

Irish Foodservice Market Directory

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Growing the success of Irish food & horticulture

Bord Bia
Irish Food Board

www.bordbia.ie

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IRISH FOODSERVICE MARKET DIRECTORY

Introduction

Bord Bia's 2017 Irish Foodservice Market Directory includes over 110 up-to-date, detailed profiles of key foodservice operators and the wholesale distributors that service them.

Eleven new profiles have been included in 2017, flagged as **NEW* in the Table of Contents and within the profile heading itself.

Once again this year we've included some 'Top Tips' for producers that are interested in better servicing the market. They're not listed in any particular order and they are not definitive, but if taken on board and actioned, they will assist in delivering new business.

How to Use the Directory

In an effort to help producers understand and target the channels most appropriate to their own 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 their foodservice offering and determined where opportunities may lie within their business. All producers should conduct considerable research (including site visits) in advance of approaching buyers listed in this Directory.

Methodology

James Burke & Associates were appointed by Bord Bia to compile the six new profiles in this directory. An overview of the total number of profiles included in the 2017 Directory is as follows:

Commercial	No. of profiles
○ Quick Service Restaurants	9
○ Full Service Restaurants & Pub Groups	13
○ Coffee Shops	8
○ Hotels	8
○ Leisure/Events	6
○ Travel	7
Institutional	
○ Business and Industry	11
○ Government Contracts	4
Business to Business	2
Distributors	44
TOTAL	112

In order to refresh profiles included in Bord Bia's 2016 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 2017 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 reference tool for producers either seeking to enter the foodservice sector or for those already established who wish to maintain and build sales.

TOP 10 PRODUCER TIPS FOR BUILDING A SUCCESSFUL FOODSERVICE BUSINESS

1. Review each of the **foodservice channels** and identify products within your business with potential to fit one or more channels. Have a **structured approach** to dealing with the foodservice sector and create prioritised lists to help focus on the market channels most appropriate to your business. Ensure that you conduct research in advance of approaching buyers – in addition to reviewing their profile and online presence, ensure that you have visited at least one site and observed the customer profile and existing food and beverage offering.
2. Remember the importance of **service** in foodservice. Ensure paperwork is provided as requested, orders are fulfilled as specified every time and product quality is consistent. **Labelling** and **product specifications** must comply with all FSAI and EU legislation. Ensure the **packaging** is correct and ‘fit for purpose’. Speaking to relevant industry contacts will provide insights regarding portion control etc. and help producers design and deliver appropriate packaging.
3. Understanding **international foodservice trends** will help producers anticipate the needs of tomorrow and feed into a cycle of product innovation. Ensure that **innovation** is taking place at all levels and be proactive in bringing new products and concepts to the market. Also ensure that you are well informed with what’s happening on the domestic market – sign up to Bord Bia’s monthly **Foodservice Newsletters** and investigate other trade information alerts and/or publications.
4. **Relationships** are key to developing sales. Ensure you maintain ongoing communication with your customers. Be proactive and realise the importance of **telling the provenance story**. Remember that the sales process cannot be passive.
5. Continued **price** pressure means that new ways to cut costs at manufacturing level need to be identified. As a producer, ensure that your company has embraced **lean manufacturing** principles. Focus on improving product efficiencies and eliminate unnecessary production costs in order to allow for greater price competitiveness. Think about opportunities for delivering a competitive ‘per portion’ cost.

6. Develop **Key Account Management** skills within your business to manage important foodservice accounts (both distributors and operators). Understand the needs of your key customers and manage these accordingly. If it's not possible to assign responsibility for the development of your foodservice business internally, then consider employing external expertise.
7. Develop a **partnership model**. Work hand in hand with your distributors to get closer to the end customer – it will provide producers with a deeper understanding of the challenges facing foodservice operators and in turn identify existing or new products that can potentially address these challenges. Educate your distributor's team and work closely with them to monitor feedback, ensure that stock is moving and drive sales.
8. Develop a strong **promotional calendar** in consultation with your distribution partner (and end operator, if appropriate). Think about building **brand awareness**, attending trade shows, maximising PR opportunities, training distributor sales teams, interacting with relevant **Trade Associations**, having a social media presence and organising product sampling. Build a foodservice '**marketing toolkit**' to support your product range – add a foodservice tab to your website, develop foodservice specific promotional leaflets etc.
9. Think about how your product proposition can **add value** all along the supply chain. What's in it for each player? Think about providing a '**total solution**' that can ultimately help deliver what the end consumer is looking for.
10. Make time for foodservice in your business and ensure that you have a **strategy** in place. Producers need to ensure that clearly defined objectives exist within the business in order to grow foodservice sales, with provision for necessary resources to service this sector. Harness any existing **foodservice** product category **research** and/or consumer **insights** to guide your strategy – Bord Bia's Consumer and Market Insights Department is a useful resource to this end.

FOODSERVICE MAP

Commercial Sector

Institutional (Cost) Sector

Quick Service Restaurants	Full Service Restaurants & Pub Groups	Coffee Shops	Hotels	Leisure & Events	Travel	Business & Industry	Government Contracts
ALL Group (Abrahebabra)	Avoca	bb's bakers + baristas	Dalata Hotel Group PLC.	Feast	Aer Lingus	Aramark Northern Europe	Office of Government Procurement
(O'Brien Sandwich Bars) (The Bagel Factory)	Brambles	Butlers Chocolate Café	Doyle Collection (The)	Fitzers Catering	daa plc *new	Baxter Storey	Defence Forces
Domino's Pizza	Donnybrook Fair *new	Caffè Nero	Limerick Strand Hotel	JC Catering	EFG Catering	Compass Group Ireland	HSE
Freshly Chopped	Eddie Rocket's	Esquires Coffee House	Talbot Hotel Group	Masterchefs Hospitality	HMS Host Ireland Ltd.	Corporate Catering Services Limited	Irish Prison Service
IPC Europe (Subway®)	Entertainment Enterprise Group	Insomnia	Tifco Hotel Group	Prestige Catering Ltd.	Retail in Motion	Food Space *new	Business to Business
McDonald's	(Dante Restaurants) (Hard Rock Cafe) (Leisureplex)	Itsa	Windward Management Ltd *new	With Taste	SSP Ireland	Gather & Gather	Around Noon
Supermacs	(Mao Restaurants) (Starbucks) (TGI Friday)	MBCB Foods (Ireland) Ltd. T/A Costa Coffee	Group Purchasing			KSG	Freshways
Forecourt Convenience	Gourmet Food Parlour	Quigleys Café, Bakery, Deli	First Choice Purchasing			Mount Charles Group	
Applegreen	Happy Pear (The) *new		Trinity Hospitality Services			Q Café Co. (The)	
Maxol	JD Wetherspoons					Sodexo Ireland	
Topaz	Kays Kitchen					Urban Picnic	
	Press Up Entertainment Group *new						
	Sprout & Co. *new						
	Wagamama						

COMMERCIAL CHANNELS

QUICK SERVICE RESTAURANTS (QSR)

AIL Group
Abrakebabra / The Bagel Factory / O’Briens Sandwich Café’s
 11 Rathgar Road, Rathmines, Dublin 6 Phone: 01 496 7162

<p>Company Profile</p>	<p>AIL Group is an Irish based company that franchises out approximately 130 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.</p> <p>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</p> <p>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</p> <p>The O’Briens Sandwich café chain is an Irish based franchise that has been in existence for over 25 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.</p> <p>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. 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.</p>
<p>Relevant purchasing contact</p>	<p>Managing Director: David Zebedee Email: dzebedee@ailgroup.ie Phone: 01 496 7162</p>
<p>Product mix</p>	<p>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.</p> <p>The Bagel Factory offering is built around the bagel. There are breakfast bagels, classic bagels, and bagels with warmed fillings.</p>

	<p>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.</p> <p>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.</p> <p>The company targets a wide range of consumers through the various outlets they operate.</p>
<p>Opportunities for Irish food and drink suppliers</p>	<p>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.</p> <p>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.</p> <p>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.</p> <p>In Abrakebabra, the menu is the process of being revamped and there is an opportunity for more fresh produce.</p> <p>O'Briens is open to proposals from Irish manufacturers of cheeses, meats and deli produce.</p> <p>The company has a strong focus on sourcing locally and is continuing to look for products that can be sourced in Ireland.</p>
<p>Purchasing policy and supplier requirements</p>	<p>Key elements of the company's purchasing policy are product quality, supplier's service record, supplier's reputation, logistical capabilities and competitive pricing.</p> <p>The company visits the sites of its suppliers for a factory walk to get a greater understanding of the supplier's business and suppliers are asked to complete a questionnaire before supply commences. The company covers any costs involved in the audits.</p> <p>For the majority of their food purchases, franchise operators may only purchase from an approved supplier list. The approved supplier list is decided by the Managing Director, David Zebedee who will agree terms with suppliers when compiling the approved supplier list.</p> <p>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.</p>

	<p>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.</p> <p>The company does not operate tender dates and has long standing relationships with their key suppliers.</p> <p>Orders are placed by each individual franchisee, mostly by phone. Frequency of supply is usually twice per week, but it is product dependant.</p> <p>Shelf life expectations and requirements are product dependent.</p>
Distribution providers	<p>The majority of suppliers provide their own distribution. Musgrave Wholesale Partners deliver most of the frozen and chill requirements.</p>
Advice to new suppliers	<p>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.</p> <p>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.</p> <p>Samples to be submitted, if requested, following initial contact. The company welcomes innovation and is always seeking initiatives to improve its menus and offerings.</p>
Other information	<p>The company is open to working with brands across the spectrum of their business.</p> <p>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.</p>

Domino's Pizza

Address: 1 Thornbury, West Ashland, Milton Keynes, MK6 4BB, UK

W: www.dominos.co.uk

Phone: 0044 (0) 1908 580 000

E: amelia.jonas@dominos.co.uk

Company Profile	<p>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.</p> <p>The first Irish store opened in 1991 and there are currently 72 outlets in Ireland, 48 in the Republic of Ireland (ROI) and 24 in Northern Ireland (NI). There are current plans to further expand in the NI market.</p> <p>All outlets are franchised owned. The main activity of the business is home delivered business. The business is currently split between 70% home delivery, with the remaining 30% carry out.</p> <p>The target demographic is families and 18-34 year olds, however this is constantly broadening.</p>
Relevant purchasing contacts	<p>Head of New Product Development: Amelia Jonas Email: amelia.jonas@dominos.co.uk Phone: 0044 (0) 1908 580 000</p>
Product Mix	<p>The core food offering is pizzas, with side dishes and a range of desserts.</p> <p>Lunch and dinner are catered for, with all outlets open late, a proportion of these until 5 a.m.</p> <p>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.</p> <p>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.</p>
Opportunities for Irish food and drink suppliers	<p>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.</p> <p>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.</p> <p>Domino's are looking for ready to serve hot desserts, again that fit within the existing model.</p>

	<p>The company has an exclusive partnership deal with <i>Ben and Jerry's</i> ice cream.</p> <p>The company is constantly striving to improve existing products in terms of health credentials i.e. low fat, lower salt, calorie count.</p> <p>Any new product offerings for the sides menu must be ready to cook and fit within the existing Domino's business model.</p>
<p>Purchasing Policy and supplier requirements</p>	<p>The purchasing policy of Domino's UK and Ireland is around the following key requirements:</p> <ul style="list-style-type: none"> • Quality of products and the ability of suppliers to fit within Domino's framework • Price • Service <p>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 looking at innovation.</p> <p>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.</p> <p>The UK head office has full scope for purchasing of products for the UK and Irish markets and more recently the German and Swiss markets.</p> <p>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 <i>Sedex</i> self-auditing system.</p> <p>The company generally operates long term contracts with suppliers that are reviewed every one to three years.</p> <p>Purchasing decisions are influenced by a team including Procurement, Technical, NPD and Marketing. All new products are subject to review by the Franchise advisory council. Final purchasing terms are the responsibility of the Head of Procurement.</p> <p>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 three producing dough also.</p>

	<p>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.</p> <p>The company operates an online purchasing system where the manager of each outlet can place their order requirements.</p> <p>Calorie count and nutritional analysis of products from new suppliers is a pre-requisite, as Domino's include calorie counts on their menus.</p> <p>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.</p>
Advice to new suppliers	<p>New suppliers should visit a Domino's store and understand the business model and where their product could potentially fit into the menu. Any new suppliers must factor in how their product will fit into the Domino's franchise model.</p> <p>Potential new suppliers should contact the Head of Procurement by email.</p>
Other information	<p>Credit terms are 30 days.</p> <p>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.</p> <p>Each outlet only has chilled storage facilities, and tends to avoid frozen food as much as possible.</p>

Freshly Chopped

Address: Windsor House, 1st Floor, 11 Fairview Strand Dublin 3

Website: www.chopped.ie

Company Profile

Freshly Chopped is a franchise model and currently has 24 outlets in Dublin, and one outlet in Galway, Tannaghmore, Newbridge, Castlebar and Little Island, Cork. It plans to open a further 10 units by December 2017:

- Baggot Street
- Ballsbridge
- Blanchardstown
- Fairview
- Grafton Street
- M3 Mulhuddart Services
- Rathmines
- Sandyford
- St. Stephen's Green
- Westmoreland Street
- Tallaght
- Swords
- Dublin Airport T1
- Whitewater Shopping Centre Newbridge
- O'Connell Street
- Citywest
- Parkwest
- Galway
- Talbot Street
- Lucan
- ILAC Shopping Center
- Castlebar
- Little Island, Cork
- Fonthill
- Swords
- Long Mile
- Tannaghmore, Co Antrim
- UCD

The outlets are a combination of company owned and franchised businesses. There is central purchasing for all outlets.

The Company has a partnership agreement with Maxol for forecourts across Ireland.

Most of the restaurants are café/deli/takeaway models, although the Grafton St and Westmoreland Street outlets are predominantly take-aways.

Relevant purchasing contacts	<p>Operations Manager: Jonathan Parkhill Email: jonathan@chopped.ie Preferred method of contact is email</p>
Product mix	<p>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.</p> <p>Drinks include smoothies, teas, coffees and fresh juices. Snacks include own -label protein and natural homemade bars. Healthy breakfast options include omelettes.</p> <p>Target consumers include: everyday people who want to eat healthier, fitness enthusiast, and those seeking healthier and more convenient lunches.</p> <p>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.</p> <p>Apart from pre-packaged natural, healthy snacks, the majority of the menu is freshly prepared from healthy ingredients, in front of the customer.</p> <p>Currently serving products from local Irish suppliers such as; Newgrange Gold, Rebel Chilli, Nik's Tea and bespoke products from the Happy Pear.</p>
Opportunities for Irish food and drink suppliers	<p>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.</p> <p>The Company is currently developing a Kids menu.</p> <p>Any innovative, healthy, natural products are of interest to the company, particularly snack and drink options. Supporting local Irish suppliers is an important consideration.</p>
Purchasing policy and supplier requirements	<p>The Company prefers to deal directly with suppliers and sends annual tenders out to known suppliers by email.</p> <p>There is an approved supplier list of existing suppliers which new suppliers can be added to. Tenders are annual and differ by product.</p> <p>The Company requires the highest quality standards with HACCP a minimum and the Bord Bia Quality Assurance Mark for all meats.</p> <p>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.</p>

	<p>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.</p> <p>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.</p> <p>The preferred case size varies per product and all packaging: boxes, crates etc. must be removed from each outlet by the supplier.</p> <p>All products require full nutritional analysis and must meet all FSAI labelling requirements. Shelf life expectations vary per product.</p>
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	<p>Credit terms are an average of 30 days end of month.</p> <p>The Company has chilled, ambient and a small amount of frozen storage facilities in each outlet.</p>

McDonald's

Address: 7 Richview Office Park, Clonskeagh, Dublin 14

Website: www.mcdonalds.ie

Phone: 01 208 0020

Email: info@ie.mcd.com

Company Profile	<p>McDonald's has proudly run its business in Ireland since 1977 and currently operates 92 restaurants around the country, serving more than 150,000 customers every day.</p> <p>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.</p>
Relevant purchasing contacts	<p>Purchasing Manager: Nina Prichard Email: nina.prichard@uk.mcd.com</p>
Product mix	<p>McDonald's is a leading restaurant business with a broad menu covering beef burgers, chicken, fries, salads, breakfast products, beverages, desserts, coffee and wraps.</p>
Opportunities for Irish food and drink suppliers	<p>Serving safe, high quality, sustainably sourced food that customers can trust is their number one priority.</p> <p>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.</p> <p>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.</p> <p>For example, they only use 100% Irish beef across their menu and work closely with both suppliers and the farming industry to ensure a sustainable supply chain.</p> <p>One in five beef burgers sold in McDonald's across Europe is of Irish origin.</p>
Purchasing policy and supplier requirements	<p>At McDonald's, there is a belief that quality food begins at the front end of the supply chain.</p> <p>All ingredients are produced to exacting specifications and the highest possible standards of quality and safety.</p> <p>McDonald's is committed to only working with suppliers that meet these high standards from recognised farm assurance schemes, including strict animal welfare standards to independently audited quality standards.</p>
Distribution providers	<p>Distribution is provided by McDonald's dedicated partner Martin Brower who operate multi-temperature vehicles from a Dublin-based distribution centre.</p>

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

IPC Europe

Address: Rapid House, 40 Oxford Road, High Wycombe, Bucks HP11 2EE, UK

Website: www.eipc.eu Phone: +44 (0) 1494 511 620 Email info@eipc.eu

Company Profile	<p>IPC Europe is a non-profit making organisation owned by Subway® Franchisees in Europe. Formed in 2001 by a group of Franchisees that 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® Franchisees through volume purchasing and pan-European supply chain operations.</p> <p>IPC Europe sources, purchases and manages the complexities of supplying the hundreds of franchisor-approved Subway® store product lines.</p> <p>IPC Europe helps Subway® Franchisees in Europe to be as profitable and competitive as possible, delivering products and services that can help differentiate the Subway® brand.</p> <p>The Subway® brand 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 5,000 of which are in Europe.</p>
Relevant purchasing contacts	<p>The IPC Europe website includes contact details for IPC Europe, as well as information on how suppliers are chosen. See www.eipc.eu/Supplier-Enquiries for more details.</p>
Product mix	<p>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.</p> <p>Many of the ingredients for the Subway® store menus are bought in prepared. For example, meat products are all cooked, sliced and frozen. Some vegetables and cheese are also prepared.</p>
Opportunities for Irish food and drink suppliers	<p>One key area for 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).</p> <p>Potential new suppliers should contact the IPC Europe via the website (www.eipc.eu/Supplier-Enquiries).</p> <p>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. Subway® restaurants are equipped with chilled and frozen storage facilities. IPC Europe is already a strong supporter of Irish suppliers.</p>

	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	<p>BRC is mandatory for all suppliers to the Subway® system. Subway® also carries out its own risk-based audits. Suppliers pay for audits.</p> <p>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.</p> <p>The preferred case size and shelf life expectations and requirements vary according to product category and are determined by Subway® specifications.</p>
Distribution providers	<p>Stores order through each country's appointed distributor. In the UK this is Bidfood and in Northern Ireland and Republic of Ireland it is Musgrave Foodservice. Orders are placed online and by phone.</p> <p>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.</p>
Advice to new suppliers	<p>New suppliers should contact IPC Europe via the IPC Europe website: www.eipc.eu/Supplier-Enquiries</p> <p>All potential new suppliers must express their interest using this link.</p> <p>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 only in instances where stores specifically request to source franchisor-approved, locally produced products.</p>

Supermac's

Address: Supermac's Head Office, Ballybrit Business Park, Ballybrit, Co. Galway
 Website: www.supermacs.ie Phone: 091 774 100 Email: plynch@supermacs.ie

Company Profile	<p>Supermac's is a privately owned Irish quick service restaurant chain that has been in operation since 1978. It operates over 100 branches in Ireland, nationwide.</p> <p>Shop types include Motorway Sites, Drive-Thru Sites, Dine-In Restaurants and Fresh Express shops which are normally set up within forecourt service stations.</p> <p>Turnover in 2016 was in excess of €100 million. Supermac's expanded its operations in Ireland in 2015 and 2016 and continues to do so in 2017. With currently in excess of 60 <i>Papa John's Pizza</i> outlets within existing stores, there are plans to further develop the <i>Papa John's Pizza</i> brand – an American pizza franchise operated in Ireland by Supermac's. In an expansion of their Sandwich and Fresh Deli offering, Supermacs launched the <i>SuperSubs</i> brand in 2014.</p> <p>In 2012, Supermacs ventured into the hotel business, with the acquisition of the Castletroy Park Hotel in Limerick. The group now own the Loughrea Hotel in Galway, the Charleville Park Hotel in Cork and the Killeshin Hotel in Portlaoise.</p> <p>2014 saw the opening of the <i>Barack Obama Plaza</i> in Moneygall. 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 Plaza also offers a set of fully serviced meeting rooms.</p> <p>2015 saw the opening of the Tipperary Town Plaza, while 2016 has seen the opening of The Galway Plaza at Junction 16 on the M6.</p>
Relevant contacts	<p>Purchasing Manager: Pat Lynch Email: plynch@supermacs.ie Phone: 091 774 100</p>
Product mix	<p>Supermac's offers a wide variety of products on its menu including:</p> <p>100% Irish beef burgers, fresh Irish chicken portions, freshly battered cod, potato chips, ice cream products and traditional Irish breakfast products. Supermac's also provides a wide range of frozen chicken products such as nuggets, burgers and chicken tenders. In addition to the <i>Papa John's</i> pizza range and the <i>SuperSubs</i> sandwich and soup range, product offerings comprise a diverse choice of options to suit all tastes.</p> <p>Between 2011 and 2014 Supermac's added a number of products to its already extensive milkshake and ice cream menu, including the <i>Swirly</i> ice cream range.</p>

	<p>The new Fresh 5oz Beef Burger was launched in 2015, followed by the Fresh Chicken Breast Sandwich in 2016 and the Fresh Grilled Chicken Sandwich in 2017.</p> <p>The core menu in all branches is beef burgers, freshly battered cod, fresh chicken and real potato chips.</p> <p>Some frozen products are used which are cooked from frozen such as chicken nuggets, chicken tenders and chicken burgers.</p> <p>The <i>Papa John's</i> pizza business has grown over the past number of years. All pizzas are produced from scratch at each outlet.</p>
<p>Opportunities for Irish food and drink suppliers</p>	<p>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.</p> <p>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.</p>
<p>Purchasing policy and supplier requirements</p>	<p>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.</p> <p>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.</p> <p>The main factors influencing decision making are firstly quality, secondly continuity of supply and thirdly price.</p> <p>Current suppliers are audited regularly and must comply with strict accreditation requirements. Supermac's operate a Vendor Approval Listing and only suppliers that have been audited and meet the required standards will be permitted to supply into the chain. There is no charge for carrying out the audit on vendors. Third party certification such as BRC or EFSIS is often required.</p> <p>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 operate a purchase order system and orders are usually placed via email.</p> <p>The Purchasing Manager makes the purchasing decisions and places the orders. Supermac's backhauls from current suppliers as it has its own transport system.</p>

	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	<p>Supermac's deals directly with current suppliers for its core menu and only uses distributors for non-core products.</p> <p>Supermac's has its own fleet of trucks that deliver to every outlet nationwide from its depot in Ballybrit, Galway.</p>
Advice to new suppliers	New suppliers should contact the Purchasing Manager directly via e-mail or by telephone.
Other Information	<p>Credit terms vary with different suppliers.</p> <p>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 more and more. It finds that people are willing to wait that few more minutes longer for their food when they know that it is being cooked fresh and they are getting a quality product.</p> <p>Due to the fact that frozen food products are easier to manage, many of items on the menu are cooked from frozen. 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" in 2017.</p> <p>Supermac's has both chilled and frozen food storage facilities in all of its outlets.</p>

FORECOURT CONVENIENCE

Applegreen

Applegreen, Block 17, Joyce Way, Parkwest, Dublin 12

Website: www.applegreen.ie

Phone: 01 512 4800

Email: info@applegreen.ie

Company Profile	<p>Established in 1992, Applegreen is a major petrol forecourt retailer in the Republic of Ireland with a significant and growing presence in the United Kingdom, and an evolving presence in the USA. As at 31 December 2016, the business employed c. 3,400 people, and operated 275 forecourt sites across the UK, Ireland and the USA.</p> <p>Applegreen is the number one Motorway Service Area operator in the Republic of Ireland while occupying a leading position in the Irish petrol forecourt sector. The Group offers a distinctive convenience retail offering in the forecourt space with three key elements:</p> <ul style="list-style-type: none"> • A “low fuel prices, always” price promise to drive footfall to the stores • A “Better Value Always” tailored retail offer, and • A strong food and beverage focus aiming to offer premium products and service to the customer. <p>Applegreen has a number of strategic partnerships with international brands including Burger King, Subway, Costa Coffee, Greggs, Lavazza, Chopstix, Freshii and 7-Eleven in the US. The business also has its own food offer through the aCafé and Bakewell café brands.</p> <p>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.</p>
Relevant purchasing contact	<p>Senior Food Buyer: Michelle Twohig Email: Michelle.Twohig@applegreen.ie Phone (01) 512 4800</p> <p>Grocery/Confectionery/Crisp Buyer: Leanne Black Email: Leanne.Black@applegreen.ie Phone (01) 512 4800</p>
Product mix	<p>Applegreen’s offering is varied and incorporates pastries, scones, muffins, tray bakes and other sweet treats, with a strong focus on coffee. The vast majority of locations offer a hot food counter, cold food counter, self-serve salad bar, gourmet sandwiches, pre-packed sandwiches and freshly prepared fruit and vegetables. While their <i>café</i>’s offer quality hot meals.</p> <p>Applegreen offers customers ‘Simple Solutions Daily’, while recognising the need to introduce new products and constantly improve on the range.</p>
Opportunities for Irish food and drink suppliers	<p>Key areas for growth are food-to-go and own brand, with an emphasis on healthy eating. The company also sees opportunities for seasonal and healthy products. There is a strong desire to source locally where possible.</p>

<p>Purchasing policy and supplier requirements</p>	<p>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.</p> <p>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.</p> <p>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.</p> <p>As well as own brand suppliers, Applegreen are continually looking for the best in locally sourced products, under the supplier’s brand. These value driven strategic initiatives have been made possible by the creation of Applegreen’s central distribution and logistics system in 2009.</p> <p>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.</p> <p>As a minimum standard, suppliers must have HACCP. Suppliers are frequently reviewed and audited to ensure product quality.</p>
<p>Distribution providers</p>	<p>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.</p> <p>The central distribution warehouse in Leixlip accepts deliveries between 7am and 12noon, Monday to Friday.</p> <ul style="list-style-type: none"> • All products must be on a standard size pallet 1,000mm by 1,200mm (euro pallets will not be accepted). • Each case must have an outer barcode as provided on new line form when the product was originally listed. • Purchase order number must be included on a delivery docket. • Frozen stock deliveries must be at a temperature of no less than -18°C. • Loaded pallets must be no higher than 1.8m. <p>Deliveries will be refused if any of these requirements are not met. For full details of delivery procedures please contact the buyer.</p>
<p>Advice to new suppliers</p>	<p>Potential new suppliers should contact the appropriate buyer directly via phone or email.</p>
<p>Other information</p>	<p>Payment Terms are 30 days from invoice.</p>

Maxol Ireland

Address: 3 Custom House Plaza, IFSC, Dublin 1

Website: www.maxol.ie

Phone: 01 607 6800

Email: post@maxol.ie

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.

Maxol has been investing and expanding in recent years and currently has a network of 234 service stations, of which 115 are company owned. The Maxol Group had an annual turnover of €551m in 2016 and was voted the most reputable oil company in Ireland for four consecutive years between 2012 and 2015 by Corporate Reputations independent survey.

Maxol's business model is to license their company-owned network to locally based business men 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.

The company employs directly and indirectly more than 2,000 people across the island of Ireland. BWG supports the Maxol business in the Republic of Ireland and the Henderson group supports the Maxol in Northern Ireland.

To date in 2017, Maxol has opened three new developments in Tannaghmore, Co. Antrim and Lucan and Ballycoolin, Co. Dublin which host a suite of brands, including O'Briens Sandwich Cafes, Bagel Factory, Abrakebabra, Chopped, Kanoodle and Moreish.

In 2016, Maxol's largest development to date M3 Mulhuddart Services in south Dublin won 'Best Forecourt in Ireland' at Irelands Forecourt & Convenience Awards 2016.

Maxol continues to expand their network in 2017 with a pipeline of various further site developments planned in Cork, Dublin, Limerick and Antrim.

In 2013 Maxol launched their own food brand *Moreish*, a new look contemporary styled cafe with a fresh food menu that aims to offer customers tasty, filling and healthier options. Today, the *Moreish* brand has been launched in over 31 sites with plans for further expansion in 2017/2018.

Maxol hold franchises for multiple innovative food and hot beverage offers including:

	Chopped, Bewley’s Coffee, Insomnia, Kanoodle O’ Briens Sandwich Cafes, Bagel Factory and Abrakebabra. This list will continue to evolve as Maxol create a catalogue of innovative food brands that cater to customer trends in different locations around Ireland.
Relevant purchasing contacts	Head of Retail Development: Des Duffy Email: des.duffy@maxol.ie Phone: (01) 607 6835 Food Concepts Executive: Aoife Kearney Email: Aoife.kearney@maxol.ie Phone: (01) 607 6800
Product mix	<p>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. 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.</p> <p>The Maxol <i>Moreish</i> deli has been the backbone of this emerging offer and the introduction of additional franchise brands is further raising and meeting customers’ expectations and pulling people to the sites.</p> <p>The Maxol Fresh food brand <i>Moreish</i> consists of a range of signature sandwiches that are designed as fresh, filling and healthy options for busy consumers who require quality food options.</p> <p>In addition to <i>Moreish</i>, Maxol works with a diverse range of innovative food brands such as Chopped and Insomnia that cater for a wide range of consumer needs.</p> <p>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, the company is now also providing seated café areas, toilet facilities, Wi-Fi etc. on many sites.</p>
Opportunities for Irish food and drink suppliers	<p>Maxol is focusing on the following key opportunities:</p> <ul style="list-style-type: none"> - Food to go: through providing a high quality pre-packed sandwich and salad range. - Expanding the dayparts: focusing on evening trade and catering for consumer needs after lunchtime. - Further development of <i>Moreish</i> as a brand, evolving the offering in response to new consumer flavour trends in the marketplace as well as maintaining consistency across the brand. - New site developments: launching new sites with innovative food brands that will cater to different dayparts and target consumers. - Forming alliances with key suppliers to bring innovation to the retail network.
Purchasing policy and supplier requirements	The <i>Moreish</i> cafes nationwide are supplied principally through Aryzta Food Solutions (Aryzta) who are committed to sourcing high quality ingredients to ensure that <i>Moreish</i> cafes produce high quality, consistent food offerings.

	<p>Aryzta also supply each site with an array of Cuisine de France products - pastries, scones, muffins etc. Other fresh food suppliers will be considered to drive the <i>Moreish</i> brand offer further into the future.</p> <p>For Aryzta, all food producers and the suppliers handling foods must have HACCP in place. BRC is an additional accreditation which almost all suppliers to Aryzta have in place.</p> <p>Nevertheless, other accreditation procedures are also accepted such as IFS, ISO, Halal etc. Aryzta will also undertake audits at supplier's premises. For suppliers to Aryzta purchasing is centralised.</p> <p>For Maxol, the Head of Retail Development and the Food Concepts Executive influence the purchasing decisions.</p> <p>Aryzta agrees terms with Maxol's Head of Retail Development and each site then places the orders for the <i>Moreish</i> brand.</p> <p>The frequency of goods inwards and delivery windows vary, but fresh is daily and ambient goods when required. For suppliers to Aryzta, products are delivered 6 days a week.</p> <p>For suppliers to Aryzta, orders are placed over the phone and via fax.</p> <p>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.</p> <p>For suppliers to Aryzta, products are delivered in cases (boxes). Allergen information and shelf life analysis are key requirements for all products.</p>
Distribution providers	The main distributor providers to Maxol are BWG, Aryzta Food Solutions, Henderson's and Bewley's.
Advice to new suppliers	Potential new suppliers should contact Aoife Kearney, Food Concepts Executive, via email.
Other information	<p>LTA's (Long Term Agreements) are in place with key suppliers.</p> <p>As a business there is more engagement with the consumer with chilled products, although each site does have both chilled and frozen storage facilities.</p>

Topaz

Topaz House, Beech Hill, Clonskeagh, Dublin 4

Website: www.topaz.ie

Phone: 01 202 8888

Email: corporate@topaz.ie

Company Profile	<p>Topaz is a petroleum retail chain that operates across the island of Ireland. It was established in 2005 and initially traded under the Statoil and Shell brands. In 2008, these brands were replaced by Topaz. It is part of the Couche Tard (trading as Circle K) portfolio of sites and is Ireland's largest fuels and convenience retailer. Circle K operates stores across Europe, Canada, the United States, Mexico, Japan, China and Indonesia.</p> <p>Topaz supplies fuel through its network of filling stations, in addition to food, confectionery, soft drinks and household items through its 160 convenience stores. Topaz convenience stores trade under the <i>Re.store</i> brand.</p>
Relevant purchasing contact	<p>Food Category Manager: Angelika Gertz Email: angelika.gertz@topazenergy.ie</p> <p>Bakery & Coffee Category Manager: Eileen Maher Email: eileen.maher@topazenergy.ie Email is the preferred method of contact.</p>
Product mix	<p>The food offering at Topaz is what the company terms premium 'dashboard dining'. It consists of sandwiches, snacks, bakery products, (both sweet and savoury) and hot and cold beverages.</p> <p>The target customers include all demographic groups and consist of motorists that pull-in to buy fuel and others that visit solely to make food and other purchases in the forecourt shop.</p> <p>There is no particular 'cuisine' type, however food must be capable of being served quickly. The <i>Re.store</i> concept puts a strong focus on food quality and provenance.</p> <p>Food preparation is in-store where possible. Many bakery products are bought in par-baked and finished in the in-store bakery.</p> <p>Topaz also operates a number of in-house created sub-brands including the Mexican Cantina, the Simply Great Coffee brand, the Good Catch fish & chips brand, and the Real Hotdogs brand.</p>
Opportunities for Irish food and drink suppliers	<p>The company has re-focused the type of food product it sells and there is a shift from frozen to fresh products. The shift to fresh products results in an opportunity for more locally produced products. The company is seeking to reduce its carbon footprint.</p> <p>Most products are currently supplied through Musgrave Wholesale Partners with very little direct to store.</p> <p>The company does not envisage additional product offerings, rather potential import substitution opportunities for existing products.</p>

<p>Purchasing policy and supplier requirements</p>	<p>The <i>Re.store</i> deli outlets nationwide are supplied by Musgrave Wholesale Partners with fresh and frozen products such as salads, meats, pastries and sandwich fillings.</p> <p>In addition to food, confectionery and soft drinks, Musgraves also supplies Topaz with grocery, household and health and beauty products.</p> <p>Purchasing policy and terms and conditions for suppliers are determined jointly by Topaz and Musgraves. Orders are placed by Topaz in conjunction with Musgraves.</p> <p>Topaz likes to communicate directly with suppliers and encourages suppliers to communicate directly, by email initially.</p> <p>Delivery conditions and windows for suppliers are arranged directly with Musgraves.</p> <p>Food suppliers to Topaz are audited by Musgraves. Topaz only becomes involved in the case of ‘sensitive items’ or short shelf life products. The supplier pays for the audits, unless Musgraves decide otherwise.</p> <p>Topaz 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.</p> <p>Topaz 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.</p>
<p>Distribution providers</p>	<p>The main distribution provider to Topaz is Musgrave Wholesale Partners.</p>
<p>Advice to new suppliers</p>	<p>New suppliers to Topaz should first make contact by email. They should be prepared to send samples of their products and brochures on request.</p> <p>New suppliers need to be aware that key criteria for Topaz 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 ‘dashboard dining’.</p>
<p>Other information</p>	<p>Credit terms are as per Musgraves Wholesale Partner.</p> <p>Suppliers wishing to supply Topaz are advised to study the Musgraves Wholesale Partners profile (included under <i>Distributors</i>) in advance of making contact.</p>

FULL SERVICE RESTAURANTS (FSR) & PUB GROUPS

Avoca

Address: Kilmacanogue, Bray, Co. Wicklow

Website: www.avoca.ie

Phone: 01 286 7466

Email: info@avoca.ie

Company Profile	<p>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.</p> <p>Avoca has 12 branches around the country at the following locations: Dunboyne, Kilmacanogue, Powerscourt, Mount Usher and The Mill in Avoca village, Co. Wicklow; Suffolk Street, Dublin city centre; Kenmare, Co. Kerry; Letterfrack, Co. Galway; Belfast City Centre and Rathcoole, Monkstown and Malahide Castle, Co. Dublin.</p> <p>Avoca attracts a strong numbers of customers, many of whom are long term supporters of its food offer.</p> <p>Avoca also run a strong food retail food hall business, however this profile concentrates solely on the café requirements.</p> <p>Avoca caters for a broad range of customers including families, younger and older people.</p>
Relevant purchasing contacts	<p>Leylie Hayes is the Executive Chef and has responsibility for purchasing all of the raw materials and dry goods used in the kitchens.</p> <p>Email: leyliehayes@gmail.com</p> <p>Elaine O’Connor purchases for Retail and Foodhalls. Email: elaineoc@avoca.ie</p> <p><u>Christopher Graham of Aramark also supports:</u> Email: graham-christopher@aramark.ie</p>
Product mix	<p>The eating experience revolves around informal dining with strong emphasis on quality and taste.</p> <p>The cuisine could be best described as ‘modern Irish’, which uses local ingredients in traditional and newer dishes.</p> <p>Very little food is purchased in any kind of pre-prepared state, except for some sauces and items like mayonnaise.</p> <p>The largest categories purchased by Avoca are meat, vegetables and dairy products.</p>
Opportunities for Irish food and drink suppliers	<p>Avoca has a strong policy to support artisan producers and while the company maintains long-term relationships with most of their producers it is also open to new products.</p>

	<p>Products must be of a suitable quality and profile that suits the Avoca brand. The price must also allow a sufficient margin.</p> <p>Avoca is most interested in raw ingredients that could be used in the production of their own brand products.</p> <p>New opportunities are mainly in the form of high quality ‘artisan’ food products, such as smoked trout and some artisan cheeses. A growth area would be in items which are perceived by consumers as being part of a ‘healthy’ diet.</p> <p>The only types of produce that are purchased that are not Irish and/or local are those that can only be produced at a profit overseas, eg Olive Oil and tomato purée.</p>
<p>Purchasing policy and supplier requirements</p>	<p>New suppliers are required to fill out a questionnaire. Avoca expects all suppliers to have the most up to date health and safety documentation and to be compliant with HACCP, etc.</p> <p>A team from Avoca will sometimes visit artisan producers for on-site checks, usually when first commencing business with them</p> <p>Quality, 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.</p> <p>All purchasing is centralised with decisions made by the Executive Chef Leylie Hayes. There is an approved supplier list. Twice or three times a year, there is a review of suppliers in relation to both product specification and price.</p> <p>Orders are placed either by telephone, fax or email.</p> <p>In relation to packaging, Avoca prefer 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.</p>
<p>Distribution providers</p>	<p>Avoca has a centralised production kitchen located in the IDA Business Park in Bray, Co. Wicklow. Products are transported to all branches from here. Avoca has three food vans that deliver to the branches on a daily basis.</p> <p>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.</p> <p>For products that have a very short shelf life there may be a requirement to deliver six days a week.</p> <p>Avoca advocates that producers supply longer life products in greater volume and deliver less frequently.</p>

<p>Advice to new suppliers</p>	<p>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.</p> <p>Avoca emphasises that its Chefs and Executive Chef do not have time for long meetings, as it is a live working environment and, therefore, email and product samples are the best way to establish contact.</p> <p>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.</p> <p>Avoca places strong emphasis on accurate labelling of products, both in terms of country of origin and other information such as shelf life.</p> <p>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.</p> <p>The company's preference for any high-volume lines is to purchase in pallet quantities.</p>
<p>Additional information</p>	<p>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.</p> <p>There is greater growth in chilled food products than frozen ones. Avoca do not use many frozen products. The company has storage facilities for both chilled and frozen foods.</p>

Brambles

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Phone: 01 468 5000

email: marketing@brambles.ie

Company Profile	<p>Brambles Cafes is a family owned and run business. Brambles operate 24 cafés predominantly in the Leinster area although they also have a presence in Co. Mayo and Co Meath.</p> <p>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 the visit of Joe Briden and Department of An Taoiseach.</p> <p>The company caters for all occasions. Its café-delis are located in Shopping Centres, Hospitals, Museums and high end leisure venues such as The National Museum of Ireland. The company also operates a full service Bistro in Terenure, Dublin.</p> <p>The customer profile is very diverse, reflecting the fact that the cafes are in many different locations. Visitors to museums and 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.</p>
Relevant purchasing contacts	<p>Purchasing and Operations Manager: Donnchadha Reid Phone: 01 468 5000 Email: marketing@brambles.ie</p>
Product mix	<p>Brambles' food offering is very varied, anything from a scone and latte to a three course meal. Breakfasts, lunches, dinners and snacks are catered for in all branches.</p> <p>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.</p> <p>All of Brambles food offerings are prepared from scratch in the company's 10,000 sq. foot central production facility in Dublin 24 and redistributed to their individual units.</p> <p>The company does not use pre-prepared meal ingredients, except in the case of bakery products where pre-prepared egg products are used.</p> <p>The company expanded its central production kitchen in 2010 and now all bread, cakes and pastries are made on-site.</p>
Opportunities for Irish food and drink suppliers	<p>Key areas for growth for Brambles are to open more café-delis (but only when the location and commercials are right) and hopefully the</p>

	<p>recent growth in catering at tourist locations will continue as the tourist market continues to perform.</p> <p>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.</p> <p>Brambles are open to approaches by new Irish suppliers with good quality, locally sourced Irish produce.</p> <p>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.</p> <p>The higher cost of some Irish foods, especially chicken, ham and bacon means that guaranteeing Irish ingredients has an effect on the price at which meals can be offered to consumers.</p>
<p>Purchasing policy and supplier requirements</p>	<p>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.</p> <p>The company deals with a range of suppliers but will always consider new ones as long as they meet legal Health and Safety requirements.</p> <p>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.</p> <p>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.</p> <p>Brambles appreciate proactive suppliers that approach them with solutions and ideas that add value. Communication is key and helps build relationships.</p> <p>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. Deliveries are taken 6 days per week. Brambles have four of their own vans for deliveries to their branches.</p> <p>The company does not have formal audit procedures; however suppliers are visited from time to time. No charges apply for these visits.</p>

	<p>Ingredients for all fresh food offerings are bought in fresh and chilled. There company does not purchase frozen produce except ice-cream.</p> <p>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.</p> <p>The case size and minimum shelf life requirement varies by product.</p>
Distribution providers	<p>Brambles deals direct with Irish suppliers for most of their ingredients. However, for small quantities of dry goods, they use Musgrave Foodservices, BWG and Pallas Foods.</p>
Advice to new suppliers	<p>New suppliers should contact the Purchasing Manager by email in the first instance and then arrange a conversation as indicated above.</p> <p>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.</p>
Other information	<p>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.</p> <p>As Brambles makes all of their food offerings in-house, there is no room for brands on the fresh food side.</p> <p>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.</p>

