division, Aramark's menu planning is undertaken locally and is site specific in conjunction with our Culinary team. Aramark's key focus areas are health and wellness, sustainability and local sourcing and seasonality, along with great quality products.<br><br>All types of cuisine are provided at client locations, from hospitality and event catering to day-to-day workplace foodservice provision or stadium and visitor experience catering. Within their Healthcare division they provide patient and staff feeding and on campus catering in education universities and colleges. |
| **Opportunities for Irish food and drink suppliers** | Local products are actively promoted in locations as part of their sustainability, farmers market and health and wellness seminars.<br><br>The company assesses each of its categories individually and sources local produce that will fit into these categories. Aramark continually looks for local products from local suppliers across our Northern European business.<br><br>The company is examining potential efficiencies across the supply chain and is heavily focused on sustainability. |
| **Purchasing policy and supplier requirements** | Aramark is committed to buying locally where possible. The default position is to buy local, even if this incurs a slight additional cost. If a product is not made in country, the company attempts to source it from within the EU.<br><br>The focus has moved from product 'handled' in country, to product manufactured and grown in country.<br><br>At Aramark 90% of protein and vegetables are purchased fresh, as opposed to frozen. |

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| | Aramark has stringent food safety requirements and supplier selection processes. Suppliers are audited by an in-house team whose standards are based on ISO 22000 requirements. BRC accreditation is recognised.<br><br>In the case of product coming through an approved distributor (e.g. Pallas Foods), the distributor's supplier approval process satisfies the requirements of Aramark.<br><br>Purchasing is centralised through the Supply Chain Department. The Supply Chain Department takes the input of the Culinary Team into account when arriving at a purchasing decision.<br><br>Each site currently orders individually through an on-line ordering system or by web, phone, or e-mail. With the exception of high volume suppliers, distribution through a distributor is preferred. Both chilled and frozen storage facilities are available on each site.<br><br>Aramark expects their suppliers to be compliant in terms of packaging and labelling requirements, with a strong focus on health and wellness |
| **Distribution providers** | Pallas Foods are the preferred Distribution Partner for all food and related consumable items. This provides local producers with limited coverage, the ability to access all Aramark locations.<br><br>Small "direct to store" suppliers are also accommodated, however they need to meet specific requirements in terms of Food Safety, Insurance and Invoicing. |
| **Advice to new suppliers** | Suppliers should put together a proposal on why a product will work and what it will add to Aramark's portfolio.<br><br>Suppliers should also think through distribution options and be prepared to work with a distributor. The proposal should be emailed to the Supply Chain Group at purchasing@aramark.ie<br><br>The buyer has limited time to assign to any one project, therefore the most immediately beneficial projects to Aramark Northern Europe will take precedence.<br><br>It is important that new suppliers research the fit of their products with the business and also their ability to be aligned with their central distribution network or EDI. Suppliers should also be proactive in marketing their products.<br><br>Also watch out for Aramark's Supplier Search program which is a key feature of the bi-annual Catex exhibition. |

| **Artizan Food Co **NEW*** <br> Address: Naas Road, Dublin 12 <br> Website: www.artizanfood.ie Phone: 01 662 4848 Email: info@artizanfood.ie | |
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| **Company Profile** | Artizan Food Co is a leading, Irish-owned and family-owned catering company operating in Dublin.<br><br>Established in 2005, they operate from a 26,000 square foot, state-of-the-art Central Production Kitchen on the outskirts of Dublin and are proud members of Bord Bia's Origin Green programme.<br><br>The company has designed their business model to meet the evolving needs of their clients, offering a tailored, high quality catering service that includes:<br><br>▪ Managing in-house staff restaurants<br>▪ Delivering a flexible "brought-in hot food model" using their Central Production kitchen for those clients that do not wish to invest in on-site kitchens<br>▪ Office catering solutions for in-house meetings<br>▪ Pantry/Micro Kitchen Services<br>▪ Catered Events<br><br>Artizan Food Co produce everything from scratch, using the best Irish ingredients where possible.<br><br>The company is proud to list Avolon, Dropbox, Facebook, Salesforce, Slack, Stripe and Twitter as partners. |
| **Relevant purchasing contacts** | In the first instance, please email info@artizanfood.ie with details of your product. Please also outline in this email any special requirements around minimum purchasing volumes etc.<br><br>Your email will then be redirected to the Commercial team for consideration. |
| **Product mix** | Artizan Food Co offers a range of services to clients, with purchases falling into the following categories:<br><br>▪ Fresh fruit and vegetables<br>▪ Dairy and chilled products<br>▪ Fresh meat and fish<br>▪ Ambient products and snacks<br>▪ Coffee and tea<br>▪ Soft drinks<br>▪ Confectionery<br>▪ Compostable packaging |

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| **Opportunities for Irish food and drink suppliers** | The company is always on the look-out for niche products across their range of services. |
| **Purchasing policy and supplier requirements** | As a champion of Irish produce, Artizan Food Co's first port of call is to Irish suppliers.<br><br>The company has an approved supplier list and their vetting process is thorough, however this should not prohibit new suppliers from making contact.<br><br>All suppliers must have the necessary certifications and Artizan Food Co may conduct audits/visits to validate the supplier.<br><br>The Commercial team will manage the product listing and pricing process. Artizan Food Co is looking to partner with like-minded companies that support their sustainability ethos. |
| **Distribution providers** | Deliveries are required on a frequent basis to both its Central Production Kitchen and client sites.<br><br>Artizan use Pallas Foods and Musgraves, but are also happy to receive deliveries directly from smaller suppliers. |
| **Advice to new suppliers** | Email the Head Office with necessary details and the Commercial team will be in touch. |
| **Other information** | Suppliers should not be hesitant in coming forward with new products.<br><br>Artizan Food Co is always looking to extend their product mix and offering to clients. |

| **Brook Foods**<br>27 Northpoint Business Park, New Mallow Road, Cork, T23 E899<br>Website: www.brookfoods.ie Phone**:** 0818 222 210 Email: info@brookfoods.ie | |
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| **Company Profile** | Brook Foods provides bespoke workspace restaurant services and caters for many large events nationwide. The company's catering services are delivered across various industries including Tech Companies, Pharmaceuticals, and Manufacturing.<br><br>The company has an understanding of the foodservice industry and is extremely passionate about what they do, holding their people and culture as a top priority. They greatly value the opinions of customers and their team when it comes to managing, developing, and growing their business.<br><br>Brook Foods was founded in 2007 and has grown from a small event caterer into the large food service provider it is today serving such events as the Rose of Tralee and the Annual Cork Chamber Dinner, as well as managing over 30 workspace restaurants. |
| **Relevant purchasing contacts** | Anthony Savage<br>0818 222 210<br>info@brookfoods.ie<br>The preferred method of contact is email. |
| **Product mix** | Range of products typically sourced by Brook:<br>– Fresh produce<br>– Dairy and chilled products<br>– Fresh meat, poultry & fish<br>– Ambient & dry goods<br>– Coffee & tea<br>– Disposable/compostable products<br><br>Neighbourhood sourcing is very much a feature of the Brook supply chain. It recognises and understands the affinity which each client has for its location and supports neighbourhood suppliers wherever the opportunity presents itself.<br><br>This commitment is underpinned by a robust Quality Control mechanism whereby all suppliers are required to meet stringent QA standards.<br><br>The main quality assurance standard required of food producers is the EIQA Q mark. Suppliers are audited in accordance with the potential risk profile of the category in question. Suppliers must be willing to incur audit costs. |

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| | All food is cooked from scratch. Brook does not use any packaged product whatsoever, all bouillon, soups etc. are created on site within each contract. |
| **Opportunities for Irish food and drink suppliers** | New and innovative retail products are always welcome, but the real opportunity for Irish food and drink suppliers is the 'value add.'<br><br>The foodservice contract business is a tremendously competitive environment and it can be very challenging to differentiate on the basis of 'product'. Brook want to work with supply partners who can bring more than just product to the table.<br><br>Specifically, Brook would like to understand what your product support programme looks like: a launch marketing plan? A visibility pack to tell your story? A sampling programme to promote consumer introduction to your product? A promotional calendar? |
| **Purchasing policy and supplier requirements** | Wherever economically and geographically possible, Brook will always work with Irish suppliers.<br><br>Brook have an Approved Product Listing and reviews potential new product listings on the basis of the overall support package on offer (and not just on the basis of price). New product listings are considered on a quarterly basis.<br><br>Removing non-compostable food packaging from the supply chain is of paramount importance and is a significant consideration when listing a new product.<br><br>Brook does not currently have a central distribution model, but is willing to source through a wholesaler in the event that an artisan supplier does not possess the capability to deal with, and deliver to, all sites. As per the industry norms, HACCP, Bord Bia Quality Assurance Mark and ISO are important considerations as part of the supplier evaluation process. |
| **Distribution providers** | Pallas Foods |
| **Advice to new suppliers** | Make contact through email in the first instance and ensure you have done your homework.<br><br>Your proposal should address three key points:<br>1. Demonstrate your understanding of the Brook business.<br>2. Tell your organisational story and define your product proposition.<br>3. Outline the specific need your product can satisfy within the Brook business. |
| **Other information** | Credit Terms are 60 Days. |

| Compass Group Ireland<br>Address: 3rd Floor, 43a Yeats Way, Parkwest Business Park, Dublin 12<br>W: www.compass-group.ie P: 01 629 6100<br>E: CommercialSupportIreland@compass-group.ie | |
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| **Company Profile** | Compass Group Ireland is part of Compass Group PLC, the largest contract foodservice company in the world with operations in over 50 countries. Compass Group Ireland is one of Ireland's leading foodservice companies serving over 40,000 meals a day and operating over 130 sites.<br><br>Key statistics: Compass Group Ireland<br>• In Ireland since 1987<br>• 3,500 employees<br>• Approximately 130 sites across Ireland<br>Compass' business in Ireland is solely focused on foodservice. |
| **Relevant purchasing contacts** | Head of Sourcing: Edward Fagan<br>Email: CommercialSupportIreland@compass-group.ie<br>Contact by email is the preferred method of communication. |
| **Product mix** | Serving over 40,000 meals a day across multiple sectors means Compass Group Ireland requires a diversified and varied range of products that work across all client types from stadiums to fine dining. Fresh, local and seasonal produce and locally sourced dairy, meat, poultry and fish are all an important part of their offering.<br><br>Additionally, the company offers a wide range of retail impulse and grab & go items from cold drinks, crisps, snacks and confectionery to healthier options such as fruit, nuts, seeds and other innovative snacks. |
| **Opportunities for Irish food and drink suppliers** | Compass is committed to working with Irish suppliers. Opportunities exist for those suppliers who can deliver a proposition demonstrating added value.<br><br>Current opportunities are available for Irish food suppliers that can offer convenience goods or a 'Grab & Go' format. |
| **Purchasing policy and supplier requirements** | HSE (Health, Safety & Environmental) is Compass Ireland's number one priority. It is imperative that any potential supplier is in a position to demonstrate their own HSE credentials.<br><br>Compass employs independent, external auditors such as EIQA to audit all current and potential food suppliers. Following this, buying policy is a balance between quality, pricing, health and wellbeing and consistency.<br><br>All commercial contracts, product approval and pricing negotiations are centralised and managed by the Commercial Manager. Potential products are reviewed by a panel of senior chefs, the buyer, marketing and operations. |

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| | Reviews are conducted on quality, taste and commercial potential on a regular basis.<br><br>Compass utilises an efficient, single distribution platform through its partnership with Pallas, operating a JIT (Just In Time) depot in Dublin, as well as a stocked warehouse in Lisburn. All potential suppliers are required to deliver as single drop orders to either of these locations. Just In Time (JIT) products have six deliveries per week, with orders placed by 5 p.m. and delivery the following morning.<br><br>For stock items, which are not as shelf life sensitive, three days' notice is given.<br><br>EDI (Electronic Data Interchange) is a requirement for direct suppliers. |
| **Distribution providers** | All suppliers must deliver into a central distribution depot in Dublin. |
| **Advice to new suppliers** | Email is preferred method of contact for potential suppliers. For new suppliers it is important to have a clear understanding of Compass' business in addition to the ability to:<br>1. Demonstrate HSE credentials<br>2. Propose a mechanism for driving sales growth<br>3. Promote local provenance<br>4. Identify the opportunity based on market trends |
| **Additional information** | Credit terms vary. In general it is 75 days with direct producers and 55 days with distributors. |

| Corporate Catering Services Limited<br>Address: Richmond House, Corofin, Co. Clare<br>Website: www.ccsl.ie Phone: 065 683 7300 Email: info@ccsl.ie | |
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| **Company Profile** | Corporate Catering Services Limited (CCSL) is one of Ireland's largest, independent contract catering company with a diverse portfolio of clients across many sectors.<br><br>CCSL operates in several sectors including Business and Industry, Transport, Education & Healthcare. The diversity of their client base inspires on going creative development across their portfolio. The culinary team led by the CCSL Food Innovation Manager draw inspiration from local producers, international events, food fairs, innovative retailers and an active food forum where new ideas are developed.<br><br>Food quality and integrity has always been a key part of the CCSL philosophy and they only deal with reputable local suppliers who can provide the flexible, frequent service they demand. Confidence in 'quality' is high on their customers' agenda. Their customers need to know that the product is not only good for them, but increasingly, has minimal impact on the environment.<br><br>Established in 1991 by Mary Healy, and still very much owner-managed, the company takes a 'hands on' approach to doing business. Each catering operation is different to reflect the culture, ethos and needs of the client.<br><br>Simplicity is at the core of everything the company does, from the style of food, to the company's open and honest accounting policies. |
| **Relevant purchasing contacts** | Procurement and Purchasing Manager<br>Email: info@ccsl.ie<br>Phone: 065 683 7300 |
| **Product mix** | CCSL chefs draw their inspiration from international influences, classic regional dishes and old-fashioned traditional favourites to create nutritious and delicious meals every day and for every occasion.<br><br>The food offer is constantly evolving to reflect changing tastes, trends and the diversity of the client base.<br><br>Ranging from breakfasts and lunches to fine dining, hospitality, banqueting, vending services and live cooking, everything is cooked on-site using fresh ingredients. |
| **Opportunities for Irish food and drink suppliers** | CCSL is continuously innovating. They are interested in products that will enhance the dining experience across their portfolio. |

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| | Products being proposed need to be of a high quality.<br>The company is particularly interested in healthy Irish sourced products with an emphasis on low salt, fat and sugar content to support its *Nutrition Matters* healthy eating initiative.<br><br>CCSL menus are designed to give customers a nutritious and balanced diet while never compromising on taste, flavour and quality. During food preparation, CCSL's chefs substitute salt and sugar with healthy alternatives.<br><br>Working to tight profit margins in a challenging and competitive market sector, cost is always a consideration, but quality remains a key factor in any purchasing decisions made.<br><br>Seasonality is also important. The company's policy is to use local suppliers wherever possible. This offers quality Irish food and drink producers an opportunity to supply and support its portfolio of clients throughout Ireland, from Wexford to Belfast and from Dublin to Sligo. |
| **Purchasing policy and supplier requirements** | As an Irish company, CCSL has a preference to source local produce where quality and price compare favourably with imported alternatives.<br><br>Service is important for purchasing decisions and tenders.<br><br>Supplier requirements are HACCP and relevant health board approvals. CCSL carries out audits of suppliers premises and there is no charge for this.<br><br>Purchasing is centralised at Head Office but deliveries are made to sites throughout Ireland.<br><br>Tenders for all supplies are carried out annually in October or November for the following year.<br><br>The Procurement and Purchasing Manager makes the purchasing decisions, agrees the terms and places the orders.<br><br>The frequency of goods inwards is between five to seven days, depending on the product.<br><br>The majority of orders are placed by phone. |
| **Distribution providers** | All of CCSL's purchasing is direct with suppliers and handled in-house. |
| **Advice to new suppliers** | Potential suppliers should send an expression of interest via email and when products are being reviewed during the tender process, CCSL will revert to them.<br><br>CCSL is open to innovative new ideas, strong branding and marketing support. |

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| **Other Information** | Credit terms are 45 days.<br><br>Annual turnover: €18 million.<br><br>There is room for brands in the operation, although the company is continuing to develop its own brand.<br><br>There is greater growth for chilled foods. The company has both chilled and frozen storage facilities. |

| **Food Space**<br>Address: Landscape House, Landscape Road, Churchtown, Dublin 14<br>W: www.food-space.com Phone: (01) 215 7000 E: hello@food-space.com | |
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| **Company Profile** | FoodSpace is a division of the Apleona group of companies. The FoodSpace division was created to focus on providing high-quality contemporary foodservices underpinned by sustainable practices, either as a standalone caterer or as part of an integrated facilities management model.<br><br>The Company's restaurants and cafés across Ireland feature menus and offers that are planned around fresh and seasonal produce. All food is prepared and cooked from scratch.<br><br>The Company is currently serving an estimated 4,000 customers daily, offering a range of services that include workplace restaurants and coffee bars, second and third level education dining venues as well as hospitality and event dining.<br><br>The Company is a member of the Sustainable Restaurant Association.<br><br>In 2018 the Company was awarded the maximum 3 stars across all kitchens for sustainable practises. |
| **Relevant purchasing contacts** | Culinary Director Conor Spacey has responsibility for purchasing all raw materials, ingredients and dry goods used in the Company's kitchens.<br>Email: conor.spacey@food-space.com |
| **Product mix** | The Company's menu planning is undertaken locally by the kitchen teams. All menus are tailored to the site and customer demographic and to match client service requirements.<br><br>All menus are reviewed by the Company's Executive Chef, ensuring use of seasonal produce, well balanced menus and evidence of innovative ideas.<br><br>Range of products purchased includes:<br><br>- Fresh fruit & vegetables<br>- Dairy and chilled products<br>- Fresh meat, poultry & fish (All Irish and Sustainable)<br>- Ambient & dry goods<br>- Coffee & tea<br>- Some frozen food products<br>- Non-food products / compostables |

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| | The Company's key focus areas are building a network of high quality "local hero" suppliers who can provide great seasonal produce and artisan ingredients / products.<br><br>Health and wellness is also a key feature of the Company's offer.<br><br>All types of cuisine are provided at the Company's locations, from hospitality and special events to day-to-day workplace foodservice for FoodSpace's business clients. Education is also a key sector for the Company both at second and third level.<br><br>Additionally, the Company offers a wide range of "On the Go" impulse items, from chilled drinks, juices and waters, crisps, snacks and a confectionery range as well as healthier options such as fresh cut fruit, nuts, seeds and other innovative snacks. |
| **Opportunities for Irish food & drink suppliers** | FoodSpace is committed to working with Irish suppliers.<br><br>The Company cultivates relationships with local growers and producers who share their beliefs in fresh, seasonal produce and ethical, sustainable practices.<br><br>The Company's *50-mile menu* programme underpins this ethos: any dishes carrying this brand must be 100% comprised of ingredients that have been sourced within 50 miles of the kitchen.<br><br>Each site has their own key suppliers for fresh meat (usually a local butcher); fish (local fishmonger); fresh bread & bakery, locally grown vegetables and often additional menu items that are "hero" products in a geographical area or region. |
| **Purchasing policy and supplier requirements** | The Company is committed to buying locally where possible and the default position is to buy within the local community even if this incurs a slight additional cost.<br><br>If a product is not made in Ireland, the Company's preference is to source it from within the EU.<br><br>The Company's sourcing decisions are balanced between quality, pricing, and consistency of service / product. In particular, the Company is looking for high quality foods & ingredients that can meet to quality and traceability standards, as well as ethical financial and business sustainability checks.<br><br>FoodSpace as part of the Apleona Group has stringent food safety requirements. HSE (Health, Safety & Environmental) is the Company's number one priority. |

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| | It is imperative that any potential supplier is in a position to demonstrate their own HSE credentials.<br><br>All direct suppliers of food and beverage products are required to hold third party food safety accreditation in line with the company's approval criteria. Recognised criteria and schemes would include BRC, IFS, SALSA, STS Public Sector Standard, Bord Bia Quality Assurance certification, EIQA Q Mark for Hygiene and Food Safety, ISO 22000 and FSSC 22000.<br><br>The Company employs internal auditors to audit all suppliers that would be considered in a high risk category. External Auditors are also used when appropriate.<br><br>Each site currently orders individually by phone, fax or e-mail. Both chilled and frozen storage facilities are available on each site.<br><br>The Company expects suppliers to be compliant in terms of packaging and labelling requirements. Supplier's delivery schedules must be in line with agreed windows. |
| **Distribution providers** | FoodSpace does not operate a centralised distribution operation. |
| **Advice to new suppliers** | Email is the preferred method of contact for potential new suppliers. They should make contact with Culinary Director Conor Spacey at conor.spacey@food-space.com |
| **Other information** | Credit Terms are agreed with individual suppliers. The Company is cognizant of the needs of small local businesses and suppliers. |

| **Gather & Gather Ireland Ltd.**<br>Address: 145, Lakeview Drive, Airside Business Park, Swords, Co Dublin<br>W: www.gatherandgather.com P: 087 929 5903 (PC)<br>E: pauline.cox@gatherandgather.com<br>E: mark.anderson@gatherandgather.com P: 086 349 8435 (MA) | |
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| **Company Profile** | Gather & Gather were created to bring people and food together.<br><br>The company delivers a range of food services from in-house dining and coffee brew bars, to hospitality and fine dining, as well as vending and event catering. In April 2020 they extended their services to offer individually packed meals to cope with increasing demand for safe workplace dining solutions.<br><br>Although the company is large, the regional structure of the procurement network means that suppliers can be small artisan producers focused on a local area.<br><br>Gather & Gather are part of CH&Co, an independent caterer employing more than 6,500 people across the UK & Ireland. CH&Co operate cafes, restaurants, fine dining and experiential events in some of the UK's most iconic venues. |
| **Relevant purchasing contacts** | Commercial Manager: Diarmuid Doyle<br>Email: diarmuid.doyle@gatherandgather.com<br>Mobile: +353 87 981 5030<br>Head of Supply Chain: Doug Gilchrist<br>Email: doug.gilchrist@gatherandgather.com<br>Phone: +44 (0)117 322 1523 |
| **Product mix** | The company offers a full range of catering options to its clients including foodservice management; staff dining; fine dining and hospitality, event catering and vending.<br><br>The range of products purchased includes:<br>▪ Fresh fruit, vegetables and salads<br>▪ Dairy and chilled products<br>▪ Fresh meat and fish<br>▪ Ambient products<br>▪ Coffee and tea<br>▪ Soft drinks and confectionery<br>▪ Frozen food products<br>▪ Non-food products<br><br>In Ireland, key clients include: Sky, Primark, LinkedIn, Matheson, Arthur Cox, Indeed, Zendesk, Workday, Eir, Marsh & McLennan, CRH and BMS. |

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| **Opportunities for Irish food and drink suppliers** | Gather & Gather operates regional sourcing across both Ireland and the UK. It is keen to source both ingredients and supplies from sustainable and ethical producers across Ireland in line with this policy.<br><br>Opportunities for Irish suppliers include mainly 'niche' products, such as specialist butchery products, cheeses, fresh breads & bakery products, ice-cream, yoghurts, any innovative snacking products, flavoured waters and speciality teas.<br><br>Gather & Gather is actively seeking 'different' products with a USP from its Irish suppliers. |
| **Purchasing policy and supplier requirements** | The company operates a regionalised supply policy to ensure freshness and flexibility. There are eight regions in Ireland and the UK. The Republic of Ireland is one region and Northern Ireland is another.<br><br>In particular, in Ireland the company is seeking high quality artisan foods that can conform to the company's strict quality and traceability standards, as well as ethical financial and business sustainability checks.<br><br>All direct suppliers of food and beverage products are required to hold third party food safety accreditation in line with the company's Catering Supply Chain Assessment and Approval criteria.<br><br>The criteria and schemes used by the company are: BRC, IFS, Salsa, STS Public Sector Standard, Bord Bia certification, EIQA Q Mark for Hygiene and Food Safety, NSF Due Diligence Standard, ISO 22000 and FSSC 22000.<br><br>For Ireland the main quality assurance standard applied to food producers is the EIQA Q mark.<br><br>Supply is based on the company's standard terms and conditions and in agreement with the procurement team. Supplier's delivery schedules must be in line with agreed windows.<br><br>Monthly information on provenance, source or manufacturer will be required, where relevant for product traceability.<br><br>The company prefers suppliers to use e-trading if possible, via the 'e-P2P portal' and this may well be a condition of supply. Help is available to suppliers to assist them in accessing and using the supply portal. Suppliers should contact Diarmuid Doyle (see above) to arrange this. |

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| **Advice to new suppliers** | In the first instance, new suppliers are advised to contact Mark Anderson Culinary Director by email or telephone for a discussion of their product offering: mark.anderson@gatherandgather.com<br><br>Suppliers should research the company before contacting it to find out as much as possible regarding its requirements. Artisan suppliers are welcome, but should have the potential to expand, possibly even to export level, so that they can supply regions other than their own. |

| ISS – Facility Services<br>Address: 4-6 Riverwalk, Citywest Business Campus, Dublin 24<br>Website: www.ie.issworld.com Phone**:** (01) 468 2900 Email: sales@iss.ie | |
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| **Company Profile** | Founded in 1901, ISS – Integrated Service Solutions, is one of the world's largest Facility Service Groups. ISS has been in Ireland since 1995 and today has more than 3,700 employees. ISS provides full national coverage of services from five regional offices in Dublin, Cork, Galway, Limerick and Letterkenny.<br><br>ISS provides facility management, cleaning, property, catering and support services to a wide range of industries in the Health Care, Pharmaceutical, Education, Financial Services, Manufacturing and Food and Beverage sectors.<br><br>ISS Catering Services delivers a range of services throughout Ireland from staff restaurants, coffee bars, vending solutions and hospitality & director dining.<br><br>In Ireland, key catering clients include: EY, Takeda Pharmaceuticals, PepsiCo, Heineken, Hewlett Packard Enterprise & Medtronic. Over 7,500 meals every day are served to ISS clients. |
| **Relevant purchasing contacts** | Catering Operations Manager: Philip Rowden<br>Email: philip.rowden@ie.issworld.com<br><br>Executive Chef: Thomas Gerasch<br>Email: Thomas.Gerasch@ie.issworld.com<br><br>Email is the preferred method of communication. |
| **Product mix** | At the heart of the ISS food offer is *food with purpose*.<br><br>*Food with purpose* has a strong focus on the use of fresh, locally sourced and seasonal produce.<br>ISS requires a diversified and varied range of products including:<br>- Fresh fruit & vegetables<br>- Dairy and chilled products<br>- Fresh meat, poultry & fish<br>- Ambient, frozen & dry goods<br>- Non-food products / compostable<br><br>Additionally, the company offers a wide range of retail impulse and grab & go items from cold drinks, crisps, snacks and confectionery to healthier options such as fruit, nuts, seeds and other innovative snacks.<br>Health and wellness is also a key feature of the ISS *Food with purpose* ethos. |

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| **Opportunities for Irish food and drink suppliers** | ISS is committed to working with Irish suppliers and is keen to source both ingredients and supplies from sustainable and ethical producers across Ireland.<br><br>In particular, ISS is looking for quality artisan foods that have a unique USP which are local to a particular area of Ireland. |
| **Purchasing policy and supplier requirements** | HSE (Health, Safety & Environmental) is a number one priority for ISS. It is important that any potential supplier is in a position to demonstrate their own HSE credentials.<br><br>ISS has a preference to work with Irish suppliers and purchasing decisions are balanced between quality, pricing, and consistency of service.<br><br>Recognised criteria and schemes include BRC, IFS, SALSA, STS Public Sector Standard, Bord Bia Quality Assurance certification, EIQA Q Mark for Hygiene and Food Safety, ISO 22000 and FSSC 22000.<br><br>Supplier's delivery schedules must be in line with agreed windows.<br><br>Each unit currently orders individually by phone or e-mail. |
| **Distribution providers** | ISS works with Pallas Foods as their main distributor and also with small suppliers for direct delivery to sites, where appropriate. |
| **Advice to new suppliers** | Email is the preferred method of contact for potential new suppliers. They should make contact the Executive Chef Thomas Gerasch at Thomas.Gerasch@ie.issworld.com |
| **Other information** | Credit Terms are agreed with individual suppliers. |

| Mount Charles Ireland<br>Registered Address: C/O Arthur Cox, The Earlswood Terrace, Dublin 2, D02 7380<br>W: www.mount-charles.ie Phone: 01 431 1383 E: info@mountcharles.com | |
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| **Company Profile** | Mount Charles is a home grown, locally owned company with over 30 years' experience in delivering excellence to both clients and customers. The company has grown (together with clients, customers and colleagues) to become Ireland's largest indigenous support service provider, currently employing over 2,500 team members.<br><br>Mount Charles has grown organically over time by developing long standing, added value partnerships with clients. The company supports some of the most prestigious organisations in Ireland across Business & Industry, Healthcare, Education, Leisure and Retail sectors and this enables it to leverage an extensive contact network and develop mutually beneficial partnership opportunities.<br><br>Mount Charles actively promotes itself as an indigenous Irish company, with an ethos for success through delivering a quality driven service. It has been rewarded by being appointed one of the Top 20 Best Managed Companies in 2012 through to 2016 by Deloitte. In March 2017 the company was awarded 'Platinum Status' and is one of the Top 50 Company operating in Northern Ireland.<br><br>Brands in the catering sector include: *Fed & Watered, Real Good Food, Honest, Made, The Kitchen, U: Eat, Moka Independent Coffee, Urban Square Co.* |
| **Relevant purchasing contacts** | Director of Procurement: Margaret Allen<br>Email: info@mountcharles.com<br>Phone: +353 (0)1 431 1383 |
| **Product mix** | The company provides foodservice to a wide range of customers across contract catering, retail and events divisions.<br><br>All types of meals, beverages and snacks are catered for. Product mix required is diverse due to customer profiles in each specific catering contract. These range from 'value offer' to 'fine dining' or bespoke client needs.<br><br>The frequency of menu change depends on the customer profile.<br><br>Mount Charles supplies breakfast, lunch, evening meals, hospitality, speciality hot and cold beverages and branded vended products.<br><br>All meals are prepared from fresh at each location. |

