



Irish Foodservice **Market Directory**

November 2012

Growing the success of Irish food & horticulture

Bord Bia
Irish Food Board

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IRISH FOODSERVICE MARKET DIRECTORY

Introduction

Bord Bia's 2012 Irish Foodservice Market Directory includes up-to-date, detailed profiles of key foodservice operators and the wholesale distributors that service them. The directory also includes feedback from industry buyers and food and drink suppliers, identifying trends and drivers shaping the Irish foodservice market and outlining potential opportunities going forward.

This document 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.

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.

The *Key Trends and Drivers* section is based on market intelligence gathered from over 100 interviews and provides a reference source that will help guide producers on sense checking their foodservice strategy.

The *Buyer Feedback* section is a culmination of in-depth interviews that took place with five senior industry executives and includes their views on existing challenges, potential opportunities and recommendations for Irish food and drink producers.

New to the 2012 Directory is a *Producer Feedback* section, involving additional interviews with five companies currently supplying the foodservice sector. It contains insights into industry trends and forecasts and first hand advice and recommendations to other producers on how to build and maintain foodservice sales.

Finally, the *Opportunities for Irish Producers* section provides a full listing of specific products identified by interviewees as potential opportunity gaps for Irish producers.

Methodology

James Burke & Associates were appointed by Bord Bia to compile this directory. Profiles included in the 2012 Directory are as follows:

Commercial	No. of profiles
○ Quick Service Restaurants	5
○ Full Service Restaurants	9
○ Coffee Shops	6
○ Hotels	8
○ Leisure/Events	8
○ Travel	7
Institutional	
○ Business and Industry	9
○ Health	1
○ Government	2
Distributors	38
TOTAL	93

Each operator and distributor profiled received a telephone interview. Profiles were then edited, formatted and signed off by the relevant operator/distributor. The 2012 Directory features 10 new profiles, identified as 'new to 2012' in the *Table of Contents* section.

An additional 10 in-depth interviews took place with key industry buyers and suppliers in order to document their feedback and insights.

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.

FOODSERVICE IN IRELAND

In 2011 Bord Bia commissioned Pro-Intal, an international specialist foodservice research company, to update a 2010 valuation of the foodservice sector in Ireland (North and South) and to quantify the breakdown by channel. A deep dive study into the 'On-the-go' and 'Casual Dining' sub channels was also undertaken. Key findings included in the report were as follows¹:

- The Irish foodservice market grew by 22% from 2003 through to 2008 and was valued at €7.22 billion at consumer prices and €2.34 billion at operator buying prices at the end of 2008.
- From the beginning of the recession in 2008 to the end of 2010 the market fell on average by almost 8% per annum and a further drop of 3% was anticipated by the end of 2011.
- In **2011**, the island of Ireland foodservice market was estimated to be valued at **€6 billion at consumer prices (€1.8 billion at operator purchasing prices)**.

The market breaks down by value as follows:

- Commercial Catering: 88%, Institutional (Cost) Catering: 12%
- Independent Operators: 86%, Chain (Organised) Operators: 14%
- Food: 73%, Non Alcoholic beverages: 13%, Alcoholic Beverages: 14%

The foodservice market on the island of Ireland is generally less developed than the western European model.

- It represents around 25% of food spend on the island of Ireland, compared to an average of 33% across Western Europe.
- It accounts for around 10% of eating occasions in Ireland, compared with 14% in Western Europe.
- The sector appears to have stabilized and is forecast to increase by €100 million to reach a value of **€6.1 billion at consumer prices in 2015**.

¹ Irish Foodservice Channel Insights – November 2011

IRISH FOODSERVICE MARKET, 2003-2010 (€M @ CONSUMER PRICES)

CHANNEL	Sales 2003 (€m)	Sales 2008 (€m)	CAGR 2003-2008	Sales 2010 (€m)	CAGR 2008-2010
QSR (Quick Service)	1,651	2,187	5.8%	2,110	(1.8%)
FSR (Full Service)	824	957	3.0%	662	(16.8%)
Pubs/Coffee Shops	2,257	2,548	2.5%	2,148	(8.2%)
Hotels/Accommodation	333	505	8.7%	369	(14.5%)
Other Commercial*	170	193	2.6%	142	(14.2%)
TOTAL COMMERCIAL	5,235	6,390	4.1%	5,431	(7.8%)
Business & Industry	347	425	4.1%	320	(13.2%)
Health	206	241	3.2%	241	0.0%
Education	128	140	1.8%	135	(1.8%)
Other Institutional**	38	40	1.0%	38	(2.5%)
TOTAL INSTITUTIONAL	719	846	3.3%	734	(6.9%)
TOTAL IOI	5,954	7,236	4.0%	6,165	(7.7%)
ROI	4,415	5,390	4.1%	4,306	(10.6%)
NI	1,539	1,846	3.7%	1,859	0.4%

Percentage change figures in brackets denote a decline.

*** Other Commercial = Leisure, Events and Travel.**

**** Other Institutional = Catering for Prisons and Armed Forces**

CAGR: Compound Annual Growth Rate

IRISH FOODSERVICE MARKET, ROI AND NI 2010 – 2015 (€M @ CONSUMER PRICES)

CHANNEL	Sales 2010 (€m)	Sales 2011 (€m)	CAGR 2010-2011
QSR (Quick Service)	2,110	2,101	(0.4%)
FSR (Full Service)	662	647	(2.7%)
Pubs/Coffee Shops	2,148	2,043	(4.9%)
Hotels/Accommodation	369	367	(0.5%)
Other Commercial	142	136	(4.2%)
TOTAL COMMERCIAL	5,431	5,294	(2.5%)
Business & Industry	320	287	(10.3%)
Health	241	237	(1.7%)
Education	135	132	(2.2%)
Other Institutional	38	37	(2.6%)
TOTAL INSTITUTIONAL	734	693	(5.6%)
TOTAL IOI	6,165	5,987	(2.9%)
ROI	4,306	4,165	(3.3%)
NI	1,859	1,822	(2.0%)

Sales 2015 (€m)	CAGR 2011-2015
2,211	1.3%
663	0.6%
2,003	(0.5%)
385	1.2%
145	1.6%
5,407	0.5%
290	0.3%
237	0.0%
136	0.7%
37	0.0%
700	0.3%
6,107	0.5%
4,256	0.5%
1,847	0.3%

Percentage change figures in brackets denote a decline.