Donnybrook Fair *NEW

Address: 89 Morehampton Road, Donnybrook, Dublin 4

W: www.donnybrookfair.ie Phone: (01) 668 3556 E: info@donnybrookfair.ie

Company Profile	<p>Donnybrook Fair is a family run retail, restaurant and catering company. There are currently 6 outlets in Donnybrook, Stillorgan, Baggot Street, Grand Canal Square and Malahide in Co. Dublin and Greystones, Co. Wicklow.</p> <p>There are three cafes in the Malahide, Baggot Street and Greystones outlets. The restaurants cater for all meal occasions. The Catering business supplies all meal options for parties, weddings, corporate catering and other occasions.</p> <p>This profile concentrates solely on the Foodservice (i.e. restaurant, deli, café and catering) operations.</p>
Relevant purchasing contacts	<p>Head Office Landline: (01) 6683556</p> <p>Head Buyer for Retail and Foodservice: Lorcan Hand Email: lorcan@donnybrookfair.ie</p> <p>Head of Fresh Produce: Ray Connolly Email: Ray.Connolly@donnybrookfair.ie</p> <p>Head of Deli Operations: Joanne Hayes Email: JoanneHayes@donnybrookfair.ie</p> <p>Head Of Butchery: Wayne Cuddy Email: Wayne@donnybrookfair.ie</p> <p>Wine Specialist: Chris Gifford Email: Christopher.Gifford@donnybrookfair.ie</p> <p>Preferred method of contact is email.</p>
Product mix	<p>The restaurants, cafes and catering businesses cater for all meal occasions, snacks and drinks.</p> <p>All food is prepared from scratch.</p> <p>Product categories include:</p> <ul style="list-style-type: none">• Fruit and Veg• Bakery• Butchery• Delicatessen• Specialist Wine and Beer• Dairy• Grocery• Confectionery

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

Eddie Rocket's (Rocket Restaurants)

Address: 7 South Anne Street, Dublin 2

Website: www.eddierockets.ie

Phone: 01 679 7340

Email: info@rocket-restaurants.ie

Company Profile	<p>Eddie Rocket's was established in 1989. Within the Rockets Restaurants chain there are 39 Eddie Rockets outlets in total, 38 on the island of Ireland, and one in Ondara, Spain. 11 of the Eddie Rockets outlets are company owned and the remaining 28 are franchised. There are a further 5 ROCKETS outlets in Dublin and 1 in Cork.</p> <p>The company's brands are:</p> <p><u>Eddie Rockets City Diner</u>: offers friendly and efficient table service, great food and is an American diner themed restaurant. The City diner specialises in Hand-pressed hamburgers, American fries, Hand-dipped Milkshakes, chicken wings and Tenders, hot dogs & Little Rockets Meals.</p> <p><u>ROCKETS by Eddie Rockets</u>: The fast casual sub brand of Ireland's favourite casual diner. Geared for speed of service and portability of food, Rockets offers Eddie Rockets best sellers, including a new range of salads, all made to order in an open view kitchen layout.</p> <p><u>Eddie Rockets Shake Shop</u>: The Shake Shop offers walk up, counter-assisted service. The Shake Shop specialises in customised milkshakes, frozen yoghurt, protein shakes, sundaes and sodas.</p> <p><u>Eddie Rocket's On Wheels - City Diner</u>: 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 wings and tenders, American fries and sodas.</p> <p><u>Eddie Rockets on wheels- Shake shop</u>: 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.</p> <p>The majority of Eddie Rockets Diners are Restaurants and there are also 5 ROCKETS fast casual outlets, along with the Shake Shop which is located in Dundrum Shopping Centre. The company has two on wheels – City Diners and one on wheels shake shop.</p> <p>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.</p>
Relevant purchasing contacts	<p>Group Operations Director: Louise Collins Phone: 01 679 7340 Email: louise@rocket-restaurants.com</p>

	<p>Chief Commercial Director: George Bertram Phone: 01 679 7340 Email: george@rocket-restaurants.com</p>
Product mix	<p>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. All produce is delivered daily and the origin is displayed on the menus.</p> <p>All food is cooked to order in an open display cook line (kitchen) and serving is via table service.</p>
Opportunities for Irish food and drink suppliers	<p>Key areas for growth for Eddie Rocket’s include the expansion of the Eddie Rockets Diner brand in both the Republic of Ireland and also to build the brand in Northern Ireland. The company is expanding in international markets with new concepts such as ROCKETS.</p> <p>The company suggests that potential suppliers visit the Eddie Rocket’s website www.eddirockets.ie where they’ll find the current menus for the Diner. The company encourages suppliers to come up with innovative ideas for the menus or new sub-brands. The company is constantly looking to innovate and is open to any new ideas from Irish suppliers.</p> <p>Eddie Rocket’s developed a new menu in 2017, introducing new hamburgers to its range and developing an additional range of snack size offerings, signature salads, lower calorie options, wraps, sliders and additional Red Basket specials.</p> <p>Eddie Rocket’s has a strong preference to source Irish products across the board.</p>
Purchasing policy and supplier requirements	<p>The company’s purchasing policy is in the following order: quality, price and sufficient volume. The company purchase from an approved supplier list.</p> <p>Producers should have HACCP, with a preferred option of Bord Bia Quality Assurance (where appropriate).</p> <p>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.</p> <p>All fresh foods are delivered daily to each outlet. All frozen goods such as ice-cream are delivered three times per week.</p> <p>Eddie Rocket’s have a business tender each January.</p> <p>The Operations Director and New Business Development Department influence purchasing decisions.</p>

	<p>The Operations Director agrees the terms and the City diners, shake shops and mobile catering services place the orders.</p> <p>The company operates an electronic ordering system, with each individual outlet placing their order into this system.</p> <p>Packaging, label and shelf life requirements are subject to individual specifications and product categories as set out with suppliers.</p>
Distribution providers	<p>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.</p>
Advice to new suppliers	<p>New suppliers should send an introductory email to the Operations Director via the e-mail address louise@rocket-restaurants.ie or info@rocket-restaurants.ie.</p> <p>Suppliers should have a healthy knowledge of the business and menu before making any approach.</p> <p>Eddie Rocket's has a large volume requirement for supplies to the company.</p>
Other information	<p>Credit terms are 30 days from month end.</p> <p>There is room for brands in the company and all branded products have their logos included alongside the menu item.</p> <p>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.</p>

Entertainment Enterprise Group

Address: Entertainment Enterprises, Leisureplex, Malahide Road, Coolock, Dublin 17

Website: www.fridays.ie

Phone: 01 848 5830

Email: dermot@eegroup.ie

Company Profile

The Entertainment Enterprise Group is the sole operator of the TGI Friday's franchise and also operates the Hard Rock Café franchise in Ireland. The group also operates three Italian restaurants, Dante, in addition to providing quick serve food at its five Leisureplex outlets.

The group also operates four Mao Restaurants that offer authentic pan-Asian food. 'Mao at Home' has ten takeaway outlets in Stillorgan, Tallaght, Donnybrook, Ballinteer, Blanchardstown, Lucan Clondalkin, Chatham Row, Dun Laoghaire and Dundrum

The group operates more than 95 Starbuck's coffee shops under licence. The food and beverage offerings are guided by Starbucks International.

TGI Friday's is an American style restaurant offering Texan / South West U.S. cuisine. There are six outlets in Dublin and one in Belfast. The company caters predominantly for casual family dining, in addition to young adults in its city centre location. Lunch and evening meals are provided. The franchisor is based in Dallas, Texas.

Hard Rock Café is also an American style restaurant offering traditional American food. There is one outlet in Dublin city centre. The restaurant caters for tourists and parties predominantly. Breakfast is not served, however lunch and evening meals are available. The franchisor is based in Florida.

The Dante restaurants are Italian in theme and offer pizzas and Italian cuisine. The three restaurants are Dublin based and open for evening meals throughout the week as well as serving lunch at the weekends. The target market is couples and families. There locations are Liffey Valley, Blanchardstown and Dundrum Shopping Centre

The five Leisureplex diners are in Dublin and are popular venues for children's parties. There is also one Leisureplex situated in Cork City

Mao offers a wide range of Asian meals, with outlets in Dublin: Dundrum, Chatham Row, Dun Laoghaire and Stillorgan.

Starbucks offers an authentic American coffee house experience. In addition to a wide range of handcrafted espresso beverages, iced and cold drinks, it also offers a varied breakfast range; salads; cakes and biscuits; hot lunch; muffins; pastries and sandwiches.

Relevant purchasing contacts	F&B Development Manager: Mieke Rippen Email: mieke@eegroup.ie Preferred method of contact is via email.
Product mix	<p>Both TGI Friday's and Hard Rock Café provide lunch and evening meals which are based on traditional American food.</p> <p>Menus include chicken wings and strips, potato skins, nachos, beef steaks, pork ribs, burgers, open sandwiches and seafood.</p> <p>Food is bought in fresh and/or frozen with items such as ribs and some chicken dishes pre-cooked.</p> <p>Dante restaurants offer traditional Italian cuisine with a strong emphasis on pizzas.</p> <p>All of the above outlets serve a wide range of beverages and desserts.</p> <p>In Hard Rock Café, the desserts are made to order. TGI Friday's desserts are franchise specific and sourced in the UK.</p> <p>The Leisureplex diners provide a standard fast food offering consisting of burgers, nuggets, chips and beverages. Turnover for the five Leisureplex diners is relatively small.</p> <p>Mao is open seven days a week and offers a range of healthy lunchtime and evening meals, with an emphasis on fresh ingredients.</p> <p>Starbucks is also open seven days a week and offers breakfast and lunch menus as well as cakes, pastries, muffins, sandwiches and a range of teas and coffees.</p> <p>The target markets for all the restaurant offerings are families and the menus and prices are family oriented. Mao is also family oriented, but the offerings have also proved particularly popular for lunchtime and pre-theatre diners, where time is of the essence.</p>
Opportunities for Irish food and drink suppliers	<p>Innovation and new product development for TGI Friday's and Hard Rock Café is driven by the franchisors in the USA. Menus are devised and set in the USA by the franchisors. This does present an additional challenge for prospective local producers as approval must be sought from the US franchisor before the Irish operator can purchase the products.</p> <p>However, Hard Rock Café allows some local suppliers.</p> <p>There continues to be an opportunity for Irish suppliers for innovative and relevant products that match the varying brands requirements.</p> <p>Dairy products are sourced in Ireland – there is an opportunity for the further processing, particularly of cheese, on a large scale.</p>

	<p>An opportunity exists for the manufacture of grated and sliced Colby cheese, which is used by the company, but which it has not been offered by an Irish producer.</p> <p>The company monitors its vegetable supply closely. There is little room for new beef suppliers to the market as operators are satisfied with the existing product offer.</p> <p>The group is always looking for new desserts to place on menus, but where appropriate, the desserts must be capable of keeping their eating quality after freezing and thawing.</p> <p>There is a general opportunity for Irish suppliers of most items if they are able to add value to their products aimed at the foodservice sector.</p> <p>The ratio between chilled and frozen ingredient purchase remains unchanged, with most product purchased chilled. Mao uses only fresh produce in the preparation of its meals</p> <p>In the cases of TGI Friday's and Hard Rock Café, many of the products used are from franchisor approved product lists.</p>
<p>Purchasing policy and supplier requirements</p>	<p>Suppliers should discuss with the Entertainment Enterprise Head of Group Procurement whether the proposed products for supply require franchisor approval.</p> <p>If franchisor approval is not required, then the supplier can deal directly with the Entertainment Enterprise Head of Group Procurement</p> <p>If franchisor approval is required, the first step is to establish the level of interest in the product with the Entertainment Enterprise Group Head of Group Procurement. If it's accepted that the proposal should be progressed, contact should then be made with the US office to seek a listing.</p> <p>In the case of products for which the Head of Group Procurement has discretion in the purchasing decision, quality is the most important factor, followed by price. Musgrave Foodservices, Dublin Food Sales and Foodco provides distribution solutions to the restaurants.</p> <p>Proposed products for supply are tasted by a development panel consisting of the Head of Group Procurement, Area Managers and Kitchen Managers.</p> <p>Deliveries are required prior to noon and a delivery frequency of up to three days per week suffices, with the exception of Christmas. The restaurants are open at 10a.m. for receiving merchandise.</p> <p>Orders are placed by each restaurant over the phone or fax.</p>

Distribution providers	<p>Musgrave Foodservices provide a storage and distribution service for ambient, chilled and frozen products. Much of the distribution was rationalised through Musgrave Foodservice in November 2008. Dublin Food Sales serve the majority of the distribution needs for dry goods.</p> <p>Caterway and Global supply fruit and vegetables.</p>
Advice to new suppliers	<p>New suppliers should contact the Purchasing Manager via email.</p> <p>They should ascertain from an early point whether the purchasing decision for their product rests with the Irish office or the franchisor Head Office in the United States.</p>
Other Information	<p>Credit terms are not published, but the company always seeks to develop mutually beneficial long term relationships with its suppliers.</p> <p>Some branded items are purchased, but mainly in the dry goods sector and for use in places where the final consumer would expect to see them such as table sauces and mustard.</p>

Gourmet Food Parlour

Address: St. Fintan's House, North Street, Swords, Co. Dublin

W: www.gourmetfoodparlour.com P: 01 895 7565 E: info@gourmetfoodparlour.com

Company Profile	<p>Gourmet Food Parlour (GFP) was established in 2006 and currently has seven outlets in Dublin:</p> <ul style="list-style-type: none"> • Dun Laoghaire • Swords • Deli-Bar, Swords Business Park • Malahide • Santry • House, Leeson Street • 37 Dawson Street <p>As well as the seven cafés / restaurants, the company also has a sports and events catering division serving several large corporations and major sporting organisations and teams. GFP are the official food partners of Dublin GAA, feeding all Dublin GAA teams throughout the year.</p> <p>Examples of clients include AIG, Google, Universal and Alltech, the Special Olympics, Dublin GAA. The Company also provides private catering.</p>
Relevant purchasing contacts	<p>Purchasing Manager: Del Lennon, Head of Operations Email: del@gourmetfoodparlour.com Email is the preferred method of contact</p>
Product mix	<p>The Company caters for all eating occasions: breakfast, brunch, lunch, tapas, sharing platters and à la carte dinner menus.</p> <p>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.</p> <p>The lunchtime menu consists of salads, sandwiches and hot meals.</p> <p>The main type of cuisine is Modern Irish.</p> <p>Demographics of target consumers vary depending on the outlet and location.</p> <p>All food is cooked fresh from scratch onsite.</p>
Opportunities for Irish food and drink suppliers	<p>One major growth area is in the catering business, particularly in sports and nutrition and event catering.</p> <p>The cafes and restaurants are looking to increase their breakfast, brunch and afternoon snack offerings. Evening menu is also popular, running Wednesday - Sunday nights (Swords is Wednesday - Saturday only).</p>

	<p>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.</p> <p>All products are sourced from Irish suppliers except for country specific products e.g. Italian dried products and oils.</p>
<p>Purchasing policy and supplier requirements</p>	<p>All meat used by the company is Irish. There is a preference to source from Irish suppliers as this as a USP on their menus and consumers are more aware of the importance of supporting Irish producers.</p> <p>The company tenders annually with regular suppliers.</p> <p>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.</p> <p>All suppliers are visited twice per annum to review their premises. The Company is also very strict about temperature controls on vans and produce.</p> <p>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.</p> <p>The Catering Kitchen Manager and Head of Operations influence purchasing decisions.</p> <p>The preferred case size is product dependent.</p> <p>In terms of containers, they must be durable and non-porous e.g. plastic. No wooden crates are acceptable.</p> <p>The place and date of production are required on all products and shelf life expectations and requirements vary from 3 days for fresh meat and fish to 6 months for dried goods.</p>
<p>Distribution providers</p>	<p>Discuss with the Head of Operations.</p>
<p>Advice to new suppliers</p>	<p>Email the Head of Operations to ascertain what key products are required and to arrange a meeting.</p> <p>The Head of Operations brings chefs to producers' premises for a demonstration of their products. Suppliers are requested to bring samples along to pre-arranged meetings rather than sending them into Head Office.</p> <p>Quality is the number one criteria in purchasing decisions, with competitive pricing a close second.</p>

Other information	<p>Credit terms for new suppliers are 30 days.</p> <p>There are LTA's (Long Term Agreements) with some suppliers.</p> <p>There is only room for brands in the drinks range.</p> <p>Although both chilled and frozen storage facilities are available, there is a preference for chilled products as the Company uses very few frozen products.</p>
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The Happy Pear *NEW

Address: Creown Road, Kilcoole Industrial Estate, Kilcoole, Co. Wicklow
W: www.thehappypear.ie Phone: 01 287 3655 E: ask@thehappypear.ie

Company Profile	<p>David and Stephen Flynn started The Happy Pear in 2004 to inspire communities to create a happier, healthier world, and to encourage people to eat more vegetables. Darragh Flynn runs The Happy Pear's production and distribution business in Kilcoole, Co. Wicklow.</p> <p>The business now comprises: three wholefood cafés/food stores; a sprout farm producing wheatgrass and healthy living sprouts and micro greens; a branded food manufacturing and distribution business.</p> <p>Activities include; production of award-winning pestos, hummus, soups, bakes, granola, Nuts about Choc, snack bars, and smoothies; a coffee roastery producing hand roasted Happy Pear coffee; and a fermentation kitchen producing a variety of fermented foods.</p>
Relevant purchasing contacts	<p>Purchasing Manager: Yuri Dubin Email: purchasing@thehappypear.ie Tel: 087 605 2124</p> <p>Sales Manager: Avril McCann Email: orders@thehappypear.ie Tel: 086 101 4181</p>
Product mix	<p>The menu focusses on whole food vegetarian and vegan options as well as a growing range of fermented foods and drinks:</p> <p>Breakfast consists of fruit salads, chia pots, granolas porridge etc.</p> <p>Lunch consists of soup, sandwiches, salads, vegetarian and vegan dishes such as dahls and lasagne.</p> <p>Speciality coffees, teas, hot chocolates and smoothies as well as whole food vegan and vegetarian snacks are available throughout the day. Speciality wines and beers are also available.</p> <p>All food is available to eat in and to take away.</p>
Opportunities for Irish food and drink suppliers	<p>There are opportunities for products which help to make every-day popular foods healthier, as the Company is constantly thinking of new ways to innovate their food offering to make food healthier and more delicious.</p>

Purchasing policy and supplier requirements	<p>External Accreditations to supply The Happy Pear include HACCP, BRC and Bord Bia Quality Assurance Mark.</p> <p>All suppliers are audited and the supplier pays for supplier audits.</p> <p>Purchasing is not centralised so must be delivered to each site.</p> <p>The ordering process is via email: purchasing@thehappypear.ie</p> <p>EDI is an advantage, though not necessary.</p>
Distribution providers	<p>Contact the Purchasing Manager for details</p>
Advice to new suppliers	<p>Email the Purchasing Manager for details</p> <p>Key influencers include store and café managers. Call in-store for details.</p>
Other information	<p>Credit Terms: 30 days end of month</p>

JD Wetherspoon

Address: Wetherspoon House, Central Park, Reeds Crescent, Watford, WD24 4QL

Website: www.jdwetherspoon.ie

Phone: 00 44 (0)1923 477777

Company Profile	<p>JD Wetherspoon's presence in the Republic of Ireland now consists of The Forty Foot in Dun Laoghaire, The Three Tun Tavern in Blackrock, The Great Wood in Blanchardstown, The Old Borough in Swords and The Linen Weaver in Cork</p> <p>One more pub is set to open in late 2018 - Camden Street, Dublin.</p> <p>The JD Wetherspoon group also own over 900 pubs across the UK, along with a number of Wetherspoon hotels.</p>
Relevant purchasing contacts	<p>For Food products - Head of Catering: Jameson Robinson Email: fooddevelopmentmanagers@jdwetherspoon.co.uk Phone: 00 44 (0)1923 475518</p> <p>For Drink products – Head of Purchasing: Paul Brimmer Email: purchasing@jdwetherspoon.co.uk Phone: 00 44 (0)1923 477941</p>
Product mix	<p>JD Wetherspoon offers a range of premium spirits, lager, draught cider, craft cans and bottles, award-winning ales, wines, champagne, cocktails and world beers. They also offer soft drinks and hot drinks.</p> <p>JD Wetherspoon pubs offer award winning all day food menus including breakfast.</p> <p>There is a uniform menu that changes twice a year, in the Spring and Autumn. In addition to this there is a daily themed menu.</p>
Opportunities for Irish food and drink suppliers	<p>JD Wetherspoon is seeking to source Irish food products both locally and regionally. The Company is also interested in craft beers and boutique spirit and liqueur products.</p> <p>The Company has a good knowledge of Irish suppliers and will approach those with products of interest to them.</p> <p>Irish suppliers do not have to supply all of the pubs in Ireland e.g. regional products may match consumer's tastes and preferences in local areas.</p> <p>There is the opportunity for Irish suppliers to supply JD Wetherspoon pubs in NI and Britain, as well as ROI.</p> <p>The Company currently sources meat from an Irish supplier across the entire chain.</p> <p>The Company has expanded its Food and Drink Development Teams, resulting in an increased presence in Ireland.</p>
Purchasing policy and supplier requirements	<p>This is available on request. There is a preference for BRC, particularly if a supplier is to supply pubs across the whole chain.</p>

	<p>EFSIS Safe and Legal Standard is a minimum requirement for ROI, in the absence of this the Company may audit a supplier’s premises. There may be an associated charge for this.</p> <p>The Company is firstly interested in product quality. Where there is an interest in sourcing, the Company will forward details of Terms & Conditions and distribution options to the supplier and begin price negotiations.</p> <p>An EDI system is a requirement for orders.</p> <p>The delivery schedule and shelf life requirements are product dependent.</p>
Distribution providers	<p>Distribution to ROI outlets is via a Dublin based DHL Hub or direct to pubs via Pallas Foods.</p> <p><u>Dublin Hub:</u> DHL Supply Chain c/o Johnson Brothers PO Box 821 Ballymount Avenue Walkinstown Dublin 12</p>
Advice to new suppliers	<p>Contact the relevant Head of Department: Catering or Purchasing (for drinks).</p>

Kay's Kitchen Ltd

Address: 3rd Floor, Clarendon Shopping Centre, Malahide Road, Dublin 17

Website: www.kayskitchen.ie Phone: 01 847 7201 Email: info@kayskitchen.ie

Company Profile	<p>Kay's Kitchen was founded by the Glover Family in 1979 with the opening of their first restaurant in Donaghmede Shopping Centre. Using the ethos of buying local fresh food and using skilled chefs the company added a second restaurant in the Blanchardstown Shopping Centre in 1996.</p> <p>Over the years Kay's steadily grew to now number 10 restaurants but has stayed true to its founding philosophy, "Buy local when and where we can, use our skills as trained chefs and caterers to compete, and always respect the customers who give us our living".</p> <p>Kay's Kitchen now employs over 180 staff including a talented team of 30 skilled chefs and bakers.</p> <p>Kay's Kitchen produces and manufactures all its own food products in its central kitchen which distributes out to its 10 stores across Dublin.</p> <p>In 2016 the business won 'Best Restaurant and Coffee House' and 'Best Medium Company' in the Retail Excellence Ireland awards. In 2013 Kay's Kitchen also won the 'Best Restaurant Design' award for our Jervis Street shopping centre restaurant from The Restaurant Association Of Ireland.</p>
Relevant purchasing contacts	<p>Executive Chef: Stephen Reilly Phone: 087 206 6019 Email: stephen@kayskitchen.ie</p>
Product mix	<p>Kay's Kitchen's offer is varied incorporating skilled chefs/bakers & Baristas to produce an in-house bakery, diverse food offer (live cooking- station lead), a speciality coffee corner and a gourmet sandwich section. Its latest concept in The Square Shopping Centre in Tallaght is more akin to a food hall with street-food, Asian fusion, Egg station, Patisserie, Pizza, and Coffee and Cake offers.</p> <p>Everything in Kay's is homemade, with nothing bought in apart from Danish pastries and croissants. Meats are cooked whole and sliced and all desserts are homemade.</p> <p>Kay's Kitchen Ltd does over 30,000 transactions a week across the group, ranging from full roast dinners, fish, steaks, burgers and fried wok dishes to freshly prepared gourmet sandwiches, barista coffee and its own in-house baked cakes and pastry range.</p>
Opportunities for Irish food and drink suppliers	<p>Kay's Kitchen is keen to expand its range and is looking for a broader base of menu ingredients and innovation to diversify their menus.</p>

	<p>There is a strong preference to source from Irish suppliers. New product opportunities are mainly in ‘healthy eating’, which is an ever growing category.</p> <p>The company has not seen much innovation in the products presented to it.</p>
<p>Purchasing policy and supplier requirements</p>	<p>For Kay’s Kitchen, the main criterion when choosing a supplier is quality. Kay’s Kitchen looks to Irish suppliers that offer quality, competitive priced products.</p> <p>Competitive costing is hugely important in the current environment, but it can’t come at the expense of product quality.</p> <p>The Executive Chef takes a detailed look at the market four times per year to source the best prices from local suppliers. Suppliers are then invited to tender offers to the Executive Chef.</p> <p>Industry standard accreditation such as HACCP is sought from all potential suppliers. Kay’s Kitchen also carries out audits of all suppliers. There is no charge for these audits.</p> <p>Purchasing is carried out by each individual store through a handheld ordering system available to each store manager, which is controlled through the Head Office.</p> <p>Delivery is mostly to each restaurant. The Central Kitchen orders for itself and produces part-made products for each store. The Company takes in deliveries 6 days per week into all locations.</p> <p>Purchasing decisions for the company are made by the Executive Chef who agrees terms with potential suppliers. Electronic data interchange (EDI) is not required.</p> <p>The Company does not have a preferred case size for suppliers; however it has made arrangements for suppliers to collect their own outer packaging at regular intervals.</p> <p>Bar codes and best before dates must be very clearly displayed. A requirement for nutritional information on packaging is being introduced.</p> <p>The shelf life of fresh produce is required to be at least five days.</p>
<p>Advice to new suppliers</p>	<p>New suppliers should contact the Executive Chef by email and follow up with a phone call. Suppliers should be aware of our current offer, consider how their product fits with our philosophy and outline why they feel it could enhance our offer for our customers.</p> <p>Kay’s Kitchen looks for honesty and an upfront manner from their suppliers. The company believes it is important for a relationship to be built on trust and understanding.</p>

Other information

Credit terms are generally 45 days, with 30 days for some suppliers.

Long Term Agreements (LTAs) are in place for some products.

Branded products are used, but the range is price dependent and can change frequently.

Both chilled and frozen foods are used by the company and it has storage facilities for both. At present there is more growth in the frozen sector, particularly vegetables, as fresh produce prices have tended to rise.

Press Up Entertainment Group **NEW*

Address: Glendenning House, 6-8 Wicklow St., Dublin 2

Website: www.pressup.ie Email: info@pressup.ie

Company Profile	<p>Press Up Entertainment Group is Ireland's leading leisure and hospitality company. The Group has interests in a variety of sectors, most notably hotels, bars, restaurants, venues and nightclubs.</p> <p>The Group owns and operates twenty eight businesses in Ireland including:</p> <ul style="list-style-type: none">• Angelina's• Dollard & Co Food Hall• The Dean Hotel• Clarence Hotel• Bison Bar and BBQ• Captain America's• Wow Burger• Wagamama• Union Cafe <p>Press Up businesses cover hotels, premium restaurants and bars, casual eateries, pubs, cafes, and recently a premium retail outlet. All venues cater for events both large and small, with many offering exclusive hire options.</p> <p>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.</p>
Relevant purchasing contacts	<p>Head of Food: Oliver Byrne Email: oliver@pressup.ie Mobile: (087) 923 1112</p> <p>General Manager Dollard & Co (Retail only): Killian Martin Email: killian@dollardandco.ie</p> <p>Email is preferred method of contact.</p>

<p>Product mix</p>	<p>Across the group, all eating occasions are catered for from breakfast through to dinner, late night food.</p> <p>Within Dollard & Co, Angelina’s Deli, and Union Cafe, there are ready-made meals prepared in house which are sold as prepared to heat, as well as items that are ready to eat, e.g. salads, bakery items etc.</p> <p>Dollard & Co is a premium retailer with fresh, frozen and ambient products for sale.</p>
<p>Opportunities for Irish food and drink suppliers</p>	<p>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.</p> <p>There are also opportunities via Dollard & Co. for producers, preferably Irish, that are making quality, unique products for retail, aimed at customers with high disposable income.</p> <p>All product purchased is Irish, where possible.</p>
<p>Purchasing policy and supplier requirements</p>	<p>The Company has a preference to source local produce from suppliers that can deliver in large volumes.</p> <p>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.</p> <p>Ordering and deliveries are specific to individual venues, rather than centrally managed.</p> <p>Head of Food influences purchasing decisions, agrees the terms and places the orders.</p> <p>Frequency of goods inwards and delivery windows are daily. Orders may be placed via email, phone or fax.</p> <p>Websites will be used for purchasing from 2018, as will a requirement for EDI.</p> <p>Acceptable containers are venue specific. Packaging and labelling requirements are also specific to product and venue.</p>
<p>Distribution providers</p>	<p>Some products are sourced direct from producers and others delivered by third party distributors.</p>

<p>Advice to new suppliers</p>	<p>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.</p> <p>Press Up is a strong supporter of artisan and Irish producers, so please outline these credentials if applicable. If specific requirements to pitch are required, this will be outlined upon contacting the team.</p>
<p>Other information</p>	<p>Credit terms are 90 days and LTA's (Long Term Agreements) are in place with suppliers.</p> <p>There is room for brands in the retail sector, with particular growth in healthy food for take home.</p> <p>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.</p>

Sprout & Co *NEW

Address: 27 South Frederick Street, Dublin 2

W: www.sproutfoodco.com Phone: (087) 230 6803 E: sproutfoodco@gmail.com

Company Profile	<p>Established in 2013, Sprout & Co is a chain of five eateries serving a range of healthy, seasonal and local dishes, along with their own selection of cold pressed juices.</p> <p>Great ingredients is 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. Menus are changed seasonally to reflect what is available.</p> <p>Sprout Food Co has 5 outlets in Dublin and Meath:</p> <ul style="list-style-type: none"> • 63 Dawson St, Dublin 2 • 5 Lower Mount St, Dublin 2 • Sir John Rogerson's Quay, Dublin 2 • 9 Ballsbridge Terrace, Dublin 4 • Avoca, Dunboyne
Relevant purchasing contacts	<p>Managing Director: Jack Kirwan Email: jack@sproutfoodco.com</p> <p>Book Keeper: Dermot Lynch Email: dermot@sproutfoodco.com</p> <p>Preferred method of contact is email.</p>
Product mix	<p>The menus cater for breakfast, lunch, dinner, snacks and takeaway items. The breakfast menu includes granola, porridge and egg dishes. The lunch menu includes protein grain bowls, soups and salads.</p> <p>Drinks include cold pressed juices, coffees and teas.</p> <p>All food is prepared to eat in advance</p>
Opportunities for Irish food and drink suppliers	<p>Key areas for growth in terms of product offering are more vegetarian options.</p> <p>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.</p> <p>With Brexit looming there may be potential for import substitution on certain products coming from the UK.</p>
Purchasing policy and supplier requirements	<p>The Company's purchasing policy is to buy Irish products where possible and they agree a supplier list every three months.</p> <p>Supplier requirements are HACCP as a minimum.</p>

	<p>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.</p> <p>The Managing Director, Executive Chef and Operations Manager influence the purchasing decisions</p> <p>The Managing Director agrees the terms, and individual chefs place the orders.</p> <p>Frequency of goods inwards and delivery windows are daily, usually in the morning.</p> <p>The ordering process is via phone or email.</p> <p>EDI is the norm.</p> <p>The preferred case size is product specific.</p> <p>Full nutritional analysis is required and shelf life expectations and requirements are product specific.</p>
Distribution providers	Henderson’s, Keeling’s, Pallas Foods and Gourmet Wholefoods, in addition to direct supply from a number of core producers.
Advice to new suppliers	<p>The Company would like to be approached by potential new suppliers by email only.</p> <p>Key influencers should be approached, in addition to the Managing Director.</p> <p>It is important to be competitive and show how potential increased volume will decrease the price.</p>
Other information	<p>Credit terms are 30 days and LTA's (Long Term Agreements) are in place with suppliers.</p> <p>There is a lot of room for brands in the operation as the Company is interested in promoting the best of Irish.</p> <p>The Company has both chilled and frozen storage facilities, but very little frozen.</p>

Wagamama

Address: Dublin, Cork

Website: www.wagamama.ie

Email: info@wagamama.ie

Company Profile	<p>Wagamama is a restaurant franchise serving pan-Asian food in the style of a modern noodle bar. The first Wagamama restaurant opened in 1992 in London. There are now over 140 outlets throughout the world. There are four restaurants in Ireland: three in Dublin, one in Cork city centre.</p> <p>The Irish restaurants are generally open from noon to 10 p.m., with some slight local variations. The restaurants attract a large mix of people, from school children to shoppers. The restaurant is a particularly popular lunchtime venue for business people due to its speedy service and fresh cooked food.</p>
Relevant purchasing contacts	<p>Development Head Chef of Wagamama Ireland: Rob Neilan Email: rob@wagamama.ie Phone: 087 976 2510</p>
Product mix	<p>The eating occasions catered for are lunch through to evening meals. The cuisine is pan-Asian, with a strong focus on noodles based dishes and rice. Sushi is not served. All food is served cooked and the majority of food is cooked from scratch on site. Desserts and a selection of hot and cold beverages are also served.</p> <p>Target customers for Wagamama restaurants come from a broad spectrum of society. The relaxed dining atmosphere is designed to appeal to a range of customers. A take-out option is available in all units, and third party delivery companies are also employed group wide.</p>
Opportunities for Irish food and drink suppliers	<p>Lunch deals, set menus and promotional activity are currently driving growth. The main menu is relatively stable and is normally reviewed twice per annum.</p> <p>Fresh fish, fruit and vegetables and meats are sourced locally from Irish suppliers. Pickles, soy sauce, tinned goods and traditional Japanese dry goods are currently imported from UK based suppliers.</p> <p>The company is keen to source a local producer of noodles as they are currently being imported from the UK. They are also looking to outsource cooked noodle products.</p> <p>Desserts are made to Wagamama spec by Paganini and development of new products is on-going.</p> <p>The company is constantly reviewing its menus and is always open to new concepts.</p>

<p>Purchasing policy and supplier requirements</p>	<p>After establishing a supplier’s credentials and reputation, the key considerations taken into account in arriving at a purchasing decision are quality, price and service. Origin is a secondary consideration.</p> <p>All suppliers must provide third party accreditation or proof of local authority licensing. The company also audits suppliers' premises before committing to purchase.</p> <p>Where practical, purchasing between the four Wagamama outlets is centralised. Musgrave Foodservices and Keelings supply the majority of products to all four restaurants.</p> <p>No key tender dates are currently set.</p> <p>Routine purchasing decisions are made by the Development Head Chef. Major decisions are made in consultation the Accounts Department and Managing Director.</p> <p>Orders are placed by each restaurant by phone and email and are received between 9 a.m. and 11 a.m. daily.</p> <p>In relation to packaging from suppliers, there is no preferred case size, it depends on the product. Cases should preferably be washable, re-usable, stackable boxes. Packaging should be in good condition, wooden stapled crates are not acceptable.</p> <p>There are no particular labelling requirements, but all legally required information must be present.</p> <p>Shelf life expectations depend on the product and product must be supplied to the company at the beginning of its shelf-life.</p>
<p>Distribution providers</p>	<p>Musgrave Wholesale Partners supply chicken, dry goods and frozen goods.</p> <p>Keelings supply fruit and vegetables.</p>
<p>Advice to new suppliers</p>	<p>Email the Development Head Chef with relevant product and company details to make initial contact.</p> <p>If pitching a new idea, ensure that this is fully thought out, professional and well-executed.</p>
<p>Other information</p>	<p>Credit terms are 45 days.</p> <p>Wagamama has some long term agreements (LTAs) with suppliers, but these tend to be for larger contracts. Smaller suppliers usually prefer to agree a price for a certain period.</p> <p>Chilled supplies are preferred to frozen. Wagamama has both chilled and frozen storage facilities.</p>

COFFEE SHOPS

bb's bakers + baristas

Address: First Floor, Crescent Court, St. Nessans Road, Dooradoyle, Limerick
 W: www.bbscoffeeandmuffins.com Phone: 061 319 181 cmurphy@bakersbaristas.com

Company Profile	<p>bb's bakers + baristas is a coffee shop chain with 56 shops across Ireland and the UK. There are 17 shops in Ireland. The company was taken over by Causeway Capital and plans to double in size over the next five years, with more shops opening in 2018.</p> <p>Predominantly based in shopping centres, bb's customer profile is 70% female, often with children, in the 15–70 year age bracket.</p> <p>bb's currently have over 400 unique muffin recipes, a range of barista-made coffees and an ever-changing menu of artisan savoury foods for all palates from morning until evening.</p> <p>They also have a growing range of gluten-free products, including freshly baked muffins and toasties. At the heart of every bb's coffee shop is a kitchen where all their muffins are made every day from scratch. Visit www.bbscoffeeandmuffins.com for the latest company news.</p>
Relevant contacts	<p>Head of Operations (Ireland) – Cian Murphy Tel: 061 319 181 M: 087 6853752 Email: cmurphy@bakersbaristas.com</p>
Product mix	<p>bb's caters for breakfasts, snacks and lunches with a core menu of Made-on-Site muffins, hot and cold wraps, paninis, sandwiches, baguettes, croissants (sweet and savoury), scones, tea, coffee and iced blended cold drinks. The stores are based in shopping centres, with increasingly late opening hours up to 9p.m.</p> <p>The target customer is split between eating in (80%) and on-the-go (20%), due to the wide range of products that are offered.</p> <p>All food is cooked from scratch in each branch with bakers baking from 6.30/7 a.m. every morning.</p>
Opportunities for Irish food and drink suppliers	<p>The key area for growth for bb's is muffin product extension and new bread carriers and fillings for sandwiches. They are willing to work with suppliers with innovative ideas to develop menu options with high potential that will help to differentiate bb's from their competitors.</p> <p>bb's has an appetite for quality, artisan, made in store type products. They do not like mass produced foods, preferring wholesome products made using high quality ingredients. There is a strong focus on the development of new lines of products, e.g. healthy eating and gluten free options. There may be opportunities high quality ready-to-cook or bake products at a reasonable cost.</p>

	<p>bb's imports particular food products from outside of Ireland where they believe the quality is better than that available locally e.g. croissants, pastries and grade AA frozen fruit from France. However, they are open to the possibility of import substitution should a locally produced product match or exceed their quality requirements.</p> <p>Both chilled and frozen storage facilities are available and the preference varies by product.</p>
Purchasing policy and supplier requirements	<p>bb's have a preference to source food products and ingredients locally if they can achieve the right price for the right quality. Consistent quality and service are key purchasing decision criteria.</p> <p>Each outlet operates from an approved supplier list. bb's work with a small range of suppliers due to the high frequency of delivery of goods required.</p> <p>bb's also has a preference to deal with producers with nationwide distribution.</p> <p>All direct suppliers premises are audited using internal audit criteria for quality control purposes and the stores themselves audit the delivery trucks monthly for temperature control purposes.</p> <p>All purchasing decisions are made (and terms agreed) by the Accounts and Operations Support for stores on the island of Ireland. The stores themselves place the orders. All deliveries are made direct to store.</p> <p>Goods are delivered to each outlet on a daily basis. Orders are placed by each individual outlet via email. Email and paperless ordering is the preferred method where possible.</p> <p>All contracts with current suppliers are tendered out bi-annually. This is done on a direct basis.</p> <p>bb's work directly with suppliers to develop bespoke packaging and labelling requirements.</p> <p>Case size and shelf life requirements vary by product.</p>
Distribution providers	<p>Suppliers with nationwide distribution deliver directly to bb's, usually daily.</p> <p>Main distributors are Pallas Foods for chilled, ambient, and fresh food, Odaios Foods for breads and Zeus for packaging.</p>
Advice to new suppliers	Contact the Accounts and Operations Support by email or landline.
Other information	Credit terms are 30 days.