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| | Mount Charles also has a dedicated Events Division designed to offer a service solution to organisations or private bodies seeking to procure a temporary or permanent Catering and/or Bar Service, or the provision of a hot or cold Catering Service. |
| **Opportunities for Irish food and drink suppliers** | Mount Charles source as much produce as possible from local farmers and growers to minimise food miles and reduce carbon footprint. This also meets clients' demands for local produce.<br><br>The company aims to maximize the use of high quality, locally sourced and seasonal food.<br><br>This is in line with the company's focus on sustainability and support for the local economy. Great pride is taken in providing both large and small suppliers with a route to market. Mount Charles actively supports local agriculture and has an active marketing campaign to showcase this.<br><br>Mount Charles' procurement process complies with the relevant Food Safety and Health and Safety standards, Codes of Practice, Company regulations and standards reflect an ongoing commitment to sustainable food procurement and Corporate Responsibility.<br><br>The company buys direct from growers, manufacturers or producers, as well as wholesalers, to maintain a robust supply chain, ensuring traceability and due diligence.<br><br>All suppliers tendered to Mount Charles on the Public Sector Food Procurement Initiative.<br><br>This programme supports the assessment and evaluation of products, services and suppliers against strict criteria including safety, value, quality, operational requirements, environmental performance, ethical policy, specification, service level, ability to supply, responsiveness, customer focus and performance. |
| **Purchasing policy and supplier requirements** | Before making new purchasing decisions, the company identifies products or product ranges required. It then identifies a minimum of three suppliers asked to prepare a quotation for this business.<br><br>The size of the proposed new purchase will determine whether an official tender will be issued (for large values), alternatively current and new suppliers may be approached directly and asked to quote for the business. In both cases, a brief is prepared and provided to the suppliers detailing:<br>• Product or services required<br>• Potential Quantities<br>• Quality Specification |

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| | • Distribution Requirements - number of sites to be serviced, locations and possible frequency of deliveries.<br>• Timescale for return<br>• Weighted Criteria (if applicable)<br><br>Quotations are evaluated with quality, service, provenance and value for money being key factors in the evaluation process. Contracts are continually monitored to ensure full compliance post contract award.<br><br>All suppliers must comply with the company's Quality Assurance and Health, Safety and Environmental requirements to maintain the standards required, including conformity with the relevant BRC standard.<br><br>Mount Charles aims to source locally and procure from family operated businesses where possible.<br><br>The company has a policy of displaying 'supplier stories' in its outlets to ensure customers are aware of the provenance of the food and the company's ethos. The company promotes the use of EDI (Electronic Data Interchange). |
| **Distribution providers** | Mount Charles procures from a mix of distribution partners and small local suppliers. |
| **Advice to new suppliers** | Potential suppliers should make contact via info@mountcharles.com in the first instance. This should be done after ensuring that the offering meets with the company's requirements. The company's key criteria are quality, price and service. |
| **Other information** | Long Term Supplier Agreements are currently in place and LTA discounts are expected for large volume supplies.<br><br>Credit terms vary dependant on the specific requirement.<br><br>The annual company turnover is €50 million. |

| Q Café Co. Ltd (The)<br>Address: Garden Level, 1 St James' Terrace, Clonskeagh, Dublin 6<br>Website: www.qcafe.ie Phone: 01 207 9044 Email: info@qcafe.ie | |
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| **Company Profile** | The Q Café Company was established in 1999 by Breda Quigley, Managing Director, with the objective of bringing a high class café style environment into a select market. The company is a 100% privately owned catering company that has developed a reputation for delivering excellent standards in modern and innovative food offers through a great service.<br><br>Operating nationwide to many of Irelands leading companies, the company's core values are built around serving great food. Their teams are highly skilled and command extensive experience.<br><br>The company currently operates 30 outlets throughout Dublin, Kilkenny, Waterford, Wexford, Galway and Cork, with the majority of contracts gained through referrals.<br><br>The company's main target customers are high end corporate dining, particularly in the banking sectors but also includes healthcare and education sites. |
| **Relevant contacts** | Business Development & Head of Operations – Laura Olson<br>Tel: 01 207 9044<br>Email: l.olson@qcafe.ie |
| **Product mix** | The Company caters for high class executive dining including canapés, breakfast, lunch, evening tea, hot and cold deli's and salad bars. Beverages, snacks and a range of speciality tea and coffee are also provided.<br><br>In line with the specific needs of their clients and customer requirements, The Q Café Company places a major emphasis on locally sourced artisan-style food in order to deliver freshness and innovation in menu choice and to support sustainability through local purchasing.<br><br>All types of cuisine are provided within the business with a high emphasis on healthy eating, nutrition, foods and snacks that deliver customer benefits at cost effective prices.<br><br>The company tailors menus to each outlet and customer requirement.<br>Food is prepared fresh onsite by individual Chefs. |
| **Opportunities for Irish food and drink suppliers** | The Q Café Company is proud of its Irish ownership and is committed to providing customers with the highest quality seasonal Irish produce, even where the cost of Irish or locally sourced products differs from imported alternatives. |

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| | The Company is ISO 14001 certified and works towards reducing their carbon footprint on the environment. In most cases suppliers are required to limit the quantity of cardboard or other packaging delivered with products.<br><br>The company has built close relationships with their suppliers, creating a greater understanding of the Q Cafe Company's expectations and requirements. The Company is a strong supporter of small businesses and of helping to retain and create Irish jobs.<br><br>The main attributes the Company looks for in supply of products are quality, innovation and healthy Irish products.<br><br>The Company is open to all approaches from suppliers of innovative products and has identified opportunities for suppliers of good quality gluten free products and *Wellness* products. |
| **Purchasing policy and supplier requirements** | The Q Café operates from an approved supplier list that is managed by their chefs on each site. All purchasing is done through approved suppliers and approved products only.<br><br>The Quality Assurance Department, together with Head Office and Chef's input, carefully select suppliers and conduct annual reviews or audits in order to secure a consistent quality product and service from suppliers.<br><br>All suppliers must have quality standards in place i.e. ISO 9001, ISO 14001, ISO 340, ISO 341 to include health and safety standards. HACCP is also a minimum requirement.<br><br>All deliveries are checked into outlets in accordance to HACCP and IS 340 standards by each Chef onsite and are rejected if quality, hygiene or temperature specifications are unacceptable.<br><br>The company places a high emphasis on supplier conformance and this is managed by the Quality Assurance Department who document and manage all non-conformances and product withdrawals where necessary. The company requires daily morning deliveries to ensure produce is fresh on the day of preparation.<br><br>Purchasing terms are agreed directly with head office by the Head of Operations and Company Directors. Purchasing decisions are influenced by the Quality Assurance Manager and Chefs.<br><br>Orders are placed via telephone or email by each outlet. |

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| | Shelf life requirements are product dependent, with a strong focus on fresh produce. |
| **Distribution providers** | Frequent deliveries are required to ensure fresh produce is onsite for food production.<br><br>The Q Café Company currently use BWG Foodservice, Keelings and other smaller local suppliers as their primary suppliers. |
| **Advice to new suppliers** | Suppliers should make contact with the Head of Operations via email to introduce any new products / offers they may have.<br><br>A visit to a proposed site may be of benefit to get a feel for how the product will work within the company. Samples may be sent to units upon approval. |
| **Other information** | Suppliers are encouraged to assist The Q Café Company in the marketing of their products on sites in order to benefit The Q Café Company, the client site and the end customer.<br><br>The company has both chilled and frozen storage facilities on each site.<br><br>Credit terms are 30 days.<br><br>There are existing Long Term Agreements in place with suppliers. |

| Sodexo Ireland<br>Address:, Temple House, 57 Temple Road, Blackrock, Co Dublin<br>Website: www.sodexo.ie Phone: 01 283 3654 Email: kristine.little@sodexo.com | |
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| **Company Profile** | Sodexo Ireland is a leading provider of food and facilities management services, delivering on-site service solutions to clients in business and industry, education, financial services and healthcare. The company employs 2,000 staff based in 220 client locations in ROI and NI.<br><br>Sodexo offers an integrated facilities management solution to existing and prospective clients, depending on their needs and requirements.<br><br>As well as catering, the company provides a wide range of support services which includes reception, mailroom, waste management, cleaning services, helpdesk, security, grounds maintenance and in–house gym management. |
| **Relevant purchasing contacts** | Category Manager: Kris Little<br>Email: kristine.little@sodexo.com<br>Email is the preferred method of contact. |
| **Product mix** | Sodexo's menus usually operate a four week cycle and change seasonally in line with what fresh produce is available through the local supply base. They offer a broad range of cuisine depending on each individual site, from high end catering to value catering.<br><br>Catering options include coffee shops, retail shops, staff catering, student catering, patient catering and 24 hour service manufacturing including weekends. |
| **Opportunities for Irish food and drink suppliers** | The core list of ingredients tends to remain unchanged with variety and flair introduced via the company's Food Platform development team. Chef forums are organised on a regular basis, at which new recipe ideas and best practices are shared with chefs from the various sites.<br><br>There is an ongoing drive to buy Irish and the company sources as much product as possible from local suppliers and artisan producers. 72% of food ingredients used is of Irish origin including 100% Irish Beef, Lamb, Eggs, and Milk products. |
| **Purchasing policy and supplier requirements** | Key elements of Sodexo's purchasing policy are taste, price and food safety standards. All new products of interest are first reviewed by the company's taste panel headed by the Craft Development Chef.<br><br>If the product passes this test, then pricing is reviewed. |

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| | The next step in the purchasing process is a food safety audit of the supplier by Sodexo Safeguard, the company's food safety division.<br><br>The audit criteria are set by Sodexo and a charge applies for this.<br><br>Purchasing is centralised through the Sodexo Supply Management team. The opinions of the Craft Development Chef and taste panel are taken into account when arriving at a purchasing decision.<br><br>Pricing is benchmarked against UK prices which are provided by Sodexo UK. Although key tender dates are not fixed, all major contracts for supply are for a fixed term. The length of the term varies and is set by the Category Manager.<br><br>Each site places its own orders.<br><br>Sodexo's Corporate Sustainability policy and priorities are structured under the *Better Tomorrow* 2025 programme, details of which can be found at the Sodexo corporate website. Sodexo's purchasing policy is guided by this programme. |
| **Distribution providers** | Pallas Foods is the largest distributor, delivering all of Sodexo's red meat and speciality product requirements including ambient, frozen and chilled foods, pork, poultry, bacon, dairy products and fruit and veg.<br><br>Bunzl Irish Merchants, provides distribution solutions for catering disposable and janitorial ranges. |
| **Advice to new suppliers** | All approaches should be directed to the Category Manager via email in the first instance. |
| **Other information** | Over the last 18 months Sodexo has restricted its support functions to provide a fit for purpose and consumer led approach.<br><br>The "*Food Platform*" are critical stakeholders for Sodexo's supplier partners and will look to work collaboratively on consumer insight and product development.<br><br>While continuing to recognise the important regional variances, the region of UK & Ireland is managed under a single Supply Management team, opening up opportunities for suppliers to potentially widen their coverage.<br><br>There is room for brands in the operation, however Sodexo has a range of internal brands which vary according to the business sector, and are quality and value driven. |

# GOVERNMENT CONTRACTS

| **Office of Government Procurement**<br>Address: OGP, 3A Mayor Street Upper, Dublin 1, D01 PF72<br>Website: www.ogp.gov.ie Phone: 076 100 8000 Email: support@ogp.gov.ie<br>Twitter: @procurement_ie | |
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| **Company Profile** | The Office of Government Procurement (OGP) commenced sourcing operations in 2014 and, together with four key sectors (Health, Defence, Education and Local Government), has responsibility for sourcing goods and services on behalf of the public service.<br><br>These organisations are putting in place contracts and framework agreements so that public bodies can buy goods and services, thereby eliminating duplication and taking advantage of the scale of public procurement to best effect. In addition, the OGP has responsibility for procurement policy and procedures, sourcing systems and data analytics.<br><br>These reforms are in line with best practice in the public and private sector and are part of the continuing public service reform programme being driven by the Department of Public Expenditure and Reform. |
| **Relevant purchasing contacts** | support@ogp.gov.ie<br>http://etenders.gov.ie |
| **Opportunities for Irish food and drink suppliers** | All OGP procurement activity is conducted through the eTenders platform, www.etenders.gov.ie, where all relevant information is available.<br><br>The eTenders site (www.etenders.gov.ie) displays on a daily basis, all Irish public sector procurement opportunities currently being advertised in the Official Journal of the European Union (OJEU), as well as other lower-value contracts uploaded to the site from awarding authorities.<br><br>At any given time it will contain open opportunities in the form of Tender Notices, Prior Indicative Notices (PIN) and Contract Award Notices (CAN). It also provides associated tender documents that can be downloaded from the site.<br><br>In order for suppliers to submit responses for these public sector procurement opportunities, they must be registered on the eTenders website.<br>Once registered, suppliers can setup business email alerts for request for information (RFI) as well as published tenders.<br><br>These business alerts are based on the Common Procurement Vocabulary (CPV) codes to reference different categories of goods and services. |

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| | The following link provides a quick guide that will assist suppliers in the registration process and to complete their company profile correctly. http://ogp.gov.ie/quick-guide-to-supplier-registration-on-etenders/.<br><br>The OGP has developed a series of animations explaining and promoting the public procurement process. They have also produced SME case study videos, including a food supplier, setting out their experience of working with the OGP and the eTenders platform.<br><br>All OGP videos are available at their YouTube Channel. |
| **Purchasing policy and supplier requirements** | Each procurement opportunity will have specific requirements detailed within the tender documents. |
| **Advice to new suppliers** | Log onto www.etenders.gov.ie and register as a supplier, complete your company profile and setup business alerts. |

| Defence Forces<br>Address: SO Food and Catering Procurement , Ordnance Branch, McKee Barracks, Blackhorse Avenue, Dublin 7<br>W: www.military.ie Phone: 01 804 6098 E: tom.mulderrig@defenceforces.ie | |
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| **Company Profile** | The Defence Forces central purchasing office is responsible for managing the purchasing of food and front of house provisions (this includes Navy and Air Corps).<br><br>There are 14 military locations nationwide including Air Corps in Baldonnel Aerodrome and Naval Service in Haulbowline, Co. Cork. The value of food purchased annually is approx. €3.5 million. |
| **Relevant purchasing contacts** | Tenders for supplies to the Defence Forces are made via the website www.etenders.gov.ie and suppliers should monitor this site. All food procurement contracts for the Irish Public Service (including the Defence Forces) are now handled by the Office of Government Procurement (OGP) www.ogp.gov.ie<br><br>Individual orders on a day-to-day basis for successful tenderers are normally handled by individual barracks.<br><br>The purchasing contact is Commandant Tom Mulderrig. |
| **Product mix** | All types of food, but mainly fresh products as meals are cooked from scratch with a variety of meal occasions – breakfasts/ snacks/ main meals, as well as silver service events.<br><br>Nearly all the meat and vegetable products used are purchased fresh i.e. unprocessed. A 21-day rolling menu is used and this is designed by the Defence Forces School of Catering. All meat products are fully traceable from farm to table.<br><br>Also offered are individual portioned 24 hour "Operational Ration Packs" (ORPs) designed by prospective suppliers in line with Defence Forces requirements. Each ORP contains at least 4,000 calories. These are tendered for separately via the e-tenders website (www.etenders.gov.ie).<br><br>Virtually none of the food offerings are purchased in 'ready to cook', or 'ready to heat' format (apart from ORPs). |
| **Opportunities for Irish food and drink suppliers** | Suppliers should monitor the public procurement e-tenders website (www.etenders.gov.ie) for upcoming tenders and/or supply larger distributors as routes to supply.<br><br>The requirements of the Defence Forces purchases are largely for fresh, unprocessed products. Changes to the existing purchasing pattern are not anticipated. The majority of food supplied to the Defence Forces is sourced from Irish suppliers. |

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| **Purchasing policy and supplier requirements** | Service and flexibility to supply at very short notice is critical e.g. late evening/weekends, as troops may be deployed with as little as 6 hours' notice.<br><br>Distributors are audited at a minimum of once a year for HACCP compliance. This would not involve primary producers' premises. There is no charge anticipated for these audits/inspections.<br><br>The trend is towards longer term tender contracts e.g. three to five years. This is in line with the current OGP public procurement policy. Most key suppliers have now moved to longer term contracts.<br><br>Nearly all food purchasing decisions are made at barracks level, including purchase terms and order placing. The government e-tender system is used widely.<br><br>Each barracks has frequent delivery windows, which are agreed locally between the barracks and suppliers.<br><br>The preferred method of ordering is via email although other means are also used. Electronic Data Interchange, (EDI) is not required for supplies to the Defence Forces.<br><br>The Defence Forces do not have rigid rules regarding containers and packaging, most forms are acceptable. Labels must conform to standard industry legal requirements.<br><br>Shelf-life expectancy and requirements are negotiated at the barracks level. |
| **Distribution providers** | Various distributors are used at present and these may offer a route to market for potential suppliers. |
| **Advice to new suppliers** | All Defence Forces food and catering contracts are advertised through the e-tenders website.<br><br>No samples are required unless the supplier is shortlisted as part of the tender process. Each location has excellent chilled, frozen and ambient storage.<br><br>The navy requires only one delivery location, rather than multiple locations. Products are then further divided for shore use or supply to naval vessels. |
| **Other information** | Contracts are fixed price.<br><br>No Long Term Agreement (LTA) discounts are in place. Credit terms are determined by the Purchase Order system.<br><br>Some branded products are used, but this is not a major requirement for the Defence Forces. |

| Health Service Executive<br>Address: HSE Procurement Portfolio & Category Management, Cherry Orchard Hospital, Ballyfermot, Dublin 10<br>Website: www.hse.ie Phone: 076 695 5286 Email: gerry.brennan@hse.ie | |
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| **Company Profile** | HSE Procurement Portfolio and Category Management is responsible for strategic sourcing, tendering, and contracting for all HSE's non pay expenditure. Estimated value of annual foodservice spend is €70 million. |
| **Relevant purchasing contacts** | Category Specialst, HBS Procurement Sourcing & Contracts:<br>Gerry Brennan<br>Email: gerry.brennan@hse.ie<br>Phone: 076 695 5286 |
| **Product mix** | Fresh meats - lamb, beef, pork;<br>Fresh poultry - chicken, turkey;<br>Fresh fish;<br>Fresh bread confectionery;<br>Fresh eggs and pasteurised eggs;<br>Fresh fruit and vegetables;<br>Fresh dairy produce;<br>Ambient food products;<br>Frozen food products.<br><br>The HSE purchases a wide array of products of all types, in total about 3,000 product lines are purchased. |
| **Opportunities for Irish food and drink suppliers** | Suppliers should consider developing differentiation strategies that provide innovative product and supply chain channels to improve the existing level of service and reduce costs.<br><br>Opportunities are more likely to come in the form of changes to product offerings that reduce cost and improve the efficiency of distribution, than in new types of food product. |
| **Purchasing policy and supplier requirements** | **Foodservice Category Strategy**<br>- Planned, proactive and continuous engagement with the internal customer and supply communities.<br>- Determine opportunities in the supply market to reduce costs and improve service levels.<br>- Conduct a robust competitive process in line with HSE Procurement Policy and EU Procurement Directives.<br><br>**How to do Business with the HSE**<br>- The main route for new business is through the Irish Public Sector Procurement website www.etenders.gov.ie.<br>- Register your company interest by category of product and receive notification of new tender opportunities as they arise. |

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| | - Engage with HSE Procurement through Portfolio & Category Management and Logistics and Inventory Management.<br>**<u>Things to consider when tendering to the HSE</u>**<br>- Is the requirement clear? If not, seek clarification in line with the communications protocol specified in the tender documents.<br>- Answer all the questions as fully as possible, give examples and reference previous relevant experience.<br>- Be clear and concise.<br>- Follow the requested format and instruction to tenders.<br>- Attach all requested documentation.<br>- Make sure to get your tender in on time and to the correct address.<br><br>Suppliers will be audited against food safety and food quality requirements. HACCP is a basic minimum and suppliers will not be considered if this is not in place. Beyond this, suppliers will be expected to comply with the Bord Bia Quality Assurance Mark or equivalent.<br><br>Contracting is centralised as part of the HSE National Procurement Directorate under Portfolio and Category Management.<br><br>Ordering decisions are normally made locally as the HSE is responsible for a wide range of institutions, from large hospitals to small establishments.<br><br>The HSE has ambient, chilled and frozen storage facilities. |
| **Distribution providers** | Foodservice product is sourced both directly from manufacturers / processors and via wholesalers. The HSE deals with virtually all the large distributors and many smaller ones also. |
| **Advice to new suppliers** | Seek to achieve effective marketing and communications with HSE Portfolio & Category Management and Logistics and Inventory Management. Cover the main channels of product traceability, quality, innovation and value for money. |

| Irish Prison Service<br>Address: IDA Business Park, Ballinalee Road, Longford, Co. Longford<br>Website: www.irishprisons.ie Phone: 043 333 5100 Email: info@irishprisons.ie | |
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| **Company Profile** | There are 12 institutions in the Irish prison system.<br><br>Prisoners are served three meals per day. Meals are cooked from scratch in the prisoner kitchens.<br><br>All contracts for supply of ingredients to the prisoner kitchens are awarded by the Irish Prison Service (IPS). Contracts are awarded on a regional basis.<br><br>Tenders for Irish Government contracts, including those for the Irish Prison Service, are advertised through the Irish Government tenders website: www.etenders.gov.ie |
| **Relevant purchasing contacts** | support@ogp.gov.ie<br>http://etenders.gov.ie |
| **Product mix** | Meals for prisoners are prepared in-house by IPS staff with the assistance of some inmates. The three meals provided are breakfast, dinner and tea. There is a standardised 28-day menu. At the end of each 28-day cycle, the menu starts again. As a result, orders are relatively steady and predictable.<br><br>All meals are cooked from scratch. Some vegetables are purchased 'ready to cook'. |
| **Opportunities for Irish food and drink suppliers** | All OGP procurement activity is conducted through the eTenders platform, www.etenders.gov.ie, where all relevant information is available.<br><br>The eTenders site (www.etenders.gov.ie) displays on a daily basis, all Irish public sector procurement opportunities currently being advertised in the Official Journal of the European Union (OJEU), as well as other lower-value contracts uploaded to the site from awarding authorities.<br><br>At any given time it will contain open opportunities in the form of Tender Notices, Prior Indicative Notices (PIN) and Contract Award Notices (CAN). It also provides associated tender documents that can be downloaded from the site.<br><br>In order for suppliers to submit responses for these public sector procurement opportunities, they must be registered on the eTenders website.<br><br>Once registered, suppliers can setup business email alerts for recently published tenders. |

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| | These business alerts are based on the Common Procurement Vocabulary (CPV) codes to reference different categories of goods and services.<br><br>The following URL link provides a quick guide that will assist suppliers in the registration process and to complete their company profile correctly.<br>http://ogp.gov.ie/quick-guide-to-supplier-registration-on-etenders/. |
| **Purchasing policy and supplier requirements** | Each procurement opportunity will have specific requirements detailed within the tender documents. |
| **Distribution providers** | The main distribution providers to the Irish Prison Service, by region, are as follows:<br>**Bread products**: Johnston Mooney & O'Brien<br>**Cooking Oil**: Frylite (Dublin) Ltd<br>**Dairy Products**: Glanbia Consumer Foods/BWG Foods<br>**Dry Goods**: Lynas Foodservice Ltd<br>**Flour:** Lynas Foodservice Ltd<br>**Frozen Goods**: Lynas Foodservice Ltd<br>**Fruit and Vegetables**: Limerick Fruit Suppliers & Pallas Foods<br>**Meat Products**: Heaney Meats Catering Co. Ltd |
| **Advice to new suppliers** | Log onto www.etenders.gov.ie and register as a supplier, complete your company profile and setup business alerts. |
| **Other information** | Credit terms are in line with those for State institutions, i.e. 30 days, with penalties for later payment. The credit terms are clearly set out in the tender. |

# BUSINESS TO BUSINESS

| Around Noon<br>Address: Unit 24A Rampart Road, Greenbank Ind. Est., Newry, Co. Down, BT34 2QU<br>W: www.aroundnoon.com P: 048 3026 2333 E: info@aroundnoon.com | |
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| **Company Profile** | Founded on the kitchen table of the Chambers family home in 1989, Around Noon has grown exponentially in the last 9 years to become an industry leader in the Food to Go market in Ireland and the UK, specialising in 'hand held food for people on the move'.<br><br>Around Noon produces hand-made sandwiches, wraps, hot products, salads, snack pots, fruit pots, yoghurt & granola pots and hospitality platters. They also supply cold-pressed, 100% natural fruit juices. The company's Head Office is based in Newry, Co. Down with a second manufacturing site in Slough, UK.<br><br>Around Noon's own brand - '*Scribbles'* - offers an extensive range of tasty breakfast and lunchtime options including Vegetarian, Gluten Free and Vegan products.<br><br>Around Noon also offer a fully bespoke service including exclusive product ranges with packaging and label design to clients.<br><br>Around Noon Bakery (Sweet Things Badass Bakery) supplies a wide range of delicious bakery products including pastries, scones, cakes, muffins, cupcakes, traybakes and slices.<br><br>Around Noon boasts its own distribution network throughout Ireland with depots in Dublin and Cork.<br><br>Around Noon supplies the foodservice sectors including forecourt and convenience retail, coffee shops, travel (rail / airlines), the education & health sectors and workplace restaurants.<br><br>Around Noon have scooped dozens of awards in recent years including<br>• 2020 Best Sandwich Designer of the Year at The Sammies, UK<br>• Deloitte Best Managed Companies 2020, 2019 & 2018<br>• Great Taste Award 2019 for the Bakery's Irish Tea Brack<br>• The Sunday Times Virgin Fast Track 100 2017 & 2018<br>• Irish News Awards 2017 & 2018<br>• UTV Company of the Year 2017<br>• Blas na hEireann Awards 2016/2017 – Gold & Silver |

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| **Relevant purchasing contacts** | Executive Chef: Dave Graham<br>Email: dave@aroundnoon.com<br>Phone: 048 3026 2333<br>The preferred method of contact is email. |
| **Product mix** | Around Noon provides an extensive range of all day parts including breakfast, lunch (chilled & hot), snack products and 100% natural cold-pressed juices.<br>The product mix includes top-quality delicious sandwiches, wraps, paninis, toasties, low calorie flatbreads, salads, snack pots, fruit pots, granola yogurts and overnight oats.<br><br>Target consumers include employees, students, commuters – anyone on the move who wants to 'Grab & Go'. |
| **Opportunities for Irish food and drink suppliers** | There are opportunities for innovative, healthy and free-from ingredients and snacks as there is growing demand for healthier eating options. Health conscious consumers are an increasing focus for the business.<br><br>As Around Noon targets the high end food-to-go market, taste is of paramount importance and the point of difference.<br><br>Around Noon makes everything from scratch.<br><br>Suppliers should visit www.aroundnoon.com for an insight into Around Noon's brand, personality and product range. |
| **Purchasing policy and supplier requirements** | BRC is the preferred standard for suppliers, however the company does carry out their own supplier audit for which there is no fee.<br><br>There is a preference for artisan products. The company strives to support smaller producers.<br><br>Purchasing is centralised at Headquarters in Newry. The Dublin & Cork Depots are for distribution only.<br><br>The Executive Chef influences the purchasing decisions, agrees the terms and places the orders.<br><br>The case size and containers are dependent on the product. There is a need for full techinical specification and traceability including ingredients, nutritional analysis, allergens and shelf life.<br><br>Shelf life expectations and requirements depend on the product. However, as the majority of the company's products have a shelf life of 3 days, none of the ingredients can have a shelf life shorter than this. |

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| **Advice to new suppliers** | The company is a supporter of the higher end of the market of artisan and small producers.<br><br>As the Executive Chef is the main influencer of decisions, he should be approached with any new products.<br><br>Producers need to come in with a competitive quote and be cost conscious. |
| **Other information** | Credit terms are 60 days, but there is some flexibility with smaller suppliers<br><br>There is room for brands in the operation.<br><br>Preference for chilled or frozen products is product dependent. The company has both chilled and frozen storage facilities. |

| Carambola<br>Address: Unit B5, Annacotty Business Park, Dublin Road, Limerick.<br>W: www.carambola.ie P: 1850 812300 E: info@carambola.ie | |
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| **Company Profile** | Carambola delivers healthy and delicious school lunches, packed with the best ingredients, in individually labelled and sealed lunch bags, across Ireland every day.<br><br>The current main activity of the business is breakfasts, lunches and snacks.<br><br>Carambola main kitchen is in Limerick with depots in Donegal, Sligo, Galway, Kerry, Mullingar and Dublin.<br><br>Carambola supplies lunches under the DEIS scheme. The nutritional standards are set by the Government and Carambola complies with these in order to satisfy Government guidelines around nutrition. Carambola works in conjunction with the Departments of Health and Social Protection. |
| **Relevant purchasing contacts** | Purchasing Manager: Darek Duminski,<br>Email: darek.duminski@carambola.ie<br>Tel: 1850 812300<br>Preferred method of contact is email. |
| **Product mix** | School lunch bags contain a range of sandwiches, rolls, and wraps (where cooked meats and sandwich fillings feature) along with pastas, salads, raw fruit and veg, and snacks e.g. crackers, cheese, juices, milk, yoghurts to name but a few.<br><br>All ingredients are pre-cooked where appropriate.<br>Cold lunches are prepared from pre-cooked products. |
| **Opportunities for Irish food and drink suppliers** | The Company is looking for healthy snack items and healthy breakfast ideas with a difference and are always looking for innovative products in the school food space.<br><br>As Carambola supplies over 6 million lunches per annum, any supplier must have demonstrable capacity for consistency and quality with high volume.<br><br>The Company reviews a lot of artisan producers, but prices are often too high. The price point of Carambola products is very tight due to being part of a Government scheme. In addition, some artisan producers don't have the necessary volume capacity. |
| **Purchasing policy and supplier requirements** | Carambola has a preference to source local produce, where possible.<br><br>There is an approved supplier list and although the Company is open to ideas at any time of the year, all products are tendered for from Easter on for the start of the school year. |

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| | HACCP is mandatory and demonstrable systems must be in place. All premises are audited by the Company's internal auditor.<br><br>All products must be delivered to the main kitchen in Limerick.<br><br>The Purchasing Manager and Head of Nutrition influence the purchasing decisions, which once made are passed onto the Operations Manager who makes further decisions on the feasibility of the production of the product. A final decision is made in line with Finance Director.<br><br>The Purchasing Manager agrees the terms and places the orders.<br><br>Ordering frequency is product dependent, from daily to every 3 months dependent on the shelf life and volume used.<br><br>The ordering process is via email.<br><br>Shelf life expectations and requirements, preferred case size, and acceptable containers are all product dependent.<br><br>Packaging and labelling requirements are all in line with current legislation. |
| **Distribution providers** | Distributors used are Pallas Foods and BWG Foodservice. |
| **Advice to new suppliers** | Email the Purchasing Manager to seek a meeting.<br><br>Reliability and Quality Control are both of paramount importance.<br><br>As this is a Government contract, competitive pricing is a necessity. |
| **Other information** | Credit Terms are 30 days from end of month.<br><br>There is room for brands in the operation.<br><br>Most products are chilled or ambient, although the Company does have frozen facilities for incoming product if necessary. |