*** Other Commercial = Leisure, Events and Travel.**

**** Other Institutional = Catering for Prisons and Armed Forces**

CAGR: Compound Annual Growth Rate

NOTE: Value forecasts are based on an average total growth rate of 0.5% p.a. from 2011-2015, with the majority of gains going to chains, rather than independents. Gains are also dependent on economic recovery post-recession.

- Sales in up-market and middle outlets will continue to suffer.
- Lower cost operators and those in 'value' channels will experience most volume growth.
- 'Grazing' and casual dining will perform well.
- The state sector will continue to focus on cost reduction.

A detailed rationale of forecasts by channel is included in the 168 page report which is available in hard copy from Bord Bia or online at the following link:

<http://www.bordbia.ie/industryservices/information/publications/bbreports/FoodserviceReports/2011%20Irish%20Foodservice%20Channel%20Insights%20report.pdf>

KEY TRENDS AND DRIVERS

Introduction

As part of the interview process, operators and distributors were asked to identify some of the key trends apparent in the Irish foodservice sector and to offer their thoughts on drivers shaping its future. The following feedback is ranked in order of importance:

1. **Value Still Dominant:** Almost all interviewees referenced that consumer interest in meal deals, early birds and special promotions was still a key factor for the sector. Distributors and operators spoke of the significant pressure to meet set price points, while maintaining margins. This has the effect of creating downward pressure on producers, which in turn necessitates the need for lean and efficient production.
2. **Commodity Prices:** There was continuous reference made to the effect that rising commodity prices is having and the pressures this is creating for operators and distributors alike. This was flagged as one of the key concerns going into 2013.
3. **Product Innovation:** All operators and distributors interviewed were asked to provide suggestions on how Irish producers could improve their existing product and/or service levels. A significant number suggested the need for more foodservice focused product innovation as a priority.
4. **Irish Provenance:** While the need to source Irish and regional food has been emerging for a number of years, it featured most strongly when gathering information for the 2012 Directory. Many distributors spoke about increasing requests from chefs and food managers for regionally produced food from their area. More often than not, affordable price points were mentioned in conjunction with provenance.
5. **Health:** Health was flagged as a trend by many, with issues such as calories on menus, nutritional information etc. being highlighted as important factors going forward.

6. **Consolidation:** Several respondents referenced consolidation taking place within the industry, both at operator and distributor level. Some talked about the amalgamation of hotel “super groups”, with predictions that this would continue to evolve over the next 12 months. There was also speculation that the distributor base may consolidate further.

7. **Quality:** Many respondents pointed to an apparent dilemma in the market place at present, where on one hand consumers and trade customers are looking for value, while at the same time a clear direction is being provided that quality should not be compromised. There was an overriding sentiment that existing quality standards should be maintained, at the risk of damaging the reputation of Irish food and drink.

8. **Free From:** The requirement for “free from” product ranges continues, with feedback in 2012 highlighting an increase in interest for Irish produced, competitively priced, gluten free and free from offerings.

BUYER FEEDBACK

Introduction

Detailed interviews took place with the following Senior Executives within the foodservice sector:

- Grainne Kelliher, Vice President Food Services, ARAMARK Ireland
- Michael Morrissey, Director, Crossgar Foodservice
- Barry Storey, Managing Director, Fitzers Catering
- Joe Redmond, Assistant Head Portfolio & Category Management, HSE
- Stuart Campbell, General Food Manager, La Rousse Foods

Responses from each of the interviewees have been pooled together as follows:

Q1. What do you perceive as the key challenges facing the Irish foodservice sector over the next 12 months?

- Upward commodity pricing is causing concern:
 - Price inflation is a continuing problem.
 - Fuel prices are driving food prices upwards.
 - Meat prices are extremely volatile.
- Reduction of consumer disposable income presents challenges for setting menu prices.
- Mergers will dominate the horizon over the coming year.
- Survival for both operators and distributors will be a key priority during 2013.
- Credit is still a challenge for many distributors.

Q2. What are the top trends emerging that are influencing the way your company does business?

- Getting the value/quality proposition correct is high on the agenda:
 - People are looking for high quality, but are not willing to pay for it.
 - Value for money is still a key influencer, customers are looking for deals.
 - Most consumers are spending wisely and not splurging.
- Irish provenance is important:
 - Provenance is very strong.
 - There is a definite trend to local produce with provenance; people want to 'eat Irish'.
- Healthy food is a key driver.
- Customers are trading down i.e. fine dining to casual dining, etc.

Q3. How can Irish food manufacturers improve how they operate in order to support your business in a better way?

- Focus on delivering consistent products and service levels.
- Ensure they have the ability to deliver sufficient volume, particularly in the case of smaller producers.
- Producers need to be proactive when bringing new trends/products to the market.
- Producers need to profile the local/seasonal aspect of their business through marketing and packaging.
- Price has to be a priority:
 - Price remains an issue, versus cheaper imported ingredients.
 - Producers need to offer innovative bulk buying deals.
 - Many producers focus solely on the retail sector and fail to appreciate that marketing supports and price promotions are also required for the foodservice sector.
 - More emphasis needs to be placed on portioning, packaging and how costs can be reduced per portion.