Butlers Chocolate Café

Address: Butlers Chocolates, Clonshaugh Business Park, Dublin 17

Website: www.butlerschocolates.com Phone: 01 671 0599 Email: chocolate@butlers.ie

Company Profile	<p>Butlers Chocolates was established in 1932. They opened their first chocolate café in Dublin in 1998 and now operate 19 Chocolate Cafés in Dublin, Cork, Limerick and Galway, with the majority of these located in the greater Dublin area (including two in Dublin Airport).</p> <p>They also have a visitor centre (the Butlers Chocolate Experience) with an onsite café located at their manufacturing facility in Dublin 17.</p> <p>The company has a number of international branches with 12 franchised stores located in New Zealand, Pakistan, Bangladesh and the UAE, the most recent opening being Concourse D, Dubai Airport. The Irish stores are all company-operated.</p>
Relevant contacts	<p>Retail Director: Michelle McBride Email: michelle@butlers.ie Phone 01 671 0599</p> <p>Retail Operations Manager: Laura Hendron Email: laura@butlers.ie Phone: 01 671 0599</p>
Product mix	<p>Butlers Chocolate Cafes main areas of focus include chocolate, hot chocolate and speciality coffee in parallel to an extensive menu of sweet treats, including confectionery (chilled and ambient) and pastries, and a limited savoury food offer.</p> <p>The savoury food offer is limited to a range of gourmet sandwiches. Butlers Chocolate Cafes aspire to a very high standard of baked goods and sweet treats but do not offer any pre-wrapped or branded product apart from a gluten free range which is a growing category. Not all of the outlets can stock the full range due to space and storage restrictions.</p>
Opportunities for Irish food and drink suppliers	<p>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.</p> <p>Opportunities exist for a variety of foods including cakes, individual desserts (of particular interest are chocolate products), tray bakes (both hot and cold) and ambient products such as muffins, scones, chocolate biscuit cakes, children's products.</p> <p>Other particular products of interest include breakfast products, pastries and continental sweet bakery type products and ambient goods.</p> <p>On the drinks side opportunities exist for Irish fruit juices and waters.</p>

	<p>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.</p>
Purchasing policy and supplier requirements	<p>Butlers are always keen to look at new products, with a preference to source local products based on quality and freshness.</p> <p>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.</p> <p>Producers should have HACCP as a minimum standard and the company will work at developing standards over time with their producers.</p> <p>Supplier audits are conducted regularly and there are no charges for this activity.</p> <p>Contact should be made with the Retail Director or Retail Operations Manager by email and once interest is signalled in your range, a small quantity of samples should be supplied.</p> <p>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.</p> <p>The preferred case size, shelf life expectations and requirements are subject to individual specs as set out with the Retail Operations Manager.</p> <p>The business can stock either chilled or frozen product with a preference for chilled.</p>
Distribution providers	<p>All distribution to Butlers Chocolate Café is provided by the individual producers.</p> <p>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.</p>
Advice to new suppliers	<p>Butlers place a strong emphasis on producers taking ownership of the account and providing good key account management skills.</p> <p>Suppliers should have a healthy knowledge of the business before making any approach. Because of the nature of the café business, it is also important that producers exercise flexibility in the size and shape of products produced, as very often conventional sized products do not work in this arena.</p>
Other information	<p>Payment terms are 30 days from invoice.</p> <p>No LTA agreements are in place with suppliers.</p>

Caffè Nero

Address: Caffè Nero Group Ltd, 3 Neal Street, London, WC2H 9PU

W: www.caffenero.ie Phone: + 44 (0)20 7520 5150 E: enquiries@caffenero.com

Company Profile	<p>Caffè Nero has been crafting fine Italian coffee since 1997 and is the largest independent coffee house brand in Europe with over 700 stores across 7 countries: UK, Turkey, Poland, Cyprus, the Middle East, Ireland and most recently the U.S.A.</p> <p>Caffè Nero has continued to increase its store numbers, sales and profitability year on year and become a familiar neighbourhood meeting place. As store numbers have increased, Caffè Nero has built a strong brand identity built on premium espresso-based gourmet coffee, authentic Italian food products and a relaxing atmosphere in every store.</p> <p>Caffè Nero has eight cafés in Ireland, seven in Dublin and one in Drogheda:</p> <ul style="list-style-type: none"> • Excise Walk • Merrion Row • Donnybrook Road • South King Street • Hatch Street • Camden Street • O' Connell Street • West Street, Drogheda
Relevant purchasing contacts	<p>Marco Zacharia, Head of International Food Email: marcoz@caffenero.com</p> <p>Philip Hills, Food & Beverage Buyer Email: philiph@caffenero.com</p> <p>Katie Cranston, Dairy & Non Food Buyer Email: katiec@caffenero.com</p> <p>Telephone : +44 (0)207 520 5150 Email is preferred method of contact.</p>
Product mix	<p>Caffè Nero believe in high quality, interesting, artisan food. The range is similar to that of a deli; serving fresh handmade sandwiches and panini, traditional soups, salads, fresh pastries and cakes. The Company only uses high quality ingredients and avoids artificial additives, while keeping to simple authentic recipes.</p> <p>The range is constructed to provide an offer that travels through the day and caters for both eat-in and take-away opportunities. Paninis and other hot served food items are finished in store in a contact grill or microwave. Pastries are baked-off fresh in store every day.</p>

<p>Opportunities for Irish food and drink suppliers</p>	<p>Key areas for growth in terms of product offering and potential future development include:</p> <ul style="list-style-type: none"> • Regional cake offering • Use of local ingredients in products • Freshly baked items • Toasted sandwiches • Local soft drinks and beverages <p>In particular, the Company is seeking good local artisan bakers to partner with.</p> <p>Key elements of the product offering that are not produced in Ireland and where there are import substitution opportunities include core products, usually flow wrapped, and artisan Italian confectionary.</p>
<p>Purchasing policy and supplier requirements</p>	<p>Caffé Nero is always interested in opportunities to source local produce.</p> <p>Approaches should be made directly to the Buyers or Food Development team. Purchasing and commercial decisions ultimately rest with these teams.</p> <p>Depending on the supplier and scale of the operation, the Company can consider both centralised deliveries and / or deliveries to individual outlets.</p> <p>Orders are placed by stores on an online portal and then sent typically to the supplier or distributor (depending on the local arrangement). These orders can then be sent to the supplier via a variety of methods, but not by telephone. EDI is preferred.</p> <p>Any prospective suppliers should contact the Caffé Nero Head Office team to discuss route to market.</p> <p>All suppliers must be BRC accredited</p> <p>Suppliers pay for audits and depending on the risk of the product, these are carried out either once or twice per year.</p> <p>Contact the Company to discuss what container types are acceptable e.g. boxes, crates, loose.</p> <p>All products must undergo full nutritional analysis. Packaging is product dependent – please contact the Company to discuss.</p> <p>The shelf life expectations and requirements are product dependent – sweet items are currently supplied frozen and have shelf life ranging from 24 hours for freshly baked, to 4 days for a whole cake within the chiller.</p>
<p>Distribution providers</p>	<p>Please call the Company to discuss.</p>

Advice to new suppliers	Initial contact should be made to the individuals listed above.
Other Information	<p>Please call the company to discuss Credit Terms.</p> <p>LTA's (Long Term Agreements) are in place with suppliers where applicable and of value to both parties.</p> <p>The Company currently stocks brands in the stores, but wishes to maintain a balance of own label and brands.</p> <p>There are opportunities for growth in both chilled and frozen foods as the Company has both chilled and frozen storage facilities.</p>

Esquires Coffee Houses

Address: Vision House, 16 Briarhill Business Park, Ballybrit, Co. Galway

Website: www.esquirescoffee.ie Phone: 091 700 055 Email: info@esquirescoffee.ie

Company Profile	<p>Esquires is a franchise business with twelve outlets in Ireland managed by Esquires Head Office in Galway and further plans for expansion in 2017. There are an additional 35 outlets in the UK. 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%).</p> <p>Outlets are based in shopping centres, retail parks or town and city centres and cater for all demographics.</p>
Relevant purchasing contacts	<p>Operations Manager: Aiden Keegan Email: aiden@esquirescoffee.ie Phone: 086 172 8749</p>
Product mix	<p>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. We also pre prepare and package in house for our grab and go stores.</p> <p>Baked goods are prepared in-house at each store.</p> <p>Meats are bought in pre-cooked and are reheated in-store.</p>
Opportunities for Irish food and drink suppliers	<p>The key areas for growth are expansion of outlets into Dublin and large town centres nationwide.</p> <p>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.</p> <p>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.</p>
Purchasing policy and supplier requirements	<p>Esquires sources predominantly from Irish distributors, as they can bulk-buy for the best terms and gain national distribution. There is a preference for Irish products through distributors.</p> <p>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.</p> <p>The Company's purchasing policy is quality first, service second and competitive pricing third.</p>

	<p>Supplier requirements are ISO 9002 and HACCP. There is no charge for supplier audits.</p> <p>Product sourcing is centralised through the Operations Manager. The Operations Manager and the Managing Director negotiate with suppliers. The stores place the orders from an approved list of suppliers via email or phone.</p> <p>Deliveries are made direct to stores, three to six days per week.</p> <p>Produce is predominantly chilled, with two thirds of products chilled and one third frozen. The chilled component is growing.</p> <p>Preferred case size and shelf life requirements vary by product.</p>
Distribution Providers	Pallas Foods.
Advice to new suppliers	<p>New suppliers should approach the Operations Manager. Email is preferred method of contact.</p> <p>The company is anxious to buy Irish and are open to supporting local artisan suppliers.</p>
Other information	<p>Credit terms are 30 days from the end of the month.</p> <p>Esquires operate a number of long term agreements with suppliers.</p> <p>There is limited scope for branded products within the company's operations.</p>

Insomnia

Address: Insomnia Coffee Company, **Cunningham House, 130 Francis Street, Dublin 8**
 Website: www.insomnia.ie Phone 01 671 9662 Email: info@insomnia.ie

Company profile	<p>Insomnia is Ireland’s leading independent coffee shop chain and the 15th largest coffee chain in Europe.</p> <p>It has grown from a single location in a Galway bookstore in 1997 to over 140 stores in the UK & Ireland, both on the high street and in partnership with retailers such as SPAR, EUROSPAR, Primark, Debenhams, Eason, Fresh, An Post, Meadows & Byrne, Heaton’s, Maxol and Compass Catering.</p> <p>The company also has over 300 self-service machines in operation in Ireland and the UK.</p> <p>Insomnia was awarded the National Café Chain of the Year in the Irish Quality Café Awards 2016 and the “Best Indigenous Irish Franchise” 2016 & 2017 at the Irish Franchise Awards.</p> <p>As an indigenous, 100% Irish owned company, Insomnia is committed to supporting local businesses by working with Irish suppliers, including Galway-based Solaris Herbal Tea, Lumleys bakery in Dublin, Keogh’s Crisps and Broderick’s Bars.</p>
Relevant purchasing contacts	<p>Purchasing Manager: Nathalia Bianchi Email: nathalia@insomnia.ie</p>
Product mix	<p>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.</p> <p>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.</p> <p>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.</p>
Opportunities for Irish food and drink suppliers	<p>Insomnia always strives for innovation and growth across all product categories.</p> <p>Of particular interest is gluten free food, healthy products, baked goods and snack product areas. Seasonal and holiday product is also an area of strong interest, as well as impulse products.</p> <p>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.</p>
Purchasing policy and supplier requirements	<p>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.</p>

	<p>The ability to produce and deliver product seven days a week is highly desired.</p> <p>The ability to accept orders from each individual shop is required. Suppliers must be listed with BWG and Compass Group Ireland or willing to go through the process of being listed with BWG and Compass Group Ireland in order to supply Insomnia.</p> <p>Producers should have HACCP as a minimum standard. Any gluten free products must also carry appropriate certification.</p> <p>Suppliers are frequently reviewed and audited annually to ensure product quality and suitable working conditions. Any costs involved are covered by supplier.</p> <p>Purchasing decisions are a collective effort made by the operations and purchasing team. Appearance, taste, quality and cost are the most important factors which influence a purchasing decision.</p> <p>Orders are handled directly at store level and emailed to suppliers on a daily basis. Due to limited storage and display space, smaller quantity offerings are preferred.</p> <p>Insomnia work to strict packaging and labelling requirements with nutritional and calorie count provided on their menu. The supplier must be able to provide relevant information as required.</p>
Distribution providers	Majority of products are delivered directly by the supplier, however some are delivered by Zeus Disposables.
Advice to new suppliers	<p>New suppliers should send an introductory email to the Purchasing Manager via e-mail (nathalia@insomnia.ie) and be in a position to provide samples.</p> <p>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. Brand fit is also very important. Insomnia is open to considering a wide range of product.</p>
Other information	<p>Credit terms are 30 days.</p> <p>Each outlet has chilled and frozen storage facilities.</p>

Itsa...

Address: Unit 54a, Blackthorn Road, Sandyford Industrial Estate, Dublin 18

Website: www.itsa.ie

Phone: 01 293 5994

Email: info@itsa.ie

Company Profile	<p>Itsa is made up of a chain of bagel stores, restaurants, cafes and <i>Feast</i>, a full service catering company (profile included in the <i>Leisure/Events</i> section of this directory).</p> <p>There are 11 outlets in the Itsa Group. These are comprised of six cafés (also known as bagel stores), a full service restaurant <i>Table</i>, and four <i>Joe's</i> coffee shops. Itsa cafes are located as follows:</p> <ul style="list-style-type: none">• Dun Laoghaire• Arnotts• The Irish Museum of Modern Art (IMMA)• Exchequer Street• Harvey Nichols, Dundrum Town Centre• Itsa Head Office, Sandyford <p><i>Table</i> restaurant is located in Brown Thomas, Cork. <i>Joe's Coffee</i> shops are located on Lower Liffey Street, Dublin 1; 15 Montague Street, Dublin 2; Leeson Street, Dublin 2 and Kildare Village.</p> <p>Itsa caters for a broad range of customers from business people to families.</p>
Relevant purchasing contacts	<p>Director: Roark Cassidy Email: roark@itsa.ie (preferred method of communication).</p>
Product mix	<p>Itsa caters for all eating occasions. The bagel stores cater for breakfasts, lunches, morning and afternoon teas and coffee and snacks. The restaurants are open for lunch and dinner and brunch on Sundays.</p> <p>The cuisine is modern Irish bistro with a focus on healthy, natural, tasty gourmet food. All ingredients are high quality and all menu items are cooked from scratch.</p> <p>Menus include gourmet bagels and sandwiches, soups, salads, home baked snacks, drinks, smoothies and organic products. Producers' names are heavily promoted on the menus where appropriate.</p> <p>The majority of food is prepared in the central kitchen facility in Sandyford. All food is cooked from scratch, with meats roasted in-house, no items are bought in pre-prepared.</p> <p>The central kitchen in Sandyford has its own pastry chef and all snacks served in Itsa outlets are home baked e.g. cookies, brownies, cakes.</p> <p>Producers should be aware that many of the menus are price focused, for example two courses for €20, and the producer's range of products need to fit in this bracket.</p>

	<p>Within the bagel stores, the new price promotional strategy is to add on an additional item to the beverage for a small amount extra.</p> <p>Producers should look for ways to combine their product with a beverage to create a value offering for the consumer.</p>
<p>Opportunities for Irish food and drink suppliers</p>	<p>The key growth area for Itsa is to open more bagel stores with a different format and increase the offering in them. An example this is the café in the Irish Museum of Modern Art (itsa@IMMA) where the food offering is a hybrid between the bagel stores and restaurant offerings i.e. good quality salads, quiches and tarts, in addition to the standard offering of the bagel stores.</p> <p>Itsa is very loyal to its current suppliers (about 48), but is always looking for unique ranges of good quality products with suppliers that can offer a very good service. Good quality raw ingredients are required for new salad and hot food menu items.</p> <p>Key areas for growth are high quality bespoke products such as sauces, relishes, hummus and tapenades. Suppliers of these items need to be able to supply them at consistently high quality standards and in sufficient amounts.</p> <p>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.</p> <p>A further opportunity for Irish suppliers is for high quality natural beverages such as soft drinks.</p> <p>All the ingredients used by Itsa are sourced from Irish suppliers. Much of the meat used in the restaurants is organic and the company is a big supporter of Irish artisan products and gourmet ice-creams. Itsa has strong traceability criteria which it monitors strictly.</p> <p>There is room for Irish artisan brands in the operation. Itsa has both chilled and frozen storage facilities.</p>
<p>Purchasing policy and supplier requirements</p>	<p>Itsa has a strong preference to source local produce from Ireland.</p> <p>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.</p> <p>The premises of all fresh food suppliers to Itsa are audited annually directly by the company. BRC is preferred, or HACCP providing procedures are strictly adhered to.</p> <p>Purchasing is centralised through Roark Cassidy, Director who should be approached in the first instance.</p>

	<p>Roark agrees the terms with suppliers and the Executive Chef places the orders for the central kitchen.</p> <p>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.</p> <p>Orders are placed by email and also by phone and fax. The company is moving to a more automated purchasing system.</p> <p>The case size and shelf life requirements vary by product category and are detailed in product specifications. The company does not have any special packaging or labelling requirements for items supplied to it.</p> <p>Itsa has the ability to take deliveries of product pallet loads to their central kitchen in Sandyford, for which a volume discount is expected.</p> <p>Most supplies are delivered to the main facility in Sandymount, but some categories including milk, ice-cream and very fresh produce are delivered directly to retail outlets.</p>
Distribution providers	<p>Itsa deals directly with most suppliers and only uses distributors occasionally, e.g. Pallas Foods. Odaios and La Rousse are other distribution providers used by the company.</p>
Advice to new suppliers	<p>Potential new suppliers should contact the Director, Roark Cassidy 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.</p> <p>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.</p> <p>Itsa emphasises that producers should be very familiar with its business and must have considered how their products would fit into Itsa's menus.</p> <p>Other issues to be considered include how deliveries fit into weekly delivery schedules and the type of packaging required.</p> <p>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.</p>
Other information	<p>Payment terms are 60 days and the company will pay sooner in return for additional discounts</p>

	<p>Branded items are used in the Itsa operation, but must be of very high quality and are not promoted.</p> <p>Itsa has storage facilities for both chilled and frozen foods. It mainly uses fresh produce. The only chilled and frozen items it deals in regularly are meat, dairy produce and ice-cream.</p>
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MBCC Foods (Ireland) Ltd. T/A Costa Coffee

Address: MBCC Foods (Ireland) Ltd, Unit 12 Retail Park, Eastgate, Little Island, Co. Cork
W: www.costaireland.ie Phone: 021 500 3526 E: costa@mbccfoodsireland.com

Company Profile	<p>MBCC Foods (Ireland) Ltd. own the Master Franchise for all Costa Stores in both the Republic and Northern Ireland. As of July 2016, there are 116 Costa Coffee shops on the island of Ireland - 28 in Northern Ireland and 88 in the Republic of Ireland. Of the 88 in the Republic of Ireland, MBCC Foods holds the franchise for 73 and the remaining 15 are sub-franchised.</p> <p>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.</p> <p>The outlets also stock tea, iced drinks, hot chocolate, bottled drinks and an extensive range of food.</p>
Relevant purchasing contacts	<p>Product Manager: Deirdre Sloan Email: deirdre.sloan@mbccfoodsireland.com</p>
Product mix	<p>In addition to hot and cold beverages, the food offering consists of:</p> <ul style="list-style-type: none"> • Locally produced sandwich range- Cold sandwiches, Toasties, Hot wraps, Paninis, Flat breads, Breakfast roll, Filled Croissants. • Freshly baked all butter pastries- Croissants, Chocolate Twists, Pain Au Raisin. • Wholegrain porridge. • Yoghurt and topping pots- Mixed berry compôte, Crunchy Granola and Honey. • Muffins- Chocolate, Raspberry, Lemon and seasonal additions. • Traybakes- Belgian chocolate caramel shortbread, Tiffin, Granola and Raspberry & Almond bake, Lemon tart and seasonal additions. • Scones, Crumpets, Teacakes • Whole Cakes/Loaf Cakes- Chocolate, Carrot cake, Lemon and seasonal additions • Impulse products- Mini Muffins, Mini shortbreads, and a selection of wrapped biscuits such as Belgian chocolate Cookies. <p>Stores also stock a range of gluten free sweet and savoury products.</p>
Opportunities for Irish food and drink suppliers	<p>MBCC Foods Ireland are always seeking opportunities to work with local suppliers with high quality and innovative offerings.</p>

	Opportunities exist for suppliers with innovative products in any of the categories described above.
Purchasing policy and supplier requirements	<p>Prospective new suppliers to MBCC Foods Ireland/Costa will be issued with a 'Pre-Assessment Questionnaire'.</p> <p>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.</p> <p>All suppliers must meet the criteria set out in MBCC Foods Ireland's Supplier Approval policy. The company states that it is keen to work with local suppliers that meet its quality requirements. Suppliers do not have to pay for audits.</p> <p>Suppliers deliver all products (whether fresh, frozen or ambient) to the Costa central distribution hub in Co. Down, from where products are delivered daily to Costa shops.</p>
Distribution providers	Products are delivered to store by Deli Lites Ireland Ltd http://www.delilites.co.uk/
Advice to new suppliers	Suppliers should send proposals by email to deirdre.sloan@mbccfoodsireland.com
Other information	Brands other than Costa are also stocked. These include: Appletiser; Classic mineral water; Coca-Cola; HP; Heinz; Innocent; Oasis; River Rock; Tyrrel's crisps and Robinsons Fruit Shoot.

Quigleys Café, Bakery, Deli

Quigleys, Lisbunny Business Park, Dublin Road, Nenagh, Co Tipperary

Website: www.quigleys.ie

Phone: 067 31188

Email: info@quigleys.ie

Company Profile	<p>Quigleys Café, Bakery, Deli is a family owned and operated business established in Nenagh, Co. Tipperary in 1890. The Company currently operates 18 Café's.</p> <p>There are 15 self-service Café's (that include delicatessens) operating under the Quigleys brand, located in Nenagh, Athlone, Tullamore, Thurles (2), Clonmel, Kilkenny, Limerick (3), Cork, Newbridge, Dublin (2) and Carlow.</p> <p>There are also three table-service Café's, known as 'Café Q' operating in Tullamore, Nenagh and Dun Laoghaire.</p>
Relevant purchasing contact	<p>Production Manager: Mary Quinn Email: purchasing@quigleys.ie Retail Manager: Betty Slattery Email: betty.slattery@quigleys.ie Phone: 067 31188 Email: info@quigleys.ie</p>
Product mix	<p>Quigleys started life as a bakery business that now operates 18 Café's offering a range of food using fresh local ingredients where possible. Some products, such as relishes to accompany meals, are also sold as bought-in brands.</p> <p>The food offering consists of baked goods such as bread, rolls, ciabattas, scones and cakes. Hot dishes such as lasagne, quiche, shepherd's pie, filled rolls, freshly prepared sandwiches and soup are also offered. A range of fresh salads has just been launched and Quigleys is known for its gourmet coffee.</p> <p>Quigleys Cafés serve a wide range of customers through their Café's both young and not-so-young for both business and leisure.</p>
Opportunities for Irish food and drink suppliers	<p>Quigleys buy Irish products where possible, so there are always opportunities for Irish suppliers.</p> <p>The company has noticed increasing demand for wheat-free, gluten-free and healthier choices in their product range, suggesting opportunities in this area.</p>
Purchasing policy and supplier requirements	<p>Quigleys policy is to buy locally produced Irish products provided they are of a high quality, are traceable and at a good value price.</p> <p>Suppliers are encouraged to visit the company's Bakery and Kitchens in Nenagh, Co Tipperary to see how their product may be used and to suggest ideas and innovations.</p> <p>Purchasing terms, conditions and product specifications are agreed by Mary Quinn, Production Manager.</p> <p>Suppliers must comply with strict delivery schedules as timing is critical for fresh products.</p>

	<p>Suppliers are audited and must comply with all legal requirements including HACCP. Suppliers must pay for any audits needed for them to meet these requirements. Exact requirements are set out on the Suppliers Form that is available from Quigleys.</p> <p>Quigleys packaging requirements are in line with industry standards and all packaging must be of food grade materials. Packaging requirements must be checked with the Production Manager.</p>
Distribution providers	<p>Quigleys Bakeries distribute their own products to their branches via their fleet of trucks.</p> <p>The company sources some ingredients (such as fresh meat and sauces) directly from suppliers. For other products, they source from wholesalers, such as Pallas Foods.</p>
Advice to new suppliers	<p>Suppliers may make contact by phone, but email to purchasing@quigleys.ie is preferred.</p>
Other information	<p>Credit terms for suppliers are 30 days.</p>

HOTELS

Dalata Hotel Group PLC

Address 4th Floor, Burton Court, Burton Hall Drive , Sandyford, Dublin 18

Website: www.dalatahotelgroup.com Phone: 01 206 9400 Email: info@dalatahotelgroup.com

Company Profile	<p>Dalata hotel Group PLC is the largest hotel operator in Ireland, successfully operating the Clayton Hotel brand and the Maldron Hotel brand throughout Ireland & the UK, as well as managing a portfolio of Partner Hotels.</p> <p>Dalata Group PLC own or lease 36 hotels under their two brands – Clayton Hotels and Maldron Hotels.</p> <p>The Clayton Brand consists of seven 4* Hotels in Ireland and five in UK. Clayton Hotels in Ireland are located in Dublin (Leopardstown, Airport, Ballsbridge, Liffey Valley and Cardiff Lane), Belfast, Galway, Wexford, Sligo, Limerick and Cork. UK Clayton Hotels are in Manchester, Leeds, Birmingham, London and Cardiff, Wales.</p> <p>Maldron Hotels in Ireland include 4* Maldron Hotels in Dublin, Derry, Cork and Galway along with 3* Maldron Hotels in Dublin, Galway, Belfast, Wexford, Limerick and Portlaoise.</p> <p>Dalata also own the lease on The Gibson Hotel Dublin, Ballsbridge Hotel, Dublin 4 and they own The Tara Towers.</p> <p>Dalata Hotel Group have a number of Hotels in construction</p> <ul style="list-style-type: none"> Maldron Hotel, Belfast – Due to open early 2018 Maldron Hotel, Kevin Street Dublin – Mid 2018 Clayton Hotel, Charlemount Dublin – Late 2018 Maldron Hotel, Newcastle – Late 2018 Maldron Hotel, South Mall Cork – End 2018 <p>Dalata Management Services currently manages</p> <ul style="list-style-type: none"> • Belvedere Hotel, Dublin • Shearwater Hotel, Ballinasloe
Relevant contacts	<p>Purchasing Manager: Tony McGuigan Email: tmcguigan@dalatahotelgroup.com Phone: 01 206 9400</p> <p>Purchasing Operations Assistant: Deborah Byrne Email: dbyrne@dalatahotelgroup.com Phone 01 299 9020</p>
Product mix	<p>All eating occasions are catered for: Breakfast, Lunch, Coffee Dock Bar Food, Banqueting, Restaurant Dinners and Snacks.</p> <p><u>Restaurant and Bar Brands within the group include the following:</u></p> <ul style="list-style-type: none"> Grain and Grill (Maldron Hotel Restaurant Brand) The Grill - (Clayton Hotel Restaurant Brand) Globe – (Clayton Gastro Bar Brand) The Italian Kitchen – (Italian Restaurant Brand in Clayton)

	<p><u>Sub Brands include:</u> ‘Red Bean Roastery’ – Coffee Brand within all Dalata Hotels ‘Meetings Made Simple’ – Meeting and Events Brand within Dalata ‘The Vitality Breakfast’ – New healthy offer within Dalata Group.</p>
<p>Opportunities for Irish food and drink suppliers</p>	<p>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.</p> <p>Dalata continues to work with Irish suppliers to grow the range of products on offer. Recent agreements have been made with: Paddy O’ Granola – supply of porridge oats to all Dalata Hotels La Patisserie – supply of specialist desserts to Dalata Hotels Couverture - supply of bespoke products for Red Bean Roastery Odaias Foods – supply of specialist products for Red Bean Roastery Nosebag Foods – supply of vegetables for Banqueting Goodness Grains – supply of Gluten Free products Carrick Farm Foods – salad products Burlington Road Hotel The Good Fish Company – Fish supply to Cork Hotels</p> <p>Key areas for growth are in good quality healthy food with the development of the Dalata Vitality Breakfast across the Group.</p> <p>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.</p> <p>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. This is based on a pricing issue.</p> <p>Producers are named on the menus where appropriate and a producer with an innovative product should request this support.</p>
<p>Purchasing policy and supplier requirements</p>	<p>Many of the key categories are tendered and producers need to understand the tender schedule by contacting the Purchasing Manager.</p> <p>Distribution capability and HACCP are key requirements. The Purchasing Manager 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.</p> <p>Purchasing is centralised through the Purchasing Manager, 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. All supplies are tendered for on an annual basis.</p>

	<p>Dalata Hotel group will launch 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.</p> <p>Deliveries are made directly to the hotels. Fresh food is delivered on a daily basis and dry and frozen goods, three times per week. The case size and shelf life expectations are detailed in the specifications for each tender.</p> <p>Packaging requirements are generally for larger sizes as the hotels in the Dalata group are generally in the larger size range (over 50 bedrooms).</p> <p>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.</p> <p>There are no other particular packaging requirements but all packaging must be clearly labelled and have all the legally required information.</p> <p>Shelf life expectations and requirements vary between products and suppliers must ascertain these from the distributors used by the group.</p>
<p>Distribution providers</p>	<p>The meat supply to Dalata Hotels in Ireland is shared between: Heaney Meats (Irish Angus); Pallas Foods and Dawn Meats</p> <p>All the frozen, chilled and ambient product is supplied by Pallas through a Brakes Foodservice contract from Ashbourne in Dublin.</p> <p>It has been a practice within Dalata to find good Irish producers and reach an agreement with Pallas / Brakes to distribute the products to all Dalata Hotels as part of the main distribution agreement.</p> <p>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 Brakes / Pallas Foodservice regarding distribution.</p> <p>Dairy produce is sourced regionally from the following distributors:</p> <ul style="list-style-type: none"> • Glanbia Foods • Connacht Gold (North West) • Clona West Cork Foods (South) • Arrabawn (Galway) <p>Fish Supply is regional with the following suppliers:</p> <ul style="list-style-type: none"> • Atlantis Seafoods

	<ul style="list-style-type: none"> • Morgan Fine Fish • Kish Fish • The Good Fish Company • Mylers of Wexford • Starcrest Seafoods Donegal • Wrights of Marino <p>Fruit and Veg is also regional with the following suppliers:</p> <ul style="list-style-type: none"> • Pallas Green • Total Produce / Gold City • Cullens of Wexford • Glynn's of Galway <p>Bread is supplied by Irish Pride. Tea and Coffee is supplied by Bewleys.</p>
Advice to new suppliers	<p>Potential new suppliers should approach the Purchasing Manager, preferably by email and should also check with the appropriate main distributor.</p> <p>Product purchase is decided by the Purchasing Manager, but manufacturers will need to work with existing distributors.</p> <p>Dalata Group is looking for suppliers to approach them with interesting new product ideas.</p>
Other information	<p>Credit terms are 30 days end of month.</p> <p>The group has Long Term Agreements (LTAs) in place with some suppliers, the longest of which are for two years.</p> <p>Both branded and unbranded food products are used by Dalata group. The use of brands will depend on consumer demand in the hotels.</p> <p>As the group has expanded, the use of both chilled and frozen food products has increased at similar rates.</p> <p>Hotels in the group have both chilled and frozen storage facilities.</p>

The Doyle Collection

Address: 156 Pembroke Road, Dublin 4

W: www.doylecollection.com Phone: 01 607 0040 E: andrea_wehrley@doylecollection.com

Company Profile	<p>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.</p> <p>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.</p> <p>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.</p> <p>The customer profile is now 55% corporate and 45% leisure.</p>
Relevant purchasing contacts	<p>Eddie Keelan is the Group General Manager, Cost and Procurement. Email: eddie_keelan@doylecollection.com Phone: 01 607 0076</p> <p>Andrea Wehrley is the Assistant Group Procurement Manager and deals with Irish Food & Beverage Suppliers. Email : andrea_wehrley@doylecollection.com Phone: 01 607 0040</p> <p>Please mail or email a company profile, i.e. a description of the products, specifications and contacts in advance of contacting the Purchasing Office.</p>
Product mix	<p>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.</p> <p>Restaurants cater for the high end of the market, with most food cooked from scratch in each of the restaurants.</p>
Opportunities for Irish food and drink suppliers	<p>There remain strong opportunities for good artisan products across the board, but at the right price and with well organised distribution.</p> <p>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.</p> <p>The group uses very little frozen food as a rule and this is unlikely to change.</p> <p>All food offerings use Irish products as much as is feasible.</p>

<p>Purchasing policy and supplier requirements</p>	<p>There exists a strong preference to source local produce.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Pricing is based on fixed prices with no particular emphasis placed on LTAs, rebates/retrospective deals.</p> <p>Deliveries are made six days per week and vary by product category. They must be made to each hotel individually.</p> <p>Payments are made through the central system at the group’s Head Office with all statements, etc. handled there.</p>
<p>Distribution providers</p>	<p>Pallas Foods, Odaios, Corrib Foods, Glanbia, La Rouse, Condrens and Michael Twomey Butchers are the predominant distributors.</p>
<p>Advice to new suppliers</p>	<p>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.</p> <p>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.</p>
<p>Other information</p>	<p>Credit terms are 30 – 45 days maximum.</p>

Limerick Strand Hotel

Address: Ennis Road, Limerick City, Co. Limerick

Website: www.strandhotellimerick.ie Phone: 061 421 800 Email: hello@strandlimerick.ie

Company Profile	<p>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.</p> <p>This profile focuses on the four star Limerick Strand Hotel which opened its doors in May 2007.</p> <p>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.</p> <p>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.</p>
Relevant purchasing contacts	<p>Executive Chef: Tom Flavin Phone: 061 421800 Email: tom.flavin@strandlimerick.ie</p>
Product mix	<p>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.</p> <p>In addition, the Hotel's resident cafe, the <i>Terrace Cafe</i> sells a range of homemade cakes and scones prepared by the Hotel's pastry chef. The Hotel's Executive Chef, Tom Flavin, has introduced a range of pantry products that is sold in the hotel including classic Caesar dressing and chicken liver parfait under "<i>The Strand Pantry Range</i>" brand.</p> <p>Cuisine is a mix of modern Irish and European. Everything is prepared in the hotel kitchens from scratch.</p> <p>The hotel has three dedicated pastry chefs that prepare all desserts, pastries and other sweet products from scratch. Produce is sourced as much as possible locally.</p>

<p>Opportunities for Irish food and drink suppliers</p>	<p>There is an ethos of supporting local food and drink producers and new producers are welcome to approach the hotel.</p> <p>The group has very strong relationships with their existing suppliers. It is their opinion that existing suppliers are able to supply all their requirements.</p> <p>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.</p> <p>While buying local Irish produce is important for the group, it points out that in some instances artisan producers are overly focused on production and do not afford enough time to marketing their products.</p>
<p>Purchasing policy and supplier requirements</p>	<p>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.</p> <p>HACCP certification is a pre-requisite. Suppliers are audited by the group and cost of this is borne by the group.</p> <p>Purchasing is centralised and the hotel works with other hotel groups from time to time to ensure better buying power and more competitive pricing.</p> <p>Negotiation and purchasing is mainly completed via the Executive Chef due to his existing strong relationships with suppliers.</p> <p>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.</p> <p>Orders are normally taken by telephone, but email and fax are also acceptable. 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.</p> <p>Shelf life expectations vary between products, with daily deliveries required for certain fresh products.</p>
<p>Distribution providers</p>	<p>The Limerick Strand Hotel purchases from the following distributors and suppliers:</p> <ul style="list-style-type: none"> • Musgrave Foodservices • Bewleys • Cuisine de France • Irish Pride (breads) • Dawn Dairies (milk)

	<ul style="list-style-type: none"> • CS Fish (Doonbeg) • Clancy Lewis (fruit & vegetables) • Bally Salads (salad) • Croom Farm (eggs) • Pallas Foods and La Rousse (speciality products) <p>Collective group purchasing is not used. Goods are delivered directly to each hotel.</p>
Advice to new suppliers	<p>New suppliers should contact the Executive Chef by email with any requests as he is the final decider in all purchasing matters.</p> <p>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.</p>
Other information	<p>Credit terms are 30 days.</p> <p>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.</p> <p>There is no room for brands within the company.</p> <p>The Limerick Strand Hotel has both chilled and frozen storage facilities.</p>

The Talbot Collection

Address: On The Quay, Wexford

Website: www.talbothotels.ie Phone: 053 9122 566 Email: sales@talbothotel.ie

Company Profile	<p>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. Kildare.</p> <p>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 new luxury aparthotel; Talbot Suites at Stonebridge. For more information www.talbot-hotels.ie</p>
Relevant purchasing contacts	<p>Purchasing Manager: Lorraine Minnock Email: lminnock@talbothotelgroup.ie Phone: 053 9122 566 Please contact each individual hotel to connect with their Head Chef.</p>
Product mix	<p>All hotels in the group offer breakfasts, lunches, dinners, bar food, function catering, snacks and beverages.</p> <p>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.</p> <p>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.</p> <p>The majority of meals use fresh, local ingredients where possible. The deciding factors are quality and price. The hotel kitchens also produce jams and marmalade and some flavoured oils. These products are also on sale in the hotels.</p> <p>In the case of desserts, about 60 per cent are made in-house and 40 per cent bought in. Relatively few pre-prepared ingredients are used, the main exceptions being some sauce mixes and pastry cases.</p>
Opportunities for Irish food and drink suppliers	<p>Growth areas for food noted by the company are low-gluten and gluten-free foods. Food with locally produced ingredients is popular with the company's customers, provided it does not become too expensive. The company tries to provide a 'value' offering whilst being "as artisan as we are allowed to be".</p> <p>Supplies of all food ingredients for the hotels' menus are sourced locally as far as possible. Constraints on local sourcing are quality and price.</p> <p>Price is important as the hotels try to provide a good value, family friendly offering.</p>

<p>Purchasing policy and supplier requirements</p>	<p>Group Purchasing policy favours family owned and run Irish food producers. The hotels use Irish produce where possible. All the beef and fish is Irish, but some poultry and pork may be sourced from elsewhere in order to offer menus within a price range.</p> <p>Supplies are sourced and specified locally for each hotel, generally by the Head Chef. However, all purchases must be approved centrally.</p> <p>Orders for food are normally placed by the Head Chef in each hotel. Terms and conditions are set centrally by the Purchasing Manager. 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 tele-sales teams.</p> <p>Delivery windows are specified for suppliers. Normally a day and time are specified. Many items can be accepted between 7:30a.m. and 4:00p.m. The arrangements may vary between hotels.</p> <p>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.</p> <p>The hotels purchase fresh rather than frozen ingredients. All vegetables and potatoes are purchased as fresh and pre-prepared, but not pre-cooked.</p> <p>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.</p>
<p>Distribution providers</p>	<p>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.</p>
<p>Advice to new suppliers</p>	<p>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.</p> <p>The key criteria for a supplier to address are quality and price. If the product is locally produced, that is a bonus.</p>
<p>Other information</p>	<p>Credit terms offered to suppliers are normally 30 days, but this may vary in individual cases.</p> <p>Relatively few branded items are offered to clients of the hotels' restaurants apart from sauces and condiments. Branded ingredients, such as sauce mixes and pastry products are used in the kitchens.</p>

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

Company Profile

Tifco Hotel Group comprises several large international hotel brands including:

- Crowne Plaza Hotel, Dublin Airport
- Crowne Plaza Blanchardstown, Dublin 15
- Crowne Plaza Dundalk, Co. Louth
- Holiday Inn Express, Dublin Airport.
- Hilton Kilmainham, Dublin

Additional hotels managed by the Group include:

- Clontarf Castle Hotel, Co. Dublin
- Cork International Airport Hotel
- Cork Airport Hotel
- Metropole Hotel, Cork
- Hotel Killarney, Kerry
- Heritage Killenard, Co. Laois
- Innishfallen Killarney, Co. Kerry.

Tifco Hotel Group is one of Ireland's leading hotel companies, which currently owns and manages a portfolio of 3 and 5-star hotels.

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.

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.

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.

Tifco also manages several hotels, including Clontarf Castle Hotel; Hotel Killarney, Cork International Hotel; and the Cork Airport Hotel.

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.

	Further information on Tifco Hotel Group can be sourced from www.tifcohotels.ie
Relevant purchasing contacts	Procurement Manager: Tom Colman Email: tcolman@tifcohotels.ie 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, casual dining and bar food.
Opportunities for Irish food and drink suppliers	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>
Purchasing policy and supplier requirements	<p>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.</p> <p>Food supplies are delivered directly to each hotel. There is no centralised delivery and distribution system. EDI (electronic data interchange) is not used by the group. Once terms have been agreed, orders are placed by the chef at each hotel.</p> <p>Delivery windows must be arranged with each individual hotel. For fresh products deliveries can be required up to six days per week. Before they can supply the group, suppliers must complete a supplier questionnaire.</p>

	<p>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.</p> <p>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.</p>
Distribution providers	<p>Distribution is direct to each hotel or via local distributors, as this can provide a great deal of flexibility.</p> <p>The company maintains a preferred list of distributors.</p>
Advice to new suppliers	<p>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.</p>
Other information	<p>Credit terms for suppliers to the Group are normally '45 days'.</p> <p>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.</p>

Windward Management Limited *NEW

Address: Windward Management, 19-20 Fleet Street, Dublin 2

Website: www.winmgt.ie Phone: (01) 878 7100 Email: info@winmgt.com

Company Profile	<p>Windward Management is a group of experienced hotel operators, currently involved with over 2,000 hotel bedrooms in 12 hotels and resorts in Europe including:</p> <ul style="list-style-type: none"> • The Gresham Carat, Hamburg • The Gresham Belson, Brussels • The Fleet Street Hotel, Dublin • The Park Inn, Shannon Airport, Co. Clare • Radisson Blu, Dublin Airport, Dublin • Hilton Hotel, Dublin Airport, Dublin • Farnham Estate Spa & Golf Hotel, Cavan • Aghadoe Heights Hotel, Killarney, Co. Kerry • Fitzwilton Hotel, Waterford • Cavan Crystal Hotel, Cavan • Mount Wolseley Hotel, Tullow, Co. Carlow • Tullamore Court Hotel, Co. Offaly <p>Under a management contract, Windward Management offers the following support services and assistance:</p> <ul style="list-style-type: none"> • Hotel Operations • Financial Management • Sales & Marketing • Revenue Management • Procurement
Relevant purchasing contacts	<p>Director of Procurement: Niall Kelly Tel: (061) 770 007 Email: niall.kelly@winmgt.com</p>
Product mix	<p>All eating occasions are catered for with a wide variety of cuisines being provided for across all hotels, encompassing both local and international dishes.</p> <p>The larger hotels cook from scratch, with some of the smaller ones offering at times some prepared options to both heat and eat.</p>
Opportunities for Irish food and drink suppliers	<p>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.</p> <p>The Director of Procurement goes to great lengths to ensure that where feasible, the origin for each food ingredient is Irish.</p> <p>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.</p>

<p>Purchasing policy and supplier requirements</p>	<p>There is a preferred nominated supplier listing in place.</p> <p>All suppliers must have strong HACCP in place and those with BRC and Bord Bia Quality Assurance Mark will be looked upon more favorably.</p> <p>Suppliers must be willing to cover the cost of any supplier audit.</p> <p>Purchasing is centralised, with distribution to each outlet.</p> <p>All orders are placed through Procure Wizard, and suppliers must conform to the e-procurement process if interested in supplying the Company.</p>
<p>Distribution providers</p>	<p>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.</p>
<p>Advice to new suppliers</p>	<p>Interested suppliers should send an email to the Director of Procurement including: company information, structure, trading history and key categories in which they specialise.</p> <p>Advice to new suppliers is to be innovative and to contact the Company with any new product ideas.</p>
<p>Other information</p>	<p>Credit terms are 30 days from end of month.</p> <p>LTA's are in place with key suppliers.</p> <p>Branded products are used based on consumer demand.</p> <p>There is greater demand for fresh produce, though both chilled and frozen storage facilities are available.</p>

GROUP PURCHASING

First Choice Purchasing Ltd

Address: Morrison House, Morrison's Island, Cork

W: www.firstchoicepurchasing.com P: 021 239 0060 E: edonnellan@firstchoicepurchasing.com

Company Profile	<p>First Choice Purchasing Ltd. is a professional outsourced procurement company for the hospitality industry.</p> <p>With over 600 customers and an annual spend in excess of €300m, our aim is to ensure that we have the most competitive basket of goods price, combined with optimum quality and service.</p> <p>First Choice Purchasing Ltd. are the nominated procurement partners for members of both Nursing Homes Ireland & Restaurants Association of Ireland</p>
Relevant purchasing contacts	<p>Eoghan Donnellan, General Manager, First Choice Purchasing Phone : 021 239 0060 Mobile : 086 229 5638 Email : edonnellan@firstchoicepurchasing.com</p>
Product mix	<p>Chilled, frozen ambient, speciality food, fish, poultry, fresh meat, fruit 'n veg, bread, non-food consumables, guest amenities, linen, coffee, soft drinks, bottled beer, spirits, wine, stationary & waste.</p>
Opportunities for Irish food and drink suppliers	<p>First Choice Purchasing Ltd. is always interested in meeting with Irish suppliers. All product is distributed through nominated distributor partners.</p>
Purchasing policy and supplier requirements	<p>Tenders for supplies are based on a weighted basket of goods by sector. Tender dates are regular and in line with the First Choice Purchasing tender schedule.</p>
Distribution providers	<p>First Choice Purchasing work with a wide range of distributors. Please see www.firstchoicepurchasing.com for a list of current nominated distributors.</p> <p>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.</p>
Advice to new suppliers	<p>Potential distributors / suppliers are advised to contact edonnellan@firstchoicepurchasing.com directly via e mail to arrange a meeting.</p>
Other information	<p>First Choice Purchasing Ltd. offers its purchasing services to Hotels, Nursing Homes, Gastro Pubs and Restaurants. For further information on First Choice Purchasing please visit www.firstchoicepurchasing.com</p>

Trinity Hospitality

Address: 12 Lower Hatch Street, Dublin 2

Website: www.trinityhospitality.com | Phone: 01 639 2909

Email: acruite@trinityhospitality.com / jdoyle@trinityhospitality.com

Company Profile

Trinity Hospitality is a dedicated hospitality and accommodation management company based in Dublin. Trinity Hospitality provide an extensive range of specialist support services to independent hotel owners/ operators, serviced apartment owners/ operators and hospitality groups looking to improve overall performance and gain a competitive edge.