## DELI LITES

Address: 1 Milltown Industrial Estate, Warrenpoint, Co. Down BT3 43FN
W: www.delilitesandwiches.com P**:** 048 4175 4807 E: sales@delilites.com

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| **Company Profile** | DELI LITES Ireland Ltd is a Multi Award Winning Food to Go Company & Artisan Bakery, producing innovative food solutions from their state of the art BRC AA accredited sites in the North and South of Ireland.<br><br>Established over 20 years ago and employing over 300 people, their chef led Innovation Team offers a complete bespoke food and packaging solutions from concept to launch and beyond. Main areas of expertise are in cafe solutions, travel, retail and frozen Heat to Eat for wholesale/food service.<br><br>DELI LITES is partnered with some of the major food providers in the Irish & European food market such as Costa Coffee, Applegreen, Boots, and Sainsbury's and many foodservice customers & Travel sector.<br><br>Even through growth and expansion, DELI LITES remains true to its original vision. *Bringing the best Irish gourmet sandwiches and food-to-go products to the world* is still at the DELI LITES core and the company is passionate about ensuring they have a positive impact on the health and well-being on those that consume their products.<br><br>2018 saw the opening of a state-of-the-art Food Hub and development kitchen. The main objective of this space is to invite artisan Irish suppliers and customers to present ingredients that allow DELI LITES to develop product ranges, whilst supporting local businesses and ensuring food provenance. The company has won many Great Taste awards for their Food to Go and Artisan Traybakes.<br><br>DELI LITES has a strong focus on the environment and all their sandwich packaging is fully recyclable and plastic free. There is an ongoing focus on projects to reduce $CO_2$ Emissions, Food Waste and Packaging Waste and promote Water and Energy Conservation.<br><br>Green Energy Award 2019 (Newry & Mourne Business Awards). |
| **Relevant purchasing contacts** | Food Innovation Manager: Gary McDowell<br>Email: gary.mcdowell@delilites.com<br>Phone: 048 4175 4807 Extension 229<br>Email is the preferred method of contact. |

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| **Product mix** | The product offering covers all deli items required for breakfasts, lunches and all day eating as DELI LITES is a one stop shop for a complete café solution:<br>• Breakfast Pastries<br>• Fruit pots<br>• Granola pots / granola and yoghurt pots<br>• Yoghurts<br>• Sandwiches, sub rolls and wraps<br>• Salads<br>• Paninis & Burritos<br>• Vegan range<br>• Artisan range<br>• Low calorie range<br>• Gluten free range<br>• Dessert pots<br>• Fresh cold press juices<br>• Smoothies<br>DELI LITES has their own bakery producing artisan tray bakes. |
| **Opportunities for Irish food and drink suppliers** | Key areas for growth in terms of product offering are an increase in demand for vegan and high protein products, as well as frozen for foodservice customers and tray bakes.<br><br>DELI LITES have extended their vegan and high protein ranges. They currently have 20+ SKUs in the vegan range. Vegan products need to appeal to both vegans and non-vegans and be interesting enough to attract general consumers.<br><br>The Company is always looking for better quality and priced ingredients for their product range e.g. desserts.<br><br>DELI LITES design recipes with sub-contractors that are open to producing under the DELI LITES brand.<br><br>The company is constantly seeking innovation from suppliers. Currently there are opportunities for ingredients and bespoke sauces, which don't need to be produced in large quantities. |
| **Purchasing policy and supplier requirements** | The Company sources local where possible. "Grown here, not flown here" is a core principle as they strive for lower food miles.<br><br>Although the company already has several suppliers, there is no approved supplier list as such and they are always looking to add to the supplier list with good products which fit their product range and customer requirements.<br><br>As DELI LITES has Grade AA BRC, BRC is preferred but not necessary. DELI LITES audits all suppliers using their own in-house team, so there is no charge for this to suppliers. |

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| | There is a preference for suppliers to deliver to the factory in Warrenpoint at the above address. Larger volume items are tendered for every year e.g. bread, mayonnaise, chicken etc.<br><br>The Food Innovation Manager influences purchasing decisions.<br>The Food Innovation Manager and the Purchasing Manager negotiate price and delivery terms, product specifications etc.<br><br>Frequency of goods inwards and delivery windows are dependent on the product shelf-life and order quantity.<br><br>Ordering process is via email or phone.<br><br>The preferred case size is product specific and customer specific. Full nutritional analysis is required for all products.<br><br>DELI LITES have a preference for compostable or biodegradable packaging, which needs to be food grade, and packed in blue liners.<br><br>Shelf life expectations and requirements are product specific. |
| **Advice to new suppliers** | New suppliers are advised to bring innovation to the table as DELI LITES has a chef led innovation team that is always on the lookout for new product innovation and new trends.<br><br>Products need to be authentic and good quality to be considered.<br><br>Producers needs to be very clear on where their product will fit within the DELI LITES range and not be afraid to show their capabilities. |
| **Other information** | Credit terms are 30 days End of Month.<br><br>LTA's (Long Term Agreements) with suppliers are customer specific.<br><br>DELI LITES delivers to their trade customers 6 – 7 days per week.<br><br>Although there is some room for brands, these tend to be for preserves. Everything else is under own label.<br>The Company has both chilled and frozen storage facilities. |

| **Freshways Food Co.**<br>Address: Poppintree, Finglas, Dublin 11<br>W: www.freshwaysfoodco.ie Phone: 01 864 8045 E: chefskitchen@freshways.ie | |
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| **Company Profile** | Freshways Food Co. was established 26 years ago and is the largest producer of hand-made sandwiches and food to go items for multiple day parts on the island of Ireland.<br><br>The Company supplies over 2,000 retail and foodservice customers from independents to multiples producing both branded and private label products.<br><br>Freshways is a lunch time specialist for food-to-go/grab-n-go sandwiches, salads, wraps, innovative filled carriers, granola pots, snack pots, protein pots, juices, deli supplies, sandwich fillers, cheese, pastrami, ham, soup, pies, quiches, lasagnes and cooked and raw breakfast meats.<br><br>More recently Freshways has begun producing premium chilled pizzas for the Irish retail market |
| **Relevant purchasing contacts** | Dorin Bumbaru, Supply Chain & Logistics Manager<br>Email: dorinbumbaru@freshways.ie<br>Tel: 01 864 8076<br><br>Ian Mullin, Head of Innovation<br>Email: ianmullin@freshways.ie<br>Tel: 01 864 8050 |
| **Product mix** | The Retail and Foodservice range consists of pre-packed sandwiches (wraps, rolls, subs, breads, bagels and the Vegan & Healthy range) and front of store accompaniments (salad bowls, juices, granola pots etc).<br><br>The Deli Range is split between sandwich ingredients (sandwich fillers, proteins, salads, sauces / relishes and cheeses) and hot counter meals and sandwiches (cottage pie, lasagne, paninis /toasties / wraps, chicken goujons, sausages, rashers and puddings).<br><br>The Pizza Range consists of premium tier authentic topped pizzas and made using sourdough Italian pizza bases and premium toppings<br><br>The Company's target consumers are predominantly lunch-time customers across different demographics – through Multiple customers seeking a wide spectrum of value, to Airline first-class premium products. |

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| | The Company aims to service all of the needs within the lunchtime sector and provides solutions for alternative day parts.<br><br>Consumers within that sector seek a broad range of different products including premium / recipe driven / authenticity / provenance / healthy sub-sections and vegan/vegetarian<br><br>The Company also caters for full private label solutions that are volume driven.<br><br>Please note that nuts are not accepted on-site. |
| **Opportunities for Irish food and drink suppliers** | The Company's key areas for growth in terms of product offering include:<br>• Health & Wellbeing<br>• Vegan & Vegetarian<br>• Protein & Fibre Claims<br>• Authenticity & Provenance<br><br>Freshways always tries to buy local and Irish where possible and choose Irish products over and above imported products.<br><br>The Company is always looking for a unique point of difference, added value and innovation etc. Given the nature of their business, they require excellent raw materials. |
| **Purchasing policy and supplier requirements** | The Company has a preference to source local produce.<br><br>Freshways has strict quality standards that all suppliers must comply with. The Company seeks BRC of GFSI equivalent as a base technical standard.<br><br>Purchasing is centralised and suppliers must deliver to the Finglas depot.<br><br>There are multiple tenders throughout the year.<br><br>The Supply Chain & Logistics Manager influences purchasing decisions from a purchasing point of view and the Head of Innovation from a product point of view.<br><br>The Supply Chain & Logistics Manager agrees the terms and places the orders.<br><br>Frequency of goods inwards and delivery windows are multiple times daily, 7 days per week, often with 2 – 3 fresh deliveries per day, often from same supplier.<br><br>The ordering process is a combination of email and phone.<br><br>The preferred case size is product dependent. |

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| | For delivery containers, boxes and crates are accepted, glass is not. Where possible we seek methods to reduce our packaging consumption<br><br>All products must carry full nutritional analysis, full micro validation and full traceability. Ready to eat is a requirement. All raw materials must be ready to eat, including meats.<br><br>High risk items require positive release – e.g. cooked chicken or turkey must have each batch testing for pathogens. |
| **Advice to new suppliers** | Call or email to arrange a meeting first. Suppliers should have the raw materials, product overview, specification and pricing available prior to a meeting.<br><br>In terms of products for distribution by Freshways, the Company needs a commercial proposal and product proposal identifying the opportunity in the market place e.g. consumer research, competitor analysis and the potential size of the market. |
| **Other information** | Credit terms are supplier dependent.<br><br>There is opportunity for brands e.g. co-branding sandwiches.<br><br>Although the Company has both chilled and frozen storage facilities onsite at Head Office, the distribution network is chilled only. |

| Glanmore Foods<br>Address: Unit 3, Northwest Business Park, Blanchardstown, Dublin 15<br>W: www.glanmorefoods.ie P: (01) 897 6026 E: sales@glanmorefoods.ie | |
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| **Company Profile** | Glanmore Foods is a family owned Irish business based in Blanchardstown Dublin.<br><br>The Company operates from a custom built, state of the art food manufacturing plant, including their own on-site bakery.<br><br>Product is delivered nationwide via the company's own distribution network.<br><br>Glanmore Foods supplies award winning healthy lunches to both Primary and Secondary Schools throughout the country.<br><br>The Company is a member of Guaranteed Irish and is an award winning member of Excellence Ireland Quality Association.<br><br>The current consumer needs that are serviced include breakfast, morning snacks and lunches supplied to both National and Secondary School children nationwide. Detailed menus are available on www.glanmorefoods.ie website. |
| **Relevant purchasing contacts** | Factory Manager: Thomas Murrin<br>Phone: (01) 899 1595<br>Email: tommym@glanmorefoods.ie<br>Email is the preferred method of contact |
| **Product mix** | Breakfasts, snacks and lunches are catered for.<br><br>All sandwiches/rolls etc. are prepared fresh daily. The Company cooks and packs fresh pasta and also wash, slice and pack all fresh sliced fruits each day. |
| **Opportunities for Irish food and drink suppliers** | There are growth opportunities for Irish suppliers in all areas of the Company's menu: breakfast, snack and lunch items.<br><br>The Company is continuously looking for single serve food products to add to their menu as well as fillings for their sandwiches and rolls as they try to improve and vary their offering to school children.<br><br>Glanmore Foods is a member of Guaranteed Irish and as such, aims to source the vast majority of raw materials and food products locally. |
| **Purchasing policy and supplier requirements** | The Company uses only Irish if the products are available in Ireland.<br><br>Glanmore Foods has an Approved Supplier List. |

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| | Initial contact is made by the supplier to the Company and if the raw material or finished product are deemed suitable, then samples should be supplied for analysis and tasting by the Product Development Team.<br><br>The next step is that the supplier is audited by the Company's Quality Assurance Manager and if satisfied, the supplier is added to the Approved Supplier List.<br><br>Glanmore Food requires External Accreditations in addition to the Supplier Audit.<br><br>Suppliers are required to deliver to the Manufacturing Unit in Blanchardstown.<br><br>The Product Development Team influences the purchasing decisions.<br><br>The Factory Manager agrees the terms and the Factory Manager or Production Manager place the orders.<br><br>Frequency of goods inwards and delivery windows are determined by the product – this can be daily, a few times a week, weekly, monthly or longer, depending on the product.<br><br>The ordering process can be via either email or phone and is case dependent. A PO number is supplied with each order.<br><br>The preferred case size and acceptable containers are product dependent.<br><br>Individual date codes on finished packs and nutritional information on finished packs are requirements.<br><br>Shelf life expectations and requirements are product dependent, but must be feasible and supplied early in the life cycle of the product. |
| **Advice to new suppliers** | Contact the Factory Manager only by phone or email to arrange a meeting if the product is of interest. Bring samples to the meeting.<br><br>The product needs to add value to the Company's customer offering Product quality needs to be of the highest standard. Availability and continuity of supply are vital. Price point is important when all other areas are in place. |
| **Other information** | The Company will work with the supplier on credit terms.<br><br>There are no LTA's (Long Term Agreements) with suppliers. |

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| | Where it adds value to the Company's offering, brands will be offered.<br><br>There is greater growth in chilled foods rather than frozen and the Company requires products that are chilled only. |

# FOODSERVICE DISTRIBUTORS

| Artisan Foods Ltd.<br>Address: 38-39 Canal Walk, Park West, Dublin 12<br>Website: www.artisanfoods.ie Phone: 01 620 4984 Email: sales@artisanfoods.ie | |
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| **Company Profile** | Artisan Foods Ltd (AFL) are specialists in seasonal produce and artisan ingredients supplied to the catering industry in Dublin and throughout Ireland.<br><br>The company began in 1998 as a specialist importer of top quality ingredients from France and now offers a comprehensive range of both Irish and European ingredients and produce. |
| **Relevant contacts** | Managing Director: Simon Kilcoyne<br>Email: info@artisanfoods.ie<br>Phone: 01 620 4984 |
| **Product range** | Artisan Food's offer a broad range of fresh and ambient produce with an emphasis on quality Irish produce. Working closely with AFL approved organic Irish growers and farmers to bring a large range of free range and organic meats, poultry and vegetables.<br><br>AFL is also passionate about cheese and has an extensive range of Irish farmhouse and imported cheeses. |
| **Sectors served** | The main sectors serviced by Artisan Foods are restaurants and hotels. |
| **Opportunities for Irish food and drink suppliers** | The company sees opportunities for the following:<br>• Growers of high quality locally grown fruits and vegetables.<br>• Producers of high quality, local and fully traceable poultry and meat products aimed at the foodservice sector.<br>• Manufacturers of highest quality valued added products for the foodservice sector in a broad range of areas. |
| **Purchasing policy** | The company's policy is to find the right balance between the highest quality and consistency and competitive pricing. A final decision is made following consultation with the Purchasing and Sales Department |
| **Supplier requirement and ordering procedure** | Artisan Foods Ltd operates a fully integrated HACCP system which allows the tracing and identification of products.<br><br>For Artisan Foods to consider a new supplier, a HACCP system must be in place. The company also conducts site visits for inspection, which are free of charge.<br><br>Ordering is done via email or phone and deliveries are received during trading hours. Suppliers should check the trading hours on the company's website www.artisanfoods.ie. |

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| **Geographical spread** | The company's depot is located at Parkwest, Dublin. Distribution to Leinster customers is daily and nationwide Tuesday to Friday, by pre-order. |
| **Fleet size** | The company's fleet consists of four chilled vehicles, plus a nationwide network of chilled contract vehicles. |
| **Marketing support and services provided** | A catalogue and price list is available to customers of Artisan Foods on the secure section of the newly revamped website www.artisanfoods.ie. The company prepares a weekly report specifically targeted to chefs with prices and availability for that week.<br><br>There is also a regular market report that highlights seasonal availability of products. This is circulated and also posted on the company website.<br><br>Artisan Foods has an active social media presence to alert customers regarding changes, offers and availabilities. The constantly evolving nature of the company's product range makes this an effective way to communicate with customers.<br><br>Customers are encouraged to make a site visit where they are shown the Artisan Foods depot. The company also organises tastings and visits to its supplier's farms or production units. |
| **Advice to new suppliers** | Artisan Foods is always interested in new products and ideas that fit with the company's ethos and is happy to meet with new suppliers /producers /growers seeking advice on distribution. |

| ARYZTA Food Solutions Ireland<br>Address: Grange Castle Business Park, Clondalkin, Dublin 22<br>W: www.aryztafoodsolutions.ie Phone: (01) 464 7200 E: info@aryztafoodsolutions.ie | |
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| **Company Profile** | ARYZTA Food Solutions Foodservice provides an unrivalled quality offering to the Foodservice market, including a premium range of baked goods, sweet and savoury.<br><br>In addition to supplying the Foodservice sector (hotels, restaurants, pubs, cafés and delis) ARYZTA Food solutions also supply to the Retail Convenience sector.<br><br>ARYZTA Food Solutions also supplies the Retail Market with bakery and coffee through its *Cuisine de France* and *Seattle's Best Coffee* brands. |
| **Relevant contacts** | Contact details for Purchasing:<br>Sales Director: Mark Hargadon<br>Email: mark.hargadon@aryzta.com<br>Preferred method of contact is via email<br><br>Tel: Foodservice ROI: 1850 457 459<br>Tel: Foodservice NI: 028 9262 2200 |
| **Product range** | ARYZTA Food Solutions supplies frozen, chilled and ambient across bakery, sweet and savoury finished and semi-finished goods.<br><br>Brands include: Cuisine de France (Retail )and Coup de Pates.(Foodservice)<br><br>Products supplied comprise both in-house and third-party ranges. |
| **Sectors served** | The main sectors of the market serviced by ARYZTA are cafes, delis, pubs, restaurants, hotels and corporate catering. |
| **Opportunities for Irish food and drink suppliers** | Key growth areas in terms of product offering are quality and innovative products sourced and produced to meet local tastes and palates.<br><br>There are always opportunities for suppliers as the Company constantly looks to develop new and innovative products that will fit with changing consumer trends in the market place. |
| **Purchasing policy** | The purchasing policy of ARYZTA Food Solutions is a balance between quality first and foremost, price reliability and consistency.<br><br>Purchasing decisions are driven from insights / trends within the market to ensure the Company sources relevant products for their customers. |

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| **Supplier requirement and ordering procedure** | A Supplier Approval process is in place and risk assessed in accordance with all legislative requirements and global certification bodies.<br><br><u>Documents required for supplier approval include:</u><br>Supplier Questionnaire, BRC Grade AA Certification, Process Flows, Allergen & Speciation Policy and Health & Safety Insurance.<br><br>Pending QA approval, suppliers will be audited as defined within the Company's supplier approval risk assessment SOP (Standard Order Procedure).<br><br>Depending on the risk level, the supplier may be audited pre-approval, within 6 months or within the first 12 months.<br><br>ARYZTA Food Solutions pays for supplier audits.<br><br>ARYZTA Manufacturing COP (Compliance Order Procedure) must be put in place for all suppliers, as well as a NPD 'rules of engagement' pack and specification approval process to ensure compliance will all legislative requirements. In addition, there is an ARYZTA forbidden raw material list.<br><br>All specifications are signed off in accordance with 1169 / 2011 regulations. All product claims are supported by testing. Shelf life and nutritional analysis are obtained during the NPD process and submitted via the spec approval process.<br><br>Sourcing contracts are put in place during the NPD process for all new suppliers within the business. For existing suppliers, contracts are reviewed in accordance with changes and scheduled reviews. Orders are placed by Supply chain.<br><br>The Company also accepts finished products.<br><br>Goods in are scheduled daily into 18 loading bays with a 45-minute window per delivery.<br><br>All orders are placed via email, phone calls or CRM system and managed through the SAP database. EDI is not required.<br><br>Depending on products, all orders are placed with Supply chain based on a 3-week product run rate. Orders are usually placed 3 weeks in advance of expected delivery.<br><br>The Company backhauls for which there is a charge. |
| **Geographical spread** | The main depot is in Grangecastle in Clondalkin and comprises of chilled, frozen and ambient facilities. |

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| | The Company services the full Island of Ireland with delivery service subject to geographical area. |
| **Fleet size** | Third Party Service Providers are used. Vehicles are 40 ft. in size. Temperatures are -18C for frozen, 0-4 C for chilled. |
| **Marketing support & services provided** | A catalogue is produced annually at Spring time and supplemented with seasonal brochures for key periods.<br><br>Currently there is no charge for entries to the catalogue, but this is planned to change.<br><br>Customers are alerted to new products via the sales team and national accounts teams.<br><br>Orders are gathered through our Customer Service Department through inbound/outbound call plans.<br><br>Producers are encouraged to speak to the Company's customers through attendance at various trade events held throughout the year. |

| B.D. Foods (part of Henderson Foodservice)<br>Address: 1 Hightown Avenue, Newtownabbey, BT36 4RT<br>Website: www.henderson-foodservice.com P: NI: 02890 342342 ROI: 1800 805593<br>Facebook: @bdfoodsmonaghan Twitter: @bdfoods | |
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| **Company Profile** | BD Foods was fully incorporated into parent company, Henderson Foodservice in 2020. The company was established in 1993 by the Bowe family, and with growth came diversification and their specialised catalogue of products consistently grew to meet the demands of the foodservice industry.<br><br>The BD Foods brand is well known for sourcing quality products from local, national and international suppliers for high end restaurants and hotels in the hospitality sector.<br><br>The company's product range, along with Henderson Foodservice, includes quality sourced duck, game and fresh meat, artisan cheeses, premium store cupboard ingredients and a range of frozen desserts. |
| **Relevant purchasing contacts** | New Customer/Contract Queries: Kiera Campbell, Sales Director. Email: kiera.campbell@henderson-group.com<br><br>Supplier Queries: Peter McMeekin, Commercial Director Email: peter.mcmeekin@henderson-group.com<br><br>Marketing & Digital: Mark Stewart-Maunder, Business Director Email: mark.stewart-maunder@henderson-group.com<br><br>Product Category Enquiries (Impulse & Bakery): Des Simpson Email: des.simpson@henderson-group.com<br><br>Product Category Enquiries (Fresh & Non-Food): Tom McKenzie Email: tom.mckenzie@henderson-group.com<br><br>Product Category Enquiries (Ambient & Dairy): Neil Greaves Email: neil.greaves@henderson-group.com<br><br>Product Category Enquiries (Frozen): Joanne Campbell Email: joanne.campbell@henderson-group.com |
| **Product range** | BD Foods originally supplied Barbarie Duck (and other poultry) from France to the burgeoning continental restaurant trade in Ireland.<br><br>With growth came diversification of its product portfolio that now spans across fresh meat, chilled, frozen, ambient and specialized produce. This range of products is found on some of the top restaurant menus across the island of Ireland. |

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| | BD Foods is synonymous with providing authentic and traditional high quality products, well known for supplying specialized products to chefs. |
| **Sectors served** | A growing customer within base spans across 11 foodservice sectors including high end Hotels, Restaurants and Gastro Pubs. |
| **Opportunities for Irish food and drink suppliers** | There is ample opportunity for Irish producers that provide competitive, quality products. Currently the company is trying to increase the amount of poultry sourced in Ireland.<br><br>The company supplies a selection of Irish farmhouse cheeses and because the demand has increased they are looking to expand this range further to enhance their offering.<br><br>BD Foods are known for being able to source speciality products for their customers – the company is always looking for local and international bespoke produce to add to their existing range. |
| **Purchasing Policy** | Henderson Foodservice are passionate about establishing strong relationships with local and international brands and suppliers to continuously explore new opportunities that can further extend its range of quality products.<br><br>Quality, value and service are the key elements of the company's purchasing policy. The company strives to offer the best quality available in the market in all its categories.<br><br>With a focus on team work, the company reviews all new potential products with their sales and purchasing teams to ensure they launch the right products into the business to reflect BD Foods business. |
| **Supplier requirement and ordering procedure** | Suppliers are required to provide documentary evidence of their food safety processes.<br><br>Suppliers must be HACCP compliant and other accreditations are welcomed.<br><br>Orders are placed via telephone and email. Delivery times are agreed individually with each supplier. |
| **Geographical spread** | BD Foods and Henderson Foodservice distributes nationwide from thier bases across the island of Ireland. |
| **Fleet size** | Henderson Foodservice has over 50 multi-temperate vehicles on the road for chilled, frozen and ambient products. |
| **Marketing support and services provided** | All customers of BD Foods via Henderson Foodservice, have a good rapport with their delegated Sales Representatives.<br><br>The company uses website, social media tools and telesales activities to enhance its marketing activity and product awareness to customers. |

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| | The company has a product catalogue that is produced twice a year. In addition, an online catalogue is maintained on the company's website and this is updated regularly. |
| **Advice to new suppliers** | Potential suppliers are advised to contact one of the Trading Controllers. |

| **Blake Brothers Ltd.**<br>Address: Unit 11, Oak Road Business Park, Nangor Road, Dublin 12<br>Website: www.blakebrothers.ie Phone: 01 409 7460 Email: sales@blakebrothers.ie | |
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| **Company Profile** | Blake Brothers Food Service is an independent family owned business in operation for over 30 years. The company distributes ambient, chilled, frozen and non-consumable products to its customers in the Leinster region.<br><br>Blake Brothers Food Service stocks an extensive range of products, comprising over 2,000 product lines. All of the company's distribution is conducted through its facility on the Nangor Road, Dublin 12 and is operated in accordance with H.A.C.C.P rules and food safety legislation. |
| **Relevant purchasing contacts** | Managing Director: Sean Blake<br>Email: sean@blakebrothers.ie Phone: 01 409 7460<br><br>Purchasing Directors: Kevin Blake & Karl Blake<br>Email: kevin@blakebrothers.ie karl@blakebrothers.ie<br>Phone: 01 409 7460<br><br>Sales Director: Kevin Blake<br>Email: kevin@blakebrothers.ie Phone: 01 409 7460<br><br>Sales Manager: Brian McKenna<br>Email: brian@blakebrothers.ie Phone: 01 409 7460 |
| **Product range** | Blake Brothers Food Service carries a complete range of products comprising ambient, chilled, frozen and non-consumable products.<br><br>Currently ambient lines account for 40% of the business, chilled and frozen accounting for 50% and 10% in non-consumable products.<br><br>Blake Brother's stock major brands such as Beechwood Farms, Diggers, New Leaf, Silver Pail, Patisserie Royal, Stafford's Bakeries, Champion Butter, Aviko, Lutosa, Lamb Weston, Knorr and Ardo Vegetables. |
| **Sectors served** | Key customer sectors serviced include Gastro Pubs, Schools, Hospitals, Colleges, Cafés, Hotels, Deli Bars, Catering Contractors, Outdoor Caterers and Independent Distributors. |
| **Opportunities for Irish food and drink suppliers** | Blake Brothers Food Service is open to approaches from Irish producers and is committed to support Irish producers wherever possible, thereby increasing their Irish product offering.<br><br>The company currently purchases from over 50 Irish suppliers. |

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| | The company is open to sourcing new innovative products that fit within their portfolio. |
| **Purchasing Policy and Supplier requirements** | HACCP compliance is a minimum supplier requirement.<br><br>Delivering quality products is of the utmost importance to Blake Brothers Food Service. The company looks for the Bord Bia Quality Assurance where possible, in relation to its Irish meat products.<br><br>Supplier audits are undertaken with any new suppliers by Blake Brothers. Depending on the supplier, this is normally conducted on an annual basis.<br><br>Supplier terms are agreed by the Managing Directors. Orders are then placed by the purchasing department.<br><br>Meat deliveries are daily, remaining deliveries are product specific.<br><br>All orders are placed via phone and email. |
| **Geographical spread** | The company's distribution depot is located in Dublin off the Nangor road, Dublin 12.<br><br>The company currently services all counties within the Leinster region. |
| **Fleet size** | Blake Brothers has a total fleet size of eight trucks. All vehicles are multi-temperate i.e. they can carry chilled, frozen and ambient products. |
| **Marketing support & services provided** | Blake Brothers Food Service distributes samples of new products to gauge customer feedback. The company welcomes producer support in terms of product literature or any additional marketing support. The company also undertakes tastings, depending on product.<br><br>Blake Brothers Food Service encourages all communication from suppliers to go through their purchasing and sales team, rather than directly to their customers. They are open to suppliers making presentations to their sales team.<br><br>The company has a Sales Team of four. |
| **Advice to new suppliers** | New suppliers are encouraged to contact the Purchasing Department by email or telephone and arrange a meeting to showcase their product. |

| Boyne Valley Group<br>Address: Boyne Valley Group, Head Office, Platin, Drogheda, Co. Meath<br>Website: www.boynevalley.com Phone: 041 987 0300 Email: info@boynevalley.com | |
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| **Company Profile** | Celebrating 60 years in 2020, today Boyne Valley Group spans 33 categories of food, personal care and home care products. Its brand portfolio has made it market leader in many of the categories in which it operates, with popular brands including McDonnells, Chivers, Boyne Valley Honey, Erin Soups, Don Carlos, Giovanni di Firenze, Homecook, Lakeshore, Lifeforce, Kinetica, GreenAware and Killeen.<br><br>There are three strands to the Group's business:<br><br>1. Manufacturing: Primary manufacturing of curry, honey, home-baking products, jelly pots, rapeseed oil, household and personal care products.<br>2. Global Sourcing: Sourcing of both food and non-food products under Boyne Valley Group's own brands, both globally and in Ireland.<br>3. Partnerships: Local partnerships for major multinational brands e.g. Bonne Maman, Koka, and Yazoo Milk Drinks.<br><br>Boyne Valley operates the sales and distribution of all of the products stemming from the above activities into the retail and foodservice sectors.<br><br>Boyne Valley Group is a potential route to market for both Irish and international producers. |
| **Relevant Purchasing Contacts** | Commercial Director UK & Ireland: Carol Doyle<br>Email: cdoyle@boynevalley.com<br>Phone: +353 (0) 41 987 0300 |
| **Product Range** | Brands within the Group's portfolio cover a wide variety of ambient categories including; honey, preserves, noodles, home-baking, cakes, soups, jelly, curry sauce, snacks, oils, Mediterranean products, condiments and non-food household items. The chilled range includes dairy and convenience products.<br><br>Boyne Valley Group's brand portfolio includes well-known brands such as McDonnells, Chivers, Kinetica, Boyne Valley Honey, Don Carlos, Erin Soup, Homecook, Lakeshore, Lifeforce, Panda, Bonne Maman, Koka Noodles, Yazoo, Harvest Fare, Giovanni Di Firenze, GreenAware, Killeen and Irish Breeze. |