Q4. What specific product gap opportunities can you identify, that could be supplied by Irish producers? (NOTE: Additional specific product examples are also included in the Opportunities for Producers section).

- Tell the provenance story. A good Irish product from a specific area with relevant background details can compete with imports in the same category.
- Examine the potential for producers from the same sector to work together in order to produce sufficient volume to compete with import substitution.
- Healthy snacks are an opportunity area.
- Bite sized treats are a trend.

Q5. How big a part does “Irish origin” play within the foodservice sector and how can it be capitalised on?

- It is significant in terms of ‘goodwill’, but in reality not all customers are willing to pay more if there is an associated cost.
- In order to reduce costs, producers should look at cooperative options for transport, storage and distribution.
- Irish origin plays a reasonable role, but could be developed further e.g. through the use of provenance products.

- Five or six years ago sales of Irish products were only circa 20% of turnover, but are now over 50% and growing.
- Irish origin is a key selling point within the foodservice sector.
- Producers need to increase the emphasis and profile of the origin of their products through packaging and marketing.
- In certain circumstances products are bought locally, by region and in some instances directly from the farmers.
- Green Public Procurement may dominate tenders in the future, which may favour Irish producers.

PRODUCER FEEDBACK

Introduction

Further detailed interviews took place with the following producers that are currently trading in the foodservice sector:

- Robin Simpson, Managing Director, Blenders
- Celine Hayes English, Sales & Marketing Manager, Couverture Desserts
- Ciara McCormack, Commercial Manager, Donnelly Fruit & Veg
- Clive Gee, Sales Director, G's Gourmet Jams
- Roseann Madden, Sales & Marketing Manager, Milne Foods

Responses from each of the interviewees have been pooled together as follows:

Q1. What consumer and/or industry trends do you see affecting the foodservice sector at present?

- Consolidation is a key trend:
 - The development of group operators is growing and producers need stronger key account sales ability.
 - There is increased growth in groups of hotels buying together.
 - Consolidation is increasing amongst distributors.
- Nutritional information on menus and allergy information is a growing phenomenon.
- There is growth in casual dining concepts as a result of customers trading down to lower cost channels.
- Limited skilled labour in the kitchen creates a requirement for prepared products.
- Operators are increasingly using social media deals and early bird offers.
- There is a requirement for longer shelf life products, resulting in specific NPD developments to meet those needs.
- Price/cost issues are key:
 - Continued price pressure means new ways to cut costs at manufacturing level need to be identified.
 - Price and costing still dominate.
 - “Everyday low price” is beginning to appear in the foodservice sector.
 - Outlets are still closing with increased risk of bad debt.

Q2. What advice would you give a producer that is starting out in the foodservice sector?

- Do plenty of research, know your competitors and their product ranges.
- Understand each of the foodservice channels and identify products within your business that can fit into one or more channels.
- Make time for foodservice in your business and make it part of your strategy. Keep it on the agenda every week.
- Get your pricing right for the product quality you are supplying.
- It is very important to know the requirements of each customer and prospect in order to be able to pitch correctly.
- Three/four promotions a year are critical.
- Understand that payment terms in the foodservice sector can be much longer than the retail sector.
- Foodservice accounts are demanding and require constant work. Be prepared for this before you approach the sector

Q3. What are your predictions for how the foodservice sector will perform over the next 12 months?

- Some growth may return to the foodservice market for the first time in a number of years.
- Margins will remain under pressure and competitive pricing remains important.
- Consolidation will continue, so be prepared to do group deals.
- The network is getting smaller and larger players are gaining more control.
- The foodservice market operates at two different levels – quality and cost. Decide which end of the market you will supply.
- Quick service restaurants, “on the go” and casual dining will continue to expand.
- Hotels will continue to struggle.
- Price will continue to dominate:
 - Continued price pressure will force producers to relook at costs within their business.
 - Accountants are driving the foodservice sector now, not chefs.
 - It’s all about being innovative, novelty products are not required any more. New products must prove their worth before they get listed.

Q4. What advice would you give to producers with regard to building a relationship with their existing distributor(s)?

- Promote regularly:
 - Be proactive and develop a promotional plan for the year in addition to an NPD plan.
 - At the beginning of the year, agree your promotional calendar with your distributor.
- Educate your distributor's team and work closely with them:
 - Distributors are very busy, but it is important to insist on meeting them every quarter.
 - Attend regional meetings so that you can meet the sales reps and educate them regarding your product.
 - Encourage your distributor and their sales team to visit your premises so that they can see your production process.
 - Be open to tele sales/sales rep incentives that will help grow volumes for both parties.
 - Get out on the road with the reps where you can.
 - Provide strong sales material such as brochures, product information and photographs.
 - Attend distributor organised shows.
- Do not spread distribution too widely.
- Be firm on the agreed distribution margins.

Q5. In your opinion as a supplier, what are the key differences between supplying the retail sector and the foodservice sector?

- Foodservice sector is more challenging as your product forms part of the Caterer's offer.
- Foodservice sector is more brand loyal, you can get delisted in the retail sector very quickly.
- Foodservice operators require high administrative and account management service levels, although negotiation tends to be more open and relaxed than retail.
- Credit terms are longer for foodservice accounts.

- You must be able to understand what your customer requires and fill that need with a cost effective solution. A much more bespoke solution is often required for foodservice.
- Foodservice demands include short lead times, specific packaging and specific labelling requirements, based on customer needs.
- The foodservice sector is more price competitive, but you are moving volume.
- Relationships are key to developing sales. Ensure you maintain ongoing communication with your customer(s).