Owners and operators can take advantage of the industry expertise and resources of a leading hotel management company on an 'a la carte' basis and cherry pick from a range of proven management services. A full management package is also available if desired.

Trinity Hospitality work with over 750 properties across Ireland, UK and Europe assisting a diverse portfolio of profiles across all hospitality segments including hotels, resorts, serviced accommodation, hostels, guesthouses, restaurants, pubs and clubs.

Trinity Hospitality employ over 60 full time staff members across dedicated specialist teams that can tailor individual support services to your market profile, ensuring that profitability is maximised and cost efficiency is maintained at all times.

Areas of expertise include:

- ✓ **Purchasing**
- ✓ **Sales**
- ✓ **Revenue Management**
- ✓ **Group & Tours Representation**
- ✓ **Business Strategy**
- ✓ **Guest Loyalty**
- ✓ **Marketing & Digital Advertising**
- ✓ **Websites & Search Engine Optimisation**
- ✓ **IT**
- ✓ **Accounting**
- ✓ **HR**
- ✓ **Franchising**

Trinity Hospitality is a stand-alone subsidiary of PREM Group. PREM Group is one of Ireland's leading hospitality management companies with hotel and serviced apartment accommodation across Europe.

Relevant contacts

General Manager | Trinity Hospitality : Alan Cruite

Phone: 086 020 0499

Email: acruite@trinityhospitality.com

<p>Product mix</p>	<p>Trinity Hospitality hotel menus are constantly evolving to reflect changing tastes. Properties are encouraged to take influence from latest trends and most operate site specific menus to suit style, location and guest profile.</p> <p>Cuisine is largely a mix of Traditional, European and Asian with most food prepared from scratch in each hotel on the day to be consumed same day. Some meat, fish and vegetable produce is semi-prepared.</p> <p>All meals are catered for: Breakfast (cereals, pastries and cooked) Lunch (hot and cold) Dinner Bar food Snacks.</p> <p>Functions (varies by property) – weddings funerals parties conferences and banqueting corporate functions.</p> <p>All hotels are equipped with storage facilities.</p>
<p>Opportunities for Irish food and drink suppliers</p>	<p>Key purchasing decisions are made centrally by the Purchasing division of Trinity Hospitality. Purchasing handles all key negotiations and is the outright decision maker.</p> <p>Trinity Hospitality is always seeking innovation in product offerings. Sourcing Irish produce is favoured provided suppliers can compete against European counterparts on a price basis.</p> <p>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.</p> <p>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 price point is competitive.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>There is a preference to work with suppliers that have a small waste footprint and favour recycled and/or returnable packaging where possible.</p>

<p>Purchasing policy and supplier requirements</p>	<p>Suppliers must have a desire to work closely with Trinity Hospitality, 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.</p> <p>Suppliers must have the necessary infrastructure and resources to proactively manage individual accounts in a professional and customer focused manner.</p> <p>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.</p> <p>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.</p> <p>Monthly sales reports and annual volume reports must be provided and key suppliers must also attend quarterly or bi-annual review meetings.</p> <p>All suppliers must have appropriate accreditations in place before they will be considered.</p>
<p>Distribution providers</p>	<p>Trinity Hospitality work with a wide range of suppliers and distributors.</p> <p>Distribution is direct to each property.</p> <p>Suppliers are selected via the tender process and Trinity Hospitality 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.</p>
<p>Advice to new suppliers</p>	<p>Suppliers should visit the website www.trinityhospitality.com and/ or contact the General Manager for more information and details on how to become a nominated supplier.</p> <p>All suppliers are carefully vetted. References may be sought.</p>

LEISURE/EVENTS

Feast

Address: 56a Blackthorn Road, Sandyford Industrial Estate, Dublin 18

Website: www.feast.ie

Phone: 01 293 3934

Email: info@feast.ie

Company Profile	<p>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 <i>Coffee Shops</i> section of this Directory).</p> <p>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.</p>
Relevant purchasing contacts	<p>Director: Roark Cassidy Email: roark@itsa.ie (preferred method of communication).</p>
Product mix	<p>The focus is very much on high quality, fresh produce, meats and ambient goods.</p> <p>Feast offer a range of cuisines targeting a broad range of customers from weddings to corporate events.</p> <p>Cooking is from scratch at a centralised location (occasionally on site) and freshness is always paramount.</p>
Opportunities for Irish food and drink suppliers	<p>Different specialised artisan lines are always of interest, especially high-end wines, coffees, snacks and meats.</p> <p>Desserts are of particular importance to certain menus.</p> <p>Opportunities exist for suppliers of fresh meat, poultry and fish.</p> <p>Other areas of interest include healthy snack products and innovative Irish drink products ranging from health based to organic beverages.</p>
Purchasing policy and supplier requirements	<p>The company has a strong preference for local Irish produce.</p> <p>Feast requires a minimum of HACCP, while BRC and Bord Bia Quality Assurance (for relevant products) are also welcomed.</p> <p>Purchasing is centralised through Director Roark Cassidy.</p> <p>A supplier audit is conducted with all new suppliers. Existing suppliers are typically reviewed annually, but that is not always the case.</p> <p>A 6 day delivery is preferred, with deliveries required before 11a.m. Orders are currently placed by phone, although the company is in the process of upgrading to an electronic ordering system.</p>

	<p>Shelf life expectations and requirements are product dependent.</p> <p>The company has a core supplier base (approximately 45 suppliers).</p>
Distribution providers	<p>Pallas Foods, Odaios Foods, La Rousse Foods, Keelings and Total Produce are key partners.</p> <p>Deliveries are generally to the central unit in Sandyford where large volumes can be stored.</p>
Advice to new suppliers	<p>Feast is a strong supporter of Irish, regional artisan products.</p> <p>Many suppliers may overlap with other Itsa group businesses e.g. Itsa Bagel.</p> <p>Approach Director Roark Cassidy and/or existing distribution providers.</p> <p>Email is preferred contact option, detailing company and product information, followed up with a telephone call.</p>
Other Information	<p>60 day credit terms.</p> <p>LTA discounts expected for larger volumes.</p> <p>The company is open to stocking branded products.</p> <p>The company have both chilled and frozen storage facilities at its Sandyford location.</p>

Fitzers Catering Ltd

Address: 2050 Orchard Avenue, Unit 3, Citywest Business Campus, Dublin 24

Website: www.fitzerscatering.ie

Phone: 01 466 3005

Email: sales@fitzerscatering.ie

Company Profile	<p>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.</p> <p>Fitzers Catering Ltd. operates in a variety of divisions: Fitzers Corporate Catering, Fitzers Bar Services, Fitzers Event Management, and The Savage Food Company and The Vibrant Catering Co. All operate in their own individual style.</p> <p>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.</p> <p>Fitzers Catering Ltd. currently provides the entire catering for The Convention Centre, Dublin, Leopardstown, Fairyhouse, Navan Racecourses, The RCPI, The Law Society Dublin and Slane Castle.</p> <p>Fitzers Catering also supply a large number of the Film, Festival, Concert and Commercial Events throughout the country.</p>
Relevant purchasing contacts	<p>Group Executive Chef: Leonard Fearon Purchasing Group Manager: Suzanne Bryan Both can be contacted at (01) 466 3005</p>
Product mix	<p>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:</p> <ol style="list-style-type: none"> 1. Irishness 2. Health 3. Nutrition 4. Quality <p>The company is committed to buying Irish products and ingredients, when and where possible.</p> <p>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.</p> <p>Food preparation is venue dependent, however all food is served to give the best quality and taste in compliance with food and safety legislation.</p>

<p>Opportunities for Irish food and drink suppliers</p>	<p>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.</p> <p>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.</p> <p>Fitzers Catering Ltd. has a strong policy of supporting Irish producers and this is communicated on many menus stating that ingredients are Irish.</p> <p>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.</p>
<p>Purchasing policy and supplier requirements</p>	<p>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.</p> <p>Irishness, Quality, Sustainability, Service and Price are all part of the decision criteria.</p> <p>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.</p> <p>Suppliers can deal with each location, but purchasing is generally centralised via the main office in City West.</p> <p>Goods are delivered 7 days a week and the ordering process is done via email and phone.</p> <p>Suppliers must be fully compliant with legal labelling, Sustainability and packaging requirements.</p>
<p>Distribution providers</p>	<p>The company prefers the majority of producers to supply directly. In addition, La Rousse and Pallas Foods distribute specified products.</p>
<p>Advice to new suppliers</p>	<p>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.</p> <p>Preferred method of contact is through email or phone.</p>

	<p>The company encourages Irish producers to examine the company's menus to see where imported products could be substituted.</p> <p>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.</p> <p>Advance research of the company's full operation is essential for producers that wish to succeed.</p>
Other information	<p>The company has dried, chilled and frozen storage facilities.</p>

JCC Professional Catering Services

Address: Ashpark Heath, Lucan, Dublin 20

Website: www.jccatering.ie Phone: 01 621 4556 Email: john@jccatering.ie

Company Profile	<p>JC 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.</p> <p>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.</p> <p>JC Catering operates nationwide. The business is split evenly between corporate/private catering and events catering.</p> <p>The company operates in predominantly in the Leisure & Events foodservice channel and currently has contracts for The Irish Open Golf Championship, the Curragh racecourse, Tattersalls Country House, and many annual events. They are resident caterers at Powerscourt Golf Club, Co. Wicklow.</p> <p>JC Catering can cater for up to 25,000 at an event and can provide all resources necessary for large private events.</p>
Relevant purchasing contacts	<p>Managing Director: John Coughlan Email: john@jccatering.ie</p> <p>Operations Director: Barbara Coughlan Email: barbara@jccatering.ie</p>
Product mix	<p>All eating occasions are catered for and the company offer a wide range of food including gourmet dining, buffet, tapas, full service restaurant, fast food and coffee docks.</p> <p>JC Catering tailor catering to each events requirements. They offer a broad range menu with a focus on top quality cuisine.</p> <p>The company buys fresh ingredients and prepares and cooks food from scratch on site including pastry/cakes, breads and sauces.</p>
Opportunities for Irish food and drink suppliers	<p>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.</p> <p>The company encourages approaches from suppliers of new innovative products, or where a product would enhance their menus.</p> <p>JC Catering are looking for opportunities in high quality desserts, breads and fresh vegetables.</p>

	<p>The company is always looking for high quality unique products from good artisan suppliers.</p> <p>All products are sourced to a very high standard and this is a pre-requisite of any potential new products.</p>
Purchasing policy and supplier requirements	<p>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.</p> <p>Flexibility to deliver at short notice is important, as some events are booked at short notice.</p> <p>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.</p> <p>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.</p> <p>Orders are placed by email or telephone.</p> <p>There are no limitations or restrictions on case sizes. Shelf life is product dependent and each sites requirement is considered.</p>
Distribution providers	<p>Potential suppliers are expected to deliver to the company's central kitchen or to each site as required.</p> <p>Key suppliers include: Keeling's, Doyles Wholesale Meats, Pallas Foods, CJ O'Loughlin, Lynas Foodservice, Hanlons Fishmongers, Glanbia and Johnson Mooney & O'Brien.</p>
Advice to new suppliers	<p>Email is the preferred method of contact via the Managing Director.</p> <p>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.</p>
Other Information	<p>Credit terms are 30 days, but this is also event dependent. There are no Long Term Agreements in place with suppliers.</p> <p>The company is focused on promotion of their own brand, but is also open to working with brands.</p> <p>JC Catering sees a growth in chilled product and is moving more towards chilled over frozen products.</p>

Masterchefs Hospitality

Address: Building 7, Delta Retail Park, Ballysimon Road, Limerick

Website: www.masterchefs.ie Phone: 061 411 522 Email: sales@masterchefs.ie

Company Profile	<p>Masterchefs Hospitality (MH) is a contract and event catering company delivering catering and hospitality services to a broad range of venues, colleges, its own restaurants, weddings, events and outdoor catering.</p> <p>In June 2013, MH established the <i>Artisan Food Factory</i>, a high end manufacturing facility that supplies product to the company's Café Noir chain, in addition to a range of wholesale products for distribution.</p> <p>Contracts include: NUI Galway, University of Limerick; Thomond Park Stadium, Limerick; Powerstown Park, Clonmel and five Café Noir outlets.</p>
Relevant contacts	<p>Head Chef: Denis Cregan Email: sales@masterchefs.ie Phone: 061 411 522</p>
Product mix	<p>The cuisine is based on locally sourced Irish produce with French and Mediterranean influences and includes a large selection of starters, main courses, finger and buffet food, desserts, breads, salads etc.</p> <p>Café Noir has a central production facility (the Artisan Food Factory) for all its café outlets. Masterchefs Hospitality cooks on-site in other outlets.</p>
Opportunities for Irish food and drink suppliers	<p>MH offers 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 products and innovative products.</p> <p>Distribution is often an issue for artisan producers, but MH has its own vans and will accommodate artisan producers where possible.</p> <p>MH is committed to purchasing Irish meat, poultry and dairy produce and to sourcing and buying Irish ingredients when available and in season.</p> <p>There is some room for brands in the operation due to the number of outlets they cater for, but the company also operates its own brands e.g. Café Noir, Artisan Food Company and Masterchefs Hospitality itself.</p> <p>MH sees greater growth in chilled rather than frozen foods due to an increased focus on quality.</p>
Purchasing policy and supplier requirements	<p>MH has a strong preference to source local produce where possible.</p>

	<p>The purchasing policy is a combination of quality, price and consistency of product quality and service levels. MH requires guaranteed supply of products.</p> <p>All suppliers are audited for QC purposes against MH's own criteria which must be complied with.</p> <p>On site audits carried out by a third party at MH's request are paid for by the supplier.</p> <p>MH may look for references from other companies and relevant health authorities.</p> <p>New suppliers should have appropriate accreditation from a third party before approaching MH.</p> <p>All purchasing is centralised through the accounts department and Head Chef.</p> <p>Chefs in larger sites make some purchasing decisions for local specialist produce due to logistical reasons, but all suppliers must be on the approved supplier list.</p> <p>The Head 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 Head Chef in the first instance.</p> <p>The majority of suppliers make their own deliveries to sites.</p> <p>The preferred case size and shelf life expectations and requirements are subject to individual specs and are unique to each product.</p>
Distribution providers	<p>MH deals directly with producers for most products.</p> <p>For dry goods MH uses Musgrave Foodservices and La Rousse Foods.</p> <p>For fruit and vegetables they use Curley's Quality Foods in Galway.</p>
Advice to new suppliers	<p>Potential new suppliers should contact the Head Chef on 061 411 522.</p>

Prestige Catering Ltd

Address: Unit E5 Grange Industrial Estate, Ballycurreen, Cork

W: www.prestigecatering.ie

Phone: 086 838 3006

E: jgrimes@prestigecatering.ie

Company Profile	<p>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.</p> <p>Prestige Catering caters to a number of markets, principally: canteen services, corporate luncheon solutions, consultancy services, cookery schools, facility services, parties, events and weddings. The company operates mainly in the south region of the country.</p> <p>The company provides full facility solutions for a number of blue chip clients, as well as staff canteens on a variety of scales and budgets. Contracts include Pfizer, Ernst & Young and Cork City Council. The business is split evenly between event and contract catering.</p> <p>Prestige Catering Ltd. operates from a 3,500 sq. foot production facility and is able to cater for up to 5,000 covers per week.</p> <p>They have recently set up a consultancy service, aimed at assisting other food operators in delivering better returns from their food and deli operations.</p>
Relevant purchasing contacts	<p>Operations Director: James Grimes Email: jgrimes@prestigecatering.ie Phone: 086 838 3006</p> <p>Commercial Director: Colin Ross Email: cross@prestigecatering.ie Phone: 086 838 5797</p>
Product Mix	<p>Prestige Catering offers a wide variety of food offerings including BBQs, Tex Mex buffets, gourmet luncheon buffets and sandwiches.</p> <p>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.</p> <p>The company prides itself in providing excellent value for money and unparalleled service. It understands the importance of working within clients' budgets.</p> <p>All food is produced from scratch, either at their own production facility or at each site.</p>

<p>Opportunities for Irish food and drink suppliers</p>	<p>Prestige Catering are supportive of Irish suppliers, with 90% of produce being supplied by local operators including chicken, beef, fish and dairy.</p> <p>The company will only use ingredients from outside Ireland where an Irish option does not exist e.g. coconut milk or spices.</p> <p>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.</p> <p>The company has identified opportunities in pates, terrines, pastrami, and Irish corned beef. The company also sees an opportunity for non-disposable specialised presentation solutions i.e. presentation plates, platters.</p> <p>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.</p>
<p>Purchasing Policy and supplier requirements</p>	<p>Prestige Catering Ltd. has a preference to source locally. The company undertakes supplier audits on a regular basis, for which there is no charge.</p> <p>Purchasing is agreed with the Directors and then monitored by the various team leaders. Unit operators and the Operations Director influence all purchase decisions.</p> <p>HACCP is a minimum requirement.</p> <p>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.</p> <p>Frequency of goods inwards is daily. Orders are placed via phone or email.</p> <p>Shelf life expectations and requirements are dependent on product category.</p>
<p>Distribution providers</p>	<p>Distribution providers include Musgrave Foodservices, Pallas Foods and Total Produce as principle suppliers.</p>
<p>Advice to new suppliers</p>	<p>Potential new suppliers should contact the Operations Director by phone after 2p.m or by email anytime.</p> <p>The company is open to approaches from new suppliers capable of offering a high quality product.</p>

With Taste

Address: 60-61 Cherry Orchard Industrial Estate, Dublin 10

Website: www.withtaste.ie

Phone: 01 626 8293

Email: liam@withtaste.ie

Company Profile	<p>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:</p> <p><i>Hospitality Concepts</i> 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.</p> <p>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, the Private Members Club at the O2, the O'Reilly Hall in UCD, the Round Room at the Mansion House and Tower Restaurant Glasnevin Museum.</p> <p><i>Corporate Cuisine</i> – 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 2017, Gloss Look The Business</p> <p>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.</p>
Relevant contacts	<p>Managing Director : Barry Coffey Email: barry@withtaste.ie Phone: 01 260 2632 / 083 149 0818</p> <p>Culinary Director: Garrett Duff Email: garrett@withtaste.ie Phone: 01 626 8293/ 087 942 6703</p> <p>Logistics Manager: Liam Bannable Email: liam@withtaste.ie Phone: 01 626 8293 / 087 767 8333</p> <p>Purchasing Officer: Tomasz Pekoslowski Email: tomaszp@withtaste.ie Phone: 01 626 8293/ 083 1026 0096</p>
Product mix	<p>A wide range of cuisines are provided as events vary from corporate banqueting, fine dining, weddings, themed events, marquee events, conferences and foodservice.</p>

	<p>All food for the catering business is prepared and cooked from quality ingredients in the central kitchen on a cook and serve basis.</p>
<p>Opportunities for Irish food and drink suppliers</p>	<p>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.</p> <p>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.</p> <p>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.</p>
<p>Purchasing policy and supplier requirements</p>	<p>Compliance to food safety standards, quality, adherence to specifications and pricing are all considerations taken into account when selecting suppliers.</p> <p>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.</p> <p>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.</p> <p>Purchasing is centralised through the Purchasing Manager who liaises closely with the Executive Chef, a member of Euro Toques Ireland www.euro-toques.ie/</p> <p>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.</p> <p>Contracts are reviewed on an on-going basis, with food requirements for large events such as the Dublin Horse Show tendered separately. The central kitchen operates five to six days per week and daily morning delivery of very short shelf life ingredients is required.</p> <p>Shelf life is product dependent, with the majority of produce delivered fresh.</p>
<p>Distribution providers</p>	<p>The company has over 150 suppliers in total. The supplier list includes fresh meats, fish, dairy, dried goods, fruit and vegetables and bespoke ingredients.</p> <p>A considerable amount of small, large and specialist producers and suppliers deliver directly to the central kitchen.</p>

Advice to new suppliers	<p>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.</p> <p>Suppliers should be cognisant of the need for competitive pricing in the current market.</p>
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TRAVEL

Aer Lingus Catering

Address: Flight Kitchen, Dublin Airport

Website: www.aerlingus.com Phone: 01 886 2632 Email: james.keaveney@aerlingus.com

Company Profile	<p>Aer Lingus and its flight kitchen have been in operation since the 1930s. Over that period the industry has seen many changes.</p> <p>A team of six chefs currently prepares meals in the flight kitchen for business class passengers on the transatlantic flights. Meals for economy passengers on transatlantic flights are bought in frozen, ready to heat.</p> <p>Sandwiches for the in-flight trolley service are produced off-site by a separate supplier.</p>
Relevant purchasing contacts	<p>Head Chef: James Keaveney Email: james.keaveney@aerlingus.com Phone: 01 886 2632</p>
Product mix	<p>On transatlantic flights, the cuisine on offer to business class passengers is international and includes Irish, Asian and Mediterranean inspired dishes.</p> <p>The business class transatlantic service consists of four menus (known as rotations) which are rotated every month. Each rotation menu contains four main meal options as follows:</p> <ol style="list-style-type: none"> 1) Red meat – beef or lamb 2) White meat – chicken or duck 3) Vegetarian 4) Fish <p>Main dish meals for business class service are prepared from fresh ingredients, then chilled and reheated on the aircraft. Canapés, starters and desserts are bought in, chilled or frozen and re-heated on the aircraft if required. Breakfast cereals and pastry items are also bought in.</p> <p>An enhanced menu option is to be introduced on European flights. A passenger will be able to order and purchase an enhanced meal when making the flight booking.</p> <p>Aer Lingus also provides a catering service for some other airlines.</p>
Opportunities for Irish food and drink suppliers	<p>There are up to 120 meals per day produced in the flight kitchen for the business class transatlantic service. Where possible, Irish ingredients are used in the flight kitchen.</p> <p>When the menus are redesigned, opportunities will exist for new suppliers to propose products and menu suggestions.</p> <p>Menus duration is normally 18 to 24 months. Items for the enhanced menu will be produced by existing suppliers.</p>

	<p>The number of economy passenger meals on the transatlantic service varies from 1,200 to 2,200 per day and depends on the number of passengers travelling. The economy meals are currently produced in Ireland. They are bought in frozen, ‘tempered down’ in the flight kitchen and then heated on the aircraft.</p> <p>In addition to the above, approximately 2,000 sandwiches are purchased daily for the trolley service. These are currently produced in Northern Ireland.</p> <p>Tenders for trolley service food items are generally set against a three year period. Aer Lingus is currently reducing the number of suppliers and introducing a more automated ordering and supply system. This is with a view to streamlining its operations and reducing costs.</p> <p>Tender announcements and details are available on the website www.etenders.gov.ie.</p> <p>Areas in which there may be growth include ‘healthy eating’ and Halal products. As more airlines fly to the middle-east and beyond, or use Dublin as a hub for flights to the USA, the possibilities for suppliers of Halal products may increase.</p> <p>Where possible, only Irish ingredients are used in the Aer Lingus flight kitchen. All the production of sandwiches and economy meals is outsourced to producers on the island of Ireland. Thus the opportunities for import substitution are limited.</p> <p>Innovative new products that are suitable for airline catering are deemed few and far between due to the specific requirements for in-flight catering – such as shelf-life, traceability and the ability to be re-heated.</p>
<p>Purchasing policy and supplier requirements</p>	<p>The purchasing policy is to procure the specified quality at a competitive price.</p> <p>Suppliers are subject to a food safety audit by Aer Lingus, which uses its own audit criteria. There is no charge for these audits.</p> <p>Purchasing is centralised through the Head Chef, the Catering Manager and the Purchasing Department. The procedure is to take three quotes and then take samples.</p> <p>The Head Chef reviews samples from various suppliers to meet a particular need. Prices are reviewed and agreed with the Catering Manager.</p> <p>The Purchasing Department reviews price, quality, specifications and logistics of the proposed product in advance of auditing the supplier. Factors other than price are very important.</p>

	<p>The chefs advise the Purchasing Department of quantities to be ordered. Suppliers receive orders from the Purchasing Department via email or telephone. This procedure is in the process of becoming more automated.</p> <p>Deliveries are received Monday to Friday, with the exception of bread and sandwich deliveries which are received seven days per week.</p> <p>In relation to preferred packaging, Aer Lingus prefers products to be delivered in plastic baskets that are the property of the supplier. The supplier should be in a position to take back empty baskets as they supply full ones.</p> <p>If possible, the use of wooden packaging and pallets is to be avoided. Wooden packaging is not allowed into the flight kitchen.</p> <p>There are no particular packaging requirements for deliveries to Aer Lingus other than those specified above. Particular requirements may be specified in the purchasing terms.</p> <p>Labels must meet all legal requirements and state best before dates, whether the contents are fresh or frozen and whether they may be reheated from frozen. Halal certification must also be stated where segregation is required for Halal specified foods.</p> <p>Shelf-life requirements are generally long and many products may not meet airline requirements because of this e.g. the shelf-life requirement for muffins is six weeks.</p>
Distribution providers	<p>Distributors to the flight kitchen include Pallas Foods, La Rousse, BWG and Musgrave Foodservices.</p> <p>A number of suppliers (including meat and fresh produce) deliver directly.</p>
Advice to new suppliers	<p>New suppliers should contact the Head Chef, preferably by email and arrange to send in samples for review.</p> <p>Potential suppliers should be aware of the need for consistency and reliability in relation to both the product and the delivery schedule.</p> <p>Producers should be pro-active in contacting and communicating with the Head Chef.</p>
Other information	<p>Aer Lingus catering has Long Term Agreements i.e. over one year, with several suppliers. The terms of the agreement will tend to vary based on the product and the length of the previous relationship with the supplier.</p> <p>Long Term Agreements regarding fresh produce pricing are not always possible.</p>

	<p>Brands are used where customers expect to see them and can be an important part of the in-flight food offering. Aer Lingus is a strong brand in its own right and this can help suppliers.</p> <p>The proportions of chilled and frozen foods have remained constant. Aer Lingus is open to contact from potential suppliers with products delivering new opportunities.</p>
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daa plc *NEW

Address: daa plc, Head Office, Dublin Airport, Co Dublin, K67CC01
Website: www.daa.ie Phone: (01) 814 1111 Email: info@daa.ie

Company Profile	<p>About daa:</p> <p>daa is an airport management company with over 75 years of aviation industry experience. The Company operates the two largest international airports in the Republic of Ireland, Dublin Airport and Cork Airport and aims to deliver a quality airport travel experience to the best international standards. In total, more than 30 million passengers used Dublin and Cork airports during 2016.</p> <p>daa's subsidiaries include the global travel retail company ARI and daa International. daa is owned by the Irish State, but is a fully commercial company that receives no funding from the Exchequer.</p> <p>ARI operates award-winning travel retail outlets in North America, Europe, the Middle East, India and New Zealand and also has airport investments at Düsseldorf, Larnaca and Paphos airports. daa International operates Terminal 5 at King Khaled International Airport in Riyadh, Saudi Arabia.</p> <p>Through all operations of the daa group the company employs over 3,600 people internationally, with group turnover of €793million. Through their airports, retail outlets and airport investments, the Group provides services to 135 million people in 11 different countries.</p> <p>About Dublin Airport:</p> <p>Dublin Airport was the fastest-growing large airport in Europe last year and is Ireland's key transport gateway. Passenger numbers at Dublin increased by 11% to a record 27.9 million in 2016, helped by 19 new routes and additional capacity on 31 existing services. Dublin has the best connectivity to London of any European airport and is the fifth largest airport in Europe for North American connectivity. Over 44 airlines operate at Dublin Airport to over 185 destinations. Dublin Airport is the only European capital with US pre-clearance.</p>
Relevant purchasing contacts	Head of Food & Beverage: Brendan Dee Email: brendan.dee@daa.ie
Product mix	<p>Food & beverage demand at Dublin Airport has increased ahead of passenger growth. Via a concession arrangement, Dublin airport has over 40 Food & Beverage outlets across both Terminal 1 and Terminal 2 and the four boarding gate piers.</p> <p>The Food & Beverage concessionaires are centrally managed by the commercial team at Dublin Airport.</p>

	<p>Dublin Airport has an objective to deliver an outstanding airport experience for its growing passenger base across all of its Food & Beverage outlets.</p> <p>Dublin Airport offers a wide variety of eating options for passengers ranging from coffee and quick grab & go offers to full sit-down meals. The airport is constantly exploring new options to enhance the passenger experience.</p>
<p>Opportunities for Irish food and drink suppliers</p>	<p>Dublin Airport's key objectives for food & beverage are:</p> <ul style="list-style-type: none"> • To deliver an outstanding Food & Beverage experience for a growing passenger base • To be at the forefront in terms of embedding latest innovation & technologies • To adapt and anticipate change to trends, profiling of passengers and consistently provide the best Food & Beverage offering at Dublin Airport • Ensure that the Food & Beverage offering is a memorable experience • Encourage concessionaires to buy Irish products and to source locally produced goods as much as possible <p>Dublin Airport is the first and last touch point for 68% of all travellers who come to the island of Ireland by air. This creates a unique opportunity to ensure visitors have a positive Irish experience at the beginning and at the very end of each visit.</p> <p>Almost half of Dublin Airport passengers consume food at the airport, with two thirds consuming some sort of non-alcoholic drink. Food & Beverage is a key driver of passenger satisfaction.</p> <p>The airport offers Irish producers the opportunity to showcase their products to a national and international audience.</p> <p>A strategic review of the Food & Beverage offering at the airport is currently being undertaken and daa looks forward to including more Irish food and drinks suppliers as part of the process.</p>
<p>Purchasing policy and supplier requirements</p>	<p>It is the responsibility of the Concessionaire to ensure full compliance with all regulations relating to Health & Safety and Airport By-Laws etc.</p> <p>The Concessionaire is required to contact the H.S.E. (Health Services Executive) before commencing any building work on the site.</p> <p>Purchasing is the responsibility of the concessionaire and is a centralised logistics solution.</p>
<p>Distribution providers</p>	<p>Dublin Airport deals with concessionaires directly.</p>

<p>Advice to new suppliers</p>	<p>Dublin Airport is always happy to meet with potential new suppliers that meet the necessary criteria to operate in the airport environment.</p> <p>Potential new suppliers should contact the Head of Food & Beverage via email highlighting the potential for their product in an airport environment.</p>
<p>Other information</p>	<p>Dublin Airport has room for new and established brands, both local and international and can be viewed as a potential launch pad for local talent.</p> <p>The Company receives frequent expressions of interest via phone and email and is open to arranging a meeting with any potential concession that feels they are ready to operate at Dublin Airport.</p>

EFG Catering

Address: Knockbeg Point, Shannon Airport, Shannon, Co. Clare
 Website: www.efg.ie Phone: 061 475 629 Email: lorraine@efg.ie

Company Profile	<p>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.</p> <p>It has also diversified into retail food manufacturing of a gourmet range of handmade sandwiches and salads under the trade name Zest!</p> <p>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.</p>
Relevant purchasing contacts	<p>Head Chef: Danny Miller Email: danny@efg.ie Phone: 061 475 626</p>
Product mix	<p>Each customer has its own detailed menu specifications.</p> <p>The meals for business and first class customers are prepared in-house in accordance with the airline's specifications.</p> <p>The meals for economy class passengers are ordered from the UK and Continental Europe through a specialised distribution network.</p> <p>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.</p> <p>The vast majority of in-flight food is prepared to heat, or prepared to eat in advance of boarding.</p>
Opportunities for Irish food and drink suppliers	<p>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.</p> <p>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.</p> <p>Key areas for growth in terms of existing product offering are baked goods and fresh, ready to eat products.</p>

	<p>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.</p>
Purchasing policy and supplier requirements	<p>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:</p> <ol style="list-style-type: none"> 1) Corporate and Private Jets – quality is the only consideration. 2) Business and First Class – quality at a reasonable cost. 3) Economy – cost is the primary consideration. <p>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.</p> <p>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.</p> <p>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.</p> <p>Products are assessed for quality by the Head Chef and the Production Manager.</p> <p>The Chef and Production Manager place orders; predominantly by phone</p> <p>Goods are received between 6a.m. and 4p.m.</p> <p>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.</p> <p>Shelf-life requirements are very much product specific.</p>
Distribution providers	<p>The company has over 40 suppliers (both Irish and international) of ambient, chilled and frozen products.</p> <p>Major distributors used are: Mangans Wholesale (part of BWG Foodservice), Pallas Foods, Complete Cuisine, Clancy Lewis and Crossgar. A number of local producers deliver directly. They also use artisan providers.</p>
Advice to new suppliers	<p>Contact the Purchasing Administrator via email and arrange a meeting via telephone. The company is a strong supporter of local producers.</p>

Other information	<p>All suppliers are paid on the 15th of the month following invoice and supply.</p> <p>EFG Inflight Ltd has Long Term Agreements with its larger suppliers.</p> <p>EFG Inflight Ltd has a preference for products which could be labelled or branded for Zest.</p> <p>The company has storage facilities for both chilled and frozen foods.</p>
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HMShost Ireland Ltd

Address: Main Terminal Building, Cork Airport, Cork

Website: www.hmshost.international/ Email: maggie.finnegan@hmshost.net

Company Profile	<p>HMShost Corporation, part of the Autogrill Group, is a world leader in travel shopping and dining in more than 100 airports and 15 countries around the globe. HMShost Ireland Ltd (HMShost) opened its first Irish operations in Cork Airport in 2006. Since then, the company has opened further operations in food and beverage in Dublin Airport.</p> <p>Dublin Airport</p> <ul style="list-style-type: none"> • Harvest Market (market style free flow restaurant offering a local flavour). • Irish Meadows (local branded coffee concept with hot and cold snacks). • Lavazza (branded coffee concept with hot and cold snacks). • Puro Gusto (branded coffee concept). • Java Pod (local branded coffee concept).
Relevant purchasing contacts	<p>Maggie Finnegan Email: maggie.finnegan@hmshost.net</p>
Product mix	<p>Selection of locally sourced products, with a mix of some international brands.</p>
Opportunities for Irish food and drink suppliers	<p>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.</p> <p>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.</p>
Purchasing policy and supplier requirements	<p>HMShost has a strong preference to source local produce.</p> <p>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.</p> <p>Within a tender process for product categories, HMShost tries to involve as many local companies as possible.</p> <p>From a purchasing and supply chain point of view, HMShost tries to combine as many suppliers into one overall distribution network as possible.</p> <p>This is to help reduce the number of deliveries into each airport. HMS Host aims to use one distributor for most stock items.</p>

	<p>The agreement of terms is done as part of the tender process where the three parties (HMSSHost, producer and distributor) agree on the financials, fees, stocking levels etc.</p> <p>All financials are taken into account in a tender round.</p> <p>Contact is through the Assistant Purchasing Manager for Ireland. Orders are placed by the locations themselves. Deliveries are both daily and weekly.</p> <p>Ordering from suppliers is by fax. Websites are not used for purchasing and Electronic Data Interchange (EDI) is not required.</p> <p>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.</p>
Distribution providers	<p>HMSSHost has a small number of distributors that handle their stocks and deliver to the different airports on a regular basis.</p> <p>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.</p>
Advice to new suppliers	<p>Contact Maggie Finnegan for Ireland via email in the first instance.</p>
Other information	<p>The company uses a mix of Irish and international brands at each of its locations. It has both chilled and frozen storage facilities.</p>

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

Company Profile	<p>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 Rosslare and the ports of Cherbourg and Roscoff in France. Its core businesses are passenger and freight transportation.</p> <p>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 2016 the company carried 1.623 million passengers.</p> <p>Irish Ferries operate galleys on all their services and are significant players in the foodservice market. The fleet is summarised below:</p> <p>Motor Vessel (MV) <i>Isle of Inishmore</i> serves the Rosslare to Pembroke route and caters for up to 2,200 passengers per single trip.</p> <p>MV <i>Oscar Wilde</i> serves the Rosslare to Cherbourg and Rosslare to Roscoff routes and caters for up to 1,600 passengers per single trip.</p> <p>MV <i>Epsilon</i> is the latest vessel to join the Irish Ferries fleet. The vessel operates on the Dublin Holyhead route (Tuesday to Saturday) and offers a direct Dublin to Cherbourg route each weekend. The “economy” styled vessel caters for up to 600 passengers and their cars.</p> <p>MV <i>Ulysses</i> serves the Dublin to Holyhead route and caters for up to 1,900 passengers per single trip. It is the largest passenger ferry in the world, as a result of its large vehicle carrying capacity.</p> <p>High Speed Craft (HSC) <i>Jonathon Swift</i> serves the Dublin to Holyhead route and caters for up to 800 passengers per single trip.</p> <p>A wide range of customers purchase food on the company’s ferries, with more meal purchases taking place on the Ireland – France routes.</p>
Relevant purchasing contacts	<p>On Board Services Manager: Fergal Kelly Email: fergal.kelly@irishferries.com Phone: 01 607 5700</p>
Product mix	<p>On board there are separate eating facilities for crew and passengers.</p> <p>All the MV vessels have complete galleys and cook food from scratch, except for bread, dry goods, breakfast cereals and fresh fruit and vegetables.</p>

	<p>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.</p> <p>The MV <i>Isle of Inishmore</i> has one food outlet which serves hot and cold meals.</p> <p>MV <i>Epsilon</i> has one food outlet which serves hot and cold meals.</p> <p>The MV <i>Oscar Wilde</i> has three food outlets. A waiter service restaurant, a steak house, and a cafeteria type restaurant that caters for families (serving pizza, chicken, chips, fish, burgers, sausages etc).</p> <p>The MV <i>Ulysses</i> has a carvery service restaurant for the public and a second carvery service restaurant for commercial drivers.</p> <p>The HSC <i>Jonathan Swift</i> has one main food outlet on board which includes a carvery offering.</p> <p>All vessels serve healthy and vegetarian options.</p>
<p>Opportunities for Irish food and drink suppliers</p>	<p>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.</p> <p>The company does not see many areas for new products or growth in product ranges. At the moment there is a tendency to retrench to traditional items in line with reduced consumer spending.</p> <p>The company does not see opportunities for import substitution as it has a policy of supplying Irish made foodstuffs where possible.</p>
<p>Purchasing policy and supplier requirements</p>	<p>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.</p> <p>Suppliers should contact the Purchasing 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.</p> <p>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.</p> <p>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.</p>

	<p>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.</p> <p>Purchasing is centralised through the Purchasing Manager. The supply base is constantly under review.</p> <p>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.</p> <p>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.</p>
Distribution providers	<p>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 Purchasing Manager.</p>
Advice to new suppliers	<p>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.</p> <p>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.</p>
Other information	<p>Credit terms for Irish Ferries are 30 days.</p> <p>The company has LTAs (Long Term Agreements) with some suppliers.</p> <p>Brands are used where they are recognised by and requested by passengers on the ships.</p>

Retail inMotion

Address: Hangar 57, Blackthorn Road, Sandyford, Dublin 18

Website: www.retailinmotion.com Phone: 01 445 1212 Email: products@retailinmotion.com

Company Profile	<p>Retail inMotion specialise in providing products for airlines who offer a buy on board food & drink service and is a Total Food Solutions provider for Buy-on-Board. Products range from freshly prepared products to ambient snacks and meals to hot drinks.</p> <p>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.</p> <p>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.</p>
Relevant purchasing contacts	<p>Product & Communications Manager: Aoife Ryan Email: aoife.ryan@retailinmotion.com</p>
Product range	<p>Retail inMotion offers a comprehensive portfolio of both 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.</p> <p>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.</p>
Sectors served	<p>The company specialises in in-flight catering at all price levels, covering both the buy on board and complimentary sectors.</p>
Opportunities for Irish food and drink suppliers	<p>Retail inMotion has a significant client base in the travel retail market across the world. Existing customers include Ryanair, Rail Gourmet UK and Aer Lingus. Their products are stocked on both legacy and low cost carriers 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.</p> <p>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.</p> <p>As part of its Global Procurement Initiative, the company continuously strives to promote sustainability and environmentally friendly products.</p>

<p>Purchasing Policy</p>	<p>Retail inMotion’s goal for every purchasing transaction is to obtain the best value possible.</p> <p>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.</p> <p>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 ‘<i>Vector</i>’ that provides customers with an ‘end-to-end’ in-flight retail management solution.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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 Product Manager.</p>
<p>Supplier requirement and ordering procedure</p>	<p>All suppliers need to be able to manage the logistics of deliveries into the central distribution centres and should price efficiently for volume orders.</p>
<p>Other Information</p>	<p>Retail inMotion uses a mix of both Irish and international brands at each of its locations. It has both ambient and frozen storage facilities.</p>

SSP Ireland

Address: 10-12 LinkBuilding, Mezzanine level, Terminal 1, Dublin Airport, Co. Dublin
 Website: www.foodtravelexperts.com Phone: 01 852 8800 Email: purchasing@ssp.uk.com

Company Profile	<p>SSP (Ireland), The Food Travel Experts, is the leading dedicated operator of food and beverage brands in travel locations worldwide, with operations in 140 airports and 300 railway stations in 32 countries.</p> <p>Since its takeover of catering facilities at Dublin airport in 1984, SSP now serves approximately 55,000 of Dublin’s passengers per week through its eight outlets across both terminals.</p>
Relevant purchasing contacts	<p>Purchasing Director: Greg Woodland Email: purchasing@ssp.uk.com (preferred method of contact). Local contact at Dublin Airport: Bogdan Avramenko Mobile: 086 415 8072</p>
Product mix	<p>SSP’s franchise operations in Dublin Airport include the following:</p> <p>Burger King (T1 & T2) A fast food brand that prides itself on its “taste the difference” ethos and unique flamed-grilled burgers that are made from 100% Irish beef.</p> <p>Soho Coffee Co (T1) Soho Coffee Co is dedicated to serving organic, fair-trade coffees from around the world along with fresh food.</p> <p>Starbucks (T1) Coffee experts.</p> <p>SSP own brand operations in Dublin Airport include the following:</p> <p>Upper Crust (T1) Baguettes baked fresh throughout the day and offering a wide selection of fillings.</p> <p>Slaney Bar (T2) and Angel’s Share Bar (T1) Modern bar offering full range of beers, wines, spirits, tea and coffee in addition to breakfast and bar food throughout the day.</p> <p>Flutes Bar (T2) Champagne, wine and tapas food offerings.</p>
Opportunities for Irish food and drink suppliers	<p>In response to the changing needs of passengers, SSP Ireland, in conjunction with Envirosell and Clear, conducted global food travel research. The key finding showed that 66% of passengers perceive food and beverage to be a priority when in an airport.</p> <p>With this in mind, SSP Ireland is continually seeking ways in which to add value to the passenger experience. Nowhere has this been more prevalent than at Dublin airport.</p> <p>Potential suppliers should thoroughly research the menus of existing outlets and approach SSP with products that fit the branding of these outlets, providing a wider choice of food offerings.</p>

<p>Purchasing policy and supplier requirements</p>	<p>SSP is always keen to work with local suppliers. Food quality, safety, meeting legal requirements and demonstrating due diligence is mandatory.</p> <p>SSP requires BRC or equivalent food safety accreditation. All suppliers must be audited by SSP or its representatives. All audits are at the supplier's expense. All new suppliers must have accreditations commensurate with the risk of their operation.</p> <p>SSP operates standard terms and conditions which are shared with current and potential suppliers.</p> <p>Purchasing is centralised through the Purchasing Director. The New Product Development, brand management and purchasing departments influence purchasing decisions.</p> <p>Various events trigger a tender or review process of SSP's extensive product range. The purchasing department agrees the terms and the individual units order goods.</p> <p>There are daily delivery windows into third party distributors and SSP is always looking for efficiencies in reducing drop numbers.</p>
<p>Distribution providers</p>	<p>Distributors to SSP include:</p> <ul style="list-style-type: none"> • Irish Merchants • Derrynaflan • Musgrave Foodservice • Pallas • Hendersons Foodservice
<p>Advice to new suppliers</p>	<p>Potential suppliers should contact SSP via the purchasing email address above.</p>

INSTITUTIONAL (COST) CHANNELS

BUSINESS & INDUSTRY (B&I)

Aramark Northern Europe

Address: Head Office, Northern Cross, Malahide Road, Dublin 17

Website: www.aramark.ie

Phone: 01 816 0700

Email: info@aramark.ie

Company Profile	<p>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</p> <p>Employing over 13,000 people across Ireland, UK and Denmark, Aramark Northern Europe’s mission is to deliver experiences that enrich and nourish lives wherever people learn, work, rest, play and recover.</p>
Relevant purchasing contacts	<p>Foodservice Buyer: Chris Graham Email: graham-christopher@aramark.ie Phone: +353 1 816 0700</p>
Product mix	<p>As part of Aramark’s food services 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.</p> <p>All types of cuisine are provided at client locations, from hospitality and event catering to day-to-day workplace food service provision or stadium and visitor experience catering. Within our Healthcare division we provide patient and staff feeding and on campus catering in education universities and colleges.</p>
Opportunities for Irish food and drink suppliers	<p>Local products are actively promoted in locations as part of our sustainability, farmers market and health and wellness seminars.</p> <p>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.</p> <p>The company is examining potential efficiencies across the supply chain and is heavily focused on sustainability.</p>
Purchasing policy and supplier requirements	<p>Aramark is committed to buying locally where possible. The default position is to buy locally, 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. The focus has moved from product ‘handled’ in country, to product manufactured and grown in country.</p> <p>At Aramark 90% of protein and vegetables are purchased fresh, as opposed to frozen.</p> <p>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.</p>

	<p>BRC accreditation is recognised. 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.</p> <p>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.</p> <p>Each site currently orders individually through an on-line ordering system or by phone, fax 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.</p> <p>Aramark expects their suppliers to be compliant in terms of packaging and labelling requirements, with a strong focus on health and wellness in advance of calorie counting being introduced.</p>
Distribution providers	<p>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.</p> <p>Small “direct to store” suppliers are also accommodated, however they need to meet specific requirements in terms of Food Safety, Insurance and Invoicing.</p>
Advice to new suppliers	<p>Suppliers should put together a proposal on why a product will work and what it will add to Aramark’s portfolio.</p> <p>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</p> <p>The buyer has limited time to assign to any one project, therefore the most immediately beneficial projects to Aramark Northern Europe will take precedence.</p> <p>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.</p> <p>Also watch out for Aramark’s Supplier Search program which is a key feature of the bi-annual Catex exhibition.</p>
Additional information	<p>Credit terms are 45 days.</p> <p>There is room for brands in the company’s operation. The company has both chilled and frozen storage facilities.</p>

BaxterStorey Ireland

Address: 2nd Floor Avoca Building, Fitzmaurice Road, Rathcoole, Co. Dublin
 Facebook: BaxterStoreyIreland Twitter: @baxterstoreyire Phone: 01 458 0674

Company Profile	<p>BaxterStorey Ireland was established in Ireland in 2007. Since 2007, the company has grown its locations in Ireland to 85, with an annual turnover in-excess of €42M.</p> <p>BaxterStorey Ireland currently operates in Business & Industry, Leisure, Education and Healthcare Sectors.</p> <p>Of the 96 locations operated in the ROI, 65% are in the greater Dublin (Leinster region), with the remaining locations being concentrated throughout the rest of Ireland. The company experienced strong growth in Munster in 2016.</p> <p>BaxterStorey Ireland currently employs in excess of 850 staff.</p>
Relevant purchasing contacts	<p>Purchasing Manager: Connie Greally Email: cgreally@baxterstorey.com Executive Development Chef: Audrey Crone Email: acrone@baxterstorey.com</p>
Product mix	<p>BaxterStorey Ireland has a strong focus on use of fresh, locally sourced and seasonal produce.</p>
Opportunities for Irish food and drink suppliers	<p>BaxterStorey Ireland is focused on Food Innovation, using insights to tailor bespoke Catering Solutions for their clients across all the sectors in which the company operates.</p> <p>The company is looking to engage with local artisan producers that have new, innovative products to offer.</p> <p>BaxterStorey Ireland is interested in approaches from regional suppliers that can service their business, particularly as the company grows in the regions.</p>
Purchasing policy and supplier requirements	<p>Suppliers should be aware that quality, value and service are extremely important to BaxterStorey Ireland, who look to work in partnership with their supply base.</p> <p>The company performs supplier audits, usually on an annual basis. Audit frequency is dependent upon the risk category.</p> <p>The purchasing function is managed locally by Connie Greally and Tenders are issued as and when required.</p> <p>BaxterStorey Ireland has a policy of nominating a minimum of two suppliers per food category.</p> <p>Ordering is normally completed online.</p>

Distribution providers	BaxterStorey Ireland does not operate a Centralised Distribution Operation.
Advice to new suppliers	Email is the preferred method of contact for potential new suppliers and they should make contact the Executive Development Chef, Audrey Crone or Purchasing Manager, Connie Greally.
Other information	Credit terms are 45 days.