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| | The company portfolio is broken down as 93% ambient and 7% chilled. |
| **Sectors Served** | Within the foodservice sector, Boyne Valley Group supplies the market through various national and regional distributors such as Musgrave Foodservices, BWG Foodservices, Stonehouse, Sysco/Pallas Foods and key independent wholesalers.<br><br>Boyne Valley Group also has a dedicated foodservice sales team of 7 people covering the country. |
| **Opportunities for Irish Food and Drink Suppliers** | Boyne Valley Group is actively seeking to develop its foodservice business by increasing market penetration of its existing product range.<br><br>The Group welcomes proposals from producers, particularly for products that are new to the market and have a point of difference. They are also seeking regional artisan products.<br><br>They are willing to speak to any manufacturer who can help strengthen their existing portfolio. |
| **Procurement Policy** | Boyne Valley Group is proud of its Irish heritage and, where possible, seeks to source local, sustainably produced Irish produce. This is subject to quality and relative competitive pricing.<br><br>The Group takes a partnership approach with its suppliers and looks at the people, quality, pricing, service levels, potential market etc. |
| **Supplier Requirement and Ordering Procedure** | Producers are required to be certified to a GFSI food safety standard. Producers are audited by the Group's auditors against set criteria. Suppliers bear the cost of these audits.<br><br>Producers are expected to be fully compliant from a packaging and labelling perspective.<br><br>Terms are agreed by the Procurement Team and orders are placed via email from the Supply Chain Team.<br><br>Deliveries must be arranged in advance in accordance with our warehouse opening hours. |
| **Geographical Spread** | From its depot in Drogheda, the 32 counties of Ireland are serviced. A next day delivery service is provided to the Dublin region, while customers in all other regions of Ireland can expect delivery within two days of placing an order.<br><br>Boyne Valley Group exports a number of its products worldwide. This is an area that the Group is actively expanding. |

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| **Fleet Size** | Deliveries to customers supplied directly by Boyne Valley Group are outsourced, using separate providers for chilled and ambient deliveries. |
| **Marketing Support & Services Provided** | Customers will be notified of any new products by Boyne Valley Group's Field Sales Representatives and National Account Management Team.<br>New product launches are supported by promotional activity (e.g. price promotions) and marketing activity such as POS material, digital and traditional media. Additional sales support and information (e.g. product education, images, samples) is also made available to producers to facilitate sales development.<br><br>Orders are captured from customers that are supplied directly by the Group's team of 40+ Sales Representatives (spread across both retail and foodservice).<br><br>Boyne Valley Group welcomes producers making presentations to its Sales Representatives. |
| **Advice to New Suppliers** | Please contact the Commercial Director via email and briefly outline the range of products on offer and where they would fit into the marketplace. |
| **Other Information** | Credit terms are 30 days end of month following. |

| BWG Foodservice<br>Address: Greenhills Road, Tallaght, Dublin 24<br>Website: www.bwgfoodservice.ie Phone: 01 409 0300 Email: orders@bwg.ie | |
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| **Company Profile** | BWG Foodservice is a multi-temperature distributor wholesaler to the foodservice industry. The foodservice company has over 20,000 products and services covering all sectors of the foodservice industry. BWG foodservice is part of the BWG wholesale division and operates independently of the BWG retail division.<br><br>BWG Foodservice's mission is to continuously provide customers with a quality, innovative and value for money food service. |
| **Relevant purchasing contacts** | Foodservice Director: Ricky O'Brien<br>Email: robrien@bwg.ie<br>Phone: 01 409 0300<br><br>Head of Foodservice Trading: Karla Murray<br>Email: kmurray@bwg.ie<br>Phone: 01 424 9436<br><br>Foodservice Ambient & Non Food Trading Manager: Bernadette McEntee-Campbell<br>Email: bmcentee@bwg.ie<br>Phone: 01 4090311<br><br>Foodservice Chill & Frozen Trading Manager: Daniel Healy<br>Email: dhealy@bwg.ie<br>Phone: 01 4090368<br><br>National Sales Manager: Sylvester Barrett<br>Email: sbarrett@bwg.ie<br>Mobile: 087 912 9819<br><br>Fieldsales Manager: Anthony Creed<br>Email: acreed@bwg.ie<br>Mobile: 086 412 5561 |
| **Product range** | A complete range of ambient, chilled and frozen foods in all categories is carried to serve the needs of all sectors of the foodservice and hospitality industry. In addition, a complete range of beverages, disposables and cleaning items is stocked.<br><br>All major brands, in addition to the 'Chef's Kitchen' own brand range are stocked. The 'Chef's Kitchen' range now has in excess of 600 items available in the range. |

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| **Sectors served** | All sectors of the foodservice sector are served both public and private. Customers include hotels, hospitals, quick serve restaurants, sandwich bars, fine dining restaurants, hospitals, defence forces schools, contract caterers, travel companies and hot and cold delis. |
| **Opportunities for Irish food and drink suppliers** | BWG Foodservice has expanded its 'Chef's Kitchen' range with a total of 600 items available in the range. The range focuses on premium quality, service and price.<br><br>The company intends to develop and grow this range and this is creating opportunities for Irish producers. BWG Foodservice deals with Irish suppliers where possible.<br><br>The company is continuing to expand its chilled and frozen ranges. This development work is on-going and there is plenty of scope for Irish producers to introduce products and grow sales under the company's private label chilled and frozen products.<br><br>For example, there are opportunities for producers of ready meals, sandwich fillers, dairy products, poultry products and frozen goods.<br><br>The company continues trading with a number of Irish producers and considerable growth opportunities exist for these producers to grow their sales through BWG Foodservice. The company is always open to approaches from producers.<br><br>Another area of opportunity is in the area of commodity dry goods. The main focus of the company is to source Irish produced products and it is always open to innovation and being first to market with new products. |
| **Purchasing policy** | The company has a preference to source local produce.<br><br>Quality, price, service, range and innovation are the cornerstones of the company's purchasing policy. The range is tailored on a continuous basis to meet the needs of a diverse and dynamic market place.<br><br>The category buyers are the main influencers and have final say in the purchase decision. |
| **Supplier requirement and ordering procedure** | The company's warehouse system is state of the art and it demands a very high standard from suppliers (e.g. goods inwards are subjected to rigorous shelf life and temperature checks).<br><br>Barcodes are required on all outer packaging. The company is requests that their suppliers meet all relevant packaging and labelling requirements, particularly in the area of nutritional analysis and calorie count. |

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| | All suppliers are audited by the BWG Foodservice quality assurance team against the company's internal audit criteria. Supplier audits take place on an annual basis.<br><br>The company requires a minimum of HACCP, Health Board accreditations and Bord Bia Quality Assurance Mark for meat products.<br><br>All product listings and terms are managed by Head Office and day to day ordering is handled by buyers at each of the 22 depots nationwide.<br><br>Orders are placed with suppliers via EDI and delivery slots are agreed with suppliers individually. |
| **Geographical spread** | Multi temperature depots are located in Dublin, Cork and Galway with additional cross docks and these are supported by 20 Value Centre Cash 'n Carry outlets located nationwide.<br><br>Total foodservice warehousing exceeds 2000,000 square feet.<br><br>A next day delivery service is provided for six days a week across all the counties in the ROI. |
| **Fleet size** | The dedicated foodservice fleet consists of 28 multi temperature vehicles, with unlimited access to further fleets based on demand. |
| **Marketing support & services provided** | BWG Foodservice launched their Chefs Book at Catex 2017 featuring over 10,000 lines in a vast range and including calorie counting per product. This innovative and unique book is available from the sales team or may also be viewed on the company's website www.bwgfoodservice.ie.<br><br>New products launches are supported by promotional activity (e.g. price promotions) and the telesales team draws customers' attention to new products, as do the company's sales representatives. The online version of the catalogue has a dedicated new product section.<br><br>New suppliers are encouraged to visit customers and introduce their products. Sales information by category is available to suppliers.<br><br>Sales support is provided by the company's business development team which consists of 18 sales representatives. The company welcomes presentations to their sales team from suppliers.<br><br>The company operates a state-of-the art demo commercial kitchen and invites customers to visit and try products before they buy them. This is located on the North Road in Dublin and managed by the Head Chef. |

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| **Advice to new suppliers** | Contact the relevant buyer via telephone or email to arrange to submit samples with a sales development plan and pricing.<br><br>Contact details for the relevant buyers are outlined above. |
| **Other information** | BWG Foodservice has seen a significant growth in both the areas of chilled and frozen foods and in particular red meat and fresh fruit and vegetables. BWG have recently acquired Heaney Meats and Corrib Food Products. |

| CJ O'Loughlin Quality Foods<br>Address: Courtown Demesne, Gorey, Co. Wexford<br>Website: www.cjoloughlin.ie Phone: 053 9425 157 Email: info@cjoloughlin.ie | |
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| **Company Profile** | CJ O'Loughlin Quality Foods was established in 1964 and is a key foodservice provider in Ireland. The company offers a complete catering solution, supplying products in the chilled, frozen, ambient and non-food categories. CJ O'Loughlin Quality Foods offers an extensive product range, comprising of over 7,000 lines.<br><br>The product range consists of locally sourced products (including our own "Model County" brand), combined with quality products sourced globally and the Musgrave Excellence range. All products are sourced to ensure they meet customer requirements, complying with all national and international food safety standards, whilst delivering excellent service.<br><br>The company distributes from their Wexford and Kilkenny depots, mainly to the foodservice market and to some retail customers. |
| **Relevant purchasing contacts** | Ambient Catering – Email: E: susan.davy@musgrave.ie; elaine.byrne@musgrave.ie<br>Impulse / Grocery – Email: Keith.heavey@musgrave.ie<br>Chill / Freeze – Email: Charlie.oloughlin@musgrave.ie |
| **Product mix** | CJ O'Loughlin Quality Foods offer an extensive range of over 7,000 products, catering for all sectors of the foodservice market.<br><br>The company stocks a wide range of brands including Aviko, Glenhaven, Panesco, Lakeland, Shannonvale, Ballymaloe, Kerry, Nestbox, Paganini, McCain, Mostell, Connells, Rich Sauces, Rangeland, Wicklow Farmhouse Cheese, Odlums, Loughnanes, Farney Foods and Patisserie Royale. |
| **Sectors served** | Key sectors served include hotels, restaurants, deli bars, butchers, schools, hospitals, colleges, catering contractors, outdoor caterers and independent distributors. |
| **Opportunities for Irish food and drink suppliers** | CJ O'Loughlin Quality Foods is committed to sourcing Irish produce and is actively seeking to substitute products currently being imported with competitive Irish products of equivalent quality. Products of Irish origin currently account for about 45% of the range and the company is keen to develop their business further with Irish suppliers.<br><br>The company has identified opportunities in the following categories: confectionery, gluten free products, charcuterie, and par-baked artisan breads. |

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| **Purchasing Policy** | The company has a preference to source local produce, providing it is competitive in terms of price and quality.<br><br>Key purchasing policy criteria are price, quality and service. The company operates from an approved supplier list. Deliveries to foodservice customers are up to 6 days per week. |
| **Supplier requirement and ordering procedure** | HACCP is a minimum requirement of suppliers.<br><br>Supplier audits are undertaken with all existing suppliers.<br><br>All product specification and labelling must be legally compliant, meeting all existing EU and Irish Legal requirements and Department of Agriculture requirements.<br><br>Standard T&C's apply .Purchasing decisions are also influenced by the sales team.<br><br>Deliveries are accepted Monday to Friday into both Wexford and Kilkenny depots.<br><br>All orders are placed via email or fax. |
| **Geographical spread** | CJ O'Loughlin Quality Foods has two main depots situated in Wexford and Kilkenny. They both offer next day delivery to their customer base.<br><br>The company delivers to the following counties: Carlow, Dublin, Kilkenny, Waterford, Wexford and Wicklow. |
| **Fleet size** | CJ O' Loughlin Quality Foods operates a fleet of 21 vehicles compartmentalised to facilitate the distribution of ambient, chilled, frozen and non-food products. |
| **Marketing support & services provided** | CJ O'Loughlin Quality Food's product range is also listed on www.cjoloughlin.ie.<br><br>The company alerts customers to new products through its team of field sales representatives and telesales.<br><br>Suppliers are encouraged to support promotions via the company's promotion flyer.<br><br>Orders are gathered via the telesales team, email and the sales team.<br><br>CJ O'Loughlin encourages suppliers to make presentations to their sales team and also to visit their customers direct. |
| **Advice to new suppliers** | Please refer to Trading contacts listed above. |

| Clona West Cork Foods<br>Address: University Hall Industrial Park, Sarsfield Road, Wilton, Co. Cork<br>W: www.clonawestcorkfoods.ie Phone: 021 434 5915 E: john.buckley@clona.ie | |
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| **Company Profile** | Clona West Cork Foods is a chilled and ambient distribution company serving the Munster region. The company specialises in distributing locally produced food and was formed in 1999 through an amalgamation of a group of small businesses.<br><br>Clona Dairy Products Ltd is the parent company.<br><br>The company serves both the foodservice and retail needs of the Munster region. The foodservice business is approximately 70% and the retail business approximately 30%. |
| **Relevant purchasing contacts** | Sales Manager: John Buckley<br>Email: john.buckley@clona.ie<br>Phone: 021 434 5915 |
| **Product range** | The product categories supplied to the foodservice sector are dairy (including bulk cheese, Irish farmhouse cheese, Dubliner cheese, and yogurts), cooked meats, breakfast ingredients, salads and dry goods (including rice, soups, oils, pastas and condiments), in addition to the *Rich Sauce* range of mayonnaises and sauces.<br><br>Chilled product accounts for 75% of sales, the remaining 25% being ambient.<br><br>Many locally produced brands are carried such as Dubliner cheese, Follain, Irish Yogurt, Ballymaloe Relish, Coolmore and Gubbeen Farmhouse Cheese. |
| **Sectors served** | All sectors of the foodservice market are served including hotels, restaurants, bars, cafes and guesthouses.<br><br>With regards to the retail sector, the company has central billing for BWG, Gala and Barry's of Mallow. |
| **Opportunity for Irish food and drink suppliers** | The company was initially founded to service the needs of local producers and is a strong supporter of these producers.<br><br>The company welcomes approaches from producers of new products with a point of difference. It is interested in sourcing gluten free products and is looking to expand its offerings of these types of products.<br>The company sources some Irish produced charcuterie products, however these tend to be niche products.<br><br>There are no obvious opportunities for new products, nor are there clear opportunities for import substitution. |

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| | The company deals almost exclusively in Irish products, except where they cannot be obtained in Ireland, e.g. some canned goods. |
| **Purchasing Policy** | The company has a preference to source local produce. The purchasing policy is to serve the needs of its customer base with as much locally produced foods as possible.<br><br>When assessing a new product, Clona West Cork Foods will ask the potential supplier to visit a selection of their customers with samples of the products. The feedback received from the customer base is then taken into account in making a purchasing decision.<br><br>Purchasing decisions are made by the Sales Manager and are heavily influenced by the wishes of the customers and the prices they are prepared to pay. |
| **Supplier requirement and ordering procedure** | Producers are audited by the Clona Dairy Products QA team, which has its own audit criteria. Clona West Cork Foods bears the cost of these audits.<br><br>There is no particular packaging or labelling requirements, however inclusion of a barcode is useful for foodservice customers and essential for products that are also supplied to retailers.<br><br>Terms of sale and prices are determined by the Sales Manager.<br><br>Orders are placed with suppliers via telephone and email. The company collects produce from many of its local suppliers and receives deliveries at its warehouse in Wilton, Cork from suppliers that are further afield.<br><br>The company does not backhaul, but will collect small quantities of returns for small producers. There is no charge for this. |
| **Geographical Spread** | The company's depot is located at Wilton, Cork and handles ambient and chilled food products, but not frozen.<br><br>All of the counties of Munster are served with at least one delivery per week, though most customers receive two deliveries per week. |
| **Fleet size** | The fleet consists of eight refrigerated trucks, which range in size from 16 feet to 24 feet long. |
| **Marketing support & services provided** | There is no annual catalogue.<br><br>A price list detailing the entire range is issued monthly and there is no charge to suppliers for inclusion in this. |

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| | The business operates a system of van sales i.e. the truck carries stock of all items and takes a customer's orders on calling at the customer's premises.<br><br>Suppliers are encouraged to visit the distributor's customers to generate sales and also to educate the sales representatives regarding their products. Suppliers can obtain information on the sales performance of their products by customer from the Sales Manager.<br><br>There is one sales representative on the distributor's team. Producers are encouraged to make presentations to the sales representative and the Sales Manager. |
| **Advice to new Suppliers** | The Sales Manager is happy to talk to new suppliers and to offer them advice. Potential suppliers should make an appointment to meet the Sales Manager and bring samples. |
| **Other information** | Credit terms for suppliers to Clona West Cork Foods are 30 days from delivery. For customers of Clona West Cork Foods, credit terms are direct debit or cash on delivery until such time as a credit record has been established.<br><br>Clona West Cork Foods has Long Term Agreements of a year or sometimes more with many of its suppliers. |

| Corrib Food Products<br>Address: Kiltullagh, Athenry, Co. Galway<br>Website: www.cfp.ie Phone: 0818 22 7000 Email: info@cfp.ie | |
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| **Company Profile** | Corrib Foods Products (Corrib Foods) is a long established food distribution company, which provides chilled, ambient and frozen distribution service across the 32 counties. Corrib Foods is a full service foodservice distributor and stocks products across all categories.<br><br>As well as operating out of its base in Athenry, the company has depots in Dublin , Cork and Sligo |
| **Relevant purchasing contacts** | General Manager: Stan Lawless<br>Purchasing Manager: John Lawless<br>Email: info@cfp.ie Phone: 0818 22 7000 |
| **Product range** | The product range is broken down into four categories – chilled, frozen, ambient and catering consumables. The company's catalogue may be viewed online at www.cfp.ie.<br><br>The range includes fresh potato products, fresh and frozen poultry, fruit and vegetables, fresh and frozen meat, fish products, frozen bread, confectionery, pizza, finger food, desserts, herbs, spices, cleaning products and catering consumables |
| **Sectors served** | Corrib Foods services all foodservice sectors including hotels, restaurants, bars, cafes, canteens and takeaways. They also service convenience retail, hot and cold deli counters. |
| **Opportunities for Irish food and drink suppliers** | Corrib Foods will consider all new Irish producers, but the product must have market potential. Since the company offers a broad product range there is no particular product type they are looking for.<br><br>Corrib Foods is still rarely contacted by Irish producers and is more likely to be approached by European producers. |
| **Purchasing policy** | Price and quality are the key determining factors in listing producers. A minimum of seven days shelf-life is required to facilitate a product moving through the supply chain.<br><br>There is an opportunity for brands within the company's portfolio, but pricing needs to be competitive.<br><br>Corrib Foods is listed for central billing with several major hotel chains.<br><br>The main influencer of the purchasing decision is the customer. Corrib Foods will source and supply product as requested by their customers. |

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| **Supplier requirement and ordering procedure** | All suppliers are required to have a HACCP system in place.<br><br>The company conducts quality and food safety audits of suppliers. These audits are paid for by Corrib Foods.<br>Legal packaging and labelling requirements are required. In addition, the inclusion of outer barcodes on cases is an essential requirement for all suppliers.<br><br>The terms of purchase and the orders are placed by the General Manager.<br><br>Orders may be made by phone, email or fax. .<br><br>Producers may deliver d directly to the Galway or Dublin distribution centres or, in many cases, Corrib Foods will collect from the producers' premises.<br><br>Delivery frequency to the distribution centres depends on the product type and shelf life and is agreed specifically with the buyer. |
| **Geographical spread** | Corrib Foods is particularly strong in Cork, Galway and Dublin and other large urban centres. For other regions it works in conjunction with a number of smaller local distributors. |
| **Fleet size** | The fleet consists of 40 multi-temperature vehicles. |
| **Marketing support and services provided** | All producers are encouraged to run promotions throughout the year and there is an opportunity for producers to buy formal advertising space in the catalogue.<br><br>However, producers that do not avail of these adverts will still be featured in the catalogue and there is no charge for this.<br>The cut-off date for the catalogue is "February-March" each year.<br><br>A monthly flyer is issued and distributed to every customer where there is a section dedicated to new products. New products are also featured on the company website.<br><br>The company does most of the sales promotion activities via the catalogue and its sales force. It requires suppliers to submit their 'best price' on the basis that Corrib Foods will look after promotional activities.<br><br>Orders from customers are gathered by Telesales Staff<br><br>Most customer communication takes place directly via Corrib Foods, but in some cases customers will also talk directly to producers.<br><br>Sales information is not shared with suppliers. |

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| | At present there are seven sales representatives. Producers can make representations to the sales team. |
| **Advice to new suppliers** | Corrib Foods does not seek exclusivity on any products and is open to considering any new product once the price and quality meet the company's requirements.<br><br>The product has to be viable and priced competitively for the market. |
| **Other information** | Payment terms are 30 days after the end of month of invoice, depending on what has been agreed with the producer.<br><br>Pricing is based on a net/net basis with no requirement for LTAs.<br><br>Case sizes are determined on an individual basis, depending on the product type.<br><br>Changes in the amount of chilled or frozen foods sold is mainly weather dependent. There has been no noticeable change in the proportion of chilled vs frozen food sales. |

| Craft Food Traders<br>Address: Enterprise Centre, Hospital Village, Co. Limerick<br>Website: www.craftfoodtraders.ie P: 061 383 930 Email: sales@craftfoodtraders.ie | |
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| **Company Profile** | Formerly trading as Wild Orchard, Craft Food Traders was established by the owners of Wild Orchard Natural Beverages Ltd in January 2018 as a standalone Sales & Distribution business. *"Connecting Artisan Irish Food & Drink Producers with Food Service and Speciality Retail".*<br><br>The company has a strong focus on foodservice, but also caters to the retail market. The breakdown is about 75% foodservice and 25% retail. |
| **Relevant contacts** | Managing Director: Diarmuid Crowley<br>Email: diarmuid.crowley@craftfoodtraders.ie<br>Phone: 061 383930<br>Mobile: 087 967 7495 |
| **Product range** | 75% of the product distributed is chilled and the remaining 25% is ambient.<br><br>The range includes juices, smoothies, yogurts, ready meals, water, crisps, lemonades, cakes and cookies. |
| **Sectors served** | Within foodservice, the customer base is predominantly made up of coffee shops, cafes, restaurants and sandwich bars. Some hospitals, nursing homes, hotels, corporate and college canteens are also serviced. |
| **Opportunities for Irish food and drink suppliers** | The company believes there is some growth in high quality snacks and food-to-go. These sectors offer opportunities for producers.<br><br>Craft Food Traders see a great opportunity for good quality Irish suppliers who can compete on a price basis with imported produce. It sees an opportunity for a high quality Irish mineral water which can compete with imports at the upper end of the mineral water market.<br><br>The company believes that retailers and foodservice operators are currently more inclined to support Irish producers. |
| **Purchasing policy** | Purchasing decisions are made by the Managing Director who is influenced by the sales team in making a purchasing decision.<br><br>Repeat orders to suppliers are made by the stock controller, based on weekly requirements. |
| **Supplier requirement and ordering procedure** | All producers must complete a supplier questionnaire and supply specifications for all their products.<br><br>Producers are visited for a general factory tour. There is usually no charge for this. |

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| | There are no particular packaging requirements; however the company suggests that local producers include reference to the 'artisan story' on their labels, where applicable. All produce must be securely packaged and comply with EU regulations.<br><br>Delivery windows are flexible and producers may deliver at any time during the working day as long as it is by prior arrangement.<br><br>Orders are placed via phone and email.<br><br>The company often collects products from producers' premises or a mutually convenient pick up point can be agreed. At present there is no charge for this service. Products with a minimum shelf life of 21 days are preferred. |
| **Geographical spread** | From its Limerick depot, CFT services Munster and Galway. The greater Dublin metropolitan area is serviced by distribution partners.<br><br>Over 90% of customers receive at least one delivery per week. |
| **Fleet size** | The fleet consists of four vans. Couriers are sometimes used. |
| **Marketing support and services provided** | The company does not produce an annual catalogue. It produces a listing with prices each January. It updates this list as required. There is no charge for inclusion on the list.<br><br>Customers are alerted to the arrival of new products by email, telesales and van sales teams and product literature is circulated with invoices.<br><br>CFT works with suppliers to implement introductory offers and other promotions.<br><br>Customer orders are captured through telesales, email, text and phone. Producer visits to selected customers can be arranged. Sales information is available to producers to facilitate sales development.<br><br>Both the van sales drivers and the Managing Director work on sales development. Producers can make presentations to the sales team.<br><br>Suppliers are encouraged to engage in continuous marketing activity and to support sales efforts as much as possible. Producers are the best sales representatives for their own products. |
| **Advice to new suppliers** | Contact the Managing Director by email. |

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| | Craft Food Traders prefers to work on a partnership basis with suppliers who take a proactive approach to increasing sales and who will work with the company to gain new business. |
| **Other information** | The company's credit terms are payment by the end of the month following the invoice.<br><br>The company does not have Long Term Agreements (LTAs) with suppliers. |

| Cross Fine Foods T/A Cross Distribution<br>Address: Cross, Cong, Co. Mayo<br>Website: www.crossdistribution.ie Phone: 086 822 0603 Email: paraic@crossdistribution.ie | |
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| **Company Profile** | Established in 2002, Cross Distribution is a regional chilled and ambient distributor servicing the region west of the river Shannon.<br><br>Foodservice accounts for up to 60% of sales, retail accounts for 20% and supply to butchers makes up the remaining 20%.<br><br>90% of customers are supplied twice weekly. Systems are continually updated to ensure customers can avail of the best product range.<br><br>In 2014, an updated HACCP and full traceability system was put in place, operated by an internal computer system. 2014 also saw investment in an updated temperature control system to ensure continuous monitoring of warehouse and deliveries by *BlueTree Systems*. |
| **Relevant purchasing contacts** | Managing Director: Paraic O'Malley<br>Email: paraic@crossdistribution.ie<br>Mobile: 086 822 0603<br>Phone: 094 954 5664 |
| **Product range** | Chilled product constitutes 70% of the range 5% is ambient product and 25% frozen. The product range includes breakfast meats, butters, spreads, cheeses, gratins, chicken, fish, mayonnaises, pancakes and soya milk.<br><br>The company offers full range of products for Catering and Retail in Fresh and Frozen, and works with all sizes of companies. |
| **Sectors served** | Within foodservice, the company supplies Hotels, Restaurants, Cafes, Deli counters, shops and bars<br><br>Cross Distribution services all sectors from corner shop to the big supermarkets to your small coffee shop to 5 star hotel and all In between . |
| **Opportunities for Irish food and drink suppliers** | The company is open to new ideas and likes to see new lines from producers. It is always interested in reviewing any new products that come on the market.<br><br>The company has a policy of using Irish produce where possible. On a like for like product basis it finds Irish quality generally superior.<br><br>Quality is important in all lines carried.<br><br>Cross Distribution's philosophy is "Local, Fresh, Value". |

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| **Purchasing policy** | The company has a preference to source local produce. In purchasing, quality is an important consideration and price has to be competitive.<br><br>Purchasing decisions are made by the Managing Director, who is influenced by the sales team when making a purchasing decision. |
| **Supplier requirement and ordering procedure** | All suppliers are required to provide a copy of their HACCP plan and are visited for a general factory walk. There is no charge for factory audits.<br><br>There is no special packaging or labelling requirements, as long as they comply with food safety standards.<br><br>Order schedule is agreed with Suppliers before any deliveries take place, an agreed range is put on order sheet with delivery date on it.<br><br>The company will deliver to clients between 6AM and 5PM. |
| **Geographical Spread** | From the company's depot in Cross, Co Mayo, a region from Castlebar down to Ennis and over to Ballinasloe. The company services counties Mayo, Clare and Galway.<br><br>About 90% of customers are serviced twice per week. |
| **Fleet size** | The company has six muilt-temp trucks and two vans. |
| **Marketing support and services provided** | The company does not have an annual catalogue, but the price list is constantly updated.<br><br>New products are introduced to customers by the van sales team with the details of all new lines on a promo flyer that's produced every month. Products are promoted post-launch once sales have stabilised.<br><br>Some orders are captured in advance to help the van sales system that is in place. Producers are encouraged to speak to customers to develop sales. Information on the sales performance of a supplier's own products is available.<br><br>The company has a team of 7 sales representatives on the trucks and vans, with 2 Sales Supervisors promoting sales and 2 part-time Merchandisers. Prospective suppliers can make presentations to the sales team. |
| **Advice to new Suppliers** | Potential producers should contact the Managing Director by phone and make an appointment to discuss their proposal and present a 12 month promotional plan to drive sales. |
| **Other information** | Credit terms are 30 days.<br><br>A mixture of Long Term Agreements and fixed prices are in place. |

| **Dawn Meats Foodservice**<br>Address: Dawn Meats HO, Grannagh, Waterford X91 HRR3<br>W: www.dawnmeats.com P**:** +353 51 295296 E: foodservicesales@dawnmeats.com | |
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| **Company Profile** | Dawn Meats Foodservice is a division of Dawn Meats, Irish owned and managed beef and lamb processors.<br><br>The Company operates a nationwide, next day delivery service from three distribution hubs in Dublin, Waterford and Mayo.<br><br>Dawn Meats Foodservice supplies all channels of foodservice as well as catering and retail butchers. |
| **Relevant contacts** | Derek Brannigan (Dublin) & Michael Wall (Waterford)<br>Email: derek.brannigan@dawnmeats.com<br>Mobile: +353 (0)87 798 0040<br>Email: michael.wall@dawnmeats.com<br>Mobile : +353 (0)87 257 0716<br><br>The Site Operations Managers are the best points of contact for purchasing. |
| **Product range** | Dawn Meats Foodservice carries a wide range of fresh and frozen beef, veal, lamb, poultry, pork and bacon, breakfast and slow cooked meats.<br><br>The Company sources beef and lamb from their own integrated supply chain as well as a network of carefully selected and audited supply partners for products they don't produce themselves.<br><br>The business is over 95% chilled with the remaining 5% being frozen.<br><br>The Company has its own portfolio of brands such as *Vintage Reserve Dry Aged Beef*, *Red Hereford & Black Angus*, and their premium brand *Stockmans*. |
| **Sectors served** | Dawn Meats Foodservice supplies all types of foodservice customers that have a requirement for fresh or frozen meat in their business. These include:<br>• Fine Dining – e.g. Shanahan's on the Green<br>• Hotels – e.g. The Shelbourne, Ashford Castle, The K Club<br>• Travel – e.g. Dnata & Irish Ferries |
| **Opportunities for Irish food and drink suppliers** | Innovation is a corner stone of Dawn Meats Foodservice, so they are always interested in looking at new ways to enhance their offering, especially from Irish suppliers.<br><br>The Company is especially interested in talking to any supplier than can help them to be more sustainable in either work practices or product packaging. |