OPPORTUNITIES FOR IRISH PRODUCERS

Introduction

As part of the interview process, respondents were asked to identify product opportunities for Irish suppliers. It is recommended that before approaching any of these companies, that producers study the individual profiles and identify how their product can add value.

Ambient dry goods	Allied Foods, Dublin Food Sales, Lynas Foodservice
Artisan breads	Crossgar Foodservice
Artisan convenience goods	Compass Group
Artisan grab & go	Compass Group
Artisan products	La Rousse Foods, Odaios Foods Ltd, Pallas Foods
Bacon	Brambles
Bagels	Abrakebabra
Bakery products	Complete Cuisine, EFG Catering, Premier Dining, McDonald's, Irish Prison Service
Bar snack foods	Sheridan's Cheesemongers
Beef	Ireland Food Limited, Moran & Bewley's Hotels, Pretige Catering Ltd
Biscuits	Sheridan's Cheesemongers, Q Café
Bread	Baxter Storey, Irish Prison Service
Cakes	Butlers Chocolate Cafe, Streat Cafes
Charcuterie	CJ O'Loughlin Quality Foods, Clona West Cork Foods, Gleneely Foods, Hannan Meats Ltd, Odaios Foods Ltd
Cheese	Abrakebabra, ARAMARK, Avoca Handweavers, Brambles, Corrib Foods, Dairyland Cuisine, Fitzer's Restaurants, Odaios Foods Ltd
Children's cookies	Butlers Chocolate Cafe
Chilled foods	Dairyland Cuisine, Odaios Foods Ltd
Chocolate biscuit cake	Butlers Chocolate Cafe
Coconut milk	Pretige Catering Ltd
Coffee	Esquires Coffee House, Feast, HMSHost Ireland Ltd, Itsa
Confectionery	CJ O'Loughlin Quality Foods, McDonald's, Streat Cafes
Cooked foods	Kay's Foodhall
Cooked meat	Allied Foods, Blake Brothers
Corned beef	Prestige Catering Ltd
Cured meats	Fitzer's Restaurants, Odaios Foods Ltd, Porterhouse Brewing Company
Dairy products	Allied Foods, Brakes, BWG Foodservice, Entertainment Enterprise Group, Glanbia Consumer Foods, Irish Prison Service, Masterchef's Hospitality, McDonald's, Prestige Catering Ltd
Deli meats	ARAMARK

Desserts	Abrakebabra, Allied Foods, Butlers Chocolate Cafe, Dominos Pizza, Feast, Musgrave Wholesale Partners, Streat Cafes
Dried goods	Irish Prison Service
Dried vegetables	Gourmet Food Craft
Duck	La Rousse Foods, Limerick Strand Hotel
Farmhouse cheeses	B.D. Foods, Gleneely Foods, Crossgar Foodservice
Finger food	Dalata Management Services
Fish	Gate Gourmet Ireland, Feast, Moran & Bewley's Hotels, Prestige Catering Ltd, Wagamama
Flapjacks	Insomnia
Flavourings	Gourmet Food Craft
Flour	With Taste
Food-to-go	Allied Foods, Derrynaflan Foods Ltd, Henderson Foodservice, Wild Orchard
Fresh (Ready-to-eat) products	EFG Catering, Defence Forces
Fresh fruit & vegetables	Asia Market Fitzer's Restaurants, Gate Gourmet Ireland, Irish Prison Service, Sodexo, Wagamama
Fresh meals	Carroll Foodservice
Fresh meat	Asia Market, Blake Brothers, Brakes, Brambles, Musgrave Wholesale Partners, Q Café
Fresh seafood	Asia Market
Fried rice	Kay's Foodhall
Frozen bakery products	Lynas Foodservice
Frozen chips	Allied Foods, Blake Brothers, Sunshine Juice
Frozen goods	BWG Foodservice
Frozen raw dough	Complete Cuisine
Frozen vegetables	Allied Foods, Catering Suppliers, CJ O'Loughlin Quality Foods
Gateaux	Musgrave Wholesale Partners
Gluten free products	CJ O'Loughlin Quality Foods, Clona West Cork Foods, Complete Cuisine, Dalata Management Services, Esquires Coffee House, Gleneely Foods, Gourmet Food Craft, Q Café
GMO free ingredients	Gourmet Food Craft
Halal ingredients	Gourmet Food Craft
Handmade crisps	Sheridan's Cheesemongers
Healthy options	BB's Coffee & Muffin, Corporate Catering Services, Rail Gourmet
Herbs	Gourmet Food Craft, Masterchef's Hospitality
Homemade soups	Carroll Foodservice
Hot handheld snacks	Streat Cafes
Hummus	Itsa
Ice-creams	Musgrave Wholesale Partners, Itsa, Supermac's
Impulse products	Insomnia
Jams	Brambles, Dublin Food Sales
Japanese dry goods	Wagamama