Compass Group Ireland

Address: 3rd Floor, 43a Yeats Way, Parkwest Business Park, Dublin 12

W: www.compass-group.ie Phone: 01 629 6150 E: commercialsupportline@compass-group.ie

Company Profile	<p>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 Ireland's leading food and support services company serving over 100,000 meals a day and operates over 240 units across a number of sectors.</p> <p>Key statistics: Compass Group Ireland</p> <ul style="list-style-type: none"> • In Ireland since 1987 • 5,000 employees • Approximately 240 contracts across Ireland <p>Compass' business in Ireland is split 90% foodservice (break down below) and 10% support services (including cleaning and security).</p> <p>Foodservice breakdown:</p> <ul style="list-style-type: none"> • 70% Business & Industry • 15% Education • 10% Sports & Leisure • 5% Healthcare
Relevant purchasing contacts	<p>Commercial Director: Justin Sanderson Email: commercialsupportline@compass-group.ie Contact by email is the preferred method of communication.</p>
Product mix	<p>Serving over 100,000 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 hospitals to fine dining. Fresh, local and seasonal produce and locally sourced dairy, meat, poultry and fish are all an important part of their offering.</p> <p>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.</p>
Opportunities for Irish food and drink suppliers	<p>Compass is committed to working with Irish suppliers. Opportunities exist for those suppliers who can deliver a proposition demonstrating added value.</p> <p>Current opportunities are available for Irish food suppliers that can offer convenience goods or a 'Grab & Go' format.</p> <p>The frequency of menu changes varies by category e.g. college menus are pre-set either by term or year, whereas fine dining restaurants menus may change daily.</p>

Purchasing policy and supplier requirements	<p>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.</p> <p>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.</p> <p>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. Reviews are conducted on quality, taste and commercial potential on a regular basis.</p> <p>Compass utilises an efficient, single distribution platform through its partnership with Brakes, 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. For stock items, which are not as shelf life sensitive, three days’ notice is given.</p> <p>EDI (Electronic Data Interchange) is a requirement for direct suppliers.</p>
Distribution providers	<p>All suppliers must deliver into a central distribution depot in Parkwest, Dublin.</p>
Advice to new suppliers	<p>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:</p> <ol style="list-style-type: none"> 1. Demonstrate HSE credentials 2. Propose a mechanism for driving sales growth 3. Promote local provenance 4. Identify the opportunity based on market trends
Additional information	<p>Credit terms vary. In general it is 75 days with direct producers and 55 days with distributors.</p>

Corporate Catering Services Limited

Address: Richmond House, Corofin, Co. Clare

Website: www.ccsl.ie

Phone: 065 683 7300

Email: info@ccsl.ie

Company Profile	<p>Corporate Catering Services Limited (CCSL) is Ireland's largest, independent contract catering company with a diverse portfolio of clients across many sectors including staff catering and hospitality, business and industry, healthcare, education and transport.</p> <p>CCSL has diversified into new areas of catering activity such as trains, prestigious training centres and on-site bars. The diversity of their client base inspires their staff by exposure to different styles of cooking. This inspiration is also drawn from food fairs, innovative retailers and a very active food forum where new ideas are developed and circulated.</p> <p>Food quality and integrity is very important to CCSL 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.</p> <p>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.</p> <p>Simplicity is at the core of everything the company does, from the style of food, to the company's open and honest accounting policies.</p>
Relevant purchasing contacts	<p>Procurement and Purchasing Manager: Mary King Email: info@ccsl.ie Phone: 065 683 7300</p>
Product mix	<p>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.</p> <p>The food offer is constantly evolving to reflect changing tastes, trends and the diversity of the client base.</p> <p>Ranging from breakfasts and lunches to fine dining, hospitality, banqueting, vending services and pub food, everything is cooked on-site using fresh ingredients.</p> <p>The only prepared to heat products sourced are frozen products such as vol-au-vents and pastries.</p>

<p>Opportunities for Irish food and drink suppliers</p>	<p>CCSL is always looking for innovative, creative ideas for new products from its suppliers. They are interested in products for ‘out of hours’ services, such as vending machines. These products need to reconstitute to a quality product and packaging needs to be of a high quality. The most popular and versatile type of dish for this purpose would be chicken.</p> <p>The company is particularly interested in healthy Irish sourced products with an emphasis on low salt, fat and sugar content to support its <i>Nutrition Matters</i> healthy eating initiative. 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.</p> <p>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.</p> <p>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.</p>
<p>Purchasing policy and supplier requirements</p>	<p>As an Irish company, CCSL has a preference to source local produce where quality and price compare favourably with imported alternatives.</p> <p>Service is important for purchasing decisions and tenders.</p> <p>Supplier requirements are HACCP and relevant health board approvals. CCSL carries out audits of suppliers premises and there is no charge for this.</p> <p>Purchasing is centralised at Head Office but deliveries are made to sites throughout Ireland.</p> <p>Tenders for all supplies are carried out annually in October or November for the following year.</p> <p>The Procurement and Purchasing Manager makes the purchasing decisions, agrees the terms and places the orders.</p> <p>The frequency of goods inwards is between five to seven days, depending on the product.</p> <p>The majority of orders are placed by phone.</p>
<p>Distribution providers</p>	<p>All of CCSL’s purchasing is direct with suppliers and handled in-house.</p>

Advice to new suppliers	<p>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.</p> <p>CCSL likes innovative new ideas, strong branding and marketing support.</p>
Other Information	<p>Credit terms are 45 days.</p> <p>Annual turnover: €11 million.</p> <p>There is room for brands in the operation, although the company is continuing to develop its own brand.</p> <p>There is greater growth for chilled foods. The company has both chilled and frozen storage facilities.</p>

Food Space *NEW

Address: Landscape House, Landscape Road, Churchtown, Dublin 14

W: www.food-space.com Phone: (01) 215 7000 E: hello@food-space.com

Company Profile	<p>FoodSpace is a newly formed division, part of the Apleona group of companies. The newly developed FoodSpace division has been 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.</p> <p>The Company's restaurants and cafés across the UK and Ireland feature menus and offers that are planned around fresh and seasonal produce. All food is prepared and cooked from scratch.</p> <p>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.</p> <p>The Company is a member of the Sustainable Restaurant Association.</p>
Relevant purchasing contacts	<p>Executive Chef: Conor Spacey Email: conor.spacey@food-space.com</p> <p>The Executive Chef has responsibility for the purchasing all raw materials, ingredients and dry goods used in the Company's kitchens.</p>
Product mix	<p>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.</p> <p>All menus are reviewed by the Company's Executive Chef, ensuring use of seasonal produce, well balanced menus and evidence of innovative ideas.</p> <p>Range of products purchased includes:</p> <ul style="list-style-type: none"> - Fresh fruit & vegetables - Dairy and chilled products - Fresh meat, poultry & fish - Ambient & dry goods - Coffee & tea - Some frozen food products - Non-food products / compostables <p>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.</p> <p>Health and wellness is also a key feature of the Company's offer.</p>

	<p>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.</p> <p>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.</p>
<p>Opportunities for Irish food & drink suppliers</p>	<p>FoodSpace is committed to working with Irish suppliers.</p> <p>The Company cultivates relationships with local growers and producers who share their beliefs in fresh, seasonal produce and ethical, sustainable practices.</p> <p>The Company’s <i>50-mile menu</i> 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.</p> <p>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.</p>
<p>Purchasing policy and supplier requirements</p>	<p>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.</p> <p>If a product is not made in Ireland, the Company’s preference is to source it from within the EU.</p> <p>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.</p> <p>FoodSpace as part of the Apleona Group has stringent food safety requirements. HSE (Health, Safety & Environmental) is the Company’s number one priority. It is imperative that any potential supplier is in a position to demonstrate their own HSE credentials.</p> <p>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.</p>

	<p>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.</p> <p>Each site currently orders individually by phone, fax or e-mail. Both chilled and frozen storage facilities are available on each site.</p> <p>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.</p>
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 the Executive Chef 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

Address: 145, Lakeview Drive, Airside Business Park, Swords, Co Dublin

W: www.gatherandgather.com Phone: 087 929 5903 E: alan.russell@gatherandgather.com

Phone: 086 349 8435 E: mark.anderson@gatherandgather.com

Company Profile	<p>Gather & Gather is the catering: business within Mitie, a strategic outsourcing company, operating across Ireland and the UK, created to bring people and food together.</p> <p>Gather & Gather delivers a range of catering services from in-house dining and coffee brew bars, to hospitality and Director dining, as well as vending and event catering.</p> <p>Although the company is large, the regional structure of procurement means that suppliers can be small.</p>
Relevant purchasing contacts	<p>Director of Catering: Alan Russell Email: alan.russell@gatherandgather.com Mobile: 087 929 5903.</p> <p>Head of Supply Chain: Doug Gilchrist Email: doug.gilchrist@gatherandgather.com Phone: +44 (0)117 322 1523</p>
Product mix	<p>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.</p> <p>The range of products purchased includes:</p> <ul style="list-style-type: none"> ▪ Fresh fruit, vegetables and salads ▪ Dairy and chilled products ▪ Fresh meat and fish ▪ Ambient products ▪ Coffee and tea ▪ Soft drinks and confectionery ▪ Frozen food products ▪ Non-food products <p>In Ireland, key clients include: Sky, Primark, LinkedIn, Matheson. Arthur Cox, Indeed, Zendesk, Workday, Eir, Marsh & McLennan, CRH, Lloyds Banking Group and Capita.</p>
Opportunities for Irish food and drink suppliers	<p>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.</p> <p>Opportunities for Irish suppliers include mainly ‘niche’ products, such as specialist ice-cream, yogurt, flavoured water and specialist teas. Gather and Gather is actively seeking ‘different’ products with a USP from its Irish suppliers.</p>

<p>Purchasing policy and supplier requirements</p>	<p>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.</p> <p>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.</p> <p>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. 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.</p> <p>For Ireland the main quality assurance standard applied to food producers is the EIQA Q mark.</p> <p>Supply is based on the company’s standard terms and conditions and in agreement with the procurement team.</p> <p>Supplier’s delivery schedules must be in line with agreed windows.</p> <p>Monthly information on provenance, source or manufacturer will be required, where relevant for product traceability.</p> <p>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 Alan Russell (see above) to arrange this.</p>
<p>Advice to new suppliers</p>	<p>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</p> <p>They can also register an interest in trading with Gather & Gather via www.mitiesourcing.com</p> <p>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.</p>
<p>Other information</p>	<p>Full details of terms and conditions for supply to both ROI and the UK are available at www.mitiesourcing.com</p>

KSG

Address: McKee Avenue, Finglas, Dublin 11

Website: www.ksg.ie

Phone: 01 814 0600

Email: info@ksg.ie

Company Profile	<p>KSG is a leading restaurant and hospitality services company that designs and delivers bespoke and innovative food solutions for their clients.</p> <p>The company sources the best ingredients on the island of Ireland and this fresh produce is delivered to each restaurant every morning.</p> <p>All cooking is from scratch in small batches in their kitchens, so as to deliver the very highest quality in taste and flavour to their customers.</p> <p>Environmental and sustainable restaurant practices are important to KSG and the company is delighted to have won Irish Champion at the Sustainable Restaurant Awards in 2016.</p> <p>About KSG:</p> <ul style="list-style-type: none">• KSG is 100% Irish owned and controlled company• Fastest growing catering service provider in Ireland• KSG was founded in 1920 as a bakery and the company has evolved consistently over time.• KSG also operate exciting retail formats – SoMa, Noah & Co, Pulse, Craft Lane Bar & Restaurant, Leopold Coffee House and Coffee Doc.• KSG currently employs over 1,100 employees• Annual turnover €60m• Serving more than 12 million meals annually
Relevant purchasing contacts	<p>Group Procurement Manager Telephone: 01 814 0610 Enquiries to info@ksg.ie</p>
Product mix	<p>KSG provides dining experiences and catering solutions across all sectors of commercial catering including at-work, third level education, hospitals – both public and in-patient – as well as operating a number of retail formats in shopping centres and airports. KSG also deliver an array of corporate hospitality to its clients.</p> <p>Innovation is to the fore of KSG operations with the majority of units having unique branding and customised menus.</p> <p>The food offer in most sites is an all-day offer, serving breakfast, hot lunches, sandwiches, salads, food on the go and confectionery.</p> <p>All food is prepared daily by trained chefs using locally sourced produce from Irish farmers and food producers.</p> <p>KSG also operate a number of coffee shop formats and bars in both Dublin and Cork Airport.</p>

<p>Opportunities for Irish food and drink suppliers</p>	<p>KSG are committed to using fresh, seasonal, Irish produce in its restaurant and hospitality menus.</p> <p>The company works closely with a trusted network of specialist suppliers and places great importance in getting to know their farmers and growers.</p> <p>Food Innovation is key to the business, as a result of which they are open to adding exciting artisan ranges, particularly those with strong local ties.</p> <p>KSG works with suppliers who can prove that:</p> <ul style="list-style-type: none"> • They can consistently deliver the very best quality products; • They can stand over the full traceability of their produce; • They can deliver the best value for money; • They can ensure nationwide coverage. <p>The Culinary Operations Team will continue to introduce new initiatives and retail dining concepts in 2018 creating fresh opportunities for local producers and artisanal suppliers.</p>
<p>Purchasing policy and supplier requirements</p>	<p>KSG believes its customers should enjoy fresh, local and seasonal produce at competitive prices.</p> <p>Quality and transparent provenance of its ingredients is paramount.</p> <p>The Group works closely with a small network of Irish suppliers with the objective of synchronising the harvesting and delivery of produce with the menu cycles of its restaurants.</p> <p>KSG also source from a series of provincial artisan food producers that are located in proximity to their restaurants. In addition to guaranteeing fresh produce, this also provides opportunities for the company to support local communities.</p> <p>KSG’s Procurement Department and Quality, Food Safety and Health & Safety Department are responsible for supplier appraisals, quality approval and on-going monitoring.</p> <p>Fresh meats and vegetables are sourced from Bord Bia Quality Assured farms in Ireland and delivered by suppliers approved under the Bord Bia Quality Assurance Schemes. Fresh fish and seafood products are sourced in accordance with BIM Quality Assurance Schemes. All food suppliers must be HSE approved and have a rigorous Food Safety Management System based on the principles of HACCP as a minimum requirement prior to being approved as a supplier.</p> <p>KSG operates a just-in-time delivery system and hold minimal stock levels.</p>

	Microbiological testing is carried out regularly to validate the supplier's food Safety Management System and ensure agreed product specifications are met. All deliveries are checked in line with our requirements stated in the KSG HACCP Plan.
Advice to new suppliers	KSG welcomes contact from potential suppliers. Contact should initially be made via email to info@ksg.ie
Other information	Credit terms are 60 days from month end.

Mount Charles

Address: 33 Fitzwilliam Square, Dublin 2

W: www.mountcharles.com Phone: 0044 2890 32 00 70 E: info@mountcharles.com

Company Profile	<p>Mount Charles is a home grown, locally owned company with over 29 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 2,000 personnel.</p> <p>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.</p> <p>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.</p> <p>Brands in the catering sector include: <i>Fed & Watered, Real Good Food, The Kitchen, U: Eat, Pango, Moka Independent Coffee, Made, Ripple, Juiced and Le Creperie.</i></p>
Relevant purchasing contacts	<p>Director of Procurement and Capital Projects: Margaret Allen Email: info@mountcharles.com Phone: +44 28 90 32 00 70</p>
Product mix	<p>The company provides a food service to a wide range of customers across contract catering, retail and events divisions.</p> <p>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. The frequency of menu change depends on the customer profile.</p> <p>Mount Charles Group supplies breakfast, lunch, evening meals, hospitality, events, beverage services, speciality hot beverages and branded vended products. All meals are prepared from fresh at each location.</p>
Opportunities for Irish food and drink suppliers	<p>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. The company aims to maximize the use of high quality, locally sourced and seasonal food.</p>

	<p>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</p> <p>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.</p> <p>The company buys direct from growers, manufacturers or producers, as well as wholesalers, to maintain a robust supply chain, ensuring traceability and due diligence.</p> <p>All suppliers tendered to Mount Charles on the Public Sector Food Procurement Initiative. 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.</p>
<p>Purchasing policy and supplier requirements</p>	<p>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.</p> <p>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:</p> <ul style="list-style-type: none"> • Product or services required • Potential Quantities • Quality Specification • Distribution Requirements - number of sites to be serviced, locations and possible frequency of deliveries. • Timescale for return • Weighted Criteria (if applicable) <p>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.</p> <p>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.</p> <p>Mount Charles Group aims to source locally and procure from family operated businesses where possible.</p>

	The Group 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	The Mount Charles Group 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	<p>Long Term Supplier Agreements are currently in place and LTA discounts are expected for large volume supplies.</p> <p>Credit terms vary dependant on the specific requirement.</p> <p>The annual company turnover is Stg £32 million.</p>

Q Café Co. Ltd (The)

Address: Unit 1, No. 5 St. Galls Gardens South, Dublin 14
Website: www.qcafe.ie Phone: 01 207 9044 Email: info@qcafe.ie

Company Profile	<p>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.</p> <p>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.</p> <p>The company currently operates 23 outlets throughout Dublin, Kilkenny, Waterford, Wexford, Galway and Cork, with the majority of contracts gained through referrals.</p> <p>The company's main target customers are high end corporate dining, particularly in the banking sectors but also includes healthcare and education sites.</p>
Relevant contacts	<p>Business Development & Head of Operations – Laura Olson Tel: 01 207 9044 Email: l.olson@qcafe.ie</p> <p>Quality Assurance Manager - Natalie O'Brien Tel: 01 207 9044 Email: n.obrien@qcafe.ie</p>
Product mix	<p>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.</p> <p>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.</p> <p>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.</p> <p>The company tailors menus to each outlet and customer requirement. Food is prepared fresh onsite by individual Chefs.</p>
Opportunities for Irish food and drink suppliers	<p>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.</p>

	<p>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.</p> <p>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.</p> <p>The main attributes the Company looks for in supply of products are quality, innovation and healthy Irish products.</p> <p>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 <i>Wellness</i> products.</p>
<p>Purchasing policy and supplier requirements</p>	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Orders are placed via telephone or email by each outlet.</p> <p>Shelf life requirements are product dependent, with a strong focus on fresh produce.</p>
<p>Distribution providers</p>	<p>Frequent deliveries are required to ensure fresh produce is onsite for food production.</p>

	The Q Café Company currently use BWG Foodservice, Keelings and other smaller local suppliers as their primary suppliers.
Advice to new suppliers	<p>Suppliers should make contact with the Quality Assurance Manager or the Head of Operations via email to introduce any new products / offers they may have.</p> <p>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.</p>
Other information	<p>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.</p> <p>The company has both chilled and frozen storage facilities on each site.</p> <p>Credit terms are 30 days.</p> <p>There are existing Long Term Agreements in place with suppliers.</p>

Sodexo Ireland

Address: 23 Rock Hill, Main Street, Blackrock, Co. Dublin

Website: www.sodexo.ie Phone: 01 283 3654 Email: edward.salter@sodexo.com

Company Profile	<p>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.</p> <p>Sodexo offers an integrated facilities management solution to existing and prospective clients, depending on their needs and requirements.</p> <p>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.</p>
Relevant purchasing contacts	<p>Senior Category Manager: Edward Salter Email: edward.salter@sodexo.com Email is the preferred method of contact.</p>
Product mix	<p>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.</p> <p>Catering options include coffee shops, retail shops, staff catering, student catering, patient catering and 24 hour service manufacturing including weekends.</p> <p>All food is cooked from scratch on site.</p>
Opportunities for Irish food and drink suppliers	<p>The core list of ingredients tends to remain unchanged with variety and flair introduced via the company's Executive Chef and craft 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.</p> <p>These forums provide an opportunity for the development chefs to demonstrate new products that have been approved by the Buying Manager. Inclusion of products in a chef forum can be arranged via the Buying Manager.</p> <p>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.</p>

<p>Purchasing policy and supplier requirements</p>	<p>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.</p> <p>If the product passes this test, then pricing is reviewed. The next step in the purchasing process is a food safety audit of the supplier by Sodexo Safeguard, the company’s food safety division. The audit criteria are set by Sodexo and a charge applies for this.</p> <p>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. 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 Buying Manager.</p> <p>For major ingredients, a single supplier is preferred. For example, all beef to the ROI sites is supplied by one company and another company supplies beef to NI.</p> <p>Each site places its own orders.</p> <p>Sodexo’s Corporate Sustainability policy and priorities are structured under the <i>Sodexo Better Tomorrow 2025</i> programme, details of which can be found at the Sodexo corporate website. Sodexo’s purchasing policy is guided by this programme.</p>
<p>Distribution providers</p>	<p>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.</p> <p>Bunzl Irish merchants, provides distribution solutions for catering disposable and janitorial ranges. Aryzta supplies bakery products.</p>
<p>Advice to new suppliers</p>	<p>All approaches should be directed to the Senior Category Manager via email in the first instance.</p>
<p>Other information</p>	<p>Over the last 18 months Sodexo has restricted its support functions to provide a fit for purpose and consumer led approach. The newly formed “<i>Food Platform</i>” will become critical stakeholders for Sodexo’s supplier partners, and will look to work collaboratively on consumer insight and product development.</p> <p>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.</p> <p>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.</p>

Urban Picnic

Address: 79, Moyne Road, Ranelagh, Dublin 6

Website: www.urban-picnic.ie

Phone: 087 621 3091 Email: gavin@urban-picnic.ie

Company Profile	<p>Urban Picnic is a Dublin based ‘boutique catering company’ that also operates one restaurant.</p> <p>It provides catering for in-house restaurants, offices and individual bespoke catering for events and parties.</p>
Relevant purchasing contacts	<p>General Manager: Gavin Prendergast Email: gavin@urban-picnic.com M: 087 621 3091</p> <p>Executive Chef: Adrian Roche Email: adrian@urban-picnic.com</p>
Product mix	<p>Urban Picnic offers a range of catering options. Menu offerings include breakfast, main courses, desserts, finger foods, canapés, delivered meals, cold buffets, salads and vegetarian options.</p> <p>Target customers are professional and corporate clients, particularly those in the ‘high tech’ sector in the Dublin area. Existing clients include Facebook, Communicorp, Cartrawler, Hubspot, AIG, Salesforce, AWAS, Michael Smurfit Business School (UCD), Grant Thornton and Stripe.</p> <p>The company has a ‘healthy eating’ philosophy and promotes a high proportion of fresh fruit and vegetables daily, with minimum amount of dairy products and practically no cream used in cooking.</p> <p>All of the food served in the catering outlets (including bread, bread products and confectionery) is cooked fresh daily. Some of the food is cooked at the company’s central facilities in Ranelagh.</p> <p>For restaurant and canteen catering for larger clients, the food is cooked on the clients’ premises.</p> <p>The company does not use pre-prepared ingredients, except for a small amount of frozen pastry.</p> <p>The company makes very little use of branded items, except for some condiments and yogurts.</p>
Opportunities for Irish food and drink suppliers	<p>The company deals with trusted Irish suppliers and is always amenable to offers of fresh, Irish produce and products.</p> <p>The company is not developing any new offerings presently, but frequently adapts its menus to meet clients’ requirements.</p> <p>As far as possible, except for items such as tropical fruit, all the produce and ingredients used by Urban Picnic are Irish and fresh.</p>

	Supplies are delivered to the company's central preparation facilities in Ranelagh or, for larger clients, to kitchens on the client's premises.
Purchasing policy and supplier requirements	<p>Terms of business are agreed with the General Manager and daily orders are placed by the Executive Chef.</p> <p>Communications with suppliers are by telephone and email on a regular basis.</p> <p>Produce must be delivered to the company before 7a.m. each day.</p> <p>The company does not have a formal supplier audit procedure. Suppliers' premises are inspected on an <i>ad hoc</i> basis.</p> <p>All produce is purchased fresh, with very few frozen items (e.g. some frozen pastry). Ice-cream is freshly made in-house.</p> <p>The company does not have any special packaging requirements for goods delivered to it.</p>
Distribution providers	<p>Food prepared at the company's central premises is delivered to clients via the company's own transport.</p> <p>Other supplies are delivered directly to the client's kitchens where the food is prepared by Urban Picnic.</p>
Advice to new suppliers	<p>First contact to the company by new suppliers should be by e-mail to the Executive Chef, Adrian Roche (adrian@urban-picnic.com) or directly to the General Manager, Gavin Prendergast (gavin@urban-picnic.com).</p> <p>Main criteria for consideration are freshness, quality, price and the ability to deliver daily before 7a.m.</p>
Other information	Company credit terms to suppliers are 30 days from date of invoice.

GOVERNMENT CONTRACTS

Office of Government Procurement

Address: Office of Government Procurement, 3A Mayor Street Upper, Dublin 1, D01 PF72

Website: www.ogp.gov.ie Phone: 076 100 8000 Email: support@ogp.gov.ie

Twitter: @procurement_ie

Company Profile	<p>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 all goods and services on behalf of the public service.</p> <p>These operations 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.</p> <p>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.</p>
Relevant purchasing contacts	<p>support@ogp.gov.ie http://etenders.gov.ie</p>
Opportunities for Irish food and drink suppliers	<p>All OGP procurement activity is conducted through the eTenders platform, www.etenders.gov.ie, where all relevant information is available.</p> <p>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.</p> <p>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.</p> <p>In order for suppliers to submit responses for these public sector procurement opportunities, they must be registered on the eTenders website.</p> <p>Once registered, suppliers can setup business email alerts for recently published tenders. These business alerts are based on the Common Procurement Vocabulary (CPV) codes to reference different categories of goods and services.</p>

	<p>The following URL link provides a quick guide that will assist suppliers in the registration process and to complete their company profile correctly.</p> <p>http://ogp.gov.ie/quick-guide-to-supplier-registration-on-etenders/.</p>
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

Address: SO Food and Catering Procurement , Ordnance Branch,
McKee Barracks, Blackhorse Avenue, Dublin 7

Website: www.military.ie

Phone: 01 804 6098

Email: rory.esler@defenceforces.ie

Company Profile	<p>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).</p> <p>There are 17 military locations nationwide including Air Corps in Baldonnel Aerodrome and Naval Service in Haulbowline, Co. Cork.</p> <p>In 2016, about 725,000 meals were prepared by the Defence Forces.</p> <p>The value of food purchased annually is approx. €3.25 million.</p>
Relevant purchasing contacts	<p>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</p> <p>Individual orders on a day-to-day basis for successful tenderers are normally handled by individual barracks.</p> <p>The purchasing contact is Commandant Rory Esler.</p>
Product mix	<p>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.</p> <p>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.</p> <p>Also offered are individual portioned 24 hour “Operational Ration Packs” (ORPs) designed by the Defence Forces, each of which contains at least 4,000 calories. These are tendered for separately via the e-tenders website (www.etenders.gov.ie).</p> <p>Virtually none of the food offerings are purchased in ‘ready to cook’, or ‘ready to heat’ format (apart from ORPs).</p>
Opportunities for Irish food and drink suppliers	<p>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.</p> <p>The requirements of the Defence Forces purchases are largely for fresh, unprocessed products. Changes to the existing purchasing pattern are not anticipated.</p>

	<p>The majority of food supplied to the Defence Forces is sourced from Irish suppliers.</p> <p>The pre-prepared ‘Operational Ration Pack’ is not currently sourced in Ireland as economies of production and sales volumes required suggest that it is unlikely to be a profitable line for an Irish producer.</p>
Purchasing policy and supplier requirements	<p>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.</p> <p>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.</p> <p>The trend is towards longer term tender contracts e.g. three to five years. This is line with the current OGP public procurement policy. Most key suppliers have now moved to longer term contracts.</p> <p>Nearly all food purchasing decisions are made at barracks level, including purchase terms and order placing. The government e-tender system is used widely.</p> <p>Each barracks has frequent delivery windows, which are agreed locally between the barracks and suppliers.</p> <p>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.</p> <p>The Defence Forces do not have rigid rules regarding containers and packaging, most forms are acceptable. Labels must conform to standard industry legal requirements.</p> <p>Shelf-life expectancy and requirements are negotiated at the barracks level.</p>
Distribution providers	<p>Various distributors are used at present and these may offer a route to market for potential suppliers.</p>
Advice to new suppliers	<p>All purchasing is conducted through the e-tenders website.</p> <p>No samples are required unless the supplier is shortlisted as part of the tender process. Each location has excellent chilled, frozen and ambient storage.</p> <p>The navy requires only one delivery location, rather than multiple locations. Products are then further divided for shore use or supply to naval vessels.</p>

Health Service Executive

Address: HSE Procurement Portfolio & Category Management,
Cherry Orchard Hospital, Ballyfermot, Dublin 10

Website: www.hse.ie Phone: 076 695 5286 Email: gerry.brennan@hse.ie

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 Specialist, HBS Procurement Sourcing & Contracts: Gerry Brennan Email: gerry.brennan@hse.ie Phone: 076 695 5286
Product mix	<p>Fresh meats - lamb, beef, pork; Fresh poultry - chicken, turkey; Fresh fish; Fresh bread confectionery; Fresh eggs and pasteurised eggs; Fresh fruit and vegetables; Fresh dairy produce; Ambient food products; Frozen food products.</p> <p>The HSE purchases a wide array of products of all types, in total about 3,000 product lines are purchased.</p>
Opportunities for Irish food and drink suppliers	<p>Suppliers should consider developing differentiation strategies that provide innovative product and supply chain channels to improve the existing level of service and reduce costs.</p> <p>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.</p>
Purchasing policy and supplier requirements	<p><u>Foodservice Category Strategy</u></p> <ul style="list-style-type: none"> - Planned, proactive and continuous engagement with the internal customer and supply communities. - Determine opportunities in the supply market to reduce costs and improve service levels. - Conduct a robust competitive process in line with HSE Procurement Policy and EU Procurement Directives. <p><u>How to do Business with the HSE</u></p> <ul style="list-style-type: none"> - The main route for new business is through the Irish Public Sector Procurement website www.etenders.gov.ie. - Register your company interest by category of product and receive notification of new tender opportunities as they arise. - Engage with HSE Procurement through Portfolio & Category Management and Logistics and Inventory Management.

	<p><u>Things to consider when tendering to the HSE</u></p> <ul style="list-style-type: none"> - Is the requirement clear? If not, seek clarification in line with the communications protocol specified in the tender documents. - Answer all the questions as fully as possible, give examples and reference previous relevant experience. - Be clear and concise. - Follow the requested format and instruction to tenders. - Attach all requested documentation. - Make sure to get your tender in on time and to the correct address. <p>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.</p> <p>Contracting is centralised as part of the HSE National Procurement Directorate under Portfolio and Category Management.</p> <p>Ordering decisions are normally made locally as the HSE is responsible for a wide range of institutions, from large hospitals to small establishments.</p> <p>The HSE has ambient, chilled and frozen storage facilities.</p>
Distribution providers	<p>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.</p>
Advice to new suppliers	<p>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.</p>

Irish Prison Service

Address: IDA Business Park, Ballinalee Road, Longford, Co. Longford

Website: www.irishprisons.ie

Phone: 043 333 5100

Email: info@irishprisons.ie

Company Profile	<p>There are 14 institutions in the Irish prison system. Each prison has two canteens; one for staff and the other for prisoners.</p> <p>Prisoners are served three meals per day. Meals are cooked from scratch in the prisoner kitchens.</p> <p>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.</p> <p>Tenders for Irish Government contracts, including those for the Irish Prison Service, are advertised through the Irish Government tenders website: www.etenders.gov.ie</p>
Relevant purchasing contacts	<p>Central Procurement Unit: Angela Kenny Email: axkenny@irishprisons.ie Phone: 043 333 5133</p> <p>support@ogp.gov.ie http://etenders.gov.ie</p>
Product mix	<p>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.</p> <p>All meals are cooked from scratch. Some vegetables are purchased 'ready to cook'.</p>
Opportunities for Irish food and drink suppliers	<p>All OGP procurement activity is conducted through the eTenders platform, www.etenders.gov.ie, where all relevant information is available.</p> <p>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.</p> <p>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.</p>

	<p>In order for suppliers to submit responses for these public sector procurement opportunities, they must be registered on the eTenders website. Once registered, suppliers can setup business email alerts for recently published tenders. These business alerts are based on the Common Procurement Vocabulary (CPV) codes to reference different categories of goods and services.</p> <p>The following URL 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/.</p>
Purchasing policy and supplier requirements	Each procurement opportunity will have specific requirements detailed within the tender documents.
Distribution providers	<p>The main distribution providers to the Irish Prison Service, by region, are as follows:</p> <p>Bread products: Johnston Mooney & O'Brien Cooking Oil: Frylite (Dublin) Ltd Dairy Products: Glanbia Consumer Foods Dry Goods: Lynas Foodservice Ltd Flour: Lynas Foodservice Ltd Frozen Goods: Lynas Foodservice Ltd Fruit and Vegetables: Limerick Fruit Suppliers & Pallas Foods Meat Products: Heaney Meats Catering Co. Ltd</p>
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. 14 days, with penalties for later payment. The credit terms are clearly set out in the tender.

BUSINESS TO BUSINESS

Around Noon

Address: Unit 24A Rampart Road, Green Bank Ind Est, Newry, Co Down, BT342QU

W: www.aroundnoonsandwiches.com P: 048 3026 2333 E: info@aroundnoonsandwiches.com

Company Profile	<p>Around Noon is a family business founded in 1989.</p> <p>Around Noon provides a wide variety of premium food-to-go products to outlets throughout Ireland & the UK. The Company offers three products and services: <i>Scribbles</i> is the Company's retail brand and can be found in shops nationwide; <i>Sandwich Worx</i> is a fully bespoke service through which the Company offers exclusive products, packaging and design to retailers and foodservice outlets. The Company also own Sweet Things Badass Bakery which offers a range of amazing bakery items and morning goods.</p> <p>The Company has three production units, two in Newry, Co. Down and the other in West London. They also have a Distribution depot in Blanchardstown, Dublin.</p> <p>The sectors that the Company supplies are across the foodservice spectrum and include workplace restaurants and canteens, coffee shops, travel companies and the education and health sectors.</p> <p>Retail customers include convenience stores and symbol groups, predominantly stocked in the Grab 'n Go aisles.</p> <p>The Company has its own distribution network.</p>
Relevant purchasing contacts	<p>Executive Chef: Dave Graham Email: dave@aroundnoonsandwiches.com Phone: 048 3026 2333</p> <p>The preferred method of contact is email.</p>
Product mix	<p>Breakfast and lunch are the main eating occasions that are catered for. The majority of business for the Company's products is at lunchtime, although breakfast is a growing market for Around Noon.</p> <p>The product mix includes high-end Sandwiches, Wraps, Paninis, Salads, Snacks, bakery items and a range of natural fruit juices.</p> <p>Target consumers include working people and students for on-the-go eating.</p>
Opportunities for Irish food and drink suppliers	<p>There are opportunities for healthy and free-from ingredients as there is a growing demand for healthier eating options. Health conscious consumers are an increasing focus for the business.</p> <p>There are also opportunities for breakfast items as there is growing demand for this eating occasion from customers.</p>

	<p>As Around Noon targets the high end of the sandwich, salads and snacks market, taste is of paramount importance and seen as the point of difference.</p> <p>The Company makes everything from scratch.</p> <p>Suppliers should visit http://www.scribbles.ie/ and http://www.sandwichworx.ie/ to get a better understanding of the existing range on offer.</p>
<p>Purchasing policy and supplier requirements</p>	<p>BRC is the preferred standard for suppliers however the Company does carry out their own supplier audit for which there is no fee.</p> <p>There is a preference for artisan products. The Company strives to support smaller producers.</p> <p>Purchasing is centralised at the Newry production facility. The Blanchardstown Depot is for distribution only.</p> <p>The Stock Manager influences the purchasing decisions, agrees the terms and places the orders.</p> <p>The case size and containers are dependent on the product. There is a need for full specification and traceability including ingredients, nutritional analysis, allergens and shelf life.</p> <p>Shelf life expectations and requirements depend on the product. However, as the majority of the Company's products have a shelf life of only 3 days, none of the ingredients can have a shelf life shorter than this.</p>
<p>Advice to new suppliers</p>	<p>The Company is a supporter of the higher end of the market of artisan and small producers.</p> <p>The CEO and Head Chef are the main influencers of product decisions, they should be approached with any new products.</p> <p>Producers need to come in with a competitive quote and be cost conscious.</p>
<p>Other information</p>	<p>Credit terms are 60 days, but there is some flexibility with smaller suppliers</p> <p>There is room for brands in the operation</p> <p>Preference for chilled or frozen products is product dependent. The Company has both chilled and frozen storage facilities.</p>

Freshways Food Co.