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| | There are also opportunities for complementary products e.g. sauces and marinades.<br><br>The Company would love to see an affordable Irish Poultry offering that would compete price wise with the imported product. |
| **Purchasing policy** | As a division of Dawn Meats, the Company sources most of their products from their own integrated supply chain. Their grass-fed beef and lamb is directly sourced from farms for processing in their own sites.<br><br>All purchasing requirements are driven by their customers' requests and changing demands. The Company has a preference for local producers.<br>The Site Operations Managers look after the day to day purchasing for their respective sites. |
| **Supplier requirement and ordering procedure** | All suppliers need to be HACCP approved and audited by Dawn Meats. There is no cost for these audits.<br><br>All suppliers must be issued a PO before they can process an order.<br><br>Site Operations Managers look after the day to day purchasing for their respective sites and manage price changes.<br><br>Orders are placed via email or over the phone and deliveries are accepted from 6am – 4pm Monday to Friday. |
| **Geographical spread** | The three depots are based in Ballymount, Dublin; Ballyhaunis, Mayo and Kilmacthomas, Waterford and the Company services all counties in ROI.<br><br>All depots are multi temperature chilled and frozen. |
| **Fleet size** | Dawn Meats Foodservice operates their own fleet of chilled and frozen vehicles, 22 in total made up of various different size vans and rigid trucks.<br><br>The vehicles are replaced every three years and have tracking for location and temperature. |
| **Marketing support & services provided** | A new catalogue is launched approximately every two years. The cut-off date is dependent on the launch date of the new catalogue. There is no charge for entries.<br><br>The company runs regular promotions through their telesales teams.<br><br>Dawn Meats Foodservice also has three field based meat specialist salespeople that keep their customers informed of all new products and promotions. |

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| | The Company has a telesales team that gathers and inputs all of their orders.<br><br>These orders are placed via phone, email, their own app and online ordering, as well as through various ordering portals such as Procure Wizard. |
| **Advice to new suppliers** | New potential suppliers should contact the Site Operations Managers directly by email and arrange for samples to be sent in prior to any meetings taking place. |
| **Other information** | The Company agrees all credit terms and LTA's on a case by case basis. |

| Delicatessen Meat Supplies Ltd.<br>Address: Unit 66, Cherry Orchard Industrial Estate, Ballyfermot, Dublin 10<br>Website: www.delimeats.ie Phone: 01 626 1706 Email: info@delimeats.ie | |
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| **Company Profile** | The company was established in 1981 by Leo and Martin Walsh. The company services a wide and varied customer base in both foodservice and retail sectors across a range of categories.<br><br>Delicatessen Meats has grown to become a recognised leading provider of quality goods to the foodservice sector. |
| **Relevant contacts** | Purchasing and Sales Director: Martin Walsh<br>Email: martinw@delimeats.ie<br>Phone: 01 626 1706<br>Sales Manager: Darren Palmer<br>Email: darrenpsales@delimeats.ie |
| **Product range** | The company carries a broad range of meats, cheeses, salads, sandwich fillers, convenience foods and pizza supplies. The company specialises in working with caterers and providing them with meal solutions.<br><br>Product breakdown is 50% chilled, 40% frozen and 10% ambient.<br><br>The company's biggest brand is its own label Deli Meats, for which the company works very closely with suppliers to give a really good quality product. |
| **Opportunities for Irish food and drink suppliers** | Price always has a bearing, but in Deli Meat's experience quality is usually the deciding factor. The vast majority of sales are in the mid to high end of both price and quality ranges.<br><br>There may be some good opportunities for import substitution across the company's existing range. The company's policy is to try to buy Irish goods where possible and they are always looking for the new Irish product that complement our range.<br><br>Delicatessen Meats are always open to sourcing new innovative products. |
| **Purchasing policy** | Wherever possible, the company has a preference to source local produce. The vast majority of their suppliers comprise of Irish manufacturers, both large and small.<br><br>The company has an extensive range of freshly prepared Irish produce in their range.<br><br>For any new potential products. The company's sales team will samples to existing customers for their reaction, before making any purchasing decision. |

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| | If there is a good reaction to the samples, coupled with the ability to offer good quality and value to the customer, then the product will then be listed. |
| **Supplier requirement and ordering procedure** | The company requires suppliers to have BRC accreditation where possible and generally conducts on-site visits. There is no charge for these.<br><br>Deliveries are accepted between 7am and 1pm Monday to Friday. Frequency of delivery depends on shelf life of the product.<br><br>Purchase terms are agreed by the Purchasing Manager. Orders are placed via phone or email. |
| **Geographical spread** | All products are delivered to the company's headquarters in Dublin 10. Leinster and Munster are serviced by the van sales team.<br><br>The West and North are serviced through a telesales team and delivered directly by the company's own fleet.<br><br>The frequency of service is one to three times per week. |
| **Fleet size** | The company currently has a fleet of 21 trucks.<br><br>All of the fleet are multi–temperature vehicles. |
| **Marketing support and services provided** | The product range can be updated at any time, there is no cut-off. There is no charge for inclusion in the brochure. Products can also be promoted via the company website.<br><br>The company uses POS material, direct mail and its sales and van sales team to promote sales. In terms of promotions, the company will work with producers to see what best suits each product to get maximum sales.<br><br>Orders are gathered through telesales and van sales, with the majority coming through the van sales team.<br><br>In some cases the company see benefits of direct contact by suppliers with the company's customers.<br><br>Value and volume monthly sales information is available to suppliers.<br><br>Delicatessen Meats provides sales support, but suppliers can also help generate sales by visiting clients and potential clients.<br><br>The sales team consists of five Sales Reps and Business Developers and 12 Van Sales personnel. |

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| **Other information** | The company is always looking to source new and innovative products to add to and enhance their existing range of chilled, frozen and ambient products. |
| **Advice to new suppliers** | Potential suppliers can contact the Purchasing and Sales Manager direct via telephone or email. |

| Dublin Food Sales<br>Address: Glasnevin Business Park, Ballyboggan Road, Dublin 11<br>Website: www.dublinfoodsales.ie Phone: 01 830 3833 Email: info@dublinfoodsales.ie | |
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| **Company Profile** | Established over 35 years ago, Dublin Food Sales is a full service food distribution specialist that is part of the independently and Irish owned, Meehan Family Food Group.<br><br>The group's product offering now includes ambient, chilled and frozen and covers the greater Dublin, Wexford, Wicklow and Waterford areas. |
| **Relevant contacts** | CEO: Graham Scallan<br>Email: graham@mffg.ie<br>Director: Richard Meehan<br>Email: richard@mffg.ie<br>Phone: 01 830 3833 |
| **Product range** | The company distributes a complete ambient range which includes tinned foods, beverages, condiments, sauces, herbs and spices, rice, pasta, biscuits, chocolates and sweets.<br><br>The company carries a full range of frozen food products and a chilled range of goods incorporating meat, juice, fresh yeast and dairy. |
| **Sectors served** | Within the foodservice sector the company predominantly supplies restaurants, production kitchens, nursing homes, takeaways and hotels. The company also supplies a number of company canteens and bakeries. |
| **Opportunities for Irish food and drink suppliers** | Dublin Food Sales is constantly on the lookout for new products with an innovative edge coming to market. |
| **Purchasing policy** | Purchasing policy is driven by customer requirements and demand for a new product is a key factor taken into account when arriving at a purchasing decision. |
| **Supplier requirement and ordering procedure** | All suppliers must supply product data sheets and complete product specifications for each of the products they supply. All suppliers must have an accredited HACCP/BRC system in place.<br><br>Where supplier audits are carried out, they are paid for by the supplier. There are no specific packaging and labelling requirements, other than that legal requirements are met.<br><br>Orders are placed via phone and email. Goods-in operates Monday to Friday from 7.30AM – 3PM.<br><br>The company does not backhaul. It accepts returns where the product is faulty and where it was delivered with less than its full shelf-life. Many products the company supplies are dry goods with long shelf life. |

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| **Geographical spread** | The company has three depots: Dublin, Dundalk, Wexford, Wicklow, Waterford, Carlow and Kilkenny providing a geographical spread of the entire country.<br><br>A next day delivery service is provided five days per week. |
| **Fleet size** | The company fleet consists of 30 vehicles. |
| **Marketing support & services provided** | A complete product list is updated as required. The company has a fully comprehensive catalogue detailing their entire offering and available upon request.<br><br>The company does not charge for a listing in its catalogue or on its website.<br><br>Customers are alerted to the arrival of new products by the sales representative. The company facilitates introductory offers proposed by producers.<br><br>The company promotes products through 'special offers' and reduced prices on its product listing. It is sometimes supported by suppliers in this.<br><br>Although some orders are taken by the company's sales representative, the majority of orders are phoned or emailed in by customers to our sales team who operate until 12pm each night.<br><br>A 24/7 web portal service is provided for customer order capture and customer account management.<br><br>The distributor encourages producers to speak to its client base and sales information on the performance of products is available to producers.<br><br>The company has a sales team and producers can make presentations to the sales team. |
| **Advice to new suppliers** | Potential suppliers should contact Head Office via phone and arrange a meeting.<br><br>If customers are interested in buying the product, the company will arrange to stock and distribute it. |

| Dunnes Farmhouse Foods<br>Unit 13b, Dunshaughlin Business Park, Dunshaughlin, Co Meath<br>W: www.dunnesfarmhousefoods.com P: 01 824 1111 E: info@dunnesfarmhousefoods.com | |
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| **Company Profile** | Established in 1972, Dunnes Farmhouse Foods is a family owned and managed company. It operates from a 'state of the art' premises in Dunshaughlin, Co Meath and specialises in supplying a range of raw and cooked products to the retail and foodservice sector.<br><br>It supplies its own brand, '*Dunnes Farmhouse Foods*' products that include fresh and prepared meat and cooked meat. It also buys in meat from suppliers and distributes a wider range of products for other producers. |
| **Relevant purchasing contact** | Managing Director: Eamonn Dunne<br>Manager: Darren Thorp<br>Telephone: 01 824 1111 and 087 253 8548 (Eamonn Dunne).<br>Email: info@dunnesfarmhousefoods.com |
| **Product range** | Products include beef, lamb, pork, bacon, turkey and chicken products. A wide variety of foodservice items are also available.<br><br>*Dunnes Farmhouse Foods* product range varies from standard products to sophisticated ready-cooked meals. A 'complete offering' of frozen products for retail and catering is available.<br><br>All meats are software traceable and HACCP compliant.<br><br>Other items supplied include sauces, eggs, cheese and butter. The company supplies a range of approx 50 foodservice menu items and 14 types of frozen pastries.<br><br>As well as buying-in raw materials, the company distributes products for other producers, principally Kepak beef and lamb and McCarren's bacon. |
| **Sectors served** | The company serves both the retail and foodservice sectors.<br><br>Key foodservice customers include large hotel and restaurant chains. |
| **Opportunities for Irish food and drink suppliers** | The company is always open to new products to add to its range of raw and cooked meat products for the foodservice sector. |
| **Supplier requirements** | Suppliers of meat and poultry must source products under the Bord Bia Quality Assurance Schemes. The company does not conduct its own audits of suppliers. |
| **Purchasing policy and ordering procedure** | Many of the fresh meat products distributed by Dunnes Farmhouse Food are manufactured by the company itself. |

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| | Its purchasing policy for bought-in products is based on two criteria – that the product is Irish, and, in the case of meat products, that it is Bord Bia Quality Assured. |
| **Geographical spread** | The company operates from its purpose built production and distribution facility at Dunshaughlin, Co. Meath.<br><br>It uses its own fleet for chilled and frozen distribution. It also uses other companies for distribution from time-to-time. Distribution is nationwide, daily. |
| **Fleet size** | The fleet consists of seven vehicles, with both chilled and frozen compartments. The size ranges from small vans to rigid five tonne medium sized trucks. |
| **Marketing support and services provided** | Promotions are primarily of the company's own '*Dunnes Farm Foods*' brand. |
| **Advice to new suppliers** | Potential suppliers should contact the company by telephone in the first instance. If supplying meat, they should ensure that their product will satisfy Bord Bia Quality Assurance criteria.<br><br>Credit terms are generally 30 days for suppliers and customers. The credit terms for customers will depend on track record. |

| **Excellence Limited**<br>Address: 43 Grange Parade, Baldoyle Industrial Estate, Dublin 13, D13 Y860<br>W: www.excellenceimporters.com Phone: (01) 832 3300 E: info@excellence.ie | |
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| **Company Profile** | Excellence Limited are experts in the service and supply of quality food and beverage products, ingredients and concepts to the foodservice sector on the island of Ireland.<br><br>This expertise has been built up over the last 50 years as the business has developed unrivalled nationwide depth of distribution to the wholesale sector through which it operates its route to market. |
| **Relevant contacts** | Chief Operations Officer: Tom Gray<br>Email: tgray@excellence.ie Mob: 087 3365768<br><br>Sales Director: Neil Curley<br>Email: ncurley@excellence.ie Mob: 087 9277365<br><br>Procurement Director: Paul Ivory<br>Email : pivory@excellence.ie Mob: 087 2513009<br><br>Commercial Manager: Ger Aherne<br>Email: gaherne@excellence.ie Mob: 087 365 6080<br><br>Paul Ivory & Ger Aherne influence purchasing decisions.<br><br>The preferred method of contact is mobile and email. |
| **Product range** | The product portfolio covers a comprehensive range of categories and ingredients across all meal occasions. Whilst the range is predominantly ambient, Excellence also has a multi temperature capability.<br><br>Newforge, the company's own brand, covers a wide range of sub categories and is the backbone of the product portfolio. In addition, the company represents McCormicks (incorporating the Schwartz, Franks and Frenchs brands), Santa Maria, Kraft Heinz, Mondelez (Philadelphia brand) and JDE in the foodservice sector.<br><br>It also represents a range of other smaller suppliers to the foodservice sector. |
| **Sectors served** | Excellence route to market is predominantly through the wholesale channel. It has an unrivalled depth of distribution to the specialist foodservice wholesale sector.<br><br>It is also developing an increasing presence in supplying the manufacturing sector. |

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| **Opportunities for Irish food and drink suppliers** | Notwithstanding the current crisis, Excellence believes that the growing consumer trends of casualisation of food consumption incorporating Street Food, Food to Go and expansion of non-traditional takeaway will continue to influence the consumption habits in the Irish market.<br><br>Excellence also believes that the trend towards plant-based menu options will continue to strengthen in the coming years.<br><br>Excellence works with several Irish producers and has a policy where possible to support Irish business. |
| **Purchasing policy** | The company's policy is to only deal with producers that meet the highest standards in terms of accreditations.<br><br>Paul Ivory & Ger Aherne lead the procurement of all products in conjunction with the Sales Team.<br><br>There is a monthly sales meeting to discuss trends in the market, NPD and potential gaps in the range. |
| **Supplier requirement and ordering procedure** | All suppliers must hold BRC or a similar national accreditation. Excellence pays for all supplier audits.<br><br>All labelling must be FIR compliant.<br><br>Paul Ivory & Ger Aherne agree the terms and the orders are placed by the purchasing department based on agreed forecasts |
| **Geographical spread** | The company has a storage complex in Baldoyle Industrial Estate utilizing 40,000 square feet (3,750 square metres) of storage space, which includes 3,200 pallet rack spaces.<br><br>The company delivers to all locations nationally daily. Within the Dublin area, they provide a Day One for Day Two service; outside Dublin, they provide a Day One for Day Three service<br><br>The ordering process can be either EDI, email, phone or fax. Deliveries are pre-booked into the warehouse five days a week. |
| **Fleet size** | The company uses sub-contract carriers, some of which have tri-temperature vehicles capable of carrying chilled, ambient and frozen products. |
| **Marketing support & services provided** | The company launches an annual catalogue in early spring, but does not charge suppliers for entries in the catalogue.<br><br>The company has a sales force of 18 people and new products, food solutions and concepts are showcased through all channels, along with face to face demonstrations, tastings and price promotions where relevant. |

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| | Whilst the company's route to market is through the wholesale channel, it has a relentless focus on collaborating with the end user community to provide them with ingredients, ideas, concepts, promotions, innovation and expertise to help them grow their business.<br><br>Suppliers are encouraged to participate fully in that collaboration process. |
| **Advice to new suppliers** | Potential new suppliers should contact the company via email. The company will look at all opportunities presented to them and evaluate them on merit. |
| **Other information** | Credit terms are 30 days from end of month and LTA's (Long Term Agreements) are in place with suppliers. |

| **Foodco (part of Henderson Foodservice)**<br>Address: 1 Hightown Avenue, Newtownabbey, BT36 4RT<br>Website: www.henderson-foodservice.com Phone: NI: 02890 342342 ROI: 1800 805593<br>Twitter: @HendersonFoods Facebook: @HendersonFoodservice | |
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| **Company Profile** | Foodco was fully incorporated into parent company, Henderson Foodservice in 2020, giving access to thousands of suppliers across Ireland, the UK and Europe.<br><br>Along with Henderson Foodservice, Foodco work closely with smaller suppliers that can deliver unique and bespoke products which help customer's menus and their businesses to develop.<br><br>The emphasis is very much on top quality products ensuring consistently good value.<br><br>Collectively, the company's range of over 6,000 products includes locally produced to national brands across multiple temperature bands and categories including fresh meat and produce, store cupboard ingredients, to frozen desserts. |
| **Relevant contacts** | New Customer/Contract Queries: Kiera Campbell, Sales Director. Email: kiera.campbell@henderson-group.com<br><br>Supplier Queries: Peter McMeekin, Commercial Director Email: peter.mcmeekin@henderson-group.com<br><br>Marketing & Digital: Mark Stewart-Maunder, Business Director Email: mark.stewart-maunder@henderson-group.com<br><br>Product Category Enquiries (Impulse & Bakery): Des Simpson Email: des.simpson@henderson-group.com<br><br>Product Category Enquiries (Fresh & Non-Food): Tom McKenzie Email: tom.mckenzie@henderson-group.com<br><br>Product Category Enquiries (Ambient & Dairy): Neil Greaves Email: neil.greaves@henderson-group.com<br><br>Product Category Enquiries (Frozen): Joanne Campbell Email: joanne.campbell@henderson-group.com |
| **Product range** | Henderson Foodservice, along with BD Foods & Foodco has one of the widest product portfolios on the island, spanning across fresh meat and produce, chilled, frozen, ambient, and non-food.<br><br>With the inclusion of BD Foods and Foodco into the company's portfolio, their range also includes speciality products such as fresh duck and game, premium ingredients and oils, as well as artisan bakery. |

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| | With a focus on local suppliers, the Henderson range includes award winning products including Great Taste & Blas na hEireann, Good Food Ireland & NI Good Food producers.<br><br>The company works with some of the biggest brands in the world and is also proud to play a part in introducing local artisan products to the market. They recognise the importance of growth and development for local suppliers and the impact this can have on the Irish economy.<br><br>Henderson Foodservice owns the *Country Range* brand in Ireland. From essential store cupboard items through to premium finished products, the *Country Range* brand provides professional caterers and chefs with a unique value for money proposition without the need to compromise on taste or quality. |
| **Sectors served** | A growing customer base spans across 11 foodservice sectors.<br><br>Sectors served include pubs, gastro pubs, high end restaurants and hotels across Ireland. |
| **Opportunities for Irish food and drink suppliers** | Key growth areas and opportunities for the company are in all sectors, but particularly within hotels, restaurants, food-to-go, and QSR.<br><br>The company is always looking for new and innovative product offerings. |
| **Purchasing policy** | Henderson Foodservice are passionate about establishing strong relationships with local and international brands and suppliers to continuously explore new opportunities that can further extend its range of quality products.<br><br>Quality, value and service are the key elements of the company's purchasing policy. The company strives to offer the best quality available in the market in all its categories.<br><br>With a focus on team work, the company reviews all new potential products with their sales and purchasing teams to ensure they launch the right products into the business. |
| **Supplier requirement and ordering procedure** | Suppliers are required to provide documentary evidence of their food safety processes.<br><br>Suppliers must be HACCP compliant and other accreditations are welcomed.<br>Orders are placed via telephone and email. Delivery times are agreed individually with each supplier. |
| **Geographical spread** | Foodco & Henderson Foodservice distribute nationwide from their bases across the island of Ireland. |
| **Fleet size** | Henderson Foodservice has over 50 multi-temperate vehicles on the road for chilled, frozen and ambient products. |
| **Marketing support and services provided** | All customers of Foodco via Henderson Foodservice, have a good rapport with their delegated Sales Representatives. |

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| | The company uses website, social media tools and telesales activities to enhance its marketing activity and product awareness to customers.<br><br>The company has a product catalogue that is produced twice a year. In addition, an online catalogue is maintained on the company's website and this is updated regularly. |
| **Advice to new suppliers** | Potential suppliers are advised to contact one of the Trading Controllers. |
| **Other information** | Payments terms are according to industry standards. |

| Glanbia Ireland<br>Address: Glanbia Ireland, Consumer Category, 3008 Lake Drive Citywest, Co. Dublin<br>Website: www.glanbia.com Phone: 01 488 1000 Email: sakirwan@glanbia.ie | |
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| **Company Profile** | Glanbia Ireland is the Republic of Ireland's (ROI) largest Branded dairy Food supplier, with over 4,000 customers and almost two million consumer products supplied each day. *Avonmore* is Irelands Most Chosen Brand (Kantar).<br><br>As part of Glanbia Ireland, the Consumer Products Category's main activities are the manufacturing and distribution of dairy products and third party products to the Foodservice and Retail sectors. Glanbia Ireland also provides a doorstep delivery service. |
| **Relevant contacts** | Head Of Food Service: Sandra Kirwan<br>Phone: 01 488 1000<br>Mobile: 086 687 7571<br>Email: sakirwan@glanbia.ie |
| **Product range** | Product categories are Milk, Cheese, Butter, Spreads, Cream, Yogurts, Fresh Soups and Juices.<br><br>Brands include 'Avonmore', 'Premier', 'CMP.' 'Golden Vale', 'Kilmeaden', 'Snowcream', and third party brands including 'Irish Yogurt'; 'Yoplait'; 'Petits Filous' and 'Innocent' Smoothies and Juices. |
| **Sectors served** | Glanbia distributes to all sectors of Food Service, including Contract Catering, Education, Health, Hotels, Restaurants, Cafés, Bakeries, Coffee Shops and Third Party Distributors. |
| **Opportunities for Irish food and drink suppliers** | Key growth areas are:<br>• The "one stop chilled dairy solution", giving customers the opportunity to source product from a single supplier.<br>• Range extension e.g. dairy products, foods and drinks.<br>• Broadening the geographical base and expanding into the wider UK, European and all International Markets.<br>• Single serve options |
| **Purchasing policy** | Glanbia has a strong preference to source local produce. Glanbia is a strong advocate of the National Dairy Council (NDC) and Love Irish Food campaigns.<br><br>Glanbia has central billing with all of the key multiples and symbol groups. |
| **Supplier requirement and ordering procedure** | Supplier QA requirements are BRC and ISO standards. Glanbia has an in-house quality team that carries out audits of suppliers' premises.<br><br>There may be charges for audits to suppliers' premises, and audits are typically annually. |

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| | Orders may be placed via EDI.<br><br>The company does not backhaul product. |
| **Geographical spread** | Depots are all chilled and ambient and located nationwide.<br><br>The geographical area serviced is nationwide and frequency of service is 5/6 days per week. |
| **Fleet size** | Glanbia has 480 milk agents and company chilled vehicles, delivering product throughout ROI. |
| **Marketing support and services provided** | Customers are alerted to new products through updates of the Company Brochure and via the Telesales and Field Sales teams.<br><br>The Telesales team operates from a large Contact Centre based at Head Office in City West, Dublin where in excess of 4,000 customers are managed per week.<br><br>A strong digital and social media strategy complements traditional media spend.<br><br>Promotional activities and price promotions are encouraged to get both new and existing products moving. |
| **Advice to new suppliers** | Potential suppliers looking for national distribution should contact the Channel Manager for Foodservice in the first instance with product details, product ranges and information on how they will complement Glanbia's brands and other third party brands. |
| **Other information** | Credit terms will vary with each supplier.<br><br>There is a combination of Long Term Agreements (LTAs) and fixed pricing in place. |

| Gleneely Foods<br>Address: Unit 5, Kilcarbery Park, New Nangor Road, Clondalkin, Dublin 22<br>W: www.gleneelyfoods.com Phone: 01 403 0300 E: sales@gleneelyfoods.com | |
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| **Company Profile** | Gleneely Foods is a family run business specialising in Irish and Continental Cheese. The business also distributes other chilled products such as charcuterie and olives, as well as a wide range of ambient products such as tomatoes, pasta, oils, coffee, herbs and spices nationwide from its depot in Dublin.<br><br>The company commenced trading in 1989 and it services both the foodservice and the retail sectors. The largest sector for the business is Foodservice, primarily restaurants, cafes and hotels, along with other wholesale business. However, the retail side of the business is growing, as well as online sales. |
| **Relevant contacts** | Directors: Grace Ryan & Michael Covitz<br>Email: sales@gleneelyfoods.com<br>Phone: 01 4030300 |
| **Product range** | Gleneely Foods has one of the widest product range of Irish and Continental Cheese in Ireland. The company works with some of the biggest brands in Europe but also works closely with a large number of smaller artisan Irish producers.<br><br>The company has its own cheese cutting and packing facility fully approved and registered with the Department of Agriculture.<br><br>The company also supply a range of Irish and European cured meats and olives<br><br>The ambient range of products distributed includes tomatoes, oils, pastas, water, flour, herbs and spices and crackers. The range extends to over 500 products.<br><br>60% of sales are achieved from chilled products, the remaining 40% being ambient.<br><br>Brands carried by Gleneely Foods include ARLA, Noresland, Granarolo, Singletons Cheese, Cashel Blue, Gubbeen, Cooleeney, Mutti, Belazu, Miller Damsell, Daroma Coffee, Fiorucci Meat, Conservas Ortiz and Tavina Water. |
| **Sectors served** | Gleneely Foods services the foodservice, retail and wholesale sectors of the market nationwide.<br><br>Within the foodservice sector, Gleneely Foods distributes to restaurants, cafes, hotels, airlines, fast food take aways and schools. |

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| **Opportunities for Irish food and drink suppliers** | Gleneely Foods is always seeking to develop its business by partnering with Irish producers that are looking for assistance in bringing their product to the market.<br><br>Gleneely Foods sees opportunities for many Irish producers but the quality of the product is key.<br><br>In the Foodservice sector there is a huge demand now for take away service, click and collect and meal boxes.<br><br>The company sees growth in the retail sectors and a demand for product through online sales. |
| **Purchasing policy** | The company has a preference to source locally produced foods, as is demonstrated by its wide range of Irish farmhouse cheeses.<br><br>The main purchasing criteria are quality, with an emphasis on considering the needs of its customers.<br><br>Purchasing decisions are made between Grace Ryan and Michael Covitz. As well as quality, there are a number of other factors such as price, packaging, shelf life and the background of the product. |
| **Supplier requirement and ordering procedure** | All suppliers must complete a supplier questionnaire and submit documentation to substantiate their food safety systems.<br><br>Suppliers are also audited by Gleneely Foods, which uses its own internal audit criteria. There are no charges to suppliers for this.<br><br>Orders are placed with suppliers via email.<br><br>Where possible the company collects stock from its Irish Farmhouse Cheesemakers.<br><br>The depot receives deliveries from 6am to 3pm, Monday to Friday. |
| **Geographical spread** | Gleneely Foods operates from a state of the art chilled and ambient distribution facility in Kilcarbery Park in Dublin.<br><br>In Dublin, a next day delivery service is provided. All other areas are serviced at least once per week. |
| **Fleet size** | The company operates a fleet that consists of six refrigerated vans. |

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| **Marketing support & services provided** | The company does not produce an annual catalogue. It produces a listing with prices throughout the year. New products can be added through the year.<br><br>Introductory offers and promotions proposed by suppliers will be passed on to its customers. Gleneely Foods encourages producers to visit its customers. The company will call ahead to its customers to introduce the producer. Information is available to suppliers on the sales performance of their products.<br><br>The company is open to producers making presentations to Grace Ryan and Michael Covitz. |
| **Advice to new suppliers** | Potential suppliers should emphasise how their offering will add value to the Gleneely Foods range.<br><br>Gleneely Foods are as much interested in the background story of the product and the producer as the price. As a family business, they believe in working in partnership with a producer that is proactive in the marketplace and willing to interact with our customers.<br><br>Potential new suppliers should contact either Grace Ryan or Michael Covitz to discuss your proposal. |
| **Other Information** | The Irish foodservice sector has had a devasting impact from the Coronavirus.<br><br>Gleneely Foods is willing to work even closer with new and existing producers and customers to be able to bring the best product possible to market.<br><br>There has been a huge demand for Take Away, Click and Collect and Meal Boxes which Gleneely Foods expect will last throughout 2021.<br><br>The company is willing to work with customers in the Foodservice market that are looking to pivot towards these new opportunities. |

| Hannan Meats Ltd<br>Address: 9 Moira Industrial Estate, Old Kilmore Road, Moira, Co Armagh, BT67 0LZ<br>Website: www.hannanmeats.com Phone: 048 92619790 Email:peter@hannanmeats.com | |
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| **Company Profile** | Hannan Meats are a producer, processor, wholesaler and distributor to the foodservice sector in Northern Ireland, Ireland, Scotland, England, France, Portugal and Hong Kong and to some independent retail outlets.<br><br>They are an independent limited company that has been in business for just over 30 years.<br><br>They specialize in Dry Aged Beef and Dry Cured Bacon and using innovative techniques such as Himalayan Salt Chambers, they produce multi award winning foods.<br><br>They have a retail shop, The Meat Merchant at the factory offering the same restaurant quality food at wholesale prices.<br><br>In 2016 Hannans became the only company to win the coveted Supreme Champion title at The Great Taste Awards for a second time, with a Himalayan Salt Aged Glenarm Shorthorn 4 Rib Roast, the previous win being in 2012 for Guanciale, a cured and spiced pork jowl. |
| **Relevant contacts** | Purchasing contacts: Jim Hannan or David Rosbotham<br>Email: jim@hannanmeats.com or david@hannanmeats.com<br>Phone: 048 9261 9790 |
| **Product range** | Multi Award Winning Foods:<br><br>Glenarm Shorthorn Beef, Himalayan Salt Aged Beef, Dry Aged Beef, Dry Cured Bacon, Pastrami and Sugar Pit Cured Pork and Beef are some of their award winning products.<br><br>The company produces their own burgers and sausages and under it's *Moyallon* brand they dry cure beef and pork.<br><br>Hannan Meats also stocks product from other likeminded producers whose focus is on quality - Gracehill Black Pudding, Givan's Hams, Rockvale Poultry, Wild Irish Game and En-Place Foods to name a few. |
| **Sectors served** | Foodservice sectors serviced include hotels, restaurants, pubs and contract caterers and selected delicatessens and food halls.<br><br>Key customers include Fortnum and Mason of Piccadilly, London, Hix Restaurants, the InterContinental Hotel Group, Hastings Hotel Group and the Merchant Hotel Group. |