Logs (cakes)	Insomnia
Low fat sandwiches	Insomnia
Lower calorie options	Eddie Rocket's
Meat products	Abrakebabra, Brakes, Crossgar Foodservice, Dobbins Outdoor, Feast, Gate Gourmet Ireland, Hannan Meats Ltd, Irish Prison Service, Itsa, Masterchef's Hospitality, Sheridan's Cheesemongers, Wagamama
Meringues	Musgrave Wholesale Partners
Milk	Baxter Storey, Capitol Foods Ltd
MSG free products	Gourmet Food Craft
Muffins	Butlers Chocolate Cafe, Capitol Foods Ltd, Insomnia
Non-alcoholic beverages	Dublin Food Sales, Glanbia Consumer Foods, Feast, Insomnia, McDonald's, Sheridan's Cheese Mongers, Wild Orchard
Noodles	Kay's Foodhall, Wagamama
Oil	Irish Prison Service
Olive oil	Avoca Handweavers
Olives	Porterhouse Brewing Company
Organic beverages	Feast
Organic cheeses	Gleneely Foods
Organic meat	The Bagel Bar
Organic products	Baxter Storey, Dobbins Outdoor
Panini varieties	Insomnia
Par-baked artisan breads	CJ O'Loughlin Quality Foods
Pasta	Kay's Foodhall
Pastrami	Pretige Catering Ltd
Pastries	Premier Dining, Butler's Chocolate Cafe
Pâtés	Hannan Meats Ltd, JC Catering, Prestige Catering Ltd
Patisserie products	Lynas Foodservice
Pickles	Wagamama
Pizza	Boyne Valley Group, Sunshine Juice
Pizza toppings	Dominos Pizza
Pork	Hannan Meats Ltd
Porridge	Insomnia
Potato products	Complete Cuisine
Potato wedges	Blake Brothers
Poultry	B.D. Foods, Crossgar Foodservice, Masterchef's Hospitality, Feast
Poultry products	Brambles, BWG Foodservice, Complete Cuisine, Hannan Meats Ltd Limerick Strand Hotel, Moran & Bewley's Hotels, Prestige Catering Ltd
Profiteroles	Musgrave Wholesale Partners
Quiches	Ista
Ready meals	Brakes, BWG Foodservice
Relishes	Ista

Rice	Musgrave Wholesale Partners
Salads	Butlers Chocolate Cafe, Complete Cuisine, Eddie Rocket's, Itsa, Masterchef's Hospitality, Supermac's
Salami	Gleneely Foods
Sandwich bars	Henderson Foodservice
Sandwich fillings	BWG Foodservice
Sandwiches	Complete Cuisine, Gate Gourmet Ireland, Streat Cafes
Sauces	Choice Hotels Ireland, Complete Cuisine, Dublin Food Sales, Entertainment Enterprise Group, Itsa, Musgrave Wholesalers
Scones	Butlers Chocolate Cafe
Smoked meats	Gleneely Foods
Smoked salmon	Odaios Foods Ltd
Smoked trout	Avoca Handweavers
Snacks	Wild Orchard, Feast
Soya Sauce	Wagamama
Spices	Gourmet Food Craft, Prestige Catering Ltd
Sugar	With Taste
Sweet & Savoury snacks	Streat Cafes
Take home foods	Derrynaflan Foods Ltd
Tapenades	Itsa
Tarts/Tartlets	Itsa, Musgrave Wholesale Partners
Terrines	Hannan Meats Ltd, JC Catering, Prestige Catering Ltd
Tinned goods	Wagamama
Tomato puree	Avoca Handweavers
Tray bakes	Butlers Chocolate Cafe, Streat Cafes
Tuna fish	Clona West Cork Foods
Vegetables	Entertainment Enterprise Group, Fitzer's Restaurants, Gate Gourmet Ireland, Irish Prison Service, Wagamama,
Wholegrain bars	Itsa
Wines	Feast
Wrap varieties	Insomnia
Wraps	Eddie Rocket's

FOODSERVICE MAP

INSTITUTIONAL (COST) SECTOR

BUSINESS & INDUSTRY	HEALTH	GOVERNMENT
ARAMARK Ireland	HSE	Defence Forces
Baxter Storey		Irish Prison Service
Carroll Foodservices Ltd.		
Compass Group		
Corporate Catering Services Ltd.		
Kylemore Services Group		
Premier Dining		
Q Cafe Co. Ltd. *new		
Sodexo		

COMMERCIAL SECTOR

QUICK SERVICE RESTAURANTS	FULL SERVICE RESTAURANTS	COFFEE SHOPS	HOTELS	LEISURE & EVENTS	TRAVEL
Abraquebabra Group (Abrakebabra)	Avoca Handweavers	Bagel Bar (The)	Carlton Rezidor Group	Dobbin Outdoor	Aer Lingus
(O'Briens Sandwich Bars)	Brambles	BB's Coffee & Muffins	Choice Group	Feast	EFG Catering
(The Bagel Factory)	Eddie Rockets	Butlers Chocolate Cafe	Dalata Mgmt Services	Fitzers Catering	Gate Gourmet
(GBK)	Entertainment Enterprise Group	Esquire Coffee Houses	Doyle Collection	JC Catering *new	HMSHost Ireland Ltd.
(Yo Sushi)	(Dante Restaurants)	Insomnia	Limerick Strand Hotel	Masterchef Hospitality	Irish Ferries
Domino's Pizza *new	(Hard Rock Cafe)	street Cafe (The)	Moran & Bewley's Hotels	Prestige Catering *new	Rail Gourmet
McDonald's	(Leisureplex)		PREM Group	The Right Catering Company	SSP
Subway	(Mao Restaurants)		Tiffco *new	With Taste	
Supermacs	(Starbucks)				
	(TGI Fridays)				
	Fitzers Restaurant				
	Itsa				
	Kay's Foodhall				
	Porterhouse Brewing Company *new				
	Wagamama				

COMMERCIAL CHANNELS

QUICK SERVICE RESTAURANTS (QSR)

Abrakebabra / The Bagel Factory / GBK/ O’Briens Sandwich Bars / Yo Sushi

11 Rathgar Road, Rathmines, Dublin 6

Website: www.abrakebabra.com Phone: 01 496 7162 Email: info@abrakebabra.net

Company Profile

AIL Group is an Irish based company that franchises out approximately 160 food outlets in Ireland. Abrakebabra is a franchise developed and owned by Abrakebabra Holdings. The master franchises in Ireland for The Bagel Factory, Gourmet Burger Kitchen (GBK) and Yo Sushi are also held by AIL Group. Abrakebabra Investments also own the O’Briens Sandwich Cafe business.

Abrakebabra Investments is owned in partnership by Graeme Beere and Denis Desmond.