Address: Poppintree, Finglas, Dublin 11

W: www.freshwaysfoodco.ie Phone: 01 864 8045 E: chefskitchen@freshways.ie

Company Profile	<p>Freshways Food Co. was established 24 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.</p> <p>The Company supplies over 2,000 retail and foodservice customers from independents to multiples producing both branded and private label products.</p> <p>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.</p> <p>Due to their nationwide distribution network, Freshways also distribute products for other suppliers.</p>
Relevant purchasing contacts	<p>Dorin Bumbaru, Supply Chain & Logistics Manager Email: dorinbumbaru@freshways.ie Tel: 01 864 8076</p> <p>Ian Mullin, Head of Innovation Email: ianmullin@freshways.ie Tel: 01 864 8050</p>
Product mix	<p>The Retail and Foodservice range consists of pre-packed sandwiches (wraps, rolls, breads, bagels and the Healthy range) and front of store accompaniments (salad bowls, juices, sweet treats, granola pots, fruit packs, low fat yoghurts, bircher muesli, protein pots and salad pots).</p> <p>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).</p> <p>The Company's target consumers are predominantly lunch-time customers across different demographics – through Multiple customers seeking a wide spectrum of value, to first-class premium products.</p> <p>The Company aims to service all of the needs within the lunchtime sector.</p> <p>Consumers within that sector seek a broad range of different products including premium / recipe driven / authenticity / provenance / healthy sub-sections.</p>

	<p>The Company also caters for full private label solutions that are volume driven.</p> <p>Please note that nuts are not accepted on-site.</p>
<p>Opportunities for Irish food and drink suppliers</p>	<p>The Company's key areas for growth in terms of product offering include:</p> <ul style="list-style-type: none"> • Health & Wellbeing • Snacking • Protein & Fibre Claims • Authenticity & Provenance <p>Freshways always tries to buy local and Irish where possible and choose Irish products over and above imported products.</p> <p>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.</p>
<p>Purchasing policy and supplier requirements</p>	<p>The Company has a preference to source local produce.</p> <p>Freshways has strict quality standards that all suppliers must comply with. The Company generally seeks BRC as a base technical standard, but will work with artisan producers with sufficient technical standards that are approved by their Technical Manager, even if they do not have BRC.</p> <p>Purchasing is centralised and suppliers must deliver to the Finglas depot.</p> <p>There are multiple tenders throughout the year.</p> <p>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.</p> <p>The Supply Chain & Logistics Manager agrees the terms and places the orders.</p> <p>The 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.</p> <p>The ordering process is a combination of email and phone.</p> <p>The preferred case size is product dependent.</p> <p>For delivery containers, boxes and crates are accepted, glass is not. 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.</p>

	High risk items require positive release – e.g. cooked chicken or turkey must have each batch testing for pathogens.
Advice to new suppliers	<p>Call or email to arrange a meeting first. Suppliers should have the raw materials, product overview, specification and pricing available prior to a meeting.</p> <p>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.</p>
Other information	<p>Credit terms are supplier dependent</p> <p>There is opportunity for brands e.g. co-branding sandwiches.</p> <p>Although the Company has both chilled and frozen storage facilities onsite at Head Office, the distribution network is chilled only.</p>

FOODSERVICE DISTRIBUTORS

Artisan Foods Ltd.

Address: 38-39 Canal Walk, Park West, Dublin 12

Website: www.artisanfoods.ie

Phone: 01 620 4984

Email: sales@artisanfoods.ie

Company Profile	<p>Artisan Foods Ltd is a distributor of fresh, seasonal produce and artisan ingredients to the catering industry in Dublin and throughout Ireland.</p> <p>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.</p>
Relevant contacts	<p>Managing Director: Simon Kilcoyne Email: info@artisanfoods.ie Phone: 01 620 4984</p>
Product range	<p>The company has a range of approximately 600 products that includes meat, game and poultry, charcuterie, shellfish, seasonal fruit and vegetables, wild and foraged mushrooms, fresh ceps and black and white truffles.</p> <p>Select Irish farmhouse and continental cheeses and an expansive selection of high quality Irish, French and world-wide artisan and specialist foods and larder items are also on offer.</p>
Sectors served	<p>The main sectors serviced by Artisan Foods are restaurants and hotels.</p>
Opportunities for Irish food and drink suppliers	<p>The company sees opportunities for the following:</p> <ul style="list-style-type: none"> • Growers of high quality locally grown fruits and vegetables to replace imported varieties. • Producers of high quality, local and fully traceable poultry and meat products aimed at the foodservice sector. • Manufacturers of highest quality valued added products for the foodservice sector in a broad range of areas.
Purchasing policy	<p>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</p>
Supplier requirement and ordering procedure	<p>Artisan Foods Ltd operates a fully integrated HACCP system which allows the tracing and identification of products.</p> <p>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.</p> <p>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.</p>
Geographical spread	<p>The company's depot is located at Parkwest, Dublin. Distribution to Leinster customers is daily and nationwide Tuesday to Friday, by pre-order.</p>
Fleet size	<p>The company's fleet consists of five chilled vehicles, plus a nationwide network of chilled contract vehicles.</p>

<p>Marketing support and services provided</p>	<p>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.</p> <p>There is also a regular market report that highlights seasonal availability of products. This is circulated and also posted on the company website.</p> <p>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.</p> <p>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.</p>
<p>Advice to new suppliers</p>	<p>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.</p>

ARYZTA Food Solutions *NEW

Address: Grange Castle Business Park, Clondalkin, Dublin 22

W: www.aryztafoodsolutions.ie Phone: (01) 464 7200 E: info@aryztafoodsolutions.ie

Company Profile	<p>ARYZTA Food Solutions Foodservice provides an unrivalled quality offering to the Foodservice market, including premium sweet, savoury and baked goods.</p> <p>In addition to supplying the Foodservice sector (hotels, restaurants, pubs, cafés and delis) ARYZTA Food solutions also supply to the Retail Convenience sector.</p> <p>ARYZTA Food Solutions also supplies the Retail Market with bakery, coffee and sweet bakery through its <i>Cuisine de France</i>, <i>Seattle's Best Coffee</i> and <i>Otis</i> brands.</p>
Relevant contacts	<p>Contact details for Purchasing:</p> <p>Head of Foodservice: Eoin Boyle Email: Eoin.Boyle@aryzta.com Preferred method of contact is via email</p> <p>Tel: Foodservice ROI: 1850 457 459 Tel: Foodservice NI: 028 9262 2200</p>
Product range	<p>ARYZTA Food Solutions supplies frozen, chilled and ambient across bakery, sweet and savoury finished and semi-finished goods.</p> <p>Brands supplied include Cuisine de France, Coup de Pates, Hiestand, La Carte and Pierre's.</p> <p>Products supplied comprise both in-house and third-party ranges.</p>
Sectors served	<p>The main sectors of the market serviced by ARYZTA are cafes, delis, pubs, restaurants, hotels and corporate catering.</p>
Opportunities for Irish food and drink suppliers	<p>Key growth areas in terms of product offering are quality and innovative products sourced and produced to meet local tastes and palates.</p> <p>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.</p>
Purchasing policy	<p>The purchasing policy of ARYZTA Food Solutions is a balance between quality first and foremost, price reliability and consistency.</p> <p>Purchasing decisions are driven from insights / trends within the market to ensure the Company sources relevant products for their customers.</p>
Supplier requirement and ordering procedure	<p>A Supplier Approval process is in place and risk assessed in accordance with all legislative requirements and global certification bodies.</p>

	<p>Documents required for supplier approval include: Supplier Questionnaire, BRC Certification, Process Flows, Allergen & Speciation Policy and Health & Safety Insurance. Pending QA approval, suppliers will be audited as defined within the Company's supplier approval risk assessment SOP (Standard Order Procedure).</p> <p>Depending on the risk level, the supplier may be audited pre-approval, within 6 months or within the first 12 months.</p> <p>ARYZTA Food Solutions pays for supplier audits.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>The Company also accepts finished products.</p> <p>Goods in are scheduled daily into 18 loading bays with a 45-minute window per delivery.</p> <p>All orders are placed via email, phone calls or CRM system and managed through the SAP database. EDI is not required.</p> <p>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.</p> <p>The Company backhauls for which there is a charge.</p>
Geographical spread	<p>The main depot is in Grangecastle in Clondalkin and comprises chilled, frozen and ambient facilities.</p> <p>The Company services the full Island of Ireland with daily deliveries subject to geographical area.</p>
Fleet size	<p>Third Party Service Providers are used. Vehicles are 40 ft. in size. Temperatures are -18C for Frozen, 0-4 C for chilled.</p>

Marketing support & services provided	<p>A catalogue is produced annually at Spring time and supplemented with seasonal brochures for key periods.</p> <p>Currently there is no charge for entries to the catalogue, but this is planned to change.</p> <p>Customers are alerted to new products via the sales team and national accounts teams.</p> <p>Orders are gathered through telesales through inbound/outbound call plans.</p> <p>Producers are encouraged to speak to the Company's customers through attendance at various trade events held throughout the year.</p>
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B.D. Foods

Address: Hillhall, Glaslough, Co. Monaghan

Website: www.bdfoods.ie

Phone: 047 88008

Email: sales@bdfoods.ie

Company Profile	B.D. Foods is an Irish Company and was established in the 1980's. The company exclusively supplies the foodservice sector across a large section of Ireland both North and South.
Relevant purchasing contacts	Managing Director: Paul Bowe Sales Manager: Paul Horisk Email: sales@bdfoods.ie Phone: 047 88008 (ROI) Phone: 028 87726586 (NI) Fax: 047 88011
Product range	The company now supplies over 1,800 frozen, chilled and ambient food products. The range of products carried, includes dry goods, poultry/duck products, ice creams, dairy products, desserts, speciality products, cheeses, cured and cooked meats, breads, pastries and chocolate. From a range of European and Irish suppliers. Chilled accounts for 40% of turnover, ambient 50% and frozen 10%.
Sectors served	The company focuses on the foodservice market. Our customers are mainly restaurants, hotel, cafes and delicatessens.
Opportunities for Irish food and drink suppliers	There is ample opportunity for Irish products providing the quality is good and prices are competitive. In particular, the company is actively increasing the amount of poultry that is sourced locally. The company supplies a selection of Irish farmhouse cheeses and is looking to expand this range further.
Purchasing Policy	The company is loyal to its existing brands and suppliers, but is continuously looking at extending its range of quality products. 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. When making a decision on a new product, the sales and purchasing team input their ideas before the decision is finalised.
Supplier requirement and ordering procedure	Suppliers are required to provide documentary evidence of their food safety processes. Suppliers must be HACCP compliant and other accreditations are welcomed. Orders are placed via telephone and email. Delivery times are agreed individually with each supplier.
Geographical spread	From the company's depot in Co. Monaghan, all counties in Northern Ireland, the East and parts of the West of Ireland are served.

	The delivery schedule is at least two deliveries to each area per week, although the majority of areas have next day delivery.
Fleet size	The company runs a fleet of 14 vehicles, all of which have chilled and frozen compartments.
Marketing support and services provided	<p>The company has a price list which is updated on a regular basis. In addition, an online catalogue is maintained on the company's website and this is updated regularly.</p> <p>Customers are alerted to the arrival of a new product through the sales representatives, telesales, text and email service.</p> <p>Orders from customers are captured by phone, fax and email.</p> <p>New producers are encouraged to visit key customers and to introduce their products.</p> <p>B.D. Foods has a team of six sales representatives.</p> <p>The company uses social media tools to enhance its marketing activity and product awareness.</p>
Advice to new suppliers	<p>Potential suppliers should contact the Managing Director by telephone and make an appointment. Please bring samples and pricing.</p> <p>Any potential supplier should be able to demonstrate how their product will add not only to the BD Foods current range, but also how it will benefit their customers.</p>

Blake Brothers Ltd.

Address: Unit 11, Oak Road Business Park, Nangor Road, Dublin 12

Website: www.blakebrothers.ie

Phone: 01 409 7460

Email: sales@blakebrothers.ie

Company Profile	<p>Blake Brothers Food Service is an independent family owned business in operation for over 28 years. The company distributes ambient, chilled, frozen and disposable products to its customers in the Leinster region. The family have plans to expand the business nationally in the future.</p> <p>Blake Brothers Food Service stocks an extensive range of products, comprising too over 2,000 product lines. All the company's distribution is conducted through its facility on the Nangor Road, Dublin 12 and is in accordance with HACCP rules and regulations.</p>
Relevant purchasing contacts	<p>Managing Director: Sean Blake Email: sean@blakebrothers.ie Phone: 01 409 7460</p> <p>Directors: Kevin Blake & Karl Blake Email: kevin@blakebrothers.ie karl@blakebrothers.ie</p> <p>Purchasing: Karl Blake & Sean Blake Phone: 01 409 7460</p> <p>General Manager: Kevin Blake Email: kevin@blakebrothers.ie Phone: 01 409 7460</p> <p>Business Development Manager: Brian McKenna Email: brian@blakebrothers.ie Phone: 01 409 7460</p>
Product range	<p>Blake Brothers Food Service carries a complete range of products from ambient, chilled, frozen and disposable lines.</p> <p>Currently ambient lines account for 30% of the business, chilled and frozen accounting for 40% and 30% in disposable products.</p> <p>Blake Brother's stock major brands such as Big Al's, Beechwood Farms, New Leaf, Silver Pail, Patisserie Royal, Stafford's Bakeries, Champion Butter, Premier Gold, Lutosa, Lamb Weston, Golden Bake and Ardo Vegetables.</p>
Sectors served	<p>Key customer sectors serviced include schools, hospitals, colleges, hotels, deli bars, catering contractors, outdoor caterers, gastro pubs and independent distributors.</p>
Opportunities for Irish food and drink suppliers	<p>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. The company currently purchases from over 50 Irish suppliers.</p> <p>The company is open to sourcing new innovative products that fit within their portfolio.</p>

Purchasing Policy and Supplier requirements	<p>HACCP compliance is a minimum supplier requirement.</p> <p>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 meat products.</p> <p>Supplier audits are undertaken with any new suppliers by Blake Brothers. Depending on the supplier, this is normally conducted on an annual basis.</p> <p>The purchase decision is influenced by the sales team in addition to the purchasing team. Supplier terms are agreed by the Managing Directors. Orders are then placed by the purchasing department.</p> <p>Meat deliveries are daily, remaining deliveries are product specific.</p> <p>All orders are placed via phone and email.</p>
Geographical spread	<p>The company's distribution depot is located in Dublin off the Nangor road, Dublin 12.</p> <p>The company currently services all counties within the Leinster region.</p>
Fleet size	<p>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.</p>
Marketing support & services provided	<p>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.</p> <p>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.</p> <p>The company has a total of five on its sales team.</p>
Advice to new suppliers	<p>New suppliers are encouraged to contact the Purchasing Department by email or telephone and arrange a meeting to showcase their product.</p>
Other information	<p>Credit terms are a maximum of 30 days.</p> <p>The company has witnessed an upward trend in the convenience sector within their current business.</p>

Boyne Valley Group

Address: Boyne Valley Group, Head Office, Platin, Drogheda, Co. Meath

Website: www.boynevalley.com

Phone: 041 987 0300

Email: info@boynevalley.com

Company Profile	<p>Established over 55 years ago, the 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 local brands including McDonnells, Chivers, Boyne Valley Honey, Erin Soups, Don Carlos, Giovanni di Firenze, Homecook, Lakeshore ,Lifeforce and Killeen.</p> <p>There are three strands to the Boyne Valley business:</p> <ol style="list-style-type: none"> 1. Manufacturing: Primary manufactures of curry, honey, home baking, household and personal care products. 2. Global Sourcing: Source both food and non-food products under Boyne Valley own brands, both globally and in Ireland. 3. Partnerships: Local partners for major multinational brands e.g. Bonne Maman, Koka, Splenda and Campina. <p>Boyne Valley operates the sales and distribution of all the products stemming from the above activities into the retail and foodservice sectors. 70% of sales are generated from the retail sector and the remaining 30% are from the foodservice sector.</p> <p>The Boyne Valley Group is a potential route to market for both Irish and international producers.</p>
Relevant purchasing contacts	<p>Commercial Director: Paul Kinch Email: pkinch@boynevalley.com Phone: 041 987 0300</p> <p>Foodservice /Wholesale Channel Manager: Graham Kelly Email: gkelly@boynevalley.com</p>
Product range	<p>A wide variety of ambient categories are covered 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.</p> <p>The group's brand portfolio includes well-known brands such as McDonnells, Chivers, Boyne Valley Honey, Don Carlos, Erin Soup, Homecook, Lakeshore, Lifeforce, Panda, Bonne Maman, Koka Noodles, Yazoo, Harvest Fare, Giovanni Di Firenze, Killeen & Irish Breeze.</p> <p>The company portfolio is broken down as 93% ambient and 7% chilled.</p>

Sectors served	<p>Within the foodservice sector, the Boyne Valley Group supplies the market through various national and regional distributors such as Musgrave Foodservices, BWG Foodservices, Stonehouse and key independent wholesalers.</p> <p>Boyne Valley also has a dedicated foodservice sales team of eight people covering the country.</p>
Opportunities for Irish food and drink suppliers	<p>The Boyne Valley Group is actively seeking to develop its foodservice business by increasing market penetration of its existing product range.</p> <p>The group welcomes proposals from producers, in particular for products that are new to the market and have a point of difference; they are also seeking regional artisan products.</p> <p>They are willing to speak to any manufacturer who can help strengthen their existing portfolio.</p>
Purchasing policy	<p>The Boyne Valley Group has a preference to source local produce once it is of good quality and at a competitive price.</p> <p>The group takes a partnership approach to its suppliers and looks at the people, quality, pricing, service levels, potential market etc.</p> <p>Purchasing decisions are made by the NPD team following a review of market data and a detailed discussion with the internal team.</p>
Supplier requirement and ordering procedure	<p>Producers are expected to have food safety standards of BRC accreditation. Producers are audited by the group's auditors against set criteria. Suppliers bear the cost of audits.</p> <p>Producers are expected to be fully compliant from a packaging and labelling perspective.</p> <p>Terms are agreed by the Commercial and Purchasing Director. Orders are placed via the Purchasing Department by email.</p> <p>Deliveries can be agreed for any time to the warehouse in Drogheda, on a delivery slot basis.</p>
Geographical spread	<p>From its depot in Drogheda, the 32 counties of Ireland are serviced. A next day delivery service is provided to the Dublin region. All other regions receive a delivery two days after ordering, at the latest.</p> <p>The group exports a number of their products worldwide and this is an area that they are actively expanding.</p>
Fleet size	<p>Deliveries to customers supplied directly by the group are outsourced. There are separate providers for chilled and ambient deliveries. The group has access to a pool of up to 40 trucks.</p>
Marketing support & services provided	<p>A price list with images is updated regularly. There is also a foodservice brochure. No fee applies for inclusion in this brochure.</p>

	<p>When a new product is listed, presentations are made to the group's customers. The group's sales representatives introduce the product to customers. Stock promotions are encouraged to develop the sales of new products.</p> <p>Supplier support includes product education, samples, images, stock and possibly some direct involvement with product sales.</p> <p>Orders are captured from customers that are supplied directly by the group's team of 40+ sales representatives (spread across both retail and foodservice).</p> <p>The group welcomes producers making presentations to their sales team.</p> <p>Producer visits to customers are facilitated in conjunction with the group's sales representatives.</p> <p>Sales information is made available to producers to facilitate sales development.</p>
Advice to new suppliers	Send an email to the Commercial Director or Foodservice / Wholesale Channel Manager, briefly outlining the range of products on offer and where they would fit in to the market place.
Other information	Credit terms are 30 days end of month following.

BWG Foodservice

Address: Greenhills Road, Tallaght, Dublin 24

Website: www.bwgfoodservice.ie

Phone: 01 409 0300

Email: orders@bwg.ie

Company Profile	<p>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.</p> <p>BWG Foodservice's mission is to continuously provide customers with a quality, innovative and value for money food service.</p>
Relevant purchasing contacts	<p>Head of Foodservice: Ricky O'Brien Email: robrien@bwg.ie Phone: 01 409 0300</p> <p>Category Buyer for Foodservice: Karla Murray Email: kmurray@bwg.ie Phone: 01 409 0300</p> <p>Sales Manager: Irwin Mahon Email: imahon@bwg.ie Mobile: 086 048 7197</p>
Product range	<p>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.</p> <p>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.</p>
Sectors served	<p>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.</p>
Opportunities for Irish food and drink suppliers	<p>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.</p> <p>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.</p> <p>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.</p>

	<p>For example, there are opportunities for producers of ready meals, sandwich fillers, dairy products, poultry products and frozen goods.</p> <p>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.</p> <p>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.</p>
Purchasing policy	<p>The company has a preference to source local produce.</p> <p>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.</p> <p>The category buyers are the main influencers and have final say in the purchase decision.</p>
Supplier requirement and ordering procedure	<p>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). Barcodes are required on all outer packaging. The company requests that their suppliers meet all relevant packaging and labelling requirements, particularly in the area of nutritional analysis and calorie count.</p> <p>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. The company requires a minimum of HACCP, Health Board accreditations and Bord Bia Quality Assurance Mark for meat products.</p> <p>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.</p> <p>Orders are placed with suppliers via EDI and delivery slots are agreed with suppliers individually.</p>
Geographical spread	<p>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.</p> <p>Total foodservice warehousing exceeds 2000,000 square feet.</p> <p>A next day delivery service is provided for six days a week across all the counties in the ROI.</p>
Fleet size	<p>The dedicated foodservice fleet consists of 28 multi temperature vehicles, with unlimited access to further fleets based on demand.</p>

<p>Marketing support & services provided</p>	<p>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.</p> <p>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.</p> <p>New suppliers are encouraged to visit customers and introduce their products. Sales information by category is available to suppliers.</p> <p>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.</p> <p>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.</p>
<p>Advice to new suppliers</p>	<p>Contact the relevant buyer via telephone or email to arrange to submit samples with a sales development plan and pricing. Contact details for the relevant buyers are above.</p>
<p>Other information</p>	<p>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.</p>

CJ O’Loughlin Quality Foods

Address: Courtown Demesne, Gorey, Co. Wexford

Website: www.cjoloughlin.ie Phone: 053 9425 157 Email: info@cjoloughlin.ie

Company Profile	<p>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 stocks an extensive product range, comprising of over 7,000 lines.</p> <p>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.</p> <p>The company distributes from their Wexford and Kilkenny depots, mainly to the foodservice market and to some retail customers.</p>
Relevant purchasing contacts	<p>Managing Director: Charlie O’Loughlin Sales Director: Jack O’Grady Phone: 053 9425 157 Email: info@cjoloughlin.ie</p>
Product mix	<p>CJ O’Loughlin Quality Foods offer an extensive range of over 7,000 products, catering for all sectors of the foodservice market.</p> <p>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.</p>
Sectors served	<p>Key sectors served include hotels, restaurants, deli bars, butchers, schools, hospitals, colleges, catering contractors, outdoor caterers and independent distributors.</p>
Opportunities for Irish food and drink suppliers	<p>C J 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.</p> <p>The company has identified opportunities in the following categories: confectionery, gluten free products, charcuterie, and par-baked artisan breads.</p>
Purchasing Policy	<p>The company has a preference to source local produce, providing it is competitive in terms of price and quality.</p>

	<p>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.</p>
Supplier requirement and ordering procedure	<p>HACCP is a minimum requirement of suppliers.</p> <p>Supplier audits are undertaken with all existing suppliers.</p> <p>All product specification and labelling must be legally compliant, meeting all existing EU and Irish Legal requirements and Department of Agriculture requirements.</p> <p>All terms are agreed directly with the Managing Director and purchasing decisions are also influenced by the sales team.</p> <p>Deliveries are accepted Monday to Friday into both Wexford and Kilkenny depots.</p> <p>All orders are placed via email or fax.</p>
Geographical spread	<p>CJ O'Loughlin Quality Foods has two main depots situated in Wexford and Kilkenny. They both offer next day delivery to their customer base.</p> <p>The company delivers to the following counties: Carlow, Dublin, Kildare, Kilkenny, Waterford, Wexford and Wicklow.</p>
Fleet size	<p>CJ O' Loughlin Quality Foods operates a fleet of 22 vehicles compartmentalised to facilitate the distribution of ambient, chilled, frozen and non-food products.</p>
Marketing support & services provided	<p>There is a bi-annual catalogue launch in September and our product range is also listed on our website, www.cjoloughlin.ie.</p> <p>The company alerts customers to new products through its team of field sales representatives and telesales.</p> <p>Suppliers are encouraged to support promotions via the company's bi-monthly promotion flyer.</p> <p>Orders are gathered via the telesales team, email and the sales team.</p> <p>CJ O'Loughlin encourages suppliers to make presentations to their sales team and also to visit their customers direct.</p>
Advice to new suppliers	<p>The Managing Director is the first point of contact. Supplier criteria will be discussed directly with the Managing Director.</p>

Clona West Cork Foods

Address: University Hall Industrial Park, Sarsfield Road, Wilton, Co. Cork
W: www.clonawestcorkfoods.ie Phone: 021 434 5915 E: john.buckley@clona.ie

Company Profile	<p>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.</p> <p>Clona Dairy Products Ltd is the parent company.</p> <p>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%.</p>
Relevant purchasing contacts	<p>Sales Manager: John Buckley Email: john.buckley@clona.ie Phone: 021 434 5915</p>
Product range	<p>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 <i>Rich Sauce</i> range of mayonnaises and sauces.</p> <p>Chilled product accounts for 75% of sales, the remaining 25% being ambient.</p> <p>Many locally produced brands are carried such as Dubliner cheese, Follain, Irish Yogurt, Ballymaloe Relish, Coolmore and Gubbeen Farmhouse Cheese.</p>
Sectors served	<p>All sectors of the foodservice market are served including hotels, restaurants, bars, cafes and guesthouses.</p> <p>With regards to the retail sector, the company has central billing for BWG, Gala and Barry's of Mallow.</p>
Opportunity for Irish food and drink suppliers	<p>The company was initially founded to service the needs of local producers and is a strong supporter of these producers.</p> <p>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.</p> <p>The company sources some Irish produced charcuterie products, however these tend to be niche products.</p> <p>There are no obvious opportunities for new products, nor are there clear opportunities for import substitution.</p> <p>The company deals almost exclusively in Irish products, except where they cannot be obtained in Ireland, e.g. some canned goods.</p>

<p>Purchasing Policy</p>	<p>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.</p> <p>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.</p> <p>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.</p>
<p>Supplier requirement and ordering procedure</p>	<p>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.</p> <p>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.</p> <p>Terms of sale and prices are determined by the Sales Manager.</p> <p>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.</p> <p>The company does not backhaul, but will collect small quantities of returns for small producers. There is no charge for this.</p>
<p>Geographical Spread</p>	<p>The company's depot is located at Wilton, Cork and handles ambient and chilled food products, but not frozen.</p> <p>All of the counties of Munster are served with at least one delivery per week, though most customers receive two deliveries per week.</p>
<p>Fleet size</p>	<p>The fleet consists of eight refrigerated trucks, which range in size from 16 feet to 24 feet long.</p>
<p>Marketing support & services provided</p>	<p>There is no annual catalogue. A price list detailing the entire range is issued monthly and there is no charge to suppliers for inclusion in this.</p> <p>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.</p> <p>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.</p> <p>There is one sales representative on the distributor's team.</p>

	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	<p>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.</p> <p>Clona West Cork Foods has Long Term Agreements of a year or sometimes more with many of its suppliers.</p>

Corrib Food Products

Address: Kiltullagh, Athenry, Co. Galway

Website: www.cfp.ie

Phone: 0818 22 7000

Email: info@cfp.ie

Company Profile	<p>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.</p> <p>As well as operating out of its base in Athenry, the company has depots in Dublin and Cork.</p>
Relevant purchasing contacts	<p>Managing Director: Stan Lawless Purchasing Manager: John Lawless Email: info@cfp.ie Phone: 0818 22 7000</p>
Product range	<p>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.</p> <p>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</p>
Sectors served	<p>Corrib Foods services all foodservice sectors including hotels, restaurants, bars, cafes, canteens and takeaways. They also service convenience retail, hot and cold deli counters.</p>
Opportunities for Irish food and drink suppliers	<p>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.</p> <p>Corrib Foods is still rarely contacted by Irish producers and is more likely to be approached by European producers.</p>
Purchasing policy	<p>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.</p> <p>There is an opportunity for brands within the company’s portfolio, but pricing needs to be competitive.</p> <p>Corrib Foods is listed for central billing with several major hotel chains.</p> <p>The main influencer of the purchasing decision is the customer. Corrib Foods will source and supply product as requested by their customers.</p>
Supplier requirement and ordering procedure	<p>All suppliers are required to have a HACCP system in place.</p> <p>The company conducts quality and food safety audits of suppliers. These audits are paid for by Corrib Foods.</p>

	<p>Legal packaging and labelling requirements are required. In addition, the inclusion of outer barcodes on cases is an essential requirement for all suppliers.</p> <p>The terms of purchase and the orders are placed by the Managing Director.</p> <p>Orders may be made by phone, email or fax. There is no use of EDI.</p> <p>Producers may deliver directly to the Galway or Dublin distribution centres or, in many cases, Corrib Foods will collect from the producers' premises. The company does not backhaul.</p> <p>Delivery frequency to the distribution centres depends on the product type and shelf life and is agreed specifically with the buyer.</p>
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	<p>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. However, producers that do not avail of these adverts will still be featured in the catalogue and there is no charge for this. The cut-off date for the catalogue is "February-March" each year.</p> <p>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.</p> <p>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.</p> <p>Orders from customers are gathered by Telesales Staff</p> <p>Most customer communication takes place directly via Corrib Foods, but in some cases customers will also talk directly to producers.</p> <p>Sales information is not shared with suppliers.</p> <p>At present there are seven sales representatives. Producers can make representations to the sales team.</p>
Advice to new suppliers	<p>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.</p> <p>The product has to be viable and priced competitively for the market.</p>

Other information	<p>Payment terms are either 15 days or 30 days after the end of month of invoice, depending on what has been agreed with the producer.</p> <p>Pricing is based on a net/net basis with no requirement for LTAs.</p> <p>Case sizes are determined on an individual basis, depending on the product type.</p> <p>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.</p>
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Cross Fine Foods T/A Cross Distribution

Address: Cross, Cong, Co. Mayo

Website: www.crossdistribution.ie Phone: 086 822 0603 Email: paraic@crossdistribution.ie

Company Profile	<p>Established in 2002, Cross Distribution is a regional chilled and ambient distributor servicing the region west of the river Shannon.</p> <p>Foodservice accounts for up to 60% of sales, retail accounts for 20% and supply to butchers makes up the remaining 20%.</p> <p>90% of customers are supplied twice weekly. Systems are continually updated to ensure customers can avail of the best product range.</p> <p>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.</p>
Relevant purchasing contacts	<p>Managing Director: Paraic O'Malley Email: paraic@crossdistribution.ie Mobile: 086 822 0603 Phone: 094 954 5664</p>
Product range	<p>Chilled product constitutes 80% of the range 5% is ambient product and 15% frozen. The product range includes breakfast meats, desserts, beverages, yogurts, salads, soups and soya milk.</p> <p>Rosderra meats, Muller yogurts, Cully & Sully soups, Clonakilty black pudding and Loughnane's Sausage and Pudding for both Retail and Catering these are some of the brands distributed.</p>
Sectors served	<p>Within foodservice, the company supplies Hotels, Restaurants, Cafes, Deli counters and Bars. They also service the retail sector.</p> <p>Cross Distribution services all sectors from corner shop to the big supermarkets</p>
Opportunities for Irish food and drink suppliers	<p>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.</p> <p>The company has a policy of using Irish produce where possible. On a like for like product basis it finds Irish quality generally superior.</p> <p>Price is very important.</p> <p>Cross Distribution's philosophy is "Local, Fresh, Value".</p>
Purchasing policy	<p>The company has a preference to source local produce. In purchasing, quality is an important consideration and price has to be competitive.</p> <p>Purchasing decisions are made by the Managing Director, who is influenced by the sales team when making a purchasing decision.</p>

Supplier requirement and ordering procedure	<p>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.</p> <p>There is no special packaging or labelling requirements. As long as they comply with food safety standards</p> <p>Order schedule is agreed with Suppliers before any deliveries take place, an agreed range is put on order sheet with delivery date on it.</p> <p>The company will deliver to clients between 6 a.m. and 5 p.m.</p>
Geographical Spread	<p>From the company's depot in Cross, Co Mayo, a region from Castlebar down to Ennis and over to Ballinasloe, along with counties Clare and Galway.</p> <p>About 90% of customers are serviced twice per week.</p>
Fleet size	<p>The company has five multi-temp trucks and two vans.</p>
Marketing support and services provided	<p>The company does not have an annual catalogue, but the price list is constantly updated.</p> <p>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.</p> <p>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.</p> <p>The company has a team of five sales representatives on the trucks and vans, with 2 Sales Supervisors promoting sales. Prospective suppliers can make presentations to the sales team.</p>
Advice to new Suppliers	<p>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.</p>
Other information	<p>Credit terms are 30 days.</p> <p>A mixture of Long Term Agreements and fixed prices are in place.</p> <p>The company's turnover for 2016 was approx. €5.5m.</p>

Delicatessen Meat Supplies Ltd.

Address: Unit 66, Cherry Orchard Industrial Estate, Ballyfermot, Dublin 10

Website: www.delimeats.ie

Phone: 01 626 1706

Email: info@delimeats.ie

Company Profile	<p>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.</p> <p>Delicatessen Meats has grown to become a recognised leading provider of quality goods to the foodservice sector.</p>
Relevant contacts	<p>Purchasing and Sales Director: Martin Walsh Email: martinw@delimeats.ie Phone: 01 626 1706</p> <p>Sales Manager: Darren Palmer darrenpsales@delimeats.ie</p>
Product range	<p>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.</p> <p>Product breakdown is 60% chilled, 30% frozen and 10% ambient.</p> <p>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.</p>
Opportunities for Irish food and drink suppliers	<p>Price is always has a bearing, Deli Meat's experience is that quality is usually the deciding factor. The vast majority of sales are in the mid to high end of both price and quality ranges.</p> <p>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.</p> <p>Delicatessen Meats are always open to sourcing new innovative products.</p>
Purchasing policy	<p>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.</p> <p>The company has an extensive range of freshly prepared Irish produce in their range.</p> <p>For any new potential products. The company's sales team will samples to existing customers for their reaction, before making any purchasing decision. 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.</p>

Supplier requirement and ordering procedure	<p>The company requires suppliers to have BRC accreditation where possible and generally conducts on-site visits. There is no charge for these.</p> <p>Deliveries are accepted between 7am and 1pm Monday to Friday. Frequency of delivery depends on shelf life of the product.</p> <p>Purchase terms are agreed by the Purchasing Manager. Orders are placed via phone or email.</p>
Geographical spread	<p>All products are delivered to the company's headquarters in Dublin 10. Leinster and Munster are serviced by the van sales team. The West and North are serviced through a telesales team and delivered directly by the company's own fleet.</p> <p>The frequency of service is one to three times per week.</p>
Fleet size	<p>The company currently has a fleet of 20 trucks and vans. All of the fleet are multi-temperature vehicles.</p>
Marketing support and services provided	<p>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.</p> <p>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.</p> <p>Orders are gathered through telesales and van sales, with the majority coming through the van sales team.</p> <p>In some cases the company see benefits of direct contact by suppliers with the company's customers.</p> <p>Value and volume monthly sales information is available to suppliers.</p> <p>Delicatessen Meats provides sales support, but suppliers can also generate sales by visiting clients and potential clients</p> <p>The sales team consists of five Sales Reps and Business Developers and 12 Van Sales personnel.</p>
Other information	<p>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.</p>
Advice to new suppliers	<p>Potential suppliers can contact the Purchasing and Sales Manager direct via telephone or email.</p>

Derrynaflan Foods Ltd

Address: CGI Food Park, Knockgriffin, Midleton, Co. Cork P25 Y283

Website: www.derrynaflan.com Phone: 021 463 6450 Email: salesorders@derrynaflan.com

Company Profile	Founded in 1987, Derrynaflan Foods Ltd is an indigenous Irish business, recognised as one of Ireland's most progressive Foodservice and Retail sector suppliers.
Relevant purchasing contacts	Managing Director: John Ryan Email: johnryan@derrynaflan.com Phone: 021 463 6450
Product range	<p>The company's product portfolio consists of over 1,200 products across ambient, chilled and frozen categories, including:</p> <ul style="list-style-type: none"> • Raw Meats; • Delicatessen (meats, breakfast items, salads, ready meals, soups); • Dairy (mozzarella, cheddar and Continental cheese); • Canned goods; • Herbs, Spices & Chocolate; • Sauces; • Beverages (juice, water and coffee); • Frozen foods (chicken range, potato products, bakery); • Disposables. <p>Derrynaflan also offers a range of halal, gluten free and vegetarian products.</p> <p>New product categories include a range of chocolate, Italian and Irish water, pizza toppings and frozen chicken products.</p>
Sectors served	<p>Derrynaflan Foods has a customer base of approx. 2,000 clients throughout all counties of Ireland, across a wide variety of Foodservice and Retail sectors.</p> <p>Customers range from local delicatessens, dining establishments and Quick Service outlets, through to Catering companies, Retail Multiple Groups and major Supermarket chains.</p>
Opportunities for Irish food and drink suppliers	Derrynaflan Foods takes pride in purchasing from local Irish food producers to offer quality and a wide range of choice to customers.
Purchasing policy	<p>The company has a preference to source competitively priced local produce to maximise offering to customers.</p> <p>Derrynaflan Foods' customer base demand products that are competitively priced and the purchasing policy is shaped by customer expectations.</p> <p>Through dialogue with the customer base, Derrynaflans Sales team provide insight on demand for new products, and the Procurement team works to source suitable products to meet this demand.</p>

	<p>In the current market, much of the customer feedback is that product price is critical to purchasing decisions.</p> <p>Derrynaflan Foods is listed for central billing with Dunnes Stores, Londis, Stonehouse, BWG, and Barry's of Mallow, as well as many leading foodservice operators.</p>
Supplier requirement and ordering procedure	<p>New suppliers undergo a listing procedure that includes the supply of documentation to demonstrate food safety systems, HACCP compliance and Environment Health Officer approval. The company does not conduct specific supplier audits.</p> <p>All outer cases should have an EAN 128 compatible barcode.</p> <p>Terms are agreed by the Sales Director, while ordering is handled by the Operations Department.</p> <p>Orders are placed via email. Deliveries are accepted five days per week up to 2 p.m.</p>
Geographical spread	<p>Derrynaflan Foods has seven regional distribution centres (Cork, Dublin, Sligo, Galway, Waterford, Limerick and Tralee), and the company's Headquarters are located in CGI Food Park, Midleton Co. Cork - the largest BRC approved Foodservice Facility in Ireland.</p> <p>All goods supplied are delivered to the Cork distribution centre.</p> <p>Distribution is across the 32 counties as Derrynaflan Foods also utilises two distribution companies in Northern Ireland. In the Republic of Ireland, Derrynaflan offer a next day delivery service in all major population centres five days per week, and all regional locations are serviced at least twice per week.</p>
Fleet size	<p>The fleet consists of over 40 vehicles including multi-temperature delivery trucks and articulated lorries.</p>
Marketing support and services provided	<p>Customers are provided with marketing material on an ongoing basis, including a product catalogue, price lists, promotional booklets and new product material, deployed through electronic and traditional means of distribution.</p> <p>Derrynaflan Foods works closely with suppliers on new product launches and product updates, communicating to customers on an ongoing basis and highlighting the merits of any new developments. New product launches are usually accompanied by a sales promotion whereby an introductory offer is in place to generate and encourage development of sales.</p> <p>Derrynaflan Foods has traditionally offered a van sales approach in terms of conducting business with customers. In 2015, Derrynaflan Foods expanded its' service offering by opening a Telesales Contact Centre, located in its Midleton headquarters. This Telesales Centre can take orders from customers at a time convenient to them, as well as offering a wider range of products.</p>

	<p>The company has a team of Sales Representatives who work closely with customers on ensuring that their needs are met regarding supply of product and delivery of service. The role of the sales team includes new business development and promoting sales of new product lines.</p>
Advice to new suppliers	<p>Initial contact would be through the Procurement team to discuss opportunities and setup a potential meeting. Product samples would be required for any follow-up meeting.</p>
Other information	<p>The company believes in creating strong business relationships through an efficient payment policy.</p> <p>The company's credit terms are 30 days end of month.</p> <p>The company requests that suppliers provide their best price possible on quotation of products, along with any additional information such as sales support budgets.</p>

Dublin Food Sales

Address: Glasnevin Business Park, Ballyboggan Road, Dublin 11

Website: www.dublinfoodsales.ie Phone: 01 830 3833 Email: info@dublinfoodsales.ie

Company Profile	Established 35 years ago, Dublin Food Sales is an Irish, independently owned ambient and dry food distribution specialist with chilled and frozen facilities, servicing the foodservice sector in the greater Dublin region.
Relevant contacts	Directors: Richard Meehan & Fiona Kernaghan Email: richard@dublinfoodsales.ie ; fiona@dublinfoodsales.ie 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. The chilled range of goods incorporates juice, fresh yeast and dairy.
Sectors served	Within the foodservice sector the company predominantly supplies restaurants, production kitchens, nursing homes 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 specifications for the products they supply. All suppliers must have an accredited HACCP system in place. 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. Orders are placed via phone and email. Deliveries are received five days per week within trading hours from 7.30a.m. – 5p.m. 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. Most products the company supplies are dry goods with long shelf life.
Geographical spread	The company is based in Glasnevin, Dublin 11, from where all customers are serviced. Delivery is to counties Dublin, Meath, Kildare and Wicklow. A next day delivery service is provided five days per week.
Fleet size	The company fleet consists of 13 vehicles.