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| **Opportunities for Irish food and drink suppliers** | Key growth areas and opportunities in the market are for beef with provenance and quality chicken and pork products.<br><br>Opportunities exist for the development of a range of Irish charcuterie and terrines and pates. Other foods that are currently imported and could be home-produced include confit duck leg.<br><br>The company is interested in any new products that are innovative, and can demonstrate provenance. Opportunities exist for any product that can substitute an imported product, e.g. Grana Padano or Parmesan type cheese<br><br>The company is interested in artisan producers and welcomes approaches from new suppliers of any new products or ideas. |
| **Purchasing policy** | Key elements of the Hannan Meats purchasing policy are quality, price, service and reliability. It is more important that price represents good value for money, rather than a cheap product of inferior quality.<br><br>The company has a strong preference to source local produce and is increasingly receiving requests from customers for 100% Irish products.<br><br>Peter Hannan, David Rosbotham and Ken Lightbody influence purchasing decisions and agree terms. |
| **Supplier requirement and ordering procedure** | Supplier food safety standards are checked via a questionnaire and visits to the supplier's premises, for which there is no charge. HACCP is mandatory.<br><br>It is mandatory for all meat products to have an EU licence.<br><br>Supplier delivery windows and frequency of supply are up to five days per week.<br><br>Orders are placed by email, phone and fax. |
| **Geographical spread** | There is a multi-temperature depot located in Moira, Co Armagh.<br><br>The geographical area serviced was originally Northern Ireland, Ireland and key accounts in mainland United Kingdom but the company now also supplies to Portugal, France and Hong Kong.<br><br>The frequency of service out is up to five days a week. |
| **Fleet size** | The fleet consists of six multi-temperature vehicles to service Northern Ireland and outside contractors are used to service further afield. |

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| **Marketing support and services provided** | The company's product catalogue is updated and published on a number of occasions per annum. There is no charge for suppliers to be included in this product catalogue.<br><br>Customers are alerted to the arrival of new products via direct mail, flyers, phone or visits from one of the three sales representatives.<br><br>Activities and promotions are encouraged to get product moving. Suppliers are encouraged to speak to Hannan Meat's customers.<br><br>The company does supply sales information to customers, depending on their requirements.<br><br>Hannan Meats encourage producers to make presentations to their sales team. |

## Henderson Foodservice (incl BD Foods & Foodco)

Address: 1 Hightown Avenue, Newtownabbey, BT36 4RT
Website: www.henderson-foodservice.com P: NI: 02890 342342 ROI: 1800 805593
Twitter: @HendersonFoods Facebook: @HendersonFoodservice

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| **Company Profile** | Henderson Foodservice Ltd, proudly incorporating BD Foods & Foodco, is one of Ireland's leading suppliers to the foodservice industry, serving over 4,500 customers across multiple sectors including hotels, restaurants, pubs, education, bakery, wholesale, cafes and coffee shops, workplace catering and travel/leisure.<br><br>The company have a range of over 6,000 products from locally produced to national brands across fresh, frozen, ambient and non-food.<br><br>Henderson Foodservice exclusively supplies the Country Range brand in Ireland, which is widely regarded as the best own brand in the foodservice industry.<br><br>The company has won multiple awards including Platinum Status for Deloitte Best Managed Company, Investors in People Gold Accreditation, Grocer Gold (Employer of the Year 2018) and Belfast Telegraph Business Award 2018 for Excellence in the Development of Management & Leadership.<br><br>The strength of the company is upheld with their staff and heritage spanning 50+ years to maintain a focus on delivering quality and service excellence to customers. |
| **Relevant contacts** | New Customer/Contract Queries: Kiera Campbell, Sales Director. Email: kiera.campbell@henderson-group.com<br><br>Supplier Queries: Peter McMeekin, Commercial Director Email: peter.mcmeekin@henderson-group.com<br><br>Marketing & Digital: Mark Stewart-Maunder, Business Director Email: mark.stewart-maunder@henderson-group.com<br><br>Product Category Enquiries (Impulse & Bakery): Des Simpson Email: des.simpson@henderson-group.com<br><br>Product Category Enquiries (Fresh & Non-Food): Tom McKenzie Email: tom.mckenzie@henderson-group.com<br><br>Product Category Enquiries (Ambient & Dairy): Neil Greaves Email: neil.greaves@henderson-group.com<br><br>Product Category Enquiries (Frozen): Joanne Campbell Email: joanne.campbell@henderson-group.com |

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| **Product range** | Henderson Foodservice, along with BD Foods & Foodco has one of the widest product portfolios on the island, spanning across fresh meat and produce, chilled, frozen, ambient, and non-food.<br><br>With the inclusion of BD Foods and Foodco into the company's portfolio, their range includes speciality products such as fresh duck and game, premium ingredients and oils, as well as artisan bakery.<br><br>With a focus on local suppliers, the Henderson range includes award winning products including Great Taste & Blas na hEireann, Good Food Ireland & NI Good Food producers.<br><br>The company works with some of the biggest brands in the world and is also proud to play a part in introducing local artisan products to the market. They recognise the importance of growth and development for local suppliers and the impact this can have on the Irish economy.<br><br>Henderson Foodservice owns the *Country Range* brand in Ireland. From essential store cupboard items through to premium finished products, the *Country Range* brand provides professional caterers and chefs with a unique value for money proposition without the need to compromise on taste or quality. |
| **Sectors served** | A growing customer base spans across 11 foodservice sectors.<br><br>The company holds key contracts within the education and healthcare channels, in addition to independent catering companies.<br><br>They also supply supply deli counters and food-to-go operations of the Group-owned and independent Spar, Eurospar and Vivo stores. |
| **Opportunities for Irish food and drink suppliers** | Key growth areas and opportunities for the company are in all sectors, but particularly within hotels, restaurants, food-to-go, and QSR.<br><br>The company is always looking for new and innovative product offerings. |
| **Purchasing policy** | Henderson Foodservice are passionate about establishing strong relationships with local and international brands and suppliers to continuously explore new opportunities that can further extend its range of quality products.<br><br>Quality, value and service are the key elements of the company's purchasing policy. The company strives to offer the best quality available in the market in all its categories. |

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| | With a focus on team work, the company reviews all new potential products with their sales and purchasing teams to ensure they launch the right products into the business. |
| **Supplier requirement and ordering procedure** | Suppliers are required to provide documentary evidence of their food safety processes.<br><br>Suppliers must be HACCP compliant and other accreditations are welcomed.<br><br>Orders are placed via telephone and email. Delivery times are agreed individually with each supplier. |
| **Geographical spread** | Henderson Foodservice distributes nationwide from our bases across the island of Ireland. |
| **Fleet size** | Henderson Foodservice has over 50 multi-temperate vehicles on the road for chilled, frozen and ambient products. |
| **Marketing support and services provided** | All customers of Henderson Foodservice, BD Foods and Foodco, have a good rapport with their delegated Sales Representatives.<br><br>The company uses website, social media tools and telesales activities to enhance its marketing activity and product awareness to customers.<br><br>The company has a product catalogue that is produced twice a year. In addition, an online catalogue is maintained on the company's website and this is updated regularly. |
| **Advice to new suppliers** | Potential suppliers are advised to contact one of the Trading Controllers. |

| Horgan's Delicatessen Suppliers Ltd.<br>Address: Horgan's Delicatessen Supplies Ltd, Mitchelstown, Co. Cork, P67 KD21<br>Website: www.horgans.com Phone: 025 41200 Email: info@horgans.com | |
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| **Company Profile** | Horgan's Delicatessen Supplies are specialists and innovators in the sales, marketing and distribution of speciality food products. A family-owned and operated business since 1921, Horgan's are one of the premier speciality food distributors on the island of Ireland. Company turnover for 2019 was €23m. |
| **Relevant contacts** | Purchasing Manager: Paul Horgan<br>Email: paulhorgan@horgans.com<br>Sales Manager: Edward Horgan<br>Email: edwardhorgan@horgans.com<br>Phone: 025 41200 |
| **Product range** | Horgan's carries over 1,000 chilled, frozen and ambient products which include delicatessen products (e.g. cheeses, deli meats and antipasto), ready meals, dairy products (e.g. milk, yoghurt, butters and spreads), oils, jams and preserves, confectionery, soups, juices, and desserts. They also have a large range of vegan and free-from products.<br><br>The Company has its own cheese cutting and packing facility which operates at BRC Grade AA and Organic accreditation.<br><br>They are an AEO accredited site to aid logistics and Brexit-ready for customs and documentation.<br><br>Major brands and suppliers carried by Horgan's include:<br><br>**Dairy:** Abergavenny, Alpenhain, Anabel Karmel, Applewood, Ardsallagh, Arla Foods, Babybel, Bluebell Falls, Boursin, Cahill's Farm, Cambozola, Cashel Blue, Castelli, Chavegrand, Cooleeney, Eatlean, Ermitage, Futura Foods, Icelandic Skyr, Jarlsberg, Kri Kri, Lactalis McLelland, Lactofree, Lakeland Dairies, Laughing Cow, Long Clawson, Macroom Buffalo, Mexicana, President, Roussas, Rupp, Savencia, Seriously Strong, Sevre et Belle, Vergeer Kaas, Wensleydale Creameries, Wicklow Farmhouse, Yakult, Yamas.<br>**Meats:** Carsodo/La Selva, Campofrio, Casale, German Salami Co., Horgan's, Le Foue, Madrange, Nauta, Noel, Polca, Redondo Iglesias, Reinert, Sanpareil, Tanara Giancarlo.<br>**Vegan and Free-From:** The Meatless Farm, Vegafit.<br>**Grocery:** Ballyhoura Apple Farm, Follain, Panealba.<br>**Convenience:** Belies Olives and Dips, Bertagni Pasta, Castellino Olives, Orexis Dips, Horgan's Olives and Antipasti.<br>**Desserts**: Bonta Divina.<br><br>Horgan's also carries its own range of award-winning Irish cooked ham and beef products (Spiced/Corned/Pastrami). |

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| **Sectors served** | Retail, Foodservice, Industrial and Manufacturing.<br><br>Within foodservice, Horgan's distributes to airlines, hotels, restaurants and fast service restaurants both directly and via other Irish distributors.<br><br>Horgan's also distribute speciality foods to the retail sector in ROI and NI.<br><br>Horgan's has central distribution for all multiple and symbol retailers.<br><br>In addition, they have a van sales fleet for sales to independent retail and foodservice customers. |
| **Opportunities for Irish food and drink suppliers** | Horgan's are always looking for something new and unique to the Irish market so the company can offer their customers new and exciting products.<br><br>Horgan's are experts in freeze-thaw operations for short-life fresh products and has the ability to re-pack, sleeve, label and date-code products as per customers' requirements. |
| **Purchasing policy** | Horgan's have a truly global sourcing network but are proud to also work with many of Ireland's best producers.<br><br>The Purchasing Manager, Managing Director (Michael Horgan) and Sales Manager influence purchasing decisions. |
| **Supplier requirement and ordering procedure** | Horgan's requires suppliers to have HACCP as a basic requirement. The Company distributes a paper audit to all suppliers which is followed up by a visit from their QA personnel.<br><br>Orders are placed via EDI, email or phone.<br><br>Supplier delivery windows agreed on a case-by-case basis but are at least weekly. |
| **Geographical spread** | Horgan's operates primarily from its Mitchelstown Head Office, but also have a depot in Dublin. All depots are chilled, frozen and ambient.<br><br>Horgan's service the entire island of Ireland and makes deliveries seven days per week. |
| **Fleet size** | There are seven multi-temperature chilled and ambient vehicles in the fleet including van sales. |
| **Marketing support & services provided** | There is a catalogue and website that is regularly updated.<br><br>The telesales and sales-rep teams alert customers to new products and gather orders. There are 10 sales representatives on the team. |

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| | Promotions are encouraged to create product awareness. Horgan's meets customers jointly with suppliers, especially for launches.<br><br>Sales information is available to suppliers on a regular basis and all sales representatives have hand-held reporting systems. |
| **Advice to new suppliers** | New potential suppliers should email in a product brochure and arrange a meeting with the Purchasing Manager if the products are of interest. |
| **Other information** | Supplier support is sought for promotions and sales materials (catalogues). This is communicated and agreed in advance. |

| Keelings Select<br>Address: FoodCentral, St Margarets, Co Dublin<br>W: www.keelings.com P**:** +353 1 556 50 E: freshorders@keelings.com | |
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| **Company Profile** | With over 90 years' experience in horticulture, Keelings Select are dedicated to serving chefs' every need and enhancing the reputation of the kitchens they are proud to serve.<br><br>Keelings Select operates a new 70,000sq ft. purpose built facility on their farm at FoodCentral, North County Dublin, with a dedicated team of knowledgeable and passionate people that care about their produce and customers.<br><br>Keelings Select are specialists in supplying the catering and hospitality sectors throughout Ireland and offer a large product portfolio by working with customers to meet the expanding demands of the Irish consumer.<br><br>Keelings Select supply fresh and prepared fruit and vegetables, speciality artisan produce, exotic fruit and vegetables, freshly-squeezed juices, salads, fresh Irish dairy, cheese, eggs, sauces and oils. Keelings always try to grow and source local produce. |
| **Relevant contacts** | **Sales Manager**: Cormac Dunlea<br>Email: dunlea_cormac@keelings.com<br>Mobile: +353(0)83 420 4370<br><br>**Office**: 01 556500<br>Email: freshorders@keelings.com<br><br>**Purchasing Manager**: David Bury<br>Email: Bury_david@keelings.com<br>Mobile No: +353 (0)87 237 4882<br><br>**Business Development Manager**: Matthew Carrick<br>Email: Carrick_Matthew@Keelings.com<br>Mobile No: +353 (0)86 248 0338 |
| **Product range** | Keelings Select stocks a vast range of fresh produce including Keelings berries, citrus fruit, stone fruit, top fruit, melons and grapes, salads, tomatoes, fresh vegetables, exotics, mushrooms, potatoes, chipping potatoes and prepared fruit and vegetables. They also stock fresh juices for breakfast offers and cocktail menus, egg products, dairy, cheese, oils and dry goods. |
| **Sectors served** | Hotels, Restaurants, Cafes, Pubs and Bars, Event Caterers, Contract Caterers, Facilities Management companies, Business & Industry Contract Catering, Nursing Homes, Health Care, Education, Butcher Shops and Retail. |

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| **Opportunities for Irish food and drink suppliers** | Keelings Select is very receptive to Irish growers and producers contacting them with a view to gaining a listing and the Company is very willing to assist them with this process.<br><br>The Company works in partnership with their producers and suppliers. Keelings Select wants to help their producers and suppliers work and grow together with them longer term, helping them with the Company's marketing and branding expertise, distribution reach and growing premium client list.<br><br>Keelings Select is currently working with Irish growers to address import substitution opportunities e.g. baby leeks and baby carrots, purple potatoes, tender stem broccoli, micro herbs and exotic mushrooms – lines that were previously imported.<br><br>Keelings Select is actively increasing the level of awareness in the foodservice sector as to where the produce is coming from and they address this through their support of Irish growers.<br><br>The key growth areas in terms of product offering are vegan and innovative plant-based solutions for customer's menus. |
| **Purchasing policy** | Purchasing policy is influenced by a number of factors including the Commercial Director's input, the overall company policy of supporting Irish producers, the Keeling family's business strategy and demand from end customers. |
| **Supplier requirement and ordering procedure** | Bord Bia Quality Assurance approval is mandatory for all growers.<br><br>All suppliers are audited, for which Keelings sends their own auditors and pays for the audits.<br><br>Orders are placed centrally by the Replenishment Team and the Purchasing Manager, David Bury, places orders for Keelings Select via phone, email or EDI with suppliers.<br><br>Suppliers are given agreed lead times and delivery slots.<br>Supplier Delivery packs are provided to suppliers to help them understand how Keelings Select operates and to ensure more efficient and faster deliveries.<br>Backhauling is dependent on location and the cost is negotiable. |
| **Geographical spread** | Day 1 for Day 2 Leinster and Cork. |
| **Fleet size** | Over 40 Chilled Delivery vehicles. |
| **Marketing support & services provided** | Keelings Select Account Managers have a product book, for which there is no charge for entry. |

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| | Keelings Select uses a newsletter to alert customers to new products via social media, telesales and on a weekly and monthly basis.<br><br>Suppliers are expected to participate in the promotion of their products through tastings, promotional stock and site visits to help educate Keelings Select staff and customers.<br><br>All communication with customers goes through the Keelings Select sales team.<br><br>Keelings Select want suppliers to view the Keelings team as an extension of their own business and sales team. |
| **Advice to new suppliers** | New products should be innovative, the supplier needs to understand the Keelings Select business, have sufficient capacity to supply and be prepared to be loyal to the Company. |
| **Other information** | Credit Terms are negotiable on a case by case basis. |

| La Rousse Foods<br>Address: 31 Park West, Nangor Road, Dublin 12<br>Website: www.laroussefoods.ie Phone: 01 623 4111 Email: info@laroussefoods.ie | |
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| **Company Profile** | La Rousse Foods is an Irish company servicing customers nationwide, North and South.<br><br>The largest sector for the company is foodservice, primarily hotels and restaurants, along with some retail and wholesale business. |
| **Relevant contacts** | Food Director: Colum Lanigan Ryan<br>Email: colum@laroussefoods.ie |
| **Product range** | La Rousse Foods supplies over 2,500 lines of fresh, ambient and frozen produce, with the largest proportion being in fresh product lines.<br><br>La Rousse Foods has its own state-of-the-art butchery producing bespoke cuts and supplies fresh meat products sourced from members of Bord Bia Quality Assurance Schemes.<br><br>There is also an on-site cheese maturing room offering the facility of ripening and cutting cheeses to customers' requirements.<br><br>The company has its own chocolate laboratory and produces an exclusive range of handmade chocolates under the Cocoa Atelier brand. |
| **Sectors served** | The main sectors of the market served by La Rousse Foods are medium to high end restaurants, hotels and corporate catering. |
| **Opportunities for Irish food and drink suppliers** | High quality innovative and / or artisan products that can be produced on a consistent basis are in demand in the foodservice market.<br><br>The company is constantly looking to source innovative product lines. |
| **Purchasing policy** | The purchasing policy of La Rousse Foods is a balance between quality, price, reliability and consistency, with quality being a focus within the company.<br><br>A combination of the purchasing team and the sales team influence purchasing decisions. |
| **Supplier requirement and ordering procedure** | HACCP is mandatory and a minimum QA requirement. La Rousse Foods also visits suppliers' premises, the frequency of which is product dependent. There is no charge for this.<br><br>All suppliers are subject to an annual paperwork check on insurance, controlled temperature, quality systems etc. |

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| | All terms are agreed through the Food Director and all orders are placed by the purchasing department.<br><br>Goods are normally delivered on a daily basis, but this is product dependant. Orders are placed by email or fax. |
| **Geographical spread** | The main Irish depot is in Monaghan and the Dublin depot is in Parkwest.<br><br>La Rousse Foods delivers to customers daily across the 32 counties of Ireland. |
| **Fleet size** | The company has 53 vehicles on the road and they are all compartmentalised to facilitate the transportation of fresh, frozen and ambient products. |
| **Marketing support and services provided** | La Rousse Foods produces a biannual product brochure along with monthly product offerings.<br><br>Customers are alerted to new products by the company and usually supported by some promotional activity.<br><br>The Company's website www.laroussefoods.ie features the online version of the brochure, keeps customers informed of the latest company and sector news and has a log-in portal to a bespoke online ordering system.<br><br>Promotional activity is product dependent and the company actively encourages tastings and demonstrations.<br><br>The company is open to producers making presentations to the sales team. |
| **Advice to new suppliers** | New potential suppliers should approach the company via Colum Lanigan Ryan, Food Director. |
| **Other information** | Credit terms are 30 days from month end.<br><br>The company does not operate Long Term Agreements with suppliers. |

| Lynas Foodservice<br>Address: Loughanhill Industrial Estate, Gateside Road, Coleraine BT52 2NR<br>Website: www.lynasfoodservice.com Email: admin@lynasfoodservice.com<br>Tel: 048 7035 0600 (Freephone: 1 800 936 086) | |
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| **Company Profile** | Lynas Foodservice is a family owned Private Limited Company. Operating for over 60 years, it has grown to become one of the largest independent food companies in Ireland with a turnover in excess of €160 million.<br><br>The company currently employs over 600 people and delivers frozen, chilled, ambient and non-food products across Ireland and Scotland on a daily basis. The Company works in collarboration with Caterforce, a UK based buying and marketing consortium comprising of seven family-owned, foodservice companies in the UK.<br><br>Lynas foodservice has recently gained the BRC AA standard. |
| **Relevant contacts** | Head of Trading: Karl Milligan<br>Email: karl.milligan@lynasfoodservice.com<br>Phone: 048 7035 0685<br><br>Trading Manager (Ambient): Greg McPeak<br>greg.mcpeak@lynasfoodservice.com<br><br>Trading manager (Frozen): Philip Patterson<br>philip.patterson@lynasfoodservice.com<br><br>Trading Manager (Chilled): David West<br>david.west@lynasfoodservice.com<br><br>Initial contact should be made with the appropriate category manager at the above emails. |
| **Product Range** | The product range is split between ambient, chilled and frozen as follows:<br><br>The ambient range accounts for 25% of sales The range includes dried and tinned foods, sauces, condiments, herbs, spices, beverages, biscuits, baking ingredients, breakfast cereals and an extensive non-food range.<br><br>The chilled range accounts for 21% of sales The range includes fresh and cooked chicken, turkey, ham, a wide selection of cheeses, dairy products, fresh beef, pork, lamb, pre-prepared vegetables and mayonnaise.<br><br>The frozen range accounts for 54% of sales. The range includes chips, vegetables, desserts, seafood and pastry products. |

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| | Lynas Foodservice currently stocks over 6,000 product lines.<br><br>Lynas Foodservice stocks all key household brands across all categories and temperatures. |
| **Sectors served** | All sectors of the foodservice market are served including fast food outlets, restaurants, sandwich bars, coffee shops, schools, hospitals and hotels. |
| **Opportunities for Irish food and drink suppliers** | There is currently growth in ambient dry goods. In particular, now that Lynas trucks are visiting locations in the Republic of Ireland, they are in a position to backhaul stock of speciality lines that are performing well.<br><br>Lynas also have a 'Food Outlet' Division currently with 8 stores in NI. These stores stock approx. 2,000 key products and offer additional opportunities to our supply base. |
| **Purchasing policy** | The company has a preference to source local produce, but the price must be competitive.<br><br>Product is purchased in accordance with customer requirements. For some customers, quality is the main consideration. For other customers, price is a more important consideration and a quality is chosen to meet a price point.<br><br>The Trading Manager makes the purchasing decisions. He is influenced by the Head of Trading. |
| **Supplier requirement and ordering procedure** | All producers must comply with national legislation, complete a supplier audit questionnaire and supply documentary evidence of their food safety systems. Suppliers can be subject to a site audit by Lynas Foodservice.<br><br>Supplier terms are agreed with the Trading Managers and orders are placed by the supply chain Department.<br><br>Orders are placed via email and goods are received into the Coleraine depot early in the morning. |
| **Geographical spread** | The main depot is in Coleraine, Co. Derry, which has over 65,000 sq ft of warehousing space incorporating 4,500 frozen pallet spaces and 2,500 chilled and ambient spaces. The overall site is 3 acres in size.<br><br>There are sub-depots in Dublin, Galway and more recently Glasgow where loads are split onto temperature controlled lorries.<br><br>Distribution covers all counties in Ireland and now also distributing in Central Scotland. |
| **Fleet size** | The fleet consists of over 95 lorries (15-18 tonne), all of which are Multi temp vehicles offering customers a 'one stop shop' delivery option. |

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| | All vehicles are wholly owned by Lynas Foodservice Ltd and it does not use any other courier or transport companies for deliveries.<br><br>All lorries are tracked, enabling Lynas Foodservice to know their specific locations which is analysed in real time. Each lorry also has two temperature probes in the frozen and chilled compartments that can be monitored via satellite. |
| **Marketing support and services provided** | A product catalogue with images and advertising features is published every year. New products are introduced to the customer base via the telesales team and the company's team of 60+ field sales representatives.<br><br>Promotions are encouraged to develop the sales of new products. A bi-monthly leaflet highlighting special offers is produced for our consumers.<br><br>Orders are captured via telesales / online. The company's team of telesales representatives is tasked with providing sales support for the entire range. Producers may accompany field sales representatives on visits to customers by arrangement.<br><br>Ordering online is a huge growth area with over 50% of total sales coming via an online ordering website and suppliers can gain significant exposure here. Producers that wish to develop their sales within the company's customer base are given indications as to where opportunities may exist. |
| **Advice to new suppliers** | Producers should contact Elaine Torrens by phone and then forward on details of their proposal by email. The producer will then be put in contact with the relevant buyer.<br><br>Suppliers are advised to ensure that they have a good understanding of the foodservice sector and are aware of the need for high quality products. Branding is not necessarily required and larger case quantities are the norm. |

| Michael Carr Foods<br>Address: Unit 6, MoyValley Business Park, Primrose Hill, Ballina, Co Mayo<br>Website:www.michaelcarrfoods.com Phone:096 70105 Email:info@michaelcarrfoods.com | |
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| **Company Profile** | Michael Carr Foods is a family owned and managed food distribution company that has been established for over 30 years.<br><br>Based in Ballina, Co. Mayo, suppliers of cooked beef, pork, bacon, frozen food and ambient products, mainly to independent operators in the retail and foodservice sectors. |
| **Relevant purchasing contacts** | Managing Director: Michael Carr<br>Office Phone: 096 70105<br>Mobile: 087 259 4509 (Michael)<br>Email: info@michaelcarrfoods.com |
| **Product range** | Michael Carr Foods supplies a full range of pork, bacon, frozen food and ambient products. |
| **Sectors served** | The company serves both the retail and foodservice sectors. Retail clients include small local shops, butcher shops and supermarkets.<br><br>Foodservice clients include pubs, clubs, restaurants, hotels and private catering. |
| **Opportunities for Irish food and drink suppliers** | The company views the foodservice sector as the main growth area as conditions for suppliers to the retail sector are becoming increasingly difficult.<br><br>Price competitiveness is becoming increasingly important. |
| **Purchasing Policy** | Suppliers are chosen on the basis of value. The larger selling product lines are not necessarily the cheapest, but the ones that offer the best value for money. Repeat business is very important, driven mainly by quality and consistency rather than price.<br><br>Purchasing decisions are made by the Managing Director, Michael Carr. |
| **Supplier requirement and ordering procedure** | Supplier requirements vary with by products. Generally, Irish meat suppliers need to conform with the Bord Bia Quality Assurance system and also be fully compliant with all legal requirements of the Department of Agriculture, Food and the Marine.<br><br>The company audits all Quality Assurance and other legally required certification of suppliers. It also conducts product testing and requests audits of suppliers by third parties. Suppliers are not charged for these tests and audits.<br><br>Ordering from suppliers is by ‘phone, fax or email. |

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| **Geographical spread** | The company operates from a chilled and frozen distribution facility at Primrose Hill, Ballina, Co Mayo.<br><br>Mayo, Sligo, Leitrim, Roscommon and North Galway are serviced. |
| **Fleet size** | The company operates a fleet of six vans, all of which are divided into chilled and frozen compartments. |
| **Marketing support & services provided** | Regular promotions of different product lines take place in conjunction with suppliers. Suppliers are also encouraged to meet and communicate with customers. |
| **Advice to new suppliers** | New suppliers are advised to telephone the Managing Director and discuss their proposal. Required steps should be followed after this. |

| **Caffreys (Millbrook) Ltd t/a Millbrook Foods**<br>Address: Millbrook, Oldcastle, Co Meath, Ireland<br>W: www.millbrookfoods.com Phone: 049 854 1133 E: sales@millbrookfoods.com | |
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| **Company Profile** | Millbrook Eggs was first established in 1926 and this company has grown through the years to become Millbrook Foods, a distributor of frozen, chilled and ambient food products to the catering, wholesale and food manufacturing sectors.<br><br>A sister company, Millbrook Edible Oils, is a leading distributor of sunflower, vegetable and soya oils to wholesalers, food manufacturers and foodservice operators throughout the 32 counties. |
| **Relevant contacts** | Head of Procurement: Josy Marshall<br>Email: jmarshall@millbrookfoods.com<br>Phone: 049 854 1133 |
| **Product range** | Millbrook Foods product range include oils, sauces and condiments, dairy and eggs, poultry, meat, seafood, vegetables, savoury and potato ranges, breads and patisseries, desserts and ice cream and grocery and non-food items.<br><br>Existing suppliers include: Blenders, Boyne Valley, Irish Country Cuisine, Excellence, Glenhaven Foods, Granby of Dublin, JDS Foods, Kepak, Kerry Foods, Lakeland Dairy, Lamb Weston, Lutosa, Manor Farm, Meadow Vale Foods, Pan Euro Foods, Patisserie Royale, Darta, Manor Farm, Western Brand,Grove Farm, Mertonbury Ltd, B Free Foods, and Western Brand,JJ Darboven, Aviko, Nijland. |
| **Sectors served** | The main sectors served include bars, butchers, canteens, caterers, coffee shops, delicatessens, fast food restaurants, food manufacturers, golf clubs, hotels, nursing homes, restaurants, retail hot counter, schools, wholesalers and food markets. |
| **Opportunities for Irish food and drink suppliers** | Millbrook is looking to expand its product range across the board.<br><br>The Company currently carries in excess of 1,000 products in the range and has plenty of capacity for expansion. Millbrook is seeing more demand for local Irish products from its customer base. |
| **Purchasing policy** | There is a preference for Irish and local products.<br><br>For most customers, quality is first preference and price second, though there are those who are more price sensitive.<br><br>The Head of Procurement makes all purchasing decisions. |