The Abrakebabra franchise has been in existence for over 30 years. There are over 40 franchise outlets, all based in Ireland. The offering is built around the kebab. Website www.abrakebabra.com

The Bagel Factory is a UK franchise and was founded in 1996. There are 40 outlets on the island of Ireland. The Bagel Factory Offer is present at some 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

The Gourmet Burger Kitchen is a UK franchise founded in 2001. There are currently eight restaurants in Ireland. The offering is built around premium burgers. Website www.gbkinfo.com.

Yo Sushi is a UK based franchise specialising in Japanese cuisine. It is famous for a conveyor belt system that transports sushi dishes through its restaurants. There are two outlets in Dublin: Dundrum Town Centre and Clarendon St, Dublin 2. Website www.yosushi.com

O’Briens strategic focus is on sandwiches and coffee/tea. Menus in store are driven by value which is defined by good quality at a good price. Part of the menu also focuses on ‘big eat’ items that are more substantial sandwiches to satisfy customers looking for a large meal.

As well as selling through their shops, O’Briens have recently increased their focus on corporate catering. The catering business offers a wider range of products than is 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. The company is continuing this partnership into 2013. Website www.obriens.ie.

Relevant purchasing contact	<p>Managing Director: David Zebedee Email: dzebedee@abrakebabra.net or dzebedee@ailgroup.ie Phone: 01 496 7162</p>
Product mix	<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. 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 Gourmet Burger Kitchen is a sit down diner with a menu that includes over 20 burger variants including beef, lamb, chicken, exotic meats and vegetarian options, in addition to salads, chunky potato fries, and a selection of hot and cold drinks, both alcoholic and non-alcoholic. All food is cooked to order.</p> <p>The Yo Sushi menu is based on sushi with all dishes served on saucer sized plates that travel down a conveyor belt to customers. The menu ranges from raw fish sushi to more broad appeal dishes and includes sushi platters, rolls, nigri, sashimi, maki, hot dishes and salads. A selection of hot and cold drinks, both alcoholic and non-alcoholic is available.</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>
Opportunities for Irish food and drink suppliers	<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 Bagel Factory for new bagel fillings e.g. meats and cheeses. The dessert offering can be widened and there are opportunities for the producers of pastries. The Bagel Factory is open to proposals from Irish manufacturers of bagels.</p> <p>In Abrakebabra, the menu is 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>
Purchasing policy and supplier requirements	<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 the franchisees.</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. Allied Foods 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 Director Sinead Reid by email dzebedee@ailgroup.ie or sinead@ailgroup.ie or by phone 01 4967162.</p> <p>Samples to be submitted, if requested, following initial contact.</p> <p>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.</p> <p>All outlets have both chilled and frozen storage facilities.</p>
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Domino's Pizza *NEW

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

W: www.dominos.co.uk

Phone: 0044 (0) 1908 580 000

E: ian.douglas@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 68 outlets in Ireland, 48 in the Republic of Ireland (ROI) and 20 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 80% home delivery, with the remaining 20% carry out.</p> <p>The target demographic is 18-34 year olds, however this is constantly broadening.</p> <p>The company recently re-launched their Gourmet range of pizzas, which offer consumers a more traditional restaurant quality pizza.</p>
Relevant purchasing contacts	<p>Procurement Director: Ian Douglas Email: ian.douglas@dominos.co.uk Phone: 0044 (0) 1908 580 751</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 fresh chilled and the side order dishes are ready to cook. There are no frozen storage facilities at outlets. The 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. 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 two to three years.</p> <p>Purchasing decisions are influenced by a team including NPD, Technical, Procurements and Marketing. All new products are subject to review by the Franchise advisory council also. Final purchasing terms are the responsibility of the Procurement Director.</p> <p>Domino's operates three distribution depots in the UK and Ireland, with the Irish depot based in Naas, Co. Kildare. These depots are both distribution centres but also dough producing sites.</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.</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 Procurement Director 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>

McDonald's

Address: McDonald's Restaurants of Ireland, 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 opened its first restaurant in Ireland in 1977 and now has 83 restaurants around the country, serving over 150,000 customers every day.</p> <p>The company continues to expand the number of outlets it has and is continuously investing in both store openings and a refurbishment programme.</p>
Relevant purchasing contacts	<p>Head of Supply Chain: Clare Sheridan Email: clare.sheridan@ie.mcd.com Phone: 01 208 0020 (email is the preferred method of contact).</p> <p>Supply Chain Consultant: Lorraine Tully Email: lorraine.tully@ie.mcd.com Phone: 01 208 0020</p>
Product mix	<p>McDonald's is well known to most consumers and concentrates on categories such as burgers, chicken nuggets, salads, breakfasts, beverages, desserts and fries, with an expanded offer in the restaurants where a McCafé is present.</p> <p>The McCafé range consists of cakes, pastries, beverages and hot and cold sandwiches and paninis. There are currently 10 McCafes, with plans for further expansion.</p>
Opportunities for Irish food and drink suppliers	<p>Some of the categories within McDonald's are controlled by the Irish buying office, while other core items are controlled from a centralised European purchasing system. Examples of core items would be all the ingredients for the Big Mac, beverages, chicken nuggets, etc. The items within direct control of the Irish office are dairy, confectionery, baked goods, some produce and some beverages.</p> <p>McDonald's also exports beef from Irish farms to mainland Europe, with one in five burgers sold via McDonald's Europe made from beef of Irish origin (valued at circa €200 million per annum). The company recently signed a 5 year contract with Dawn Meats, worth €300 million, to process 18,000 tonnes of beef annually.</p> <p>The Irish office of McDonald's is very open to being approached by Irish producers who have new ideas. However, producers should only make this approach if their idea is well thought out and if they have conducted extensive research on the McDonald's business in Ireland. Producers are also expected to have thought through the overall concept, as opposed to just arriving with an ingredient and not understanding its potential use or fit.</p> <p>The Irish office reviews certain categories on a rotating basis over time.</p>