<p>Marketing support & services provided</p>	<p>A complete product list is updated as required. There is currently no annual catalogue. A full range of the products carried by the company is available on request.</p> <p>The company does not charge for a listing in its catalogue or on its website.</p> <p>Customers are alerted to the arrival of new products by the sales representative. The company facilitates introductory offers proposed by producers.</p> <p>The company promotes products through ‘special offers’ and reduced prices on its product listing. It is sometimes supported by suppliers in this.</p> <p>Although some orders are taken by the company’s sales representative, the majority of orders are phoned or emailed in by customers.</p> <p>The distributor encourages producers to speak to its client base and sales information on the performance of products is available to producers.</p> <p>The company has a sales team and producers can make presentations to the sales team.</p>
<p>Advice to new suppliers</p>	<p>Potential suppliers should contact Head Office via phone and arrange a meeting with a Director.</p> <p>If customers are interested in buying the product, the company will arrange to stock and distribute it.</p>

Dunnes Farmhouse Foods

Unit 13b, Dunshaughlin Business Park, Dunshaughlin, Co Meath

W: www.dunnesfarmhousefoods.com Phone: 01 824 1111 E: info@dunnesfarmhousefoods.com

Company Profile	<p>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.</p> <p>It supplies its own brand, ‘<i>Dunnes Farmhouse Foods</i>’ 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.</p>
Relevant purchasing contact	<p>Managing Director: Eamonn Dunne Manager: Darren Thorp Telephone: 01 824 1111 and 087 253 8548 (Eamonn Dunne). Email: info@dunnesfarmhousefoods.com</p>
Product range	<p>Products include beef, lamb, pork, bacon, turkey and chicken products. A wide variety of foodservice items are also available.</p> <p><i>Dunnes Farmhouse Foods</i> product range varies from standard products to sophisticated ready-cooked meals. A ‘complete offering’ of frozen products for retail and catering is available.</p> <p>All meats are software traceable and HACCP compliant.</p> <p>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.</p> <p>As well as buying-in raw materials, the company distributes products for other producers, principally Kepak beef and lamb and McCarren’s bacon.</p>
Sectors served	<p>The company serves both the retail and foodservice sectors.</p> <p>Key foodservice customers include large hotel and restaurant chains.</p>
Opportunities for Irish food and drink suppliers	<p>The company is always open to new products to add to its range of raw and cooked meat products for the foodservice sector.</p>
Supplier requirements	<p>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.</p>
Purchasing policy and ordering procedure	<p>Many of the fresh meat products distributed by Dunnes Farmhouse Food are manufactured by the company itself.</p> <p>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.</p>

Geographical spread	<p>The company operates from its purpose built production and distribution facility at Dunshaughlin, Co. Meath.</p> <p>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.</p>
Fleet size	<p>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.</p>
Marketing support and services provided	<p>Promotions are primarily of the company's own '<i>Dunnes Farm Foods</i>' brand.</p>
Advice to new suppliers	<p>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.</p> <p>Credit terms are generally 30 days for suppliers and customers. The credit terms for customers will depend on track record.</p>

Epicure Select Foods

Address: Unit 1, 26 Stockmans Way, Belfast, BT9 7ET

W: <http://epicureselectfoods.co.uk/> Phone: 028 9066 3647 E: sales@epicurefoods.net

Company Profile	<p>Operating from a 6,000 square foot frozen and chilled cold-store on the outskirts of Belfast, Epicure's fleet of four temperature-controlled vehicles serve a range of outlets from the five star hotel through to the gastro pub, coffee shop or fast food outlet.</p> <p>Epicure offers a next day delivery service throughout the greater Belfast area. Outlying areas can expect delivery no later than 2 days guaranteed from the time an order is placed.</p>
Relevant contacts	<p>Managing Director: Dan Carlin Email: dan@epicurefoods.net Mobile: 0044 7808 395812</p>
Product range	<p>Epicure Select Foods Ltd offer an extensive selection of chilled and frozen food products for the catering industry. With new products available on a monthly basis, they continually strive to offer the best selection of products to the Northern Ireland catering industry. The company also covers Louth, Meath, Dublin and Kildare Stocking everything from raw meats through to sous-vide ready-to-serve meals.</p> <p>Products include ready meals, fresh meat, pizza and poultry, seafood, potatoes and vegetables, breads, desserts and ice cream, dairy products and sauces.</p> <p>The Company carries both leading and emerging brands including: Aviko, Kerrymaid, Paganini, Panesco, Uncle Bens, Dew Valley, Swift Fine Foods and Grove Farm.</p>
Sectors served	<p>The main sectors serviced by Epicure are hotels, pubs, coffee shops and fast food outlets.</p>
Opportunities for Irish food and drink suppliers	<p>Epicure Foods are open to doing business with suppliers from all 32 counties and Republic of Ireland suppliers are prominent in their existing range.</p> <p>The company is in a position to arrange backhauls.</p>
Purchasing policy	<p>Epicure carries both a "High End and a "Budget" offering for a number of product lines.</p> <p>HACCP and a self-certified questionnaire are pre-requisites.</p> <p>High risk foods may be subject to an independent audit.</p> <p>Costs of any audit will be discussed in advance and will be shared fairly.</p>
Supplier requirement and ordering procedure	<p>The Company has quick turn-around in order to fulfil customer orders.</p>

	<p>Epicure prefers to work with independent, “can do” suppliers that will go the extra mile to deliver.</p> <p>The company is very flexible in its procedures itself and looks for suppliers who are also flexible.</p>
Geographical spread	<p>The company currently delivers throughout Northern Ireland and is willing to deliver to the Republic of Ireland, where the volume warrants this.</p> <p>The company undertakes daily deliveries.</p>
Fleet size	Four temperature controlled vehicles.
Marketing support and services provided	<p>The Company is driven by personal contact.</p> <p>All orders are pre-ordered via the tele-sales team or personally via sales reps. No van sales are taken.</p> <p>Sampling and regular visits are necessary.</p>
Advice to new suppliers	<p>Understand the nature of the business i.e. bulk orders to the catering trade.</p> <p>A letter or email to the Managing Director followed by a phone call and the arrangement of a meeting with samples are the usual route to making contact with the Company.</p>
Other information	Epicure Select Foods Ltd. is the preferred chilled and frozen food supplier to several larger organisations within NI. Volumes can be sizeable if listings are obtained by suppliers.

Excellence Distribution **NEW*

Address: 43 Grange Parade, Baldoy Industrial Estate, Dublin 13, D13 Y860

W: www.excellenceimporters.com Phone: (01) 832 3300 E: info@excellence.ie

Company Profile	<p>Excellence Ltd is one of the largest importers, distributors and suppliers of ambient food products into the wholesale and Cash and Carry markets in Ireland.</p> <p>The Company are Foodservice specialists that have grown with their customers over the last 45 years by remaining committed and focused to their needs. The Company has a number of Own Brand contracts in place with the retail sector and through buying groups, but they do not deal directly with Retailers.</p>
Relevant contacts	<p>Sales Director: Neil Curley Email: ncurley@excellence.ie Tel: (087) 927 7365</p> <p>Procurement Director: Paul Ivory Email : pivory@excellence.ie Tel: (087) 251 3009</p> <p>Commercial Manager: Ger Aherne Email: gaherne@excellence.ie Tel: (087) 365 6080</p> <p>Paul Ivory & Ger Aherne influence purchasing decisions.</p> <p>The preferred method of contact is mobile and email.</p>
Product range	<p>The product range is predominantly ambient, with over 90% of the range fitting into this category. In more recent times, due to new trends and requests from both the Company's principles and the Company's customers, Excellence Distribution has moved into both frozen and chilled categories e.g. the Philadelphia Foodservice Range.</p> <p>The Company supplies over 1,500 products exclusively through world class brands like Schwartz, Heinz, Philadelphia, Kenco, Maxwell House, Tassimo, Noëls, Bicks, Brennan's Bagel Range, Hammonds, Napolina, Basso, Jumel, Mae Ploy, Discovery, Casa Fiesta, Margetts, Spam among others, and their own brand Newforge.</p>
Sectors served	<p>The Company services all the main national foodservice providers on the island of Ireland, along with most regional distributors.</p>
Opportunities for Irish food and drink suppliers	<p>Amongst the key growth areas for Excellence in 2017 is the beverage category and all the ancillary products associated with the latest coffee and speciality tea ranges.</p> <p>Within the food sector the Company has seen enormous growth in the Street Food and Food to Go area's and anticipate that these trends will continue to grow and ingrain themselves in the everyday eating habits of Irish consumers.</p>

	<p>Fewer, but healthier ingredients in food that is delivered to the customer quickly through the many channels available to them will remain a constant in the foodservice industry in Ireland.</p> <p>Food Provenance is key and Excellence works with several Irish producers e.g. <i>The Scullery</i> with products that promote a large degree of provenance.</p> <p>Products sourced from outside of Ireland are in the main products that are not available nationally. The Company's policy has always been, and will continue to be, to support Irish companies where possible.</p> <p>There is a growing trend for the 'back to basics' approach being taken by Irish producers, bringing old classic products back to the market with a small number of healthy ingredients delivering fantastic flavour and universal appeal.</p>
Purchasing policy	<p>The Company's policy is to only deal with producers that meet the highest standards in terms of accreditations.</p> <p>Paul Ivory & Ger Aherne lead the procurement of all products in conjunction with the Sales Team. There is a monthly sales meeting to discuss trends in the market, NPD and potential gaps in the range.</p>
Supplier requirement and ordering procedure	<p>All suppliers must hold BRC or a similar national accreditation. Excellence pays for all supplier audits</p> <p>All labelling must be FIR compliant. Paul Ivory & Ger Aherne agree the terms and the orders are placed by the purchasing dept.</p> <p>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</p> <p>The ordering process can be either EDI, email, phone or fax</p> <p>Deliveries are pre-booked into the warehouse five days a week.</p>
Geographical spread	<p>The Company has a storage complex in Baldoyle Industrial Estate utilizing 21,000 square feet (1,950 square metres) of storage space, which includes 1,800 pallet rack spaces.</p> <p>The geographical area serviced is Ireland and the UK.</p> <p>Frequency of service out is daily.</p>
Fleet size	<p>The Company uses sub-contract carriers, some of which have tri-temperature vehicles capable of carrying chilled, ambient and frozen products.</p>

<p>Marketing support & services provided</p>	<p>The Company launches an annual catalogue in early spring, but does not charge suppliers for entries in the catalogue.</p> <p>The Company has a sales force of 18 people and NPD is showcased through all channels, along with face to face demonstrations.</p> <p>Tastings and price promotions are encouraged to get product moving.</p> <p>Orders are gathered via tele sales, van sales and email.</p> <p>The Company's customers are distributors whom they sell to i.e. they do not sell directly to foodservice operators e.g. cafes and restaurants. The remit of their sales team is to work on the ground with foodservice operators to showcase their range and demonstrate concepts and NPD. If there is an interest from the operator, then they will be directed to order through their nominated distributor.</p> <p>Producers are encouraged to speak to customers to showcase their products and the provenance of same.</p> <p>Producers are encouraged to make presentations to the sales team and this is incorporated into monthly sales meetings.</p>
<p>Advice to new suppliers</p>	<p>Potential new suppliers should contact the company via email. The Company will look at all opportunities presented to them and evaluate them on merit.</p>
<p>Other information</p>	<p>Credit terms are 30 days from end of month and LTA's (Long Term Agreements) are in place with suppliers.</p>

Food Co.

Address: Unit D, Knockmore Industrial Estate, Lisburn, Co. Antrim, Northern Ireland, BT28 2EJ
 Website: www.foodco.ie Phone: 0044 28 9267 0197 Email: gary@foodco.ie

Company Profile	<p>Food Co. is an independent foodservice company and is a member of the Sterling Supergroup, giving access to thousands of suppliers across Ireland, the UK and Europe.</p> <p>Food Co. offers a six day delivery service (with the exception of Bank Holidays).</p> <p>Food Co. works closely with smaller suppliers that can deliver unique and bespoke products which help customer's menus and their businesses to develop. The emphasis is very much on top quality products that can be produced without hidden costs and big overheads, ensuring good value and a good experience for client's customers.</p>
Relevant contacts	<p>Director: Gary McIlroy Phone: 0044 28 9267 0197 Email: gary@foodco.ie</p>
Product range	<p>Food Co. specialises in unique, speciality food products including Spanish, Asian, gluten free etc.</p> <p>The Company currently carries approx. 3,000 products.</p> <p>Products are split between 40% frozen, 40% ambient and 20% chilled.</p>
Sectors served	<p>Sectors served include pubs, gastro pubs, high end restaurants and hotels across Ireland, the UK and Europe.</p>
Opportunities for Irish food and drink suppliers	<p>Any products that are suitable for the above mentioned sectors in foodservice that have a point of difference and are appealing to the Company's customer base. All new products must be relevant to customer's needs.</p>
Purchasing policy	<p>All products must be ethically produced with strict temperature controls and according to regulatory requirements. HACCP is a given.</p> <p>The Company has two depots, one in Ashbourne, Co. Meath and another in Lisburn, Co. Antrim.</p> <p>Purchasing decisions are made by the Company Director, Gary McIlroy who is influenced by client sampling and feedback.</p>
Supplier requirement and ordering procedure	<p>All orders are placed via email</p> <p>Suppliers must deliver on the allocated dates.</p>
Geographical spread	<p>The Company covers NI and currently as far south as Wicklow and Newbridge in ROI.</p>

Fleet size	The Company has 20 multi-temperate trucks on the road.
Marketing support and services provided	<p>Food Co. produces an annual catalogue every January, the cut-off time for which is September. New products are then launched via sampling with target customers.</p> <p>The Company has five sales reps in NI and seven in ROI. Their telesales team comprises five – six employees.</p> <p>Suppliers can make presentations to the Company’s sales team.</p>
Advice to new suppliers	<p>Call or email the Company Director to arrange a meeting and bring samples for clients to trial.</p> <p>Products should be unique to foodservice and not available to clients elsewhere.</p>
Other information	Payments terms are according to industry standards.

Glanbia Ireland

Address: Glanbia Ireland, 3008 Lake Drive Citywest, Co. Dublin

Website: www.glanbia.com Phone: 01 488 1000 Email: sakirwan@glanbia.ie

Company Profile	<p>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 Ireland's Most Chosen Brand (Kantar) and is the No.2 brand within the Checkout Top 100 ROI brands.</p> <p>As part of Glanbia Ireland our Consumer Products division main activities is the manufacturing and distribution of dairy products, juices and third party products to the Foodservice and Retail sectors. Glanbia also provides a doorstep delivery service.</p>
Relevant contacts	<p>Head Of Food Service: Sandra Kirwan Phone: 01 488 1000 Mobile: 086 687 7571 Email: sakirwan@glanbia.ie</p>
Product range	<p>Product categories are milk, cheese, butters, spreads, cream, yogurts, fresh soups, and juices.</p> <p>Brands include 'Avonmore', 'Premier', 'CMP', 'Golden Vale', 'Kilmeaden', 'Snowcream', 'Petits Filous', and third party brands including Yoplait 'Innocent Smoothies and Juices.</p>
Sectors served	<p>Glanbia distributes to all sectors of foodservice, including contract catering, education, health, hotels, restaurants, cafés, bakery and third party distributors.</p>
Opportunities for Irish food and drink suppliers	<p>Key growth areas are:</p> <ul style="list-style-type: none"> • The “one stop chilled dairy solution”, giving customers the opportunity to source product from a single supplier. • Range extension e.g. dairy products, foods and drinks. • Broadening the geographical base and expanding into the wider UK and European markets. <p>Opportunities for Irish suppliers include the provision of full product ranges that complement the current dairy offering provided by Glanbia's own brands e.g. menu items & meal occasions complimentary to dairy and meal solutions. It is important that potential suppliers have prerequisite food production accreditations.</p>
Purchasing policy	<p>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. Glanbia has central billing with all of the key multiples and symbol groups.</p>
Supplier requirement and ordering procedure	<p>Supplier QA requirements are BRC and ISO standards. Glanbia has an in-house quality team that carries out audits of suppliers' premises.</p>

	<p>There may be charges for audits to suppliers' premises, and audits are typically annually. Orders may be placed via EDI.</p> <p>The company does not backhaul product.</p>
Geographical spread	<p>Depots are all chilled & ambient and located nationwide.</p> <p>The geographical area serviced is nationwide and frequency of service is 5/6 days per week.</p>
Fleet size	<p>Glanbia has close to 400 milk agents and company chilled vehicles, delivering product throughout ROI.</p> <p>Glanbia also has a dedicated NI team.</p>
Marketing support and services provided	<p>There is an overall company product catalogue which is updated with the launch of new products for retail, whilst also relevant for foodservice.</p> <p>Customers are alerted to new products through updates of the brochure and via the telesales and field sales teams. The telesales team operates from a large centre in City West, Dublin where over 4,000 customers are managed per week.</p> <p>A strong digital and social media strategy complements traditional media spend.</p> <p>Promotional activities and price promotions are encouraged to get both new and existing products moving.</p> <p>Orders are gathered via telesales (Inbound / Outbound), Fax, EDI and the van sales team.</p>
Advice to new suppliers	<p>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.</p>
Other information	<p>Credit terms will vary with each supplier.</p> <p>There is a combination of Long Term Agreements (LTAs) and fixed pricing in place.</p>

Gleneely Foods

Address: Unit 5, Kilcarbery Business Park, New Nangor Road, Clondalkin, Co. Dublin
 Website: Not available Phone: 01 403 0300 Email: sales@gleneelyfoods.com

Company Profile	<p>Gleneely Foods is a family run business that distributes ambient and chilled foods across the 32 counties of Ireland from its depot in Dublin.</p> <p>The company commenced trading in 1989 and it services both the foodservice and the retail sectors. The foodservice business and the retail business are equal in size.</p>
Relevant contacts	<p>Managing Director: Percy Covitz Email: sales@gleneelyfoods.com Phone: 01 403 0300</p>
Product range	<p>The range of products distributed includes oils, pastas, waters, flour, olives, dairy products, speciality cheeses, continental meats and biscuits. The range extends to over 300 items.</p> <p>60% of sales are achieved from chilled products, the remaining 40% being ambient.</p> <p>Brands carried by Gleneely Foods include Mutti tomatoes, Fresh Olive Company olives, Miller Damsell biscuits, Galbani cheese and meats, Fiorucci meat, Ermitage cheese, Singletons cheese and Tavina mineral water.</p>
Sectors served	<p>Within the foodservice sector all segments of the market are serviced. The customer base includes high end restaurants, sandwich bars, hospitals, and schools.</p> <p>Other customers include Avoca Handweavers, The Bagel Bars, the Merrion Hotel, Musgrave Cash & Carry, Pizza Milano and Aer Lingus.</p>
Opportunities for Irish food and drink suppliers	<p>Approximately 70% of the stock carried is imported. The company carries a wide range of Irish farmhouse cheeses and it sees a need for a range of Irish charcuterie, in particular smoked meats and salamis.</p> <p>Occasionally, requests for a greater variety of organic speciality cheeses are received, although this is still a small niche. The company is also interested in suppliers of gluten free products.</p> <p>Gleneely Foods are open to talking to suppliers regarding good quality accompaniments to cheese and new products in general.</p>
Purchasing policy	<p>The company has a preference to source locally produced foods, as is demonstrated by its wide range of Irish farmhouse cheeses.</p> <p>When Gleneely Foods selects products for its fine dining customers, quality of product is paramount and price is a secondary issue. However, for its bulk catering business, price is the primary consideration, once a good quality standard is achieved.</p>

	<p>The company is not listed for central billing with group organisations.</p> <p>Purchasing decisions are made between the three family members in the business – Percy, Grace, and Michael Covitz. Customer reaction to a new product is the key consideration taken into account.</p>
Supplier requirement and ordering procedure	<p>All suppliers must complete a supplier questionnaire and submit documentation to substantiate their food safety systems. Suppliers are also audited by Gleneely Foods, which uses its own internal audit criteria. There are no charges to suppliers for this.</p> <p>All purchasing decisions and terms are agreed by the Managing Director.</p> <p>Orders are placed with suppliers via email and fax.</p> <p>The company often collects stock from its Irish suppliers. In general, there is no charge for this service.</p> <p>The depot receives deliveries from 5a.m. – 4p.m., five days per week.</p>
Geographical spread	<p>Gleneely Foods has one depot in Dublin from which the entire island of Ireland is serviced.</p> <p>In the Dublin area, a next day delivery service is provided. All other areas are serviced at least once per week.</p>
Fleet size	<p>The company fleet consists of nine chilled vans, all of three tonne capacity. This size of vehicle facilitates all day deliveries into Dublin city centre.</p>
Marketing support & services provided	<p>An annual brochure / price list is launched in March of each year. The cut- off date for inclusion in the catalogue is January. If Gleneely take on a product for addition to their brochure / price list then there is no charge.</p> <p>Introductory offers proposed by suppliers will be passed on. 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.</p> <p>Orders are captured by a telesales team and the company has one sales representative who specialises in the Italian segment of the market.</p> <p>The company is open to producers making presentations to their sales team.</p>
Advice to new suppliers	<p>Contact either Percy, Michael or Grace Covitz to discuss your proposal. Submit pricing and samples.</p>
Other information	<p>Credit terms are 30 days.</p> <p>The company does not generally operate Long Term Agreements with suppliers.</p>

Hannan Meats Ltd

Address: 9 Moira Industrial Estate, Old Kilmore Road, Moira, Co Armagh, BT67 0LZ
 Website: www.hannanmeats.com Phone: 048 9261 9790 Email: peter@hannanmeats.com

Company Profile	<p>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.</p> <p>They are an independent limited company that has been in business for just over 27 years.</p> <p>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.</p> <p>They have a retail shop, The Meat Merchant at the factory offering the same restaurant quality food at wholesale prices.</p> <p>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.</p>
Relevant contacts	<p>Purchasing contacts: Jim Hannan or David Rosbotham Email: jim@hannanmeats.com or david@hannanmeats.com Phone: 048 9261 9790</p>
Product range	<p>Multi Award Winning Foods</p> <p>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.</p> <p>The company produces their own burgers and sausages and under its <i>Moyallon</i> brand they dry cure beef and pork.</p> <p>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.</p>
Sectors served	<p>Foodservice sectors serviced include hotels, restaurants, pubs and contract caterers and selected delicatessens and food halls.</p> <p>Key customers include Fortnum and Mason of Piccadilly, London, Hix Restaurants, the InterContinental Hotel Group, Hastings Hotel Group and the Merchant Hotel Group.</p>
Opportunities for Irish food and drink suppliers	<p>Key growth areas and opportunities in the market are for beef with provenance and quality chicken and pork products.</p>

	<p>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.</p> <p>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</p> <p>The company is interested in artisan producers and welcomes approaches from new suppliers of any new products or ideas.</p>
Purchasing policy	<p>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.</p> <p>The company has a strong preference to source local produce and is increasingly receiving requests from customers for 100% Irish products.</p> <p>Peter Hannan, David Rosbotham and Ken Lightbody influence purchasing decisions and agree terms.</p>
Supplier requirement and ordering procedure	<p>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.</p> <p>It is mandatory for all meat products to have an EU licence.</p> <p>Supplier delivery windows and frequency of supply are up to five days per week.</p> <p>Orders are placed by email, phone and fax.</p>
Geographical spread	<p>There is a multi-temperature depot located in Moira, Co Armagh.</p> <p>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.</p> <p>The frequency of service out is up to five days a week.</p>
Fleet size	<p>The fleet consists of six multi-temperature vehicles to service Northern Ireland and outside contractors are used to service further afield.</p>
Marketing support and services provided	<p>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.</p> <p>Customers are alerted to the arrival of new products via direct mail, flyers, phone or visits from one of the three sales representatives.</p> <p>Activities and promotions are encouraged to get product moving.</p>

	<p>Suppliers are encouraged to speak to Hannan Meat's customers.</p> <p>The company does supply sales information to customers, depending on their requirements.</p> <p>Hannan Meats encourage producers to make presentations to their sales team.</p>
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Henderson Foodservice

Address: 1 Hightown Avenue, Newtownabbey, BT36 4RT

Website: www.henderson-foodservice.com Phone: NI 02890 342342 ROI 1800 805593

Email: foodservicehelpdesk@henderson-group.com Twitter: @HendersonFoods

Company Profile	<p>Henderson Foodservice Ltd. 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.</p> <p>The company have a range of over 6,500 products; from locally produced to national brands across multiple temperature bands and categories including fresh meat and produce, store cupboard ingredients, to frozen desserts.</p> <p>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.</p> <p>Henderson Foodservice exclusively supplies the Country Range brand in Ireland, which is widely regarded as the best own brand in the foodservice industry.</p> <p>The company also has an exclusive partnership with UCC, supplying a range of their coffee brands including Grand Café, Coopers, Three Sixty and Orang Utan. Working in partnership with UCC allows Henderson Foodservice to offer a complete solution for coffee facilities, including machinery, training, and servicing.</p> <p>The company have won multiple awards including Gold Status for Deloitte Best Managed Company and Investors in People Silver Accreditation.</p> <p>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.</p>
Relevant contacts	<p>Business Development Director: Mark Stewart-Maunders Email: mark.stewart-maunders@henderson-group.com</p> <p>Commercial Director: Peter McMeekin Email: peter.mcmeekin@henderson-group.com</p> <p>Sales Director: Kiera Campbell Email: kiera.campbell@henderson-group.com</p> <p>Marketing Executive: Emma Armstrong Email: emma.armstrong@henderson-group.com</p> <p>Trading Controller: Des Simpson Email: des.simpson@henderson-group.com</p>

	<p>Trading Controller: Susan McDonagh Email: susan.mcdonagh@henderson-group.com</p> <p>Trading Controller: Tom McKenzie Email: tom.mckenzie@henderson-group.com</p> <p>Trading Controller: Neil Greaves Email: neil.greaves@henderson-group.com</p>
Product range	<p>Henderson Foodservice has one of the widest product portfolios on the island, spanning across fresh meat and produce, chilled, frozen, ambient, and non-food.</p> <p>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.</p> <p>Henderson Foodservice owns the <i>Country Range</i> brand in Ireland. From essential store cupboard items through to premium finished products, the <i>Country Range</i> brand provides professional caterers and chefs with a unique value for money proposition without the need to compromise on taste or quality.</p>
Sectors served	<p>A growing customer base spans across 11 foodservice sectors.</p> <p>The company holds key contracts within the education and healthcare channels, in addition to independent catering companies. They also supply supply deli counters and food-to-go operations of the Group-owned and independent Spar, Eurospar and Vivo stores.</p>
Opportunities for Irish food and drink suppliers	<p>Key growth areas and opportunities for Henderson Foodservice are in all sectors, but particularly within hotels, restaurants, food-to-go, and QSR.</p> <p>The company is always looking for new and innovative product offerings.</p>
Purchasing policy	<p>Innovation and quality are the key benchmarks of the Henderson Foodservice purchasing policy. They work with customers and suppliers to ensure they can deliver products to meet industry needs.</p>
Supplier requirement and ordering procedure	<p>Supplier QA requirements are laid down by the Henderson Group. HACCP is a minimum requirement and we sometimes look for BRC accreditation.</p>
Geographical spread	<p>Henderson Foodservice distributes nationwide to the island of Ireland from four distribution centres in Belfast, Dublin, Ballymoney and Newry and via partner Gist for Dublin and border counties.</p>
Fleet size	<p>Henderson Foodservice has over 50 multi-temperate vehicles on the road for chilled, frozen and ambient products.</p>
Marketing support and services provided	<p>Plans are in place to invest significantly in the company's marketing department, with projects focusing on branding and digital development.</p>
Advice to new suppliers	<p>Potential suppliers are advised to contact one of the Trading Controllers.</p>

Horgan's Delicatessen Suppliers Ltd. *NEW

Address: Horgan's Delicatessen Supplies Ltd, Mitchelstown, Co. Cork

Website: www.horgans.com

Phone: 025 41200

Email: info@horgans.com

Company Profile	<p>Horgan's Delicatessen Supplies are specialists and innovators in the sales, marketing and distribution of speciality food products.</p> <p>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 2016 was €21m.</p>
Relevant contacts	<p>Purchasing Manager: Edward Horgan Email: edwardhorgan@horgans.com Phone: 025 41200</p>
Product range	<p>Horgan's carries over 900 chilled, frozen and ambient products which include delicatessen products (e.g. cheeses, deli meats and antipasto), ready meals, dairy products (e.g. milks, yoghurts, butters and spreads), oils, jams and preserves, fish products (e.g. smoked salmon), confectionery, soups, juices, and desserts (Italian and Irish).</p> <p>The Company has its own cheese cutting and packing facility which operates at BRC Grade AA accreditation.</p> <p>Horgan's carries chilled, frozen and ambient products, with 85% chilled.</p> <p>The major brands and suppliers carried by Horgan's include: Laughing Cow, Babybel, Yakult, Reinert, President, Arla Foods, Seriously Strong, Cooleeney, Cashel Blue, Boursin, Castelli, Follain, Kilbeg Dairies, Noel, Carsodo/La Selva, Horgan's, Cahill's Farm, Icelandic Skyr, Bertagni Pasta, Ardsallagh, Le Foue, Castellino Olives, Bonta Divina, CoYo, Great Food, Long Clawson, Applewood and Panealba.</p> <p>Horgan's also carries its own range of award-winning Irish cooked ham and beef products (Spiced/Corned/Pastrami).</p>
Sectors served	<p>For foodservice, Horgan's distributes to airlines, hotels, restaurants and fast service restaurants both directly and via other Irish distributors. Customers in the travel industry include Aer Rianta.</p> <p>Horgan's also distribute speciality foods to the retail sector in ROI and supply all the retail trade in ROI and a number of outlets in NI. Horgan's has central distribution for all of the multiple retailers. All symbol groups and independent retailers are serviced through van sales.</p>
Opportunities for Irish food and drink suppliers	<p>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 to offer in turn to their consumers.</p>

	<p>Recently the Company launched a range of speciality oils on tap that allow customers pick and choose from a variety of 16 flavoured olive oil and vinegars.</p>
Purchasing policy	<p>Horgan's has a strong preference to source local produce and would like to carry as many Irish products as possible.</p> <p>Purchasing policy is quality first, then price and service.</p> <p>The Purchasing Manager, Managing Director (Michael Horgan) and Sales Manager influence purchasing decisions.</p>
Supplier requirement and ordering procedure	<p>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. Horgan's bears the cost of these audits.</p> <p>Orders are placed via EDI, email and phone.</p> <p>Supplier delivery windows are daily for Irish suppliers and weekly for Continental suppliers.</p>
Geographical spread	<p>Horgan's operates primarily from its Mitchelstown Head Office, but also have a depot in Dublin. All depots are chilled, frozen and ambient.</p> <p>Horgan's services the entire island of Ireland and makes deliveries seven days per week.</p>
Fleet size	<p>There are six multi-temperate chilled and ambient vehicles in the fleet including van sales.</p>
Marketing support & services provided	<p>There is a catalogue that is updated at least annually.</p> <p>The telesales and sales-rep teams alert customers to new products and gather orders. There are 10 sales representatives on the team.</p> <p>Promotions are encouraged to get product moving, particularly at launch. Horgan's meets customers jointly with suppliers, especially for launches.</p> <p>Sales information is available to suppliers on a regular basis as all sales representatives have hand-held reporting systems.</p>
Advice to new suppliers	<p>New potential suppliers should email in a product brochure and arrange a meeting with the Purchasing Manager if the products are of interest.</p>
Other information	<p>Supplier support is sought for promotions and sales materials (catalogues). This is communicated and agreed in advance.</p>

Ireland Food Limited

Address: Claregalway, Galway, Co. Galway

Website: www.irelandfood.ie

Phone: 091 798 060

Email: info@irelandfood.ie

Company Profile	<p>Established in 2008, Ireland Food provides a chilled distribution and delivery service in the west of Ireland.</p> <p>Previously, John Daly, the Managing Director, ran John Daly Refrigerated Foods Ltd.</p> <p>Business volume is split between the foodservice (20%) and retail (80%) sectors. Chilled product accounts for 100% of deliveries, with annual turnover of circa €4m.</p> <p>The company owns its own chilled depot in Galway and aims to provide national coverage in the future.</p> <p>All new business is welcome and Ireland Food is always looking to develop new routes to market.</p>
Relevant contacts	<p>Managing Director: John Daly Email: john@irelandfood.ie Phone: 087 259 3813</p>
Product range	<p>Product categories carried include seafood chowder and poultry.</p> <p>The company distributes the Manor Farm poultry range.</p> <p>Strathroy Milk was added to the product range for 2011.</p> <p>All food producers both large and small are welcome and catered for by Ireland Food.</p>
Sectors served	<p>Foodservice channels served include hotels, restaurants, delicatessens, cafés and bed and breakfasts.</p> <p>Key customers include Joyces food stores, a range of SuperValu in Galway and many leading foodservice.</p>
Opportunities for Irish food and drink suppliers	<p>The company is continuously developing its product range and it is constantly seeking additional ranges to distribute. This presents an opportunity for producers who seek to work on a partnership basis.</p> <p>Distribution is via a delivery service where the producer invoices the goods and has a relationship with customers, but Ireland Foods handles all orders. Ireland Food can also take title of goods.</p>
Purchasing policy	<p>Suppliers must be HACCP certified. Ireland Food Ltd does not carry out any auditing of supplier premises.</p> <p>Ireland Food's aim is to provide a top quality transportation service in the most efficient and cost effective manner.</p>

	<p>Orders are placed via phone/email and deliveries are received 5 days a week.</p> <p>The company is not listed for central billing with group organisations.</p> <p>Purchasing decisions are made by the Managing Director, who consults with his customers when making a purchasing decision.</p>
Supplier requirement and ordering procedure	<p>Orders can be placed via phone/email but the company also carries out van sales and merchandising.</p> <p>All customers receive a delivery at least once per week.</p> <p>The company does not backhaul product.</p>
Geographical spread	<p>From its depot in Galway, the company services west of the Shannon.</p> <p>All customers receive a delivery at least once per week.</p>
Fleet size	<p>The company has a fleet of 5 trucks and 3 vans.</p>
Marketing support and services provided	<p>Orders are captured via telesales.</p> <p>Producers are actively encouraged to make sales calls to the customer base and to develop new business. They are also actively encouraged to make sales presentations to the sales force.</p> <p>The company provides extensive sales information to producers on request.</p>
Advice to new suppliers	<p>Contact the Managing Director via email and phone to make an appointment to discuss a proposal. New business is welcome.</p> <p>The company is heavily focused on building brands and partnerships.</p>
Other information	<p>Credit terms are 30 days.</p>

La Rousse Foods

Address: 31 Park West, Nangor Road, Dublin 12

Website: www.laroussefoods.ie Phone: 01 623 4111 Email: info@laroussefoods.ie

Company Profile	<p>La Rousse Foods is an Irish company servicing customers nationwide, North and South.</p> <p>The largest sector for the company is foodservice, primarily hotels and restaurants, along with some retail and wholesale business.</p>
Relevant contacts	<p>Food Director: Colum Lanigan Ryan Email: colum@laroussefoods.ie</p>
Product range	<p>La Rousse Foods supplies over 2,500 lines of fresh, ambient and frozen produce, with the largest proportion being in fresh product lines.</p> <p>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.</p> <p>There is also an on-site cheese maturing room offering the facility of ripening and cutting cheeses to customers' requirements</p> <p>The company has its own chocolate laboratory and produces an exclusive range of handmade chocolates under the Cocoa Atelier brand.</p>
Sectors served	<p>The main sectors of the market served by La Rousse Foods are medium to high end restaurants, hotels and corporate catering.</p>
Opportunities for Irish food and drink suppliers	<p>High quality innovative and / or artisan products that can be produced on a consistent basis are in demand in the foodservice market.</p> <p>The company is constantly looking to source innovative product lines.</p>
Purchasing policy	<p>The purchasing policy of La Rousse Foods is a balance between quality, price, reliability and consistency, with quality being a focus within the company.</p> <p>A combination of the purchasing team and the sales team influence purchasing decisions.</p>
Supplier requirement and ordering procedure	<p>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.</p> <p>All suppliers are subject to an annual paperwork check on insurance, controlled temperature, quality systems etc.</p> <p>All terms are agreed through the Food Director and all orders are placed by the purchasing department.</p>

	Goods are normally delivered on a daily basis, but this is product dependant. Orders are placed by email or fax.
Geographical spread	<p>The main Irish depot is in Monaghan and the Dublin depot is in Parkwest.</p> <p>La Rouse Foods delivers to customers daily across the 32 counties of Ireland.</p>
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	<p>La Rouse Foods produces a biannual product brochure along with monthly product offerings.</p> <p>Customers are alerted to new products by the company and usually supported by some promotional activity.</p> <p>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.</p> <p>Promotional activity is product dependent and the company actively encourages tastings and demonstrations.</p> <p>The company is open to producers making presentations to the sales team.</p>
Advice to new suppliers	New potential suppliers should approach the company via Colum Lanigan Ryan, Food Director.
Other information	<p>Credit terms are 30 days from month end.</p> <p>The company does not operate Long Term Agreements with suppliers.</p>

Lynas Foodservice Ltd.

Address: Loughanhill Industrial Estate, Gateside Road, Coleraine BT52 2NR
Website: www.lynasfoodservice.com Email: admin@lynasfoodservice.com
Tel: 048 7035 0600 (Freephone: 1 800 936 086)

Company Profile	<p>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 €150 million.</p> <p>The company currently employs over 450 people and delivers frozen, chilled, ambient and non-food products across Ireland on a daily basis. The Company works in collaboration with Caterforce, a UK based buying and marketing consortium comprising of Eight family-owned, foodservice companies in the UK.</p> <p>Lynas foodservice has recently gained the BRC AA standard.</p>
Relevant contacts	<p>Head of Trading: Karl Milligan Email: karl.milligan@lynasfoodservice.com Phone: 048 7035 0685</p> <p>Trading Manager (Ambient): Greg McPeak greg.mcpeak@lynasfoodservice.com</p> <p>Trading Manager (Frozen) : Philip Patterson philip.patterson@lynasfoodservice.com</p> <p>Trading Manager (Chilled) David West david.west@lynasfoodservice.com</p> <p>Initial contact should be made with the appropriate category manager at the above emails.</p> <p>Divisional Sales Manager (ROI): Mark Kirwan Email: mark.kirwan@lynasfoodservice.com Phone: 087 633 6407</p>
Product Range	<p>The product range is split between ambient, chilled and frozen as follows:</p> <p>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.</p> <p>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.</p>

	<p>The frozen range accounts for 54% of sales. The range includes chips, vegetables, desserts, seafood and pastry products.</p> <p>Lynas Foodservice currently stocks over 6,000 product lines.</p> <p>Lynas Foodservice stocks all household brands in addition to Lutosa chips, Rangeland beef and McKeown's chicken.</p>
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	<p>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.</p> <p>Many frozen bakery and patisserie products are imported from France and this presents as an opportunity for import substitution.</p>
Purchasing policy	<p>The company has a preference to source local produce, but the price must be correct.</p> <p>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.</p> <p>The Trading Manager makes the purchasing decisions. He is influenced by the Head of Trading.</p>
Supplier requirement and ordering procedure	<p>All producers must comply with national legislation, complete a supplier questionnaire and supply documentary evidence of their food safety systems. Suppliers can be subject to a site audit by Lynas Foodservice.</p> <p>Supplier terms are agreed with the Trading Managers and orders are placed by the Purchasing Department.</p> <p>Orders are placed via email and goods are received into the Coleraine depot early in the morning.</p>
Geographical spread	<p>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.</p> <p>There are sub-depots in Dublin, Galway and more recently Glasgow where loads are split onto smaller temperature controlled lorries. Distribution covers all counties in Ireland and now also distributing in Scotland from June 2017.</p>
Fleet size	<p>The fleet consists of over 85 lorries (15-18 tonne), all of which have both an ambient/chilled compartment and a frozen one.</p> <p>All vehicles are wholly owned by Lynas Foodservice Ltd and it does not use any other courier or transport companies for deliveries.</p>

	<p>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.</p>
<p>Marketing support and services provided</p>	<p>A product catalogue with images is published every year. New products are introduced to the customer base via the telesales team and the company's team of 40+ sales representatives.</p> <p>Promotions are encouraged to develop the sales of new products. A monthly leaflet highlighting special offers is produced.</p> <p>Orders are captured via telesales. The company's team of sales representatives is tasked with providing sales support for the entire range. Producers may accompany sales representatives on visits to customers by arrangement.</p> <p>Ordering online is a huge growth area with over 30% of our total sales coming via our online ordering website and suppliers can gain significant exposure here. Producers who wish to develop their sales within the company's customer base are given indications as to where opportunities may exist.</p>
<p>Advice to new suppliers</p>	<p>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.</p> <p>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.</p>

Michael Carr Foods

Address: Unit 6, MoyValley Business Park, Primrose Hill, Ballina, Co Mayo

Website: www.michaelcarrfoods.com Phone: 096 70105 Email: info@michaelcarrfoods.com

Company Profile	<p>Michael Carr Foods is a family owned and managed food distribution company that has been established for over 30 years.</p> <p>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.</p>
Relevant purchasing contacts	<p>Managing Director: Michael Carr Office Phone: 096 70105 Michael's Mobile: 087 259 4509 Email: info@michaelcarrfoods.com</p>
Product range	<p>Michael Carr Foods supplies a full range of pork, bacon, frozen food and ambient products.</p>
Sectors served	<p>The company serves both the retail and foodservice sectors. Retail clients include small local shops, butcher shops and supermarkets.</p> <p>Foodservice clients include pubs, clubs, restaurants, hotels and private catering.</p>
Opportunities for Irish food and drink suppliers	<p>The company views the foodservice sector as the main growth area as conditions for suppliers to the retail sector are becoming increasingly difficult.</p> <p>Price competitiveness is becoming increasingly important.</p>
Purchasing Policy	<p>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.</p> <p>Purchasing decisions are made by the Managing Director, Michael Carr.</p>
Supplier requirement and ordering procedure	<p>Supplier requirements vary with by products. Generally, Irish meat suppliers need to be 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.</p> <p>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.</p> <p>Ordering from suppliers is by 'phone, fax or email.</p>
Geographical spread	<p>The company operates from a chilled and frozen distribution facility at Primrose Hill, Ballina, Co Mayo.</p> <p>Mayo, Sligo, Leitrim, Roscommon and North Galway are serviced.</p>

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

Address: Millbrook, Oldcastle, Co Meath, Ireland

W: www.millbrookfoods.com Phone: 049 854 1133 E: sales@millbrookfoods.com

Company Profile	<p>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.</p> <p>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.</p>
Relevant contacts	<p>Head of Procurement: Josy Marshall Email: jmarshall@millbrookfoods.com Phone: 049 854 1133</p>
Product range	<p>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.</p> <p>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, Dart, Manor Farm, Western Brand, Dew Valley, Grove Farm, G's Gourmet Jams, Fusco Foods Ltd., Mertonbury Ltd, B Free Foods, Grove Farms and Western Brand.</p>
Sectors served	<p>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.</p>
Opportunities for Irish food and drink suppliers	<p>Millbrook is looking to expand its product range across the board.</p> <p>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.</p>
Purchasing policy	<p>There is a preference for Irish and local products.</p> <p>For most customers, quality is first preference and price second, though there are those who are more price sensitive.</p> <p>The Head of Procurement makes all purchasing decisions.</p>
Supplier requirement and ordering procedure	<p>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.</p> <p>Some audits are carried out at no cost to the supplier.</p>

	<p>Orders are managed by an ERP system. All orders are placed by email by the purchasing team.</p> <p>Delivery methods are a combination of suppliers delivering into the Millbrook depot and Millbrook backhauling from suppliers.</p> <p>Millbrook delivers to customers 6 days per week.</p> <p>Millbrook does accept returns from customers, but doesn't charge suppliers for this.</p>
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	<p>14 vehicles with mixture of temperatures.</p> <p>Several of the vehicles carry both frozen and fresh produce.</p>
Marketing support and services provided	<p>Millbrook has an online catalogue and distributes hard copies to customers.</p> <p>The catalogue is updated every 2nd year with the next catalogue due to be launched in early 2018.</p> <p>New products are launched on a monthly basis and are promoted via the telesales team, sales reps and flyers.</p> <p>There are currently four field sales personnel and five telesales personnel.</p> <p>There is the opportunity for produce tastings for the telesales team and sales reps. Presentations can be made to the sales reps.</p>
Advice to new suppliers	<p>Call the Head of Procurement to arrange a one-to-one meeting and bring product samples to the meeting.</p> <p>Samples also go out to the customer base for their feedback.</p>
Other information	<p>Millbrook signs contracts with some suppliers.</p> <p>The Company has seen an increase in demand for ambient products over the last two years</p>