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| **Supplier requirement and ordering procedure** | Millbrook runs a detailed check on the quality standards of all of its suppliers and written certification of ISO accreditations and HSE approval are a requirement.<br>Some audits are carried out at no cost to the supplier.<br><br>Orders are managed by an ERP system. All orders are placed by email by the purchasing team.<br><br>Delivery methods are a combination of suppliers delivering into the Millbrook depot and Millbrook backhauling from suppliers.<br><br>Millbrook delivers to customers 6 days per week.<br><br>Millbrook does accept returns from customers, but doesn't charge suppliers for this. |
| **Geographical spread** | Although Millbrook's distribution covers the 32 counties, the main distribution network is Meath, Dublin City and County, Cavan, Monaghan, Louth, Kildare, Westmeath, Offaly and Northern Ireland. |
| **Fleet size** | 14 vehicles with mixture of temperatures.<br><br>Several of the vehicles carry both frozen and fresh produce. |
| **Marketing support and services provided** | Millbrook has an online catalogue and distributes hard copies to customers.<br><br>The catalogue is updated every 2nd year, with the next catalogue due to be launched in early 2021.<br><br>New products are launched on a monthly basis and are promoted via the telesales team, sales reps and flyers.<br><br>There are currently four field sales personnel and five telesales personnel.<br><br>There is the opportunity for produce tastings for the telesales team and sales reps. Presentations can be made to the sales reps. |
| **Advice to new suppliers** | Call the Head of Procurement to arrange a one-to-one meeting and bring product samples to the meeting.<br><br>Samples also go out to the customer base for their feedback. |
| **Other information** | Millbrook signs contracts with some suppliers.<br><br>Millbrook joined the Stonehouse Group in April 2019.<br><br>The Company has seen an increase in demand for ambient products over the last two years. |

## Musgrave MarketPlace

Address: St Margaret's Road, Ballymun, Dublin 11
Website: www.musgravemarketplace.ie/ www.musgrave.ie
Phone: 01 883 5155 Email: marketplace@musgrave.ie

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| **Company Profile** | Musgrave MarketPlace (MMP) is Ireland's only 100% Irish owned national foodservice, retailer and SME wholesaler. The company stocks over 13,000 lines covering fresh, frozen, dry catering products, confectionery, soft drinks, grocery, alcohol, non-food and equipment.<br><br>There are a number of platforms available to MMP customers, including their 7 MarketPlace branches nationwide in Ballymun, Robinhood, Sallynoggin, Galway, Limerick, Waterford and Cork. Their multi-temperature central distribution centres in Blanchardstown and Tallaght, and 7 cross dock facilities around the island of Ireland provide a full next day delivery service.<br><br>Customers can also order by calling telesales on 1890 886 800, or MMP offers a full online shopping solution with a delivered or 'click and collect' service available.<br><br>The company has invested €14.3m to date in developing their estate, with plans to roll their Food Emporium format out to all branches, transforming what was once a traditional cash-and-carry business into a state-of-the-art Food Emporium that now serves both convenience retailers and foodservice providers.<br><br>Inside the MMP Food Emporium format at Ballymun, Robinhood, Belfast, Cork, Derry, Galway and Limerick customers will find services including Bespoke Butchery, a Coffee Concession, a Food Theatre with regular product demonstrations and a Gin Palace, as well as expert advice in-store and an expanded product range to cater to changing customer tastes.<br><br>MMP services a wide range of customers including hotels, restaurants, pubs, nursing homes and other hospitality operators.<br><br>The company is committed to growing their business in a way that benefits both surroundings and the community. In 2016, they partnered with social enterprise company FoodCloud. To date, they have donated the equivalent of over 1.3m meals with a value of €1,770,000 - to charities across Ireland.<br><br>MMP have partnered with online chef-led platform, Chef Network, to deliver a series of 'Chef Skills Masterclasses'. |

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| | They have also made the significant investment of €350,000 in the development of TU Dublin's School of Culinary Arts and Food Technology, which saw the establishment of the Musgrave MarketPlace's Scholarship Programme and the sponsoring of its new state-of-the-art training restaurant. |
| **Relevant contacts** | Within Musgrave MarketPlace, suppliers should contact the relevant Category Managers via email in the first instance, who will put them in contact with the relevant Trading Managers.<br><br>Category Manager for Fresh, Chill and Frozen.<br>Charlie O'Loughlin Email: charlie.oloughlin@musgrave.ie<br><br>Category Manager for Alcohol, Impulse, Tobacco, Grocery & Non-Food<br>Keith Heavey Email: keith.heavey@musgrave.ie |
| **Product range** | MMP has a complete range of over 13,000 ambient, chilled and frozen products as well as an extensive range of alcohol and non-food products through its delivered business and through the branches.<br><br>The company is consistently introducing new lines and seeking relevant innovation for their extensive customer base.<br><br>Chilled and frozen product categories include fresh meat and poultry, fruit & veg, fresh and frozen fish, frozen foods and dairy. MMP guarantees that beef and lamb are all from Bord Bia approved suppliers and are 100% Irish and fully traceable. Their *Butchers Select* range is matured for 21 days and from prime steers & heifers only. They continue to expand their *Irish Angus* beef range with their beef partner Kepak. They also have an extensive range of poultry available.<br><br>Ambient product categories include baking ingredients, cereals, sauces, rice, pasta and noodles, herbs and seasonings, soups and bouillons, desserts, jams and preserves, tea, coffee and beverages, soft drinks and biscuits.<br><br>An extensive range of alcohol products are ranged, servicing both the On and Off Trade. Our ranges include Premium Spirits, Non-Alcoholic beers, Exclusive Restaurant and Retail Wines and the latest innovating products that the market has to offer.<br><br>MMP offers an unrivalled range of *World Foods* products including over 500 products from Thailand, China, Japan and India and the newest addition to the range is over 100 authentic Italian products. |

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| | As well as stocking all leading brands, they have an extensive range of own-brand products, over 200 'free from' products (featuring products that do not contain gluten or dairy) as well as healthy alternative snacks.<br><br>This is in addition to a wide range of non-food items including food packaging, professional cleaning and catering equipment. |
| **Sectors Served** | Through the national delivered business, Musgrave MarketPlace service a wide variety of customer classifications with a greater focus on 3 and 4 star hotel groups, pubs and restaurants.<br><br>In addition, Musgrave MarketPlace distribute to contract caterers, hospitals and nursing homes and most other channels of the foodservice market.<br><br>Through their branches, Musgrave MarketPlace service a wider range of foodservice customers including fast food, deli, cafes/coffee shops, and workplace and event caterers.<br><br>Pubs, fast-food restaurants and ethnic restaurants are a focus, but Musgrave MarketPlace is dedicated to servicing the entire foodservice customer base. |
| **Opportunities for Irish food and drink suppliers** | Musgrave MarketPlace works hard to support Irish products, although suppliers need to be increasingly aware of the pressures to provide value.<br><br>Musgrave MarketPlace launched its inaugural *FoodService Academy* in conjunction with Bord Bia in 2016 and has worked with new Irish food and drink companies on an annual basis.<br><br>The team is continuously looking for new and innovative products across the ambient and chilled sectors that can provide an opportunity for artisan producers.<br><br>Within the ambient catering sector, the main growth areas are in desserts, speciality foods and enhanced coffee offering, including a Full Barista Coffee offering including machinery and wide range of Coffee Brands. As a result of the current climate, more and more foodservice customers are now looking for greater value as they come under increasing pressure to increase their gross profit. Private label or own brands will be a key growth area within ambient.<br><br>There are also opportunities for new value products as there is tremendous growth in 'value' products and tertiary labels. Value continues to be a driver. Another growth area is ethnic ingredients across all categories; chilled, frozen, and ambient. |

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| | Within the chilled sector, Musgrave MarketPlace is seeing growth in demand for fresh meat. Opportunities exist for fresh meat suppliers as fresh meat remains a key focus. In particular for fresh meat raw, cooked and value-added product. Bakery and Ready Meals are also areas for development. As are Party foods, where opportunities exist for the right products.<br><br>In the MMP branches, Asian products are currently trading well, with rice and sauces showing significant growth and recent expansion into Indian, Japanese and Thai products have widened the product ranges. Musgrave MarketPlace have recently launched a full range of authentic Italian products with a range of over 100 products from Italian Oils, Pasta, Pizza Flour and Vegetables to complement their full international offering. World food continues to thrive, and the company is constantly looking for new opportunities in this area.<br><br>Musgrave MarketPlace encourages suppliers to make contact regarding any products/product ranges or solutions they may have in the growth areas of Asian, fast food and pubs. |
| **Purchasing policy** | Musgrave MarketPlace has a preference to source Irish products, but recognises that the company is dealing in a global market which is very competitive.<br><br>The purchasing policy of Musgrave MarketPlace centres on quality, price and service. Flexibility is also important for new suppliers.<br><br>Purchasing decisions are influenced by the Category Managers, Trading Managers and the Trading Director, Mark Moriarty. The Category Managers and Trading Managers research suppliers through national and international trade shows and their own trends research.<br><br>Information on potential new products and suppliers is also provided through feedback from the sales representatives that have direct contact with the foodservices customers and understand their requirements. |
| **Supplier requirement and ordering procedure** | For all product categories there is an Approved Vendor Questionnaire (AVQ) which must provide evidence of Health Board or other QA accreditations and approvals. If there are any discrepancies in the AVQ, then the suppliers are automatically audited. Most suppliers are audited either by Musgrave MarketPlace or MRPI (Musgrave Retail Partners Ireland).<br><br>All suppliers must be compliant in terms of barcodes, EDI order and invoicing and agreed delivery procedures. |

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| | In particular, packaging must be suitable for the branch environment with branding, bar codes and legal requirements clearly displayed on all packs.<br><br>In addition, all suppliers must engage with *Brandbank*, an online content management company, to share imagery and product information for the company's web shop. |
| **Geographical spread** | Delivered<br>Republic of Ireland: Nationwide through cross dock network Dublin, Cork, Kerry, Limerick, Galway & Waterford.<br>Northern Ireland: Through Belfast cross dock (via Dublin).<br><br>Musgrave MarketPlace Cash & Carry<br>Republic of Ireland: Seven sites. In Dublin, (Ballymun, Robinhood and Sallynoggin), Cork, Galway, Limerick and Waterford.<br>Northern Ireland: Three sites, in Belfast (Duncrue Road), Derry and Lurgan. |
| **Fleet size** | Musgrave MarketPlace has over 100 vehicles offering tri-temp deliveries of ambient chilled and frozen products. |
| **Marketing support and services provided** | Musgrave MarketPlace publish a foodservice brochure – The Food People which is a showcase of the complete range of products available including exclusive meat and own brand ranges, plus ethnic lines sourced direct from the Far East. The brochure is available in print and online.<br><br>MMP also publish a full Non-Food Brochure, Kitchen to Counter, which is a comprehensive guide to their extensive non-food range, covering catering equipment, professional cleaning and hygiene and disposables. This is available in print and online.<br><br>Monthly promotional flyers list value offers, showcase new and seasonal products as well as providing engaging and inspirational information for their customers in the form of recipes from Head Development Chef Clément Pavie and supplier & customer profiling features.<br><br>Brand Website (www.musgravemarketplace.ie)<br><br>Email Marketing – MMP provide customers with monthly emails that inform them about their latest offers in areas they are most interested in hearing about.<br><br>Social Media - MMP have social profiles on Facebook, Twitter, Instagram and LinkedIn. Customers can follow on these networks and stay up to date with the latest news in the company. |
| **Advice to new suppliers** | Potential suppliers should approach the company via email to the relevant Category Manager. |

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| | The Category Manager will then put the supplier in contact with the relevant Trading Manager.<br><br>When meeting the Trading Manager (buyer), suppliers should arrive prepared with a PowerPoint providing an overview of their business, the proposed product range and pricing along with product samples.<br><br>If targeting the Musgrave MarketPlace business, distribution solutions need to be provided outlining the product delivery schedule to the ten sites, or alternatively confirming delivery to Musgrave MarketPlace central location.<br><br>Musgrave MarketPlace is always interested in products that are different, unique and in particular if they offer exclusivity to the Musgrave Excellence brand.<br><br>Promotional calendars aimed at Chefs need to be put in place in the branches to help drive sales, together with training for the telesales team.<br><br>Producers should research customers and end consumers to establish the potential interest in their products. This will give Musgrave MarketPlace a good idea of the market for the supplier's products.<br><br>Producers need to appreciate that the foodservice market is totally different from retail. Products may need to be reformulated and packaged differently for foodservice due to different cooking and storage requirements. |

| Odaios Foods Ltd<br>Address: 11 Magna Drive, Magna Business Park, Citywest, Dublin 24<br>Website: www.odaios-foods.com Phone: 01 469 1455 Email: info@odaios-foods.com | |
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| **Company Profile** | Odaios Foods Limited is an independent chilled, ambient and frozen food marketing / distribution company servicing the foodservice sector and fine food retailers across the 32 counties of Ireland.<br><br>The company, formed in 2004, is open to new ideas and products with a particular focus on Sustainability. |
| **Relevant contacts** | Buyer: Samantha Freeman Broderick<br>Email: sfbroderick@odaios-foods.com<br>Phone: 01 469 1455 |
| **Product range** | 30% of the products distributed are ambient, frozen accounts for 30%, and chilled accounts for the remaining 40%.<br><br>Product categories distributed include breads, pastries, cakes, biscuits, vegetables, fresh meat, shellfish, charcuterie, cheese, dairy products, dry goods, chocolate, beverages, preserves and packaging. |
| **Sectors served** | Foodservice accounts for 90% of the company's turnover.<br><br>Segments served within the foodservice sector include hotels, restaurants, cafés, institutions, quick serve outlets and contract caterers. |
| **Opportunities for Irish food and drink suppliers** | A key growth area for the company at the moment is chilled foods. There are many opportunities for producers as the company is currently developing its chilled range.<br><br>Producers should contact the company directly to discuss what product categories are not yet served.<br><br>The company is a strong supporter of locally produced artisan food. |
| **Purchasing policy** | The company has a strong preference to source local produce with food integrity and sustainability.<br><br>Product taste and the commercial ability of suppliers are key considerations taken into account when selecting suppliers.<br><br>The buyer team is influenced in their purchasing decisions by Jason O Brien and Ashley O'Brien, Directors of the company. |
| **Supplier requirement and ordering procedure** | Suppliers are required to provide paperwork to demonstrate their food safety systems and representatives of the company visit supplier premises for a general factory walk. There is no charge for this. |

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| | Orders are placed via email and phone. Goods are received during trading hours. |
| **Geographical spread** | The company's depot is located in Citywest, Dublin. All 32 counties are serviced.<br><br>A next day delivery service 5 days a week is provided to the greater Dublin area, with all major towns and cities serviced. |
| **Fleet size** | The company's fleet consists of 25 vehicles, all of which are multi temperature. |
| **Marketing support and services provided** | A catalogue of all products supplied is produced in-house and is updated every February and September.<br><br>Customers are alerted to the arrival of new products via email, mail-outs and customer visits. Samples of new products are distributed to the customer base and introductory price-off promotions are encouraged.<br><br>Orders from customers are received by 'phone and 'fax.<br><br>Producers are encouraged to visit the customer base to introduce their products. Sales information at a general sector level is shared with producers.<br><br>There are 10 people on the sales team, with plans to expand the sales/specialist team in 2021. |
| **Advice to new suppliers** | Contact the Buyer and Commercial Manager via email and telephone to make an appointment to review samples and discuss pricing. |

| Pallas Foods<br>Address: Newcastle West, Co. Limerick<br>Website: www.pallasfoods.com Phone: 069 20 200 Email: info@pallasfoods.com | |
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| **Company Profile** | Since the early 1980s Pallas Foods has evolved into the leading foodservice distributor on the island of Ireland.<br><br>Pallas Foods is now part of Sysco and has a team of over 1,400 people dedicated to providing quality products and services to its customers. The company offers an extensive range of fresh, frozen, ambient and non-food products across the island of Ireland through its own delivery fleet.<br><br>Pallas Foods supplies customers across the island of Ireland, operating from their distribution centre in Co Dublin. In addition to this the company also has a network of regional distribution centres across the country. The most recent being a new centre in Cork. |
| **Relevant purchasing contacts** | Senior Category Manager: Marian Cahill<br>Email: marian-cahill@pallasfoods.com<br>Phone: 069 20 200 |
| **Product mix** | Pallas Foods provides an extensive range of ambient, chilled and frozen foods, a complete café solution, a range of health and organic foods, a comprehensive retail range and an exclusive wine and coffee collection.<br><br>A comprehensive non-food collection includes crockery, glassware, kitchenware and catering essentials, packaging, disposables, chemicals and guest amenities.<br><br>Proprietary brands include McCarrens Pork & Bacon, Glin Valley Irish poultry, DeelVale Poultry, Block & Barrel delicatessen, Salamander Fine Food and Salamander Patisserie.<br><br>Other associate brands include Irish Nature Beef, Irish Hereford Prime Beef and Slaney Valley Irish Lamb, in addition to a comprehensive offering of exclusive and mainstream foodservice and grocery brands.<br><br>The Brakes own brand range is also available to Pallas Foods customers. The Brakes Brand range has been used in the foodservice industry for over 30 years.<br><br>Every Brakes brand product is tested by chefs in development kitchens to ensure it delivers quality without compromise. |
| **Opportunities for Irish food and drink suppliers** | Pallas Foods is committed to sourcing from Irish suppliers, both large scale manufacturers and artisan producers. |

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| | The team of category managers is continuously looking for new and innovative products that can further extend the company's customer offering.<br><br>Opportunities exist for Irish suppliers that can deliver a consistent supply of products at an agreed quality specification, while also being competitively priced and complying with labelling and Quality Assurance requirements. |
| **Purchasing policy** | Pallas Foods is committed to supporting Irish producers and increasing their listing of Irish products. Competitive prices, consistent quality and efficient service are key factors to ensure a successful partnership.<br><br>Purchasing decisions are made by a specialist team of category managers, many of whom are also chefs. They work closely with customers to source products that meet their quality and price requirements. |
| **Supplier requirement and ordering procedure** | Suppliers must meet exacting Quality Assurance requirements and consistently deliver products that conform to the highest food safety standards.<br><br>Labelling must meet EU and Irish legal requirements. Orders are placed by the purchasing department and suppliers must meet the agreed product, shelf life, temperature and packaging specifications. |
| **Geographical spread** | An island-wide next day delivery service is provided. |
| **Fleet Size** | The entire fleet consists of over 300 distribution vehicles, the majority of which have ambient, chilled, and frozen compartments. |
| **Marketing support and services provided** | Pallas Foods provides a number of channels to suppliers to engage with their extensive customer base. These include bi monthly sales promotional publications, STOCKED the market leading kitchen companion and an online platform that provides extensive product information, recipes and more to customers. |
| **Advice to new suppliers** | Potential suppliers should contact the Purchasing Manager via the Pallas Foods website, where they will be asked to fill out a supplier profile. If there is deemed to be a market opportunity, samples should be submitted with pricing.<br><br>Producers need to make it as easy and efficient as possible for Pallas Foods to do business with them by responding to queries promptly and with due care, being fully prepared and knowing their potential customers, market position, price point and competitors. |

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| | Producers must also be in a position to demonstrate how their products can generate increased sales and how they are different from what is already on the market. |

| Plassey Food<br>Address: Industrial Estate, Rathkeale, Co. Limerick<br>Website: www.plasseyfood.ie Phone: 069 63500 Email: sales@plasseyfood.ie | |
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| **Company Profile** | Plassey Food is a distributor of a wide range of ambient, chilled and frozen food products to the foodservice and retail sectors. It also distributes a good range of non-food products. Plassey Food is a 100% Irish, family owned business, founded in 1989 and serves clients in Munster and parts of Leinster and Connaught. |
| **Relevant purchasing contacts** | Purchasing Manager<br>Phone: 069 63500 |
| **Product range** | Products handled include meat (fresh and frozen), poultry (fresh and frozen), seafood (fresh and frozen), cheese & dairy products, bakery & confectionery, desserts, dry goods, soups, sauces & oils, potato products & frozen vegetables, drinks & snacks, pizza & pasta, deli, finger food & ready meals, packaging and hygiene products as well as a full "Cash & Carry" product range.<br><br>The product range also includes Halal meat products as well as a good range of gluten free products. |
| **Sectors served** | Plassey Food mainly serves the foodservice sector. Foodservice clients include hotels, restaurants, bars, take-away restaurants, deli counters, corporate & event catering, hospitals, nursing homes and schools.<br><br>Besides this Plassey Food also services retail outlets. |
| **Opportunities for Irish food and drink suppliers** | Plassey Foods is committed to sourcing from both large scale and artisan Irish suppliers and are always looking for new products that can enhance the existing product range.<br><br>Opportunities exist for Irish suppliers that can deliver a consistent supply of products at an agreed quality specification.<br><br>Price is important, but secondary to quality. The company sees specific opportunities for high-quality Irish artisan foods. |
| **Purchasing Policy** | The company's policy is to purchase local Irish produce where possible and where the quality is up to the required standard. Advantages of local products include shorter delivery lead times, more frequent deliveries, greater freshness and greater flexibility of supply.<br><br>The company uses central billing and central purchasing. The operation is based at its headquarters and warehouse in Rathkeale, Co. Limerick. |

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| | Purchasing decisions are made by Company Sales Director who is influenced by market demand, client feedback and requirements. |
| **Supplier requirement and ordering procedure** | Detailed specifications are included in the contract that is drawn up with each supplier (see 'Advice to New Suppliers' below). |
| **Geographical spread** | The company has a single warehouse at Rathkeale and serves Munster, south Leinster and part of Connaught. |
| **Fleet size** | The company has a large fleet of vehicles incorporating many compartmentalised vehicles that can hold ambient, chilled and frozen foods at the same time. |
| **Marketing support & services provided** | The principle marketing support tools for the company are:<br><br>1. Annual product catalogue: Hotel/Restaurant/Take-away/Deli. The publication is produced in full colour, in a convenient hard-back format.<br><br>2. Monthly promotional publication: 'SuperDeals' is circulated to all clients of Plassey Food.<br><br>3. Trade shows form part of the promotional efforts. The company stages annual shows in locations such as Cork, Limerick and Kerry, where suppliers can exhibit their products.<br><br>4. Social media & text messaging: Plassey Food uses social media platforms Facebook and Twitter and a sophisticated text messaging platform to promote products and offers to clients and prospective clients. |
| **Advice to new suppliers** | New suppliers must first contact the company by phone to introduce and discuss their product(s).<br><br>If the product(s) complement the company's existing portfolio and Plassey Food sees opportunities, then the supplier may be invited to present their product(s) in a face-to-face meeting at the Plassey Food offices in Rathkeale.<br><br>If the meeting is successful, a contract will be entered into with the supplier. The contract will include details on all product features including: delivery, packaging, shelf-life, traceability and other key specifications.<br><br>New suppliers are advised to consult the company's product range which can be found on the website - www.plasseyfood.ie - and consider where their product may fit into and how it enhances the range on offer. |

| Redmond Fine Foods<br>Unit F1, Southern Link Business Park, Newbridge Road, Naas, Co. Kildare, W91 XF63<br>W: www.redmondfinefoods.ie P: +353 45 883 570/573 E: info@redmondfinefoods.ie | |
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| **Company Profile** | Redmond Fine Foods procure exclusive ingredients and food solutions through a global partner network, supplying catering and food professionals throughout Ireland.<br><br>Established in 2004, Redmond Fine Foods is a wholly Irish owned company. |
| **Relevant contacts** | Ian Redmond - Director<br>Rocky Redmond - Director |
| **Product range** | Redmond Fine Foods carry an extensive and exclusive range of ambient, chilled, and frozen foods and non-food items.<br><br>Product categories include:<br>Bakery, Pastry, Chocolate & Confectionary<br>Cereals, Flours, Nuts, Condiments & Spices<br>Dairy, Cheese & Ice-cream<br>Truffles, Mushrooms, Fruit & Vegetables<br>Kitchen Essentials & Antipasti<br>Specialist Meats & Game<br>Modern Gastronomy Ingredients<br>Seafood & Caviar<br>Snacking (bar and mini bar nut mixes etc)<br>Sous Vide Meats & Grains<br>Tools, Moulds, Transfers & General Kitchen Equipment |
| **Sectors served** | Hotels, restaurants, contract caterers, bakeries, chocolatiers, food manufacturers, wholesalers, entertainment, corporate offices and select retailers. |
| **Opportunities for Irish food and drink suppliers** | The company continuously seeks out new and unique food ingredients and food solutions from the local Irish market.<br><br>Interested suppliers should make contact via email info@redmondfinefoods.ie. |
| **Purchasing policy** | The company sources high value food ingredients based on best ethical, social, and environmental practices. |
| **Supplier requirement and ordering procedure** | All suppliers are audited. A comprehensive HACCP system and necessary accreditations and regulations must be in place.<br><br>Packaging and labelling must satisfy current legal requirements. |

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| **Geographical spread** | Centrally warehoused in Naas, Co. Kildare, deliveries are made into Dublin and the greater Dublin area Monday through Saturday and nationwide deliveries on a pre-scheduled weekly basis.*<br><br>*Some schedule disruption may occur due to COVID-19. |
| **Fleet size** | The company operates a mid-sized fleet of multi temperature-controlled vehicles. |
| **Marketing support and services provided** | Redmond Fine Foods catalogue of products is available on www.redmondfinefoods.ie.<br><br>Social media:<br>LinkedIn: Redmond Fine Foods<br>Twitter: @RedmondFineFood<br>Instagram: @redmondfinefoods<br>Facebook: www.facebook.com/RedmondFineFoods |
| **Advice to new suppliers** | Be consistent. |

| **Richardsons, Rooted in Fresh Foods**<br>Address: Unit 2D, Eastway Business Park, Ballysimon, Limerick<br>Website: www.richardsons.ie Phone: (061) 294 552 Email: hello@richardsons.ie | |
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| **Company Profile** | Richardsons, Rooted in Fresh Foods is an independent Irish owned fresh produce and chilled foods supply company serving the hospitality and catering sectors.<br><br>Established over 30 years, Richardsons are trusted suppliers to hoteliers, restaurant owners, catering companies, chefs and culinary leaders across the industry. Customers highlight their commitment to freshness, reliable delivery options and excellent customer service as key points of difference. |
| **Relevant contacts** | Managing Director: Matthew Richardson<br>Email: matthew@richardsons.ie<br><br>Sales Manager: Sandra Fleming<br>Email: sandra@richardsons.ie<br><br>Finance Manager: Linda White<br>Email: linda@richardsons.ie<br><br>To make contact with the purchasing team, please email purchasing@richardsons.ie and one of the team will revert. For all general enquiries, please email hello@richardsons.ie |
| **Product range** | Richardsons is true to their core offering in fresh produce. The Company specialises in sourcing the best tasting varieties of fruits, vegetables, leaves and salads direct from growers locally, across Ireland and further afield.<br><br>Their goal is to promote the best available seasonal produce throughout the year.<br><br>This core range is complemented with a comprehensive list of chilled, dairy and larder items, ambient foods and quality ingredients. |
| **Sectors served** | The Company has more than 30 years knowledge and experience in serving hotels, fine dining establishments, conference and event catering, contract caterers, healthcare and gastro pubs/restaurants. |
| **Opportunities for Irish food and drink suppliers** | Richardsons is committed to sourcing and distributing fresh, high quality foods. Locally grown produce, chilled foods and ingredients are of particular interest.<br><br>The Company is constantly looking to source new quality focused suppliers with a novel offering.<br><br>They are happy to engage with growers, together with local, artisan and fresh food producers. |

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| | The Company stays up to date with emerging food trends and welcomes new producers to this end.<br><br>Given the staff and chef shortages being experienced in the catering and hospitality sectors, all labour saving innovations around ingredient preparation are of interest. |
| **Purchasing policy** | It is essential for all suppliers to be HACCP compliant. Site visits are carried out by the Company's Food Safety Team. There is no charge for audits unless in exceptional circumstances.<br><br>All packaging and labelling must satisfy legal requirements.<br><br>Supplier delivery is Monday through to Sunday as needed. |
| **Supplier requirement and ordering procedure** | All ordering is done by automated email. |
| **Geographical spread** | Richardsons is based in Eastway Business Park, Ballysimon, Limerick and from this warehouse they service all of Munster six days a week.<br><br>The Company has chilled and ambient facilities within their distribution warehouse. |
| **Fleet size** | The company operates a fleet of 15 multi-temperature controlled vehicles. |
| **Marketing support & services provided** | Richardsons supplies marketing material on an ongoing basis, including their catalogue which is available in hard copy and .pdf format.<br><br>The Company also circulates price lists and promotional flyers electronically. There is no charge to be included in the marketing material except where costs of promotional activities are shared by agreement.<br><br>The Company has a dedicated Customer-service and telesales department that is open from 8.30am to 11pm, Monday to Friday. On Saturdays, the Telesales Team operates from 8.30am – 12.30pm and there is an answering machine service for all other times.<br><br>Richardsons has a team of four field-sales and seven office-based sales people. These sector experts work closely with customers to ensure that all their needs are met in relation to product sourcing and availability, delivery schedules and new product introductions.<br><br>It is the role of the sales team to support close working relationships with customers, develop new business and to promote seasonal and new product lines. |