	<p>It is possible for an individual McDonald's operation in a particular country to launch a product for that country.</p> <p>It will be introduced as a promotional offer and will have its sales monitored to determine if it remains as part of the menu on an on-going basis.</p>
<p>Purchasing policy and supplier requirements</p>	<p>McDonald's has extremely high standards, which surpass those required by many other companies. These include codes of conduct, QA requirements, social responsibility commitments and an array of other requirements. This means that only producers who have a very high standard of professionalism in their own business should approach McDonald's.</p> <p>It is a requirement for suppliers to have current BRC accreditation.</p> <p>McDonald's has a long history in Ireland of working in partnership with key suppliers who have been in place for many years and it is not usual for them to change these suppliers. Their preferred option is to work with the same producers over the long term. They prefer producers to have food safety standards such as ISO22000 or ISO 9000. The McDonald's team conducts supplier audits; however the preference is for new suppliers to have a minimum third-party accreditation before approaching the company.</p> <p>All audits carried out by local McDonald's staff do not result in a charge. All audits carried out by third party companies at McDonald's' request are paid for by the supplier.</p> <p>New suppliers are required to sign a business relationship letter, which sets out the rules of engagement.</p> <p>There are additional criteria, which specify guidelines for non-GM, animal welfare, etc.</p> <p>The Head of Supply Chain agrees terms with suppliers in the Irish market.</p> <p>Franchise restaurants places orders direct to the distribution centre through EDI.</p> <p>Case sizes and logistics requirements, etc. are worked out on a product by product basis.</p>
<p>Distribution providers</p>	<p>All distribution is provided by a company called Martin Brower, a dedicated distributor for the McDonald's business. The company operates multi-temperature vehicles from a Dublin-based distribution centre.</p> <p>They deliver to each McDonald's restaurant two or three times per week. Producers are required to deliver to the distribution centre on frequencies ranging from daily to weekly, depending on the product.</p>

<p>Advice to new suppliers</p>	<p>McDonald's points out that many producers approach them having done little or no research and therefore eliminate their own chance of succeeding. The company's advice to producers is to conduct research of the McDonald's business in advance by visiting stores, conducting internet research and devising a methodical and structured approach to their initial meeting. This is of utmost importance.</p> <p>It is key for suppliers to be well prepared and to know exactly how, where and why their product fits in with the McDonald's brand.</p> <p>Follow-up is also extremely important when issued with an initial brief from a buyer.</p> <p>The company suggests a need for producers to follow market trends, both in Ireland and Europe so that they can develop their export potential.</p>
<p>Other Information</p>	<p>Credit terms are those set out in statute.</p> <p>Turnover for 2011 is available from the Companies Registration Office.</p> <p>There is room for brands in the operation. Current brands include Cadbury's, Nestle, Mars, Coca-Cola, Tropicana and Ballygowan. The Britvic brand has been introduced in the past year. Brands are working strongly with the company on a global basis.</p> <p>Good tasting food and value for money are still important.</p> <p>Both chilled and frozen storage facilities are available.</p> <p>Long Term Agreements are in place with suppliers.</p>

Subway

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>EIPC 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, EIPC delivers financial and service benefits to SUBWAY® Franchisees through volume purchasing and pan-European supply chain operations.</p> <p>EIPC sources, purchases and manages the complexities of supplying the hundreds of SUBWAY® product lines.</p> <p>EIPC helps SUBWAY® Franchisees in Europe to be as profitable and competitive as possible, delivering products and services that can help differentiate SUBWAY® Franchisees’ businesses.</p> <p><i>SUBWAY® is one of the fastest growing franchise networks in the world and the largest submarine sandwich chain, with more than 34,000 stores worldwide – more than 3,000 of which are in Europe.</i></p>
Relevant purchasing contacts	<p>The EIPC Purchasing team is based in the UK. The EIPC website includes contact details for EIPC, 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® is submarine sandwiches, which are filled according to customer requests. Other product lines include: wraps, snacks, salads and drinks.</p> <p>Many of the ingredients for the SUBWAY® store menus are bought in pre-prepared. For example, meat products are all pre-cooked, sliced and frozen. Some vegetables and cheese are also pre-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>SUBWAY® is always open to new ideas for menu options, e.g. new sauces and new meat products, as well as constantly striving to increase the quality of its product offering. Any potential new suppliers should contact the EIPC 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® has both chilled and frozen storage facilities.</p>

	<p>SUBWAY® is already a strong supporter of Irish suppliers. Dawn Farm Foods and Dew Valley supply meat products for the UK, Ireland and much of Europe. Breads are sourced from Evron in Portadown.</p>
<p>Purchasing policy and supplier requirements</p>	<p>The purchasing policy across Europe is a balance between quality, price, logistics and the economics of the product offering.</p> <p>BRC is mandatory for all suppliers to SUBWAY®. SUBWAY® also carries out its own risk based audits. Suppliers pay for audits.</p> <p>All purchasing is centralised through the EIPC Purchasing team. There are tenders for all products. The regularity of these varies by product category. The EIPC Purchasing team sets the terms for all suppliers.</p> <p>Stores order through each country's appointed distributor. In the UK this is 3663 and in Northern Ireland and Republic of Ireland it is Musgrave Foodservices. Orders are placed online and by phone.</p> <p>The preferred case size and shelf life expectations and requirements vary according to product category and are determined by SUBWAY® specifications.</p>
<p>Distribution providers</p>	<p>Musgrave Foodservices is the distributor for SUBWAY® stores in Northern Ireland and Republic of Ireland.</p>
<p>Advice to new suppliers</p>	<p>New suppliers should contact EIPC via the EIPC 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 is extremely important for most products supplied to SUBWAY®. There are very few niche suppliers and only in instances where stores specifically request to source 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 which is in operation since 1978. It operates over 100 branches in Ireland, North and South.</p> <p>Shop types vary from drive-through out of town sites, to standard town shop design and Fresh Express shops which are normally set up within forecourt service stations.</p> <p>Turnover in 2011 was €100 million at retail value. Supermac's expanded its operations in Ireland in 2011 and continues to do so in 2012. With currently in excess of 40 <i>Papa John's</i> outlets within existing stores, there are plans to further develop the <i>Papa John's</i> brand which is an American pizza franchise operated in Ireland by Supermac's.</p> <p>In 2010/11 Supermac's also opened a number of <i>Quizno's Sub</i> counters (another American franchise) within its existing shops and currently has 10 <i>Quizno's Sub</i> outlets. There are plans to continue expansion of this franchise.</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 fish, 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 along with steak sandwiches. Along with the <i>Papa John's</i> pizza range and the <i>Quiznos</i> sandwich and soup range, product offerings comprise a diverse choice of options to suit all tastes.</p> <p>In 2010/11 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 core menu in all branches is beef burgers, freshly battered fish, fresh chicken and fresh 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>
Opportunities for Irish food and drink suppliers	<p>Supermac's has a tradition of working very closely with their suppliers, forming excellent working relationships over the years.</p>

	<p>Supermac's has worked on advertising campaigns along with 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>
Purchasing policy and supplier requirements	<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 slaughtered 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 the company has 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. 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> <p>Deliveries are product dependent, with deliveries usually being made daily. Fresh products are delivered direct to each outlet, with bulk items handled by central distribution warehouse.</p>
Distribution providers	<p>Supermac's deals directly with current suppliers for its core menu and only uses distributors for non-core products. 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	<p>New suppliers should contact the Purchasing Manager directly via a phone call or e-mail.</p>
Other Information	<p>Credit terms vary according to the account and how long the company is doing business 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 operation.</p>

Supermac's finds itself cooking to order more and more. It finds that people are willing to wait that few more minutes longer for their food once they know that it is being cooked fresh and they are getting a quality product.

Due to the fact that frozen food products are easier to manage, a lot of menu items are cooked from frozen. Supermac's launched its '5oz chicken burger' in 2009, which is comprised of fresh Irish chicken.

Supermac's has both chilled and frozen food storage facilities in all of its outlets.

FULL SERVICE RESTAURANTS (FSR)

Avoca Handweavers

Address: Kilmacanogue, Bray, Co. Wicklow

Website: www.avoca.ie

Phone: 01 286 7466

Email: info@avoca.ie

Company Profile	<p>Avoca Handweavers is a family-run business that 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 ten branches around the country at the following locations: Kilmacanogue, Powerscourt, Mount Usher and The Mill in Avoca village, Co. Wicklow; Rathcoole and Suffolk Street, Dublin; Kenmare, Co. Kerry; Letterfrack, Co. Galway; Belfast City Centre and Monkstown, Co. Dublin. A new store is due to open in Malahide Castle in Autumn 2012. The company also has a store in Annapolis in the USA.</p> <p>Despite a difficult trading climate, Avoca is attracting strong numbers of customers, many of whom are long term supporters of its food offer.</p> <p>Avoca also run a strong food retail shop 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. Email: leyliehayes@gmail.com</p> <p>Elaine O'Connor purchases for Retail and Foodhalls. Email: elaineoc@avoca.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. 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. A team from Avoca will sometimes visit artisan producers for on-site checks, usually when first commencing business with them. There is generally no charge for this.</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.</p> <p>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>The purchasing policy for artisan producers is flexible. Shorter payment terms can be received in return for lower pricing. There is a mix of LTAs and net/net pricing across different product categories, which is determined at the point of negotiation. For very small, start-up artisan producers, flexible payment agreements can be arranged at the time of listing.</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 now 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>
Advice to new suppliers	<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>
Additional information	<p>Credit terms depend on the supplier. Avoca will sometimes negotiate some small discounts for prompt payment.</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

Address: Unit C4, South City Business Park, Dublin 24

Website: www.brambles.ie

Phone: 01 468 5000

email: caolan@brambles.ie

Company Profile	<p>Brambles is a privately owned family run business.</p> <p>Brambles operate over 20 cafes-delis, predominantly in the Leinster area, although they also have a presence in Co. Mayo.</p> <p>In addition, Brambles runs a corporate catering business whose customers include the National Museum of Ireland, the Beacon Hospital and Newgrange Visitor Centre.</p> <p>The company caters for all eating 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 cafe bistro in Terenure, Dublin.</p> <p>The customer profile varies according to the location of the Brambles outlet. 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.</p>
Relevant purchasing contacts	<p>Purchasing and Operations Manager: Caolan Reid Phone: 01 468 5000 Email: caolan@brambles.ie</p> <p>Email is the preferred method of contact.</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 most branches.</p> <p>The target customers vary by location and also geographically. Dublin customers prefer tend to prefer lighter meals, whilst outside Dublin a more substantial meal is often requested.</p> <p>The cuisine is predominantly locally sourced Irish produce with a Mediterranean theme, adapted to suit the Irish palate.</p> <p>85-95% of 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>

<p>Opportunities for Irish food and drink suppliers</p>	<p>The key areas for growth for Brambles are to open more café-delis (but only when the location and commercials are right) and hopefully the recent growth in catering at tourist locations will continue as the tourist market continues to perform.</p> <p>There are few areas of growth for specific products, but Brambles are seeking new offerings in ‘deli cheeses’, jams and preserves and