Musgrave Wholesale Partners

Address: St Margaret's Road, Ballymun, Dublin 11

W: www.musgravemarketplace.ie / www.musgrave.ie

P: 01 883 5333 Email: marketplace@musgrave.ie

Company Profile	<p>Musgrave Wholesale Partners services the foodservice sector through its national delivered offer and through its MarketPlace Cash and Carry's. Supplying all catering needs from everyday essentials to fine dining products.</p> <p>Musgrave Wholesale Partner's foodservice business services over 6,000 customers weekly. These include hotels, restaurants, pubs, nursing homes and other hospitality operators. Musgrave is part of the Fairway buying group in the UK.</p> <p>Musgrave Marketplace also offers a full online shopping solution to its retail and foodservice customers, where they have access to the full product range and can avail of a delivered or 'click and collect' service.</p> <p>There are separate listing requirements for Musgrave Retailer Partners Ireland division (SuperValu Centra).</p>
Relevant contacts	<p>Within the Wholesale Division, suppliers should contact the relevant Category Managers via email in the first instance, who will put them in contact with the relevant Trading Managers.</p> <p>Anne O'Brien, Category Manager for Ambient and Non-Food. Email: anne.obrien@musgrave.ie</p> <p>Mark Moriarty, Category Manager for Fresh, Chill and Frozen. Email: mark.moriarty@musgrave.ie</p> <p>Keith Heavey, Category Manager for Grocery i.e. liquor, tobacco, impulse purchases and confectionery. Email: keith.heavey@musgrave.ie</p>
Product range	<p>Musgrave Wholesale Partners offers a complete range of over 7,000 ambient, chilled and frozen products as well as an extensive range of liquor and non-food products through its delivered business and over 12,000 products through the Cash and Carry branches.</p> <p>The company is consistently introducing new lines and seeking relevant innovation for their extensive customer base.</p> <p>Ambient product categories include baking ingredients, cereals, canned meats and fish, sauces, rice, pasta and noodles, herbs and seasonings, soups and bouillons, desserts, jams and preserves, tea, coffee and beverages, soft drinks and biscuits along with a full range of ethnic products.</p>

	<p>In addition to this list there is a significant range of ‘free from’ offerings.</p> <p>Chilled and frozen product categories include fresh meat and poultry, fruit & veg, fresh and frozen fish, frozen foods and dairy.</p> <p>This is in addition to a wide range of non-food items including food packaging, professional cleaning and catering equipment for the Caterer.</p>
Sectors Served	<p>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. In addition, Musgrave MarketPlace distribute to contract caterers, hospitals and nursing homes and most other channels of the foodservice market.</p> <p>Through Cash & Carry, Musgrave MarketPlace services a wider range of foodservices customers that include fast food, deli, cafes/coffee shops, and workplace and event caterers.</p> <p>Pubs, fast-food restaurants and ethnic restaurants are a focus, but Musgrave MarketPlace is dedicated to servicing the entire foodservices customer base.</p>
Opportunities for Irish food and drink suppliers	<p>Musgrave Wholesale Partners works hard to support Irish products, but suppliers need to be increasingly aware of the pressures to provide value.</p> <p>Musgrave Marketplace launched its inaugural FoodService Academy in conjunction with Bord Bia in 2016. There were nine Irish food and drink companies involved in the programme. It took place over four months and comprised of workshops and mentoring sessions, sharing practical insights and experience with the companies involved. This programme will continue working with new Irish food and drink companies.</p> <p>The team are continuously looking for new and innovative products across the ambient and chilled sectors which can provide an opportunity for artisan producers.</p> <p>Within the ambient catering sector, the main growth areas are in desserts, speciality foods and enhanced coffee offering. 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.</p> <p>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.</p>

	<p>Within the chilled sector, Musgrave Wholesale Partners 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. Party foods are also an area where opportunities exist for the right products.</p> <p>In the Cash & Carry business, 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.</p> <p>Musgrave Wholesale Partners 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.</p>
Purchasing policy	<p>Musgrave Wholesale Partners has a preference to source Irish products, but recognises that the company is dealing in a global market which is very competitive.</p> <p>The purchasing policy of Musgrave Wholesale Partners centres on quality, price and service.</p> <p>Flexibility is also important for new suppliers.</p> <p>Purchasing decisions are influenced by the Category Managers, Trading Managers and the Trading Director, Sheena Forde. The Category Managers and Trading Managers research suppliers through national and international trade shows and their own trends research.</p> <p>Information on potential new products and suppliers is also provided through feedback from the sales representatives who have direct contact with the foodservices customers and understand their requirements.</p>
Supplier requirement and ordering procedure	<p>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 Wholesale Partners or MRPI (Musgrave Retail Partners Ireland).</p> <p>All suppliers must be compliant in terms of barcodes, EDI order and invoicing and agreed delivery procedures. In particular, packaging must be suitable for the Cash & Carry environment with branding, bar codes and legal requirements clearly displayed on all packs.</p> <p>In addition all suppliers must engage with <i>Brandbank</i>, an online content management company, to share imagery and product information for the company's web shop.</p>
Geographical spread	<p><u>Delivered</u></p> <p><i>Republic of Ireland:</i> Nationwide through cross dock network Dublin, Cork, Kerry, Limerick, Galway & Waterford.</p> <p><i>Northern Ireland:</i> Through Belfast cross dock (via Dublin).</p>

	<p><u>Musgrave MarketPlace Cash & Carry</u> <i>Republic of Ireland</i> – seven sites in Dublin, (Ballymun, Robinhood and Sallynoggin), Cork, Galway, Limerick and Waterford.</p> <p><i>Northern Ireland</i>: three sites in Belfast (Duncrue Road), Derry and Lurgan.</p>
Fleet size	Musgrave Wholesale Partners has over 100 vehicles offering tri-temp deliveries of ambient chilled and frozen products.
Marketing support and services provided	<p>Musgrave Wholesale Partners publishes a foodservice brochure which is a showcase of the complete range of products available. There is an extensive range of products highlighted with 17 different categories. The brochure is available online and in print.</p> <p>Musgrave Wholesale Partners has also published a full Non Food Brochure which highlights the extensive range of Cutlery, Crockery, Glassware, Cookware and serving ware and a wide variety of Food presentation products to display food in many and varying ways. This is available online and in print.</p> <p>The brochure is supported by monthly promotional flyers that list seasonal offers and showcase any new products that have been listed. The sales and telesales teams also alert customers to new products between catalogue publishing dates.</p> <p>Customers' orders for the Delivered business are placed via telesales or online. Sales figures and reports are made available to suppliers during meetings with their appointed Trading Manager.</p>
Advice to new suppliers	<p>Potential suppliers should approach the company via email to the relevant Category Manager. The Category Manager will then put the supplier in contact with the relevant Trading Manager.</p> <p>When meeting the Trading Manager (buyer), suppliers should come prepared with a PowerPoint or hardcopy presentation providing an overview of their business, the proposed product range and pricing along with product samples.</p> <p>If targeting the Cash & Carry business, distribution solutions need to be provided outlining the product delivery schedule to the thirteen sites or alternatively confirming delivery to Musgrave MarketPlace central location.</p> <p>Musgrave Wholesale Partners are always interested in products that are different, unique and in particular if they offer exclusivity to the Musgrave Excellence brand.</p> <p>Promotional calendars aimed at Chefs need to be put in place in Cash & Carry sites to help drive sales, together with training for the telesales team.</p>

	<p>Producers should research customers and end consumers to establish the potential interest in their products. This will give Musgrave Wholesale Partners a good idea of the market for the supplier's products.</p>
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	<p>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.</p>
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Odaios Foods Ltd

Address: 11 Magna Drive, Magna Business Park, Citywest, Dublin 24

Website: www.odaio-foods.com

Phone: 01 469 1455

Email: info@odaio-foods.com

Company Profile	<p>Odaios Foods Limited is an ambient, chilled and frozen food distribution company servicing the foodservice sector and fine food retailers across the 32 counties of Ireland.</p> <p>The company, formed in 2004, has accelerated its strong growth in the past year and, as part of this expansion, is open to new ideas and products.</p>
Relevant contacts	<p>Purchasing Manager: Guillaume Esquiro Email: gesquiro@odaio-foods.com Phone: 01 469 1455</p>
Product range	<p>30% of the products distributed are ambient, frozen accounts for 30%, and chilled accounts for the remaining 40%.</p> <p>Product categories distributed include breads, pastries, cakes, biscuits, vegetables, fresh meat, shellfish, charcuterie, cheese, dairy products, dry goods, chocolate, beverages, preserves and packaging.</p>
Sectors served	<p>Foodservice accounts for 80% of the company's turnover.</p> <p>Segments served within the foodservice sector include hotels, restaurants, cafés, institutions, quick serve outlets and contract caterers.</p>
Opportunities for Irish food and drink suppliers	<p>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.</p> <p>Producers should contact the company directly to discuss what product categories are not yet served.</p> <p>The company is a strong supporter of locally produced artisan food.</p>
Purchasing policy	<p>The company has a strong preference to source local produce.</p> <p>Product taste and the commercial ability of suppliers are key considerations taken into account when selecting suppliers.</p> <p>The Purchasing Manager is influenced in his purchasing decisions by Jason O'Brien and Ashley O'Brien, Directors of the company.</p>
Supplier requirement and ordering procedure	<p>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.</p> <p>Orders are placed via email and phone. Goods are received during trading hours.</p>
Geographical spread	<p>The company's depot is located in Citywest, Dublin. All 32 counties are serviced at least two to three times per week.</p>

	A next day delivery service six days a week is provided to the greater Dublin and Belfast area.
Fleet size	The company's fleet consists of 30 vehicles, all of which are multi temperature.
Marketing support and services provided	<p>A catalogue of all products supplied is produced in-house and is updated every February and September.</p> <p>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.</p> <p>Orders from customers are received by 'phone and 'fax.</p> <p>Producers are encouraged to visit the customer base to introduce their products. Sales information at a general sector level is shared with producers.</p> <p>There are 14 sales representatives on the sales team, with plans to expand the sales team again in 2017.</p>
Advice to new suppliers	<p>Contact the Purchasing Manager via email and telephone to make an appointment to review samples and discuss pricing.</p> <p>Provide sufficient samples for review by both company Directors, in addition to the Purchasing Manager.</p>

Pallas Foods

Address: Newcastle West, Co. Limerick

Website: www.pallasfoods.com Phone: 069 20 200 Email: info@pallasfoods.com

Company Profile	<p>Since the early 1980s Pallas Foods has evolved into one of the leading foodservice distributors on the island of Ireland.</p> <p>Pallas Foods is now part of Sysco and has a team of over 1,300 950 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.</p> <p>Pallas Foods supplies customers across the island of Ireland, operating from two distribution centres – Newcastle West, Co. Limerick and Foodservice Centre in Killamonan, Co Dublin. In addition to this the company also has a network of regional distribution centres across the country.</p> <p>Pallas Foods’ parent company, Sysco Corporation, acquired the UK-based foods specialist, Brakes Group, in 2016 and in February 2017, Pallas Foods and Brakes Ireland began the process of bringing the two companies together. Over 2017 and 2018, the focus will be on bringing together the operations in the Republic of Ireland, operating under the Pallas Foods Brand.</p>
Relevant purchasing contacts	<p>Senior Category Manager: Marian Cahill Email: marian-cahill@pallasfoods.com Phone: 069 20 200</p>
Product mix	<p>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.</p> <p>A comprehensive non-food collection includes crockery, glassware, kitchenware and catering essentials, packaging, disposables, chemicals and guest amenities.</p> <p>Proprietary brands include McCarrens Pork & Bacon, Glin Valley Irish poultry, DeelVale Poultry, Block & Barrel delicatessen, Pallas Green Produce, Salamander Fine Food, Salamander Patisserie and House Recipe.</p> <p>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.</p> <p>The Brakes own brand range is also available to Pallas Foods customers.</p>

	<p>The Brakes Brand range has been used in the foodservice industry for over 30 years. Every Brakes brand product is tested by chefs in development kitchens to ensure it delivers quality without compromise.</p>
Opportunities for Irish food and drink suppliers	<p>Pallas Foods is committed to sourcing from Irish suppliers, both large scale manufacturers and artisan producers.</p> <p>The team of category managers is continuously looking for new and innovative products that can further extend the company's customer offering.</p> <p>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.</p>
Purchasing policy	<p>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.</p> <p>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.</p>
Supplier requirement and ordering procedure	<p>Suppliers must meet exacting Quality Assurance requirements and consistently deliver products that conform to the highest food safety standards.</p> <p>Labelling must meet EU and Irish legal requirements.</p> <p>Orders are placed by the purchasing department and suppliers must meet the agreed product, shelf life, temperature and packaging specifications.</p>
Geographical spread	<p>An island-wide next day delivery service is provided.</p> <p>The company operates from two distribution centres in Newcastle West in Limerick and Killamonan, Co Dublin with regional distribution centres across the island of Ireland.</p>
Fleet Size	<p>The entire fleet consists of over 300 distribution vehicles, the majority of which have ambient, chilled, and frozen compartments.</p>
Marketing support and services provided	<p>The annual Food Book is launched every year. There are also annual books for Non Food (Hygiene, Packaging, Crockery, Cutlery, Glassware and Light Equipment), Grocery, Wine & Spirits, Health Food and Coffee categories.</p> <p>Pallas Foods produces a bi-monthly magazine and a cyclical grocery promotion sheet, in addition to seasonal and new product flyers.</p>

Advice to new suppliers	<p>Potential suppliers should contact the Purchasing Manager via the Pallas Foods website, where they will be asked to fill out a supplier profile.</p> <p>If there is deemed to be a market opportunity, samples should be submitted with pricing. Producers need to confirm that they are in a position to deliver to Newcastle West, Co. Limerick or Killamonan, Co. Dublin, following which a meeting will be arranged.</p> <p>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.</p> <p>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.</p>
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Plassey Food

Address: Industrial Estate, Rathkeale, Co. Limerick

Website: www.plasseyfood.ie Phone: 069 63500 Email: sales@plasseyfood.ie

Company Profile	<p>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.</p> <p>Plassey Food is a 100% Irish, family owned business, founded in 1989 and serves clients in Munster and parts of Leinster and Connaught.</p>
Relevant purchasing contacts	<p>Company Sales Director: Tom Magner Email: t.magner@plasseyfood.ie Phone: 069 63500</p>
Product range	<p>Products handled include meat (fresh and frozen), poultry (fresh and frozen), seafood (fresh and frozen), dairy, baking & confectionery, dry goods, soups, sauces & oils, potatoes & frozen vegetables, eggs, beverages, pizza & finger foods, wines & craft beers, packaging and hygiene products as well as a full “Cash & Carry” product range.</p> <p>The product range also includes Halal meat products as well as a good range of gluten free products.</p>
Sectors served	<p>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.</p> <p>Besides this Plassey Food also services retail outlets.</p>
Opportunities for Irish food and drink suppliers	<p>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.</p> <p>Opportunities exist for Irish suppliers that can deliver a consistent supply of products at an agreed quality specification.</p> <p>Price is important, but secondary to quality.</p> <p>The company sees specific opportunities for high-quality Irish Artisan foods.</p>
Purchasing Policy	<p>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.</p> <p>The company uses central billing and central purchasing. The operation is based at its headquarters and warehouse in Rathkeale, Co. Limerick.</p>

	Purchasing decisions are made by Company Sales Director, Tom Magner, 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 fleet of 30+ vehicles incorporating many compartmentalised vehicles that can hold ambient, chilled and frozen foods at the same time.
Marketing support & services provided	<p>The principle marketing support tools for the company are:</p> <ol style="list-style-type: none"> 1. Two annual product catalogues: Hotel/Restaurant and Take-away/Deli. Both publications are produced in full colour, hard-back format convenient for chefs. 2. Bi-monthly promotional publications: ‘The Menu’ is circulated to the Hotel and Restaurant/Bar clients of Plassey Food. The publication contains details of new products, producers and also some special offers. <p>The SuperDeals promotional leaflet features special offers and is distributed to all clients. Trade shows form part of the promotional efforts. The company stages shows in locations such as Cork, Limerick and Kerry, where suppliers can exhibit their products.</p> <ol style="list-style-type: none"> 3. 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	<p>New suppliers must first contact the company by phone or email to introduce and discuss their product(s).</p> <p>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.</p> <p>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.</p> <p>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.</p>

Redmond Fine Foods

Address: Unit F1, Southern Link Business Park, Newbridge Road, Naas, Co. Kildare

Website: www.redmondfinefoods.ie Phone: 045 883 570 Email: info@redmondfinefoods.ie

Company Profile	Established in 2005, Redmond Fine Foods is a purveyor and wholesale distributor of select food ingredients and brands sourced in Ireland and globally.
Relevant contacts	Phone: 045 883 570 or 045 883 573 Email: info@redmondfinefoods.ie
Product range	With a strong focus on Irish and global food brands Redmond Fine Foods carries an extensive and exclusive range of ambient, chilled and frozen foods and non-food items. For more information on the product range see www.redmondfinefoods.com
Sectors served	The nationwide customer base is made up of hotels, restaurants, contract caterers, bakeries, chocolatiers, food manufacturers, wholesalers, corporate accounts and retailers.
Opportunities for Irish food and drink suppliers	Redmond Fine Foods continuously seek out new and unique food ingredients and products from the local market and potential suppliers should make direct contact with the company.
Purchasing policy	Procuring maximum quality, high value food ingredients based on best ethical, social and environmental practices.
Supplier requirement and ordering procedure	All suppliers are audited. HACCP system and all other necessary accreditations and regulations must be in place. All packaging and labelling must satisfy current legal requirements. Orders are placed by email. Supplier delivery is Monday through Friday.
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.
Fleet size	The company operates a fleet of multi-temperature controlled vehicles.
Marketing support and services provided	Redmond Fine Foods catalogue of products is available online at www.redmondfinefoods.com The company has an active social media presence and believes strongly in the principle of knowledge sharing. Twitter: @RedmondFineFood Instagram: redmondfinefoods Facebook: www.facebook.com/RedmondFineFoods

Advice to new suppliers	Redmond Fine Foods continue to seek out artisan produce of exceptional quality and potential suppliers should make direct contact with the company.
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Richardsons, Rooted in Fresh Foods **NEW*

Address: Unit 2D, Eastway Business Park, Ballysimon, Limerick

Website: www.richardsons.ie Phone: (061) 294 552 Email: hello@richardsons.ie

Company Profile	<p>Richardsons, Rooted in Fresh Foods is an independent Irish owned fresh produce and chilled foods supply company serving the hospitality and catering sectors.</p> <p>Established over 30 years, Richardsons are trusted suppliers to hoteliers, restaurant owners, catering companies, chefs and culinary leaders across the industry.</p> <p>Customers highlight their commitment to freshness, reliable delivery options and excellent customer service as key points of difference.</p>
Relevant contacts	<p>Managing Director: Matthew Richardson Email: matthew@richardsons.ie</p> <p>Account Manager: Sandra Fleming Email: sandra@richardsons.ie</p> <p>Finance Manager: Linda White Email: linda@richardsons.ie</p> <p>To make contact with the purchasing team, please email purchasing@richardsons.ie and one of the team will come back to you.</p> <p>For all general enquiries, please email hello@richardsons.ie</p>
Product range	<p>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. Their goal is to promote the best available seasonal produce throughout the year.</p> <p>This core range is complemented with a comprehensive list of chilled, dairy and larder items, ambient foods and quality ingredients.</p>
Sectors served	<p>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.</p>
Opportunities for Irish food and drink suppliers	<p>Richardsons is committed to sourcing and distributing fresh, high quality foods. Locally grown produce, chilled foods and ingredients are of particular interest.</p> <p>The Company is constantly looking to source new quality focused suppliers with a novel offering. They are happy to engage with growers, together with local, artisan and fresh food producers.</p> <p>The Company stays up to date with emerging food trends and welcomes new producers to this end.</p>

	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	<p>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.</p> <p>All packaging and labelling must satisfy legal requirements.</p> <p>Supplier delivery is Monday through to Sunday as needed.</p>
Supplier requirement and ordering procedure	All ordering is done by automated email.
Geographical spread	<p>Richardsons is based in Eastway Business Park, Ballysimon, Limerick and from this warehouse they service all of Munster six days a week.</p> <p>The Company has chilled and ambient facilities within their distribution warehouse.</p>
Fleet size	The company operates a fleet of 15 multi-temperature controlled vehicles.
Marketing support & services provided	<p>Richardsons supplies marketing material on an ongoing basis, including their catalogue which is available in .pdf format. 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.</p> <p>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.</p> <p>Richardsons has a team of three sales people who 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.</p> <p>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.</p>
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. The Company is open to discussing more flexible terms with new start-up producers.

Sheridans Cheesemongers

Address: Virginia Road Station, Pottlereagh, Kells, Co. Meath

W: www.sheridans.ie

Phone: 046 924 5110

E: info@sheridans.ie

Company Profile	<p>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.</p> <p>They also have fully staffed concession counter in Ardkeen Store, Waterford and Dunnes Stores Stephen’s Green and Swan Centre, Dublin.</p> <p>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.</p> <p>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.</p>
Relevant contacts	<p>Purchasing: Sharon Bagnall Email: purchasing@sheridans.ie Sales: Darryl Murphy Email: darryl@sheridans.ie Managing Director: Kevin Sheridan Email: kevin@sheridans.ie Phone: 046 924 5110</p>
Product range	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>The product range is approximately 70% chilled and 30% ambient. The company does not deal in frozen products.</p>

Sectors served	<p>Within the retail sector the company focuses on independent outlets. 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.</p> <p>Customers include: Jo’Burger Group, 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 Sheridans range of crackers.</p>
Opportunities for Irish food and drink suppliers	<p>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.</p> <p>Consumers are seeking out Irish products across all areas, but price is also very important.</p> <p>Growth areas and opportunities for Irish producers are in unique and modern foods across a wide variety of categories.</p> <p>The main scope for import substitution is in cured meats and meat products.</p> <p>Sheridan’s sees openings for many products in various different markets that can succeed if the quality is right.</p>
Purchasing policy	<p>Sheridan’s prefers to buy locally produced goods and deal only directly with the producers of same.</p> <p>In making a purchasing decision, quality and taste are the most important criteria. 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.</p> <p>Sheridan’s is not listed for central billing with group organisations for wholesale sales.</p> <p>Purchasing decisions are influenced by all the sales staff along with the wholesale and retail managers.</p> <p>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.</p>
Supplier requirement and ordering procedure	<p>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.</p> <p>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.</p>

	<p>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.</p> <p>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.</p>
Geographical spread	<p>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. A next day delivery service is provided to the Dublin region and all other areas are serviced at least once per week.</p> <p>The company exports to the UK, Netherlands, Scandinavia and Italy.</p>
Fleet size	<p>The fleet consists of three, four-tone chilled vans.</p>
Marketing support and services provided	<p>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.</p> <p>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.</p> <p>Orders are gathered via telesales. Producers are encouraged to introduce their products to the customer base and complete sales information is available.</p> <p>In addition to van drivers and the sales team at the company's offices, there is one sales representative. Producers and prospective suppliers may make presentations to the sales representative.</p>
Advice to new suppliers	<p>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.</p> <p>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.</p> <p>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.</p> <p>The main criteria for a product to feature on Sheridan's distribution list is quality. Other factors are important, but secondary.</p>
Other information	<p>Company turnover is approximately €5 million.</p> <p>The company has Long Term Agreements (LTAs) with manufacturers of Sheridan's own brand products.</p>

Simply Wild

Address: Unit 3, Kylemore Industrial Estate, Killeen Road, Dublin 10

Website: www.simplywild.ie

Phone: 01 778 3300

Email: gordon.kennedy@simplywild.ie

Company Profile	Simply Wild supplies natural, organic, artisan and speciality foods to the foodservice and retail sectors. The company deals with Irish and overseas suppliers and has 65 employees.
Relevant purchasing contacts	NAM/Commercial Manager: Gordon Kennedy Email: gordon.kennedy@simplywild.ie Phone: 01 778 3300 Mobile: 087 163 1111 Purchasing Manager: David Morrin Email: david@simplywild.ie
Product range	The range of products distributed by the company includes herbs, cereals, honey, preserves, speciality products, baked products and also cosmetics and toiletries. The company carries over 3,000 food lines, both Irish and imported. It distributes at ambient temperature and does not deal in chilled or frozen foods. Brands carried include: Keoghs Potato Crisps, Mic's Chilli and The Jelly Bean Factory. 'Hadji Bey' Turkish Delight, Macroom flour and Slieve Bloom preserves, Bounce Balls and 9 Bar.
Sectors served	The company serves independent and multiple foodservice providers. Key customers in the foodservice sector include: Compass Catering, Aer Lingus, Universities (including UCD and UCG), Institutes of Technology and Gather & Gather (formally MITIE).
Opportunities for Irish food and drink suppliers	The company sees potential for growth in the 'Health and Wellness', 'Benefit Foods', 'Healthy Snacking' and 'Gluten Free' sectors. A particular new development in the foodservice sector is the emergence of 'Health Promoting' juice bars. These specialise in cold pressed fresh fruit and vegetable juices in addition to added proteins from certain grasses and other plants.
Purchasing Policy	Simply Wild has a policy of purchasing local Irish products where the quality and price are suitable. For ease of management, it tends to limit the number of products to no more than two in each product line. 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. Purchasing, billing and payments are centralised. Purchasing decisions are made by the Purchasing Manager, David Morrin.

Supplier requirement and ordering procedure	<p>It is essential for suppliers to follow Food Safety Authority guidelines in their manufacturing process and to have HACCP in place.</p> <p>Suppliers must also include bar code labels on both the inner and outer packaging.</p> <p>Ordering from suppliers is by email or fax.</p>
Geographical spread	<p>The company distributes nationwide (32 counties).</p> <p>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.</p>
Fleet size	<p>The company outsources its transport using independently owned vehicles. The fleet size varies between six and eight ambient temperature vehicles.</p>
Marketing support & services provided	<p>Marketing support is provided by way of an illustrated bi-monthly catalogue containing promotional material for a selection of products.</p> <p>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.</p> <p>Irish products are highlighted by the use of a ‘Product of Ireland’ logo on product illustrations.</p> <p>Company representatives that regularly visit larger customers provide marketing and promotional support, as well as taking orders.</p>
Advice to new suppliers	<p>Prospective new suppliers to Simply Wild are advised to approach the company with a clear business plan, demonstrating clear aims and objectives.</p> <p>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.</p> <p>As this distributor only has ambient distribution facilities, any new products must meet this requirement.</p>

Stafford Lynch Ltd

Unit 101, Northwest Business Park, Ballycoolin, Dublin 15

Website: www.staffordlynch.ie Phone: 01 802 3100 Email: lynchg@staffordlynch.ie

Company Profile	<p>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.</p> <p>It operates from specialised premises in Dublin 15 and acts as a distribution partner for companies of many different sizes.</p>
Relevant purchasing contact	<p>Foodservice Director: Garrett Lynch Email: lynchg@staffordlynch.ie Phone: 01 802 3100</p>
Product range	<p>Stafford Lynch operates across a number of ambient categories, including hot and cold beverages, sauces, snacks, tinned fish, dried goods, confectionery and biscuits as well as paper goods, baby, personal care, Health&Beauty and batteries.</p>
Sectors served	<p>Stafford Lynch supply ambient products to the retail grocery sector including multiples, wholesalers and independent outlets. The company also services the foodservice sector.</p>
Opportunities for Irish food and drink suppliers	<p>The company sees an opportunity in gluten free ranges and free from ranges. It is always open to offerings of new products from Irish suppliers.</p>
Purchasing policy	<p>Stafford Lynch partners and supports local Irish brand owners, to assist them to gain distribution and listings across the Irish retail and foodservice channels.</p> <p>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.</p> <p>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.</p> <p>The final decision to enter into new contracts is by agreement of the management team and Board.</p> <p>All purchasing and orders are co-ordinated in the company's Dublin office, by its supply chain team.</p>
Supplier requirements and ordering procedure	<p>Stafford Lynch requires potential suppliers to comply with relevant industry standards including health and safety regulations.</p> <p>Suppliers will have to demonstrate their compliance and registrations as required. Where applicable, products should be BRC audit approved.</p>

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. 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. 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

Address: 12, Dundrum Business Park, Dundrum, Dublin 14

Website: www.stonehouse.ie Phone: 01 296 6000 Email: info@stonehouse.ie

Company Profile	<p>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.</p> <p>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.</p> <p>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.</p> <p>Members of the Stonehouse Group all deliver to customers in addition to operating cash and carry operations.</p>
Relevant purchasing contacts	<p><u>Stonehouse Group:</u> Food Service and Alcohol Co-ordinator: Brian Elliott Phone: 01 296 6000 Email: belliott@stonehouse.ie</p> <p><u>Horeca:</u> Contracts Manager: Joyce Synott Phone: 0818 361006 Email: info@horeca.ie</p>
Product range	<p>Stonehouse Group primarily sells branded products, however it also carries its own retail brand 'Homestead' and its own foodservice brand 'White Hat'.</p> <p>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.</p>
Sectors served	<p>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.</p> <p>The Horeca group tenders for both public and private contracts.</p>
Opportunities for Irish food and drink suppliers	<p>The company sees opportunities for producers in its retail symbol groups (over 400 stores) and in the foodservice sectors that it services.</p>
Purchasing Policy	<p>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.</p> <p>Purchasing is done both centrally and locally.</p>

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. Know your pricings, your customer and their margin expectations.

Sunshine Juice

Address: Park Carlow, Co. Carlow

Website: www.sunshinejuice.com

Phone: 059 913 7630

Email: sunshinejuice@eircom.net

Company Profile	<p>Established in 1998 and now with over 50 employees, Sunshine Juice is the producer of freshly squeezed juices, smoothies, hand-cut fresh fruit, salads, cold pressed vegetable juices, fresh jams, compotes and frozen fruit, plus own brand manufacture all of these products in own label retail and catering.</p> <p>Along with its own fresh produce fleet, the company has developed a strong partnership with a couple of key distributors around Ireland: BD Foods in Monaghan; Curleys Quality Foods, Galway; John Surdival Foods in Mayo; All fresh Wholesale Fruit and Veg in Cork; and Rebel ice cream in Co. Cork.</p> <p>Sunshine juice has a central listing with Aldi, Musgrave, Lidl, BWG Group, Spar, Londis, Mace in the retail sector.</p>
Relevant contacts	<p>Paul Walshe, Managing Director Mobile: 086 810 9127 Email: paul.walshe@sunshinejuice.com</p> <p>Tom Coughlin, Marketing & Sales Mobile: 086 836 4700 Email: keyaccountsandsales@sunshinejuice.com</p> <p>The Managing Director influences purchasing decisions.</p>
Product range	<p>Sunshine Juice distributes the following product categories: juices, smoothies, fruit salads, vegetable juice, dairy (yogurt and ice cream), jams, compotes and desserts.</p> <p>Major brands and suppliers carried by Sunshine Juice include Walshe's, Veg Out, Glenisk, Sunpride, Irish Yogurts and Lakeland Dairies.</p>
Sectors served	<p>Sunshine juice serves the hotels, cafes, sandwich bars, juice bars and wholesale distributors sectors.</p> <p>The company's main customers in the foodservice sector are:</p> <ul style="list-style-type: none"> • O'Briens Sandwich Bars • Bagel Factory • K-Club • Sheraton Hotels • Radisson Hotels • Maldron Hotels • O'Callaghan Hotels
Opportunities for Irish food and drink suppliers	<p>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.</p>

Purchasing policy	<p>Sunshine Juice has a strong preference to source local produce.</p> <p>The company's purchasing policy is a combination of competitive pricing, high and consistent quality, good service levels, flexibility and innovation.</p> <p>The major influence on purchasing decisions is the customer.</p>
Supplier requirement and ordering procedure	<p>Sunshine Juice has BRC A Grade accreditation themselves and would prefer suppliers to have, or to be working towards, BRC accreditation.</p> <p>The company audits supplier's premises for which there is a €500 audit charge.</p> <p>There is no particular packaging or labelling requirements beyond what is required by law.</p> <p>Terms are agreed and orders are placed by the Managing Director.</p> <p>Orders are placed through EDI, fax, phone and email.</p> <p>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.</p> <p>The company can backhaul for customers and there is a charge for this.</p>
Geographical spread	<p>The warehouse has both chilled and frozen facilities. It is located in Carlow and is 24,000 square feet in size.</p> <p>Sunshine Juice services customers nationwide, with deliveries up to six days per week.</p> <p>The company has some export business to the UK.</p>
Fleet size	<p>The company has 5 temperature controlled vehicles.</p>
Marketing support and services provided	<p>There is no product catalogue as product lists and specifications are detailed on the company website, which is updated regularly.</p> <p>The telesales team alerts customers to new products.</p> <p>Price promotions are encouraged to get product moving at launch and on a regular basis.</p> <p>Orders are gathered via telesales, phone, email, fax and EDI. There is a one day lead time for orders.</p> <p>The company encourages suppliers to meet customers jointly with Sunshine Juice. Suppliers normally receive sales reports on a monthly basis.</p>

	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	<p>Credit terms are "30 days end month following".</p> <p>The company has Long Term Agreements (LTAs) with some suppliers.</p> <p>The company has noticed a greater long term growth in chilled, rather than frozen foods.</p>

Taste the View Ltd.

Address: Unit 5A, Block 513, Greenogue Business Park, Rathcoole, Co Dublin
 Website: www.tastetheview.ie Phone: 087 645 9666 Email: ian@tastetheview.ie

Company Profile	<p>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.</p> <p>Taste the View Ltd. was established by Ian Magowan and Stanley Lew in April 2011 and is based in Greenogue Business Park, Rathcoole in a modern food specification warehouse.</p>
Relevant contacts	<p>Managing Director: Ian Magowan Email: ian@tastetheview.ie Mobile: 087 645 9666</p> <p>Sales Director: Stanley Lew Email: stan@tastetheview.ie Mobile: 086 607 4590</p>
Product range	<p>The company supplies a wide range of ambient and a number of chilled 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, meats and charcuterie, rapeseed oils, vinaigrettes, pesto, olive pastes, sauces, coffee and teas.</p> <p>Many organic and gluten free lines are also on offer.</p>
Sectors served	<p>The company supplies mainly retail customers. Its customer base includes speciality food shops, fruit and vegetable shops, butchers, coffee shops and garden centres.</p> <p>Retail customers include Avoca, Brown Thomas, Blarney Woollen Mills, Fallon & Byrne and Kilkenny Design.</p> <p>Products sold to foodservice customers are generally in retail format as they are positioned at consumer facing locations.</p>
Opportunities for Irish food and drink suppliers	<p>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.</p>
Purchasing policy	<p>The company's policy is to deal in Irish artisan produced foods. It purchases quality Irish made products for which there is demand.</p> <p>Purchasing decisions are made by the Managing Director.</p>
Supplier requirement and ordering procedure	<p>A supplier will usually contact the Managing Director by telephone and arrange an introductory meeting to present their product.</p> <p>The proposition will be evaluated by the company and terms and prices will be agreed if listed.</p>

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

Total Produce

Address: Charles McCann Building, The Ramparts, Dundalk, Co. Louth

W: www.totalproducefoodservice.ie Phone: 042 933 5451 E: info@totalproduce.com

Company Profile	<p>Total Produce, a European wide PLC listed on the London and Dublin stock exchanges, is Europe's largest fresh produce provider. It is also the largest fruit and vegetable distributor in Ireland.</p> <p>A complete fresh produce solution provider, it grows, sources, imports, packages, distributes and markets over 250 lines of fresh fruit and vegetables to the foodservice, wholesale and retail trades.</p> <p>It also acts as a route to market partner for other Irish food producers and is actively looking to expand its existing product range beyond fruit and vegetables.</p>
Relevant contacts	<p>General Manager (Foodservice): John Cunningham Email: jcunningham@totalproduce.com Tel: 01 872 1100</p> <p>General Manager (Wholesale): Niall Quinn Email: nquinn@totalproduce.com Tel: 01 809 5555</p>
Product range	<p>All lines of fruit and vegetables are carried by Total Produce, and all produce is fresh. Major brands carried include Fyffes, Outspan, Cape, TOP and Greenace.</p> <p>In addition, the company carries a range of chilled and ambient products including cheeses; oils; bakery; nuts; tinned produce and some dried fruit lines.</p>
Sectors served	<p>Total Produce services the foodservice, retail and wholesale sectors of the market</p> <p>Foodservice customers comprise a range of independent restaurants, hotels, cafes and contract caterers.</p>
Opportunities for Irish food and drink suppliers	<p>The company is actively seeking to develop its foodservice business by partnering with smaller Irish chilled and ambient food producers that are looking to for assistance in bringing their product to the market.</p>
Purchasing policy	<p>Purchasing policy is determined firstly by quality first and secondly by competitive pricing.</p> <p>Sourcing local fruit and vegetables is the first principle of the company and they do this with any Irish produce that is in season.</p> <p>The account executive of the company and the General Manager influence purchasing decisions.</p>
Supplier requirement and ordering procedure	<p>Producers are expected to have minimum legal food safety standards in place. They are also expected to be fully compliant from a packaging and labelling perspective.</p>

	<p>With regard to fruit and vegetables, all growers and producers in Ireland must be Bord Bia Quality Assured. There are also specifications per fruit and vegetable category that must be adhered to in terms of technical requirements.</p> <p>The supplier delivery windows into the Total Produce depots are daily and sometimes multi-daily.</p>
Geographical spread	<p>Total Produce has 11 depots in the country:</p> <p>Balbriggan, Belfast; Dundalk; Beresford Street, Swords; Kilkenny; Cork; Tralee, Galway; Sligo, Uniplumo (flowers).</p>
Fleet size	<p>Total Produce operates 120 vehicles, all with chilled and ambient storage facilities.</p>
Marketing support and services provided	<p>There is no catalogue as such, the sales team alert customers to new products. Discount price promotions and volume discounts are conducted to get product moving.</p> <p>Orders are gathered via tele-sales and the sales teams.</p> <p>Total Produce prefers all communications to customers to go through the sales teams and account executives. Sales reports are made available to suppliers.</p> <p>There are several sales representatives and account executives on the team, located nationwide.</p>
Advice to new suppliers	<p>New potential suppliers should contact the General Manager in the first instance and be conscious that quality produce at a competitive price is required.</p>
Other information	<p>The global turnover for the Group for 2016 was in excess of €3.76bn</p> <p>The payment terms varies from customer to customer.</p> <p>Promotional support is sometimes requested from suppliers.</p>

Totally Innovative Foods Ltd

Address: Unit 4 Red Lane, Blessington, Co. Wicklow

W: www.totallyinnovativefoods.ie P: 045 851 450 E: info@totallyinnovativefoods.ie

Company Profile	<p>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.</p> <p>The company's main activity is distributing and manufacturing powder and paste food products such as bouillon, gravy, demi-glaze, and sauces. It manufactures gluten free and MSG (monosodium glutamate) "free-from" food products, sauces along with powdered bouillon, gravy and other sauces.</p> <p>The company's manufacturing facilities in Poland are BRC (British Retail Consortium) accredited and it expects the same of suppliers.</p> <p>The company partners with leading Foodservice distributors including Lynas, Blake Brothers and Ready Chef.</p>
Relevant contacts	<p>Purchasing Manager: Dorota Rizi Email: info@totallyinnovativefoods.ie Phone: 045 851 450</p>
Product range	<p>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.</p> <p>It distributes its own brand 'Gourmet' which is a registered trade mark, as well as some complementary brands and own label brands for Foodservice and Retail food offerings.</p>
Sectors served	<p>The company's main market sectors are colleges, hotels, pubs, coffee shops, hospitals, shops and wholesalers.</p>
Opportunities for Irish food and drink suppliers	<p>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.</p> <p>There are also opportunities for manufacturers of ingredients such as spices, herbs, other flavourings, dried vegetables and GMO free ingredients.</p> <p>Further opportunities exist for organic and 'Halal' ingredients for bouillon.</p>
Purchasing policy	<p>When the price point and quality is right, the company's absolute policy is to buy Irish where possible.</p>
Supplier requirement and ordering procedure	<p>HACCP is an absolute must for suppliers. Representatives from the company will generally visit and audit the premises of new suppliers. There is no charge for this.</p>

	<p>For most of the products that it distributes, best before dates, storage conditions, nutritional and ingredient specifications must be clearly marked on all packaging, especially if they are manufactured under the ‘Gourmet’ brand.</p> <p>Most orders are placed via email and telephone.</p>
Geographical spread	<p>The company’s depot is in Blessington, Co. Wicklow and it offers a 32 county delivery service through its Partners.</p> <p>Totally Innovative Foods is now successfully trading in the U.K and supplying bespoke food products exclusively for the United Nations contract.</p>
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	<p>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.</p> <p>Potential suppliers should emphasise how their offering will add value to the ‘Gourmet’ offering, e.g. by extending the product range.</p> <p>Potential new suppliers should contact the Purchasing Manager (see above) in the first instance.</p>
Other information	Payment terms are 30 days from date of invoice.

Wild Orchard

Address: Enterprise Centre, Hospital Village, Co. Limerick

Website: www.wildorchard.ie

Phone: 061 383 930

Email: info@wildorchard.ie

Company Profile	<p>Established in 2001, Wild Orchard is a manufacturer of 100% fruit smoothies, juices and natural sparkling lemonades, while also distributing chilled and ambient foods across all of Munster, Galway and the greater Dublin metropolitan area.</p> <p>The company has a strong focus on foodservice, but also caters to the retail market. The breakdown is about 70% foodservice and 30% retail.</p> <p>Wild Orchard provides a distribution service for many artisan producers e.g. Killowen Yogurts, Sams Cookies, Natashas Wholefoods, SynerChi, The Apple Farm and On the Pig's Back.</p>
Relevant contacts	<p>Managing Director: Diarmuid Crowley Email: diarmuid@wildorchard.ie Phone: 061 383930 Mobile: 087 967 7495</p>
Product range	<p>75% of the product distributed is chilled and the remaining 25% is ambient.</p> <p>The range includes juices, smoothies, yogurts, ready meals, water, crisps, lemonades, cakes and cookies.</p>
Sectors served	<p>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.</p>
Opportunities for Irish food and drink suppliers	<p>The company believes there is some growth in high quality snacks and food-to-go. These sectors offer opportunities for producers.</p> <p>Wild Orchard sees 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.</p> <p>The company believes that retailers and foodservice operators are currently more inclined to support Irish producers.</p>
Purchasing policy	<p>Purchasing decisions are made by the Managing Director who is influenced by the sales team in making a purchasing decision.</p> <p>Repeat orders to suppliers are made by the stock controller, based on weekly requirements.</p>
Supplier requirement and ordering procedure	<p>All producers must complete a supplier questionnaire and supply specifications for all their products.</p> <p>Producers are visited for a general factory tour. There is usually no charge for this.</p>

	<p>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.</p> <p>Delivery windows are flexible and producers may deliver at any time during the working day as long as it is by prior arrangement.</p> <p>Orders are placed via phone and email.</p> <p>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.</p>
Geographical spread	<p>From its Limerick depot, Wild Orchard services Munster, Galway and the greater Dublin metropolitan area as far south as Ashford, Co. Wicklow.</p> <p>Over 90% of customers receive at least one delivery per week.</p> <p>Wild Orchard fills occasional export orders, mainly to the UK.</p>
Fleet size	<p>The fleet consists of four vans. Couriers are sometimes used.</p>
Marketing support and services provided	<p>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.</p> <p>Customers are alerted to the arrival of new products by email, telesales and van sales teams and product literature is circulated with invoices.</p> <p>Wild Orchard works with suppliers to implement introductory offers and other promotions.</p> <p>Some customers’ orders are captured by telesales and the rest of the customer base is serviced by van sales. An online ordering option is also available on www.wildorchard.ie. Producer visits to selected customers can be arranged. Sales information is available to producers to facilitate sales development.</p> <p>Both the van sales drivers and the Managing Director work on sales development. Producers can make presentations to the sales team.</p> <p>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.</p>
Advice to new suppliers	<p>Contact the Managing Director by email.</p> <p>Wild Orchard 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.</p>