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| **Advice to new suppliers** | To make contact with the purchasing team, please email purchasing@richardsons.ie and one of the team will revert. |
| **Other information** | Credit terms with suppliers are 45 days.<br><br>The Company is open to discussing more flexible terms with new start-up producers. |

| Sheridans Cheesemongers<br>Address: Virginia Road Station, Pottlereagh, Kells, Co. Meath<br>W: www.sheridans.ie Phone: 046 924 5110 E:info@sheridans.ie | |
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| **Company Profile** | Sheridan's Cheesemongers was established in 1995 and operates a food distribution business in addition to three retail outlets – South Anne Street, Dublin; Churchyard St, Galway; and at their HQ in Kells area, Co. Meath.<br><br>They also have fully staffed concession counters in Ardkeen Store, Waterford and in twelve Dunnes stores locations nationwide: St Stephen's Green, Pavilions Swords, Cornelscourt, Swan Centre, Blackrock, Blanchardstown, Ilac and Donaghmende in Dublin and one consession in each of the following Bishopstown Cork, Briarhill Galway, Naas Co Kildare & Limerick.<br><br>Distribution is across the entire island of Ireland. Sheridans also export cheese to the UK and other European locations. Retail outlets specialise in artisan cheeses, delicatessen and fine dining foods.<br><br>The distribution business accounts for approximately 70% of overall sales. Within the distribution business, one third of sales is derived from the foodservice sector, the remaining two thirds is from distribution to the speciality retail sector. |
| **Relevant contacts** | Purchasing: Sharon Bagnall Email: purchasing@sheridans.ie<br>Sales: Lorna Westphal Email: sales@sheridans.ie<br>Managing Director: Kevin Sheridan<br>Email: kevin@sheridans.ie<br>Phone: 046 924 5110 |
| **Product range** | The range distributed by Sheridan's covers the entire spectrum of speciality and artisan foods and wines. It includes Irish and European cheeses, with a very specific focus on farmhouse cheeses, Irish and European cured meats, cured fish, olives, anti pasti, condiments, oils, vinegars, pasta, sauces, chocolates and sweet and savoury biscuits.<br><br>The focus of the product range is on highest quality hand-crafted foods. For Foodservice, Sheridans main area of speciality is across Farmhouse Cheeses, Irish and continental cured meats, olives and associated deli products.<br><br>The company has developed a number of its own "Sheridans" products, working with small producers to create these foods. These include crackers, onion marmalade, chutney for cheese and duck confit. All are available in foodservice formats. |

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| | The company carries other brands, specialising in local Irish products e.g. On The Pig's Back, Achill Island Salt, Janet's Country Fayre, Cookies of Character, Newgrange Gold Oils, David Llewellyn Vinegars and Con Traas Juices.<br><br>The product range is approximately 70% chilled and 30% ambient. The company does not deal in frozen products. |
| **Sectors served** | Within the retail sector the company focuses on independent outlets.<br><br>The company does not have 'key' customers in the foodservice sector. It has a broad customer base, consisting in the main of small independently owned outlets.<br><br>Customers include: The Market Bar, Chapter One Restaurant, Mortons, Fallon & Byrne, Avoca and Nolans of Clontarf stores in Dublin and local Supervalu stores and independent retailers nationwide. Selected Supervalus carry Sheridan's range of crackers. |
| **Opportunities for Irish food and drink suppliers** | There is still growth in cheese boards in the restaurant trade. Sheridan's has found that the current economic climate has led to a greater awareness of, and preference for, Irish products.<br><br>Consumers are seeking out Irish products across all areas, but price is also very important.<br><br>Growth areas and opportunities for Irish producers are in unique and modern foods across a wide variety of categories.<br><br>The main scope for import substitution is in cured meats and meat products.<br><br>Sheridan's sees openings for many products in various different markets that can succeed if the quality is right. |
| **Purchasing policy** | Sheridan's prefers to buy locally produced goods and deal only directly with the producers of same.<br><br>In making a purchasing decision, quality and taste are the most important criteria.<br><br>Consideration is also given to the saleability of the product, the price, the shelf life, packaging, availability of the product and the professionalism of the producer.<br><br>Sheridan's is not listed for central billing with group organisations for wholesale sales.<br><br>Purchasing decisions are influenced by all the sales staff along with the wholesale and retail managers. |

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| | Sheridans sourcing policy for taking on new products is to only deal with producers who wish to deal solely through Sheridans distribution chain, in order for them to continue to offer unique products to their wholesale customers. |
| **Supplier requirement and ordering procedure** | All producers must comply with national legislation and are visited by a member of the Sheridan's team, who conducts a food safety audit using Sheridan's own criteria. There is no charge for this.<br><br>Sheridan's do not have special individual product packaging or labelling requirements beyond what is required by law. The company does insist on the use of sturdy outer cases and the use of dividers for all glass products supplied.<br><br>Terms of a purchasing agreement are agreed by the Financial Controller and the order is placed by the Purchasing Administrator. Orders are placed via phone and email. Delivery slots are agreed with individual producers.<br><br>The company does not have a formal back hauling operation, but occasionally small amounts may be collected from small producers. There is no charge for this. |
| **Geographical spread** | Sheridan's has one depot at Pottlereagh, Kells, Co. Meath (at the end of the M3), from where a distribution service to the island of Ireland is provided.<br><br>A next day delivery service is provided to the Dublin region and all other areas are serviced at least once per week.<br><br>The company exports to the UK, the Netherlands, Scandinavia and Italy. |
| **Fleet size** | The fleet consists of three, four-tone chilled vans. |
| **Marketing support and services provided** | There is an annual product catalogue to which updates are added during the course of the year. There is no charge to producers for inclusion in this catalogue.<br><br>Customers are advised by email and phone of the arrival of a new product and printed information is circulated to all customers. New product samples are provided to customers and promoted via special offers in conjunction with the supplier. Sheridan's also supports in-store customer tastings in conjunction with suppliers.<br><br>Orders are gathered via telesales. Producers are encouraged to introduce their products to the customer base and complete sales information is available.<br><br>In addition to van drivers and the sales team at the company's offices, there is one sales representative. |

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| | Producers and prospective suppliers may make presentations to the sales representative. |
| **Advice to new suppliers** | Potential suppliers should contact Kevin Sheridan or Sharon Bagnall via email and follow up with a 'phone call to arrange a meeting. Unsolicited samples should not be sent.<br><br>For local producers to one of the Sheridan's stores seeking a retail listing only, the Store Manager has autonomy over purchasing and should be contacted directly.<br><br>Producers should ensure that they have done their research and established that there is a market for their products early on in the product development process. They should also familiarise themselves with Sheridans purchasing policy.<br><br>The main criteria for a product to feature on Sheridan's distribution list is quality. Other factors are important, but secondary. |
| **Other information** | Company turnover is approximately €5 million.<br><br>The company has Long Term Agreements (LTAs) with manufacturers of Sheridan's own brand products. |

| Simply Wild/Wholefoods Wholesale<br>Address: Unit 3, Kylemore Industrial Estate, Killeen Road, Dublin 10<br>Website: www.wholefoods.ie Phone: 01 778 3300 Email: david@wholefoods.ie | |
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| **Company Profile** | Simply Wild as the grocery division of Wholefoods Wholesale supplies natural, organic, healthier options to the foodservice and retail sectors. The company deals with Irish and overseas suppliers and has 80 employees. |
| **Relevant purchasing contacts** | Commercial Manager: David Morrin<br>Email: David@wholefoods.ie<br>Phone: 01 778 3300<br>Mobile: 083 140 7065<br><br>Business Development Manager: Claire Rushe<br>Email: Claire.rushe@wholefoods.ie<br>Phone: 01 778 3300<br>Mobile: 083 879 3018 |
| **Product range** | The range of products distributed by the company includes ambient food products including snacking, beverages and cupboard essentials as well as cosmetics, toiletries and supplements.<br><br>The company carries over 4,000 food lines, both Irish and imported. It distributes at ambient temperature and currently does not deal in chilled or frozen foods.<br><br>Brands carried include: Oatly, Pukka Tea, Biona, and Deliciously Ella & Ortiz Tuna. Bulk ingredients is also a growing focus for Simply Wild. |
| **Sectors served** | The company serves independent and multiple foodservice providers.<br><br>Key customers in the foodservice sector include: Compass Catering, Insomnia, Universities (including UCD and UCG), Institutes of Technology and Gather & Gather. |
| **Opportunities for Irish food and drink suppliers** | The company sees potential for growth in the 'Health and Wellness', 'Benefit Foods', 'Vegan' and 'Free From sectors. |
| **Purchasing Policy** | Simply Wild has a policy of purchasing local Irish products where the quality and price are suitable<br><br>The main purchasing criteria are quality and price, with an emphasis on considering the needs of the company's customers. The aim is to purchase products from suppliers that best meet the stated needs of the company's customers.<br><br>Purchasing, billing and payments are centralised. |

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| **Supplier requirement and ordering procedure** | It is essential for suppliers to follow Food Safety Authority guidelines in their manufacturing process and to have HACCP in place.<br><br>Suppliers must also include bar code labels on both the inner and outer packaging. Ordering from suppliers is by email or fax. |
| **Geographical spread** | The company distributes nationwide (32 counties).<br><br>Deliveries to Dublin are normally made the next day if the order is placed before 12 noon. For other parts of the country, deliveries are normally made within 48 hours of ordering. |
| **Fleet size** | The company outsources its transport using independently owned vehicles. The fleet size varies between six and eight ambient temperature vehicles. |
| **Marketing support & services provided** | Marketing support is provided by way of an illustrated bi-monthly catalogue containing promotional material for a selection of products.<br><br>This is in addition to the standard products and prices listing, which has an illustrated promotional section at the front. Regular 'Special Offer' sheets are also produced.<br><br>Irish products are highlighted by the use of a 'Product of Ireland' logo on product illustrations.<br><br>Company representatives that regularly visit larger customers provide marketing and promotional support, as well as taking orders. |
| **Advice to new suppliers** | Prospective new suppliers to Simply Wild are advised to approach the company with a clear business plan, demonstrating clear aims and objectives.<br><br>Suppliers should have completed as much as possible of the early development of product marketing, including product testing and test marketing before the product is brought to Simply Wild.<br><br>As this distributor only has ambient distribution facilities, any new products must meet this requirement. |

| Stafford Lynch Ltd<br>Unit 101, Northwest Business Park, Ballycoolin, Dublin 15<br>Website: www.staffordlynch.ie Phone: 01 802 3100 Email: lynchg@staffordlynch.ie | |
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| **Company Profile** | Stafford Lynch is a large, privately owned, multi-channel sales, marketing and distribution service provider. It has long standing partnerships with customers of the businesses it serves.<br><br>It operates from specialised premises in Dublin 15 and acts as a distribution partner for companies of many different sizes. |
| **Relevant purchasing contact** | Foodservice Executive: Aoife Glennon<br>Email: glennona@staffordlynch.ie<br>Phone: 087 219 7559 |
| **Product range** | Stafford Lynch operates across a number of ambient categories, including hot and cold beverages, sauces, snacks, tinned fish, dried goods, confectionery, crisps and biscuits as well as paper goods, baby, personal care, Health&Beauty and batteries. |
| **Sectors served** | Stafford Lynch supply ambient products to the foodservice sector. The Company also services the retail grocery sector including multiples, wholesalers and independent outlets. |
| **Opportunities for Irish food and drink suppliers** | The company sees an opportunity in gluten free ranges and free from ranges.<br><br>It is always open to offerings of new products from Irish suppliers. |
| **Purchasing policy** | Stafford Lynch partners and supports local Irish brand owners, to assist them to gain distribution and listings across the Irish retail and foodservice channels.<br><br>The company also has experience and expertise in procuring, importing and distributing with many international companies. This allows it to source and deliver products to the Irish market.<br><br>When considering any new business, Stafford Lynch ensures that products do not compete with any that are already in its portfolio. It then reviews national and international market trends to gauge the size of the opportunity.<br><br>The final decision to enter into new contracts is by agreement of the management team and Board.<br><br>All purchasing and orders are co-ordinated in the company's Dublin office, by its supply chain team. |
| **Supplier requirements and ordering procedure** | Stafford Lynch requires potential suppliers to comply with relevant industry standards including health and safety regulations. |

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| | Suppliers will have to demonstrate their compliance and registrations as required. Where applicable, products should be BRC audit approved. |
| **Geographical spread** | Stafford Lynch's distribution centre is located in Blanchardstown in Dublin. All 32 counties in Ireland are serviced from it. |
| **Fleet size** | Stafford Lynch uses outsourced transport providers for the majority of its sales base. It also has van-sales and merchandising teams for specific product categories. |
| **Marketing support and services provided** | Stafford Lynch manages all aspects of sales and marketing, from source to shelf.<br><br>Orders are captured via sales representatives, EDI, fax and phone |
| **Advice to new suppliers** | A manufacturer wishing to supply Stafford Lynch should send an email to the Foodservice Director outlining their proposal.<br><br>Suppliers should review the market and propose competitive pricing for their products, checking first that their offering does not compete with any products in the existing Stafford Lynch portfolio. |

| **Stonehouse Group**<br>Address:12, Dundrum Business Park, Dundrum, Dublin 14<br>Website: www.stonehouse.ie Phone: 01 296 6000 Email: info@stonehouse.ie | |
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| **Company Profile** | Established in early 2000, Stonehouse is the result of the merger between Keencost Centres (Ireland), trading since 1975, and the National Wholesale Groceries Alliance, established in 1961.<br><br>Stonehouse has a network of 25 member companies (all family run businesses), totalling 30 warehouses nationwide. The group employs over 1,200 staff and maintains a turnover of approx €800 million per annum.<br><br>The Stonehouse Group includes the Costcutter, Quik-Pik and Gala symbol groups and the Horeca (Hotels, Restaurants, Cafés) independent wholesale group of family owned Cash & Carry outlets.<br><br>Members of the Stonehouse Group all deliver to customers in addition to operating cash and carry operations. |
| **Relevant purchasing contacts** | **Stonehouse Group:**<br>Food Service and Alcohol Co-ordinator: Brian Elliott<br>Phone: 01 296 6000<br>Email: belliott@stonehouse.ie<br>**Horeca:**<br>Contracts Manager: William Calderwood<br>Phone: 087 246 8395<br>Email: info@horeca.ie |
| **Product range** | Stonehouse Group primarily sells branded products, however it also carries its own retail brand '*Homestead*' and its own foodservice brand '*White Hat*'.<br><br>The family owned businesses that make up the group carry a full range of branded food and other non-food products across ambient, chilled and frozen categories. |
| **Sectors served** | The Stonehouse Group distributes to both the retail and foodservice sectors. It services a full range of foodservice customers, including hotels, restaurants and contract caterers.<br><br>The Horeca group tenders for both public and private contracts. |
| **Opportunities for Irish food and drink suppliers** | The company sees opportunities for producers in its retail symbol groups (over 400 stores) and in the foodservice sectors that it services. |

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| **Purchasing Policy** | Stonehouse buys from Irish producers and distributors where possible, provided that the quality is high and the pricing competitive. It operates central billing within its symbol shops, as well as through its 30 warehouses.<br><br>Purchasing is done both centrally and locally. |
| **Supplier requirement and ordering procedure** | Supplier requirements and ordering procedures vary by member, supplier and product. |
| **Geographical spread** | The Stonehouse Group has depots in almost all counties of Ireland and has full nationwide coverage. |
| **Fleet size** | Companies in the Group have over 250 vehicles for distribution of ambient, chilled and frozen foods. |
| **Marketing support & services provided** | Marketing and support services vary between the members in the group. |
| **Advice to new suppliers** | Be proud of your product and tell your story.<br><br>Know your pricings, your customer and their margin expectations. |

| Sunshine Juice<br>Address: Park Carlow, Co. Carlow<br>Website: www.sunshinejuice.ie Phone: 059 913 4989 Email: info@sunshinejuice.com | |
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| **Company Profile** | Established in 1998 and now with over 50 employees, Sunshine Juice is the largest producer of freshly squeezed juices, smoothies, hand-cut fresh fruit salads, cold pressed vegetable juices, fresh jams, compotes and frozen fruit.<br><br>Along with its own fresh produce fleet, the company has developed a strong partnership with a number of key distributors around Ireland: BD Foods in Monaghan, Curleys Quality Foods in Galway, John Surdival Foods in Mayo and All Fresh Wholesale F&V in Cork.<br><br>Sunshine Juice has a central listing with Aldi, Musgrave, BWG Group, Spar, Londis, Mace in the retail sector. |
| **Relevant contacts** | Paul Walshe, Managing Director<br>Mobile: 086 810 9127<br>Email: paul.walshe@sunshinejuice.com<br><br>Tom Coughlan, Business Development Manager<br>Mobile: 086 836 4700<br>Email: tom@sunshinejuice.com |
| **Product range** | Sunshine Juice distributes the following product categories: juices, smoothies, fruit salads, vegetable juice, vegetable booster shots, dairy (yogurt and ice cream), jams and compotes. |
| **Sectors served** | Sunshine juice serves the hotels, cafes, sandwich bars, juice bars and wholesale distributors sectors.<br><br>The company's main customers in the foodservice sector are:<br>• Neville Hotels<br>• K-Club<br>• O'Callaghan Hotels<br>• Autograph Collection Hotels |
| **Opportunities for Irish food and drink suppliers** | The company sees growth in the area of vegetable and detox juices, which is becoming popular in the foodservice sector. With an emphasis on healthy eating, Sunshine Juice supplies products to fit this category. |
| **Purchasing policy** | Quality, good service levels, flexibility and innovation are all important factors. Sunshine Juice has a strong preference to source local produce.<br><br>The company's purchasing policy is a combination of competitive pricing and consistent service levels. The Customer is the major influence on purchasing decisions. |

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| **Supplier requirement and ordering procedure** | Sunshine Juice has BRC AA Grade accreditation themselves and would prefer suppliers to have, or to be working towards, BRC accreditation.<br>The company audits supplier's premises for which there is a €500 audit charge.<br><br>There is no particular packaging or labelling requirements beyond what is required by law.<br><br>Terms are agreed and orders are placed by the Managing Director.<br>Orders are placed through EDI, fax, phone and email.<br><br>Suppliers are expected to deliver products weekly or twice weekly depending on the shelf life of the product. More frequent supplies are preferred as the distributor holds a minimum amount of surplus stock in the warehouse.<br><br>The company can backhaul for customers and there is a charge for this. |
| **Geographical spread** | The warehouse has both chilled and frozen facilities. It is located in Carlow and is 24,000 square feet in size.<br><br>Sunshine Juice services customers nationwide, with deliveries up to six days per week. The company has some export business to the UK. |
| **Fleet size** | The company has 5 temperature controlled vehicles. |
| **Marketing support and services provided** | There is product catalogue available on the company's new website, which is updated regularly.<br><br>The telesales team alerts customers to new products. Price promotions are encouraged to get product moving at launch and on a regular basis.<br><br>Orders are gathered via telesales.<br><br>The company encourages suppliers to meet customers jointly with Sunshine Juice.<br><br>Suppliers normally receive sales reports on a monthly basis. There are three sales representatives on the distributor's team and Producers can make presentations to the sales team. |
| **Advice to new suppliers** | New potential suppliers should send an email to the Managing Director to make initial contact and arrange a meeting. |
| **Other information** | Credit terms are "30 days end month following".<br><br>The company has Long Term Agreements (LTAs) with some suppliers. |

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| | The company is a member of Love Irish Food.<br><br>The company has noticed a greater long term growth in chilled, rather than frozen foods. |

| Taste the View Ltd.<br>Address: Unit B6, Block B£, Site B, Aerodrome Business Park, Rathcoole, Co Dublin<br>Website: www.tastetheview.ie Phone: 087 645 9666 Email: ian@tastetheview.ie | |
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| **Company Profile** | Taste the View Ltd. is a sales and distribution company focusing on Irish artisan food and drink. It sources quality products from producers all over Ireland and supplies speciality food shops and select catering outlets nationwide.<br><br>Taste the View Ltd. was established by Ian Magowan and Stanley Lew in April 2011 and is based in Aerodrome Business Park, Rathcoole in a modern food specification warehouse. |
| **Relevant contacts** | Managing Director: Ian Magowan<br>Email: ian@tastetheview.ie<br>Mobile: 087 645 9666<br><br>Sales Director: Stanley Lew<br>Email: stan@tastetheview.ie<br>Mobile: 086 607 4590 |
| **Product range** | The company supplies a wide range of ambient products including cereals, granola, porridge, chutneys and relishes, confectionary, cookies, crackers, crisps, popcorn, salt, seasonings, sea veg, pasta, flour, bread and cake mixes, jams, honey, juices, lemonade, charcuterie, rapeseed oils, vinaigrettes, pesto, olive pastes, sauces, coffee and teas.<br><br>Many organic and gluten free lines are also on offer. |
| **Sectors served** | The company supplies retail customers. Its customer base includes speciality food shops, fruit and vegetable shops, butchers, coffee shops, delis and garden centres.<br><br>Retail customers include Avoca, Brown Thomas, Blarney Woollen Mills, Fallon & Byrne, Kilkenny Design, Mortons and Donnybrook Fair. |
| **Opportunities for Irish food and drink suppliers** | The company considers that there are many opportunities for artisan food producers providing that the product is of a high quality and fairly priced. There are opportunities for innovative products in all the product categories it carries. |
| **Purchasing policy** | The company's policy is to deal in Irish artisan produced foods. It purchases quality Irish made products for which there is demand.<br><br>Purchasing decisions are made by the Managing Director. |
| **Supplier requirement and ordering procedure** | A supplier will usually contact the Managing Director by telephone and arrange an introductory meeting to present their product.<br><br>The proposition will be evaluated by the company and terms and prices will be agreed if listed. |

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| | Orders are placed by email.<br>There are no special packaging or labelling requirements, once all legal requirements are met and the outer packaging must allow easy distribution.<br><br>There is a wide delivery window which runs from 7.30a.m. - 3.30p.m., Monday to Thursday and 7.30am to 12 noon on Friday. |
| **Geographical spread** | The company covers the whole of Ireland including some areas in Northern Ireland. |
| **Fleet size** | The company currently has two vans involved in direct van sales and delivery.<br><br>The company also uses a logistics partner for many deliveries. |
| **Marketing support and services provided** | The company does not produce an annual catalogue, but it produces a product & price list that is constantly updated and emailed to customers. There is no charge for entries to the list.<br><br>Sales information can be provided as requested. Advice on branding and packaging can be given.<br><br>Producers can make presentations to the company sales representatives and help in business development.<br><br>The sales representatives and the company's principals participate in all sales development activities. |
| **Advice to new suppliers** | Contact the Managing Director by phone or email.<br><br>Consult the company website and Facebook before making contact. |
| **Other information** | Credit terms are normally 60 days, but other credit terms can be agreed.<br><br>The company does not have Long Term Agreements (LTAs) in place with suppliers, but this is under consideration. |

| Totally Innovative Foods Ltd<br>Address: Unit 4 Red Lane, Blessington, Co. Wicklow<br>W: www.totallyinnovativefoods.ie P: 045 851 450 E: info@totallyinnovativefoods.ie | |
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| **Company Profile** | Totally Innovative Foods was established in 2014. It has a central distribution unit in Blessington Unit 4 Red Lane and manufacturing facilities in Balbriggan and Poland.<br><br>The company's main activity is distributing and manufacturing powder and paste food products such as bouillon, gravy, demi-glaze, and sauces.<br><br>It manufactures gluten free and MSG (monosodium glutamate) "free-from" food products, sauces along with powdered bouillon, gravy and other sauces. The company's manufacturing facilities in Poland are BRC (British Retail Consortium) accredited and it expects the same of suppliers.<br><br>The company partners with leading Foodservice distributors including Pallas Foods, Lynas Foodservice, Henderson Foodservice and Ready Chef. |
| **Relevant contacts** | Purchasing Manager: Dorota Rizi<br>Email: info@totallyinnovativefoods.ie<br>Phone: 045 851 450 |
| **Product range** | The company specializes in the distribution and manufacture of stock cubes, gel stock pots, bouillons, sauces, curries, pot noodles, soups in sachets, spices and gravy granules.<br><br>It distributes its own brand 'Gourmet' which is a registered trade mark, as well as well as some complementary brands and own label brands for Foodservice and Retail food offerings. |
| **Sectors served** | The company's main market sectors are colleges, hotels, pubs, coffee shops, hospitals, shops and wholesalers. |
| **Opportunities for Irish food and drink suppliers** | The company believes there are opportunities to add to the range of gluten free and MSG free products that are offered. Manufacturers could approach Totally Innovative Foods if they have products for these sectors.<br><br>There are also opportunities for manufacturers of ingredients such as spices, herbs, other flavourings, dried vegetables and GMO free ingredients. Further opportunities exist for organic and 'Halal' ingredients for bouillon. |
| **Purchasing policy** | When the price point and quality is right, the company's absolute policy is to buy Irish where possible. |
| **Supplier requirement and ordering procedure** | HACCP is an absolute must for suppliers.<br><br>Representatives from the company will generally visit and audit the premises of new suppliers. There is no charge for this. |

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| | For most of the products that it distributes (especially if they are manufactured under the 'Gourmet' brand), best before dates, storage conditions, nutritional and ingredient specifications must be clearly marked on all packaging.<br><br>Most orders are placed via email and telephone. |
| **Geographical spread** | The company's depot is in Blessington, Co. Wicklow and it offers a 32 county delivery service through its Partners.<br><br>Totally Innovative Foods is now successfully trading in the UK and supplying bespoke food products exclusively for the United Nations contract. |
| **Fleet size** | Transport is outsourced. |
| **Marketing support and services provided** | Extensive sales and marketing efforts are in place to support the 'Gourmet' brand. |
| **Advice to new suppliers** | In advance of approaching the company, suppliers are advised to investigate the likely needs of Totally Innovative Foods customers and to look at market trends.<br><br>Potential suppliers should emphasise how their offering will add value to the 'Gourmet' offering, e.g. by extending the product range.<br><br>Potential new suppliers should contact the Purchasing Manager (see above) in the first instance. |
| **Other information** | Payment terms are 30 days from date of invoice. |

| **Traditional Cheese Co. Ltd**.<br>Address: Unit 244 Holly Road, Western Industrial Estate, Dublin 12<br>W: www.traditionalcheese.ie P: +353 (0) 1 409 0400 E: info@traditionalcheese.ie | |
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| **Company Profile** | Traditional Cheese Company (TCC) is a privately owned 100% Irish company specialising in the promotion, packing and distribution of a full range of Irish and Continental cheeses. TCC was founded in 1984 by Eugene Carr as an independent specialist wholesaler in the supply of Irish Farmhouse Cheese. Grainne Whalley joined in 1985.<br><br>TCC sources and selects cheese from across Ireland and Europe and serves customers in the retail, foodservice and manufacturing sectors in all major towns and cities across Ireland.<br><br>The company also distributes a wider range of chilled and ambient products. |
| **Relevant contacts** | Managing Director: Grainne Whalley<br>Email: grainnewhalley@traditionalcheese.ie<br><br>Purchasing Director: Diarmuid Browne<br>Email: diarmuidbrowne@traditionalcheese.ie<br><br>Sales Director: Derek Cahill<br>Email: derekcahill@traditionalcheese.ie<br><br>Enquiries: info@traditionalcheese.ie Phone: 01 409 0400<br>Initial contact should be made by email. |
| **Product range** | In additional to Irish and Continental cheeses, TCC also supplies charcuterie, pizza ingredients, delicatessen products, pre-pack pasta and a range of cheese board accompaniments.<br><br>TCC supply product produced from cow, goat or sheep milk, pasteurised or unpasteurised and also a dairy free range. Many products are suitable for the vegetarian or vegan consumer.<br><br>The company supplies a range of Status Protected product such as Wensleydale, Parmigianino-Reggiano, Comte and Blue Stilton, along with many speciality cheeses.<br><br>TCC has its own brand cheese range including speciality Irish and European cheeses. TCC has chilled and ambient storage and distribution. |
| **Sectors served** | Foodservice sectors served include restaurants, delicatessens, cafes, QSR, pubs, hotels and independent distributors.<br>Local and national retail outlets are also served. |

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| **Opportunities for Irish food and drink suppliers** | Key growth areas are products with provenance, with a marked point of difference and those that have the ability to carry added value for the customer.<br><br>Cheese and associated speciality food products are what the Company sees as working within their product range portfolio.<br><br>Consistent ongoing quality is key to a sustainable product within the cheese category. Import substitution is important, with provenance and quality key factors in selection. |
| **Purchasing policy** | TCC sources products based on customer needs, with quality the key factor. The Company has the knowledge and recognised expertise to source product both locally and across Europe from established contacts within the industry.<br><br>Customer/market demand is the prerequisite to sourcing a new product. Product quality is an important consideration for TCC, but the price must be competitive also. TCC grades and matures a range of product it has sourced, both for customer own-brand and for the TCC speciality cheese range. |
| **Supplier requirement and ordering procedure** | Supplier requirements are BRC, GSFI Recognised Accreditation or Supplier Approval Questionnaire. Supplier audits are carried out when necessitated and are dependent on the volume of business from the site. They are subject to customer terms and conditions in agreement between supplier and TCC.<br><br>All labels and packaging must comply with FSAI regulations. As part of TCC's internal listing process, suppliers and producers must be in a position to provide full product specification with nutritional analysis etc. required.<br><br>Orders are placed and delivery arranged with the purchasing department.<br><br>TCC have a dedicated Purchasing/Ordering department that manage stock and process orders to suppliers – frequency depends on the needs of the business and customers.<br><br>Orders are placed with suppliers via a Purchase Order email system.<br><br>EDI is not required for suppliers to TCC and the Company prefers to backhaul from suppliers.<br><br>Prices to TCC are typically ex works. |
| **Geographical spread** | The Head Office and main depot is located in Dublin 12. TCC also has storage and distribution centres for chilled and ambient product in Cork and Galway. |

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| | The Company currently serves all major towns and cities in Ireland and the greater Dublin area. There are daily deliveries within the major cities and regular scheduled deliveries to other areas. |
| **Fleet size** | TCC have a fleet of seven refrigerated vehicles which deliver from depots in Dublin, Cork and Galway. |
| **Marketing support & services provided** | Orders are received by the Company's telesales team by phone, fax or email. TCC has a Sales Team of eight, plus two telesales personnel.<br><br>The Sales Team work closely with the Company's customers, building an understanding of their product needs, enabling the introduction of suitable new products and identification of potential growth areas. They can personally keep their customers updated on new products, delivery schedules etc.<br><br>The Company website www.traditionalcheese.ie outlines some of the existing product ranges, offers suggestions for use and highlights seasonal selections. TCC issue an updated product catalogue on a monthly basis. |
| **Advice to new suppliers** | Potential suppliers should contact the Purchasing Director, Diarmuid Browne.<br>Email: diarmuidbrowne@traditionalcheese.ie |
| **Other information** | Payment Terms are 30 days end of month. |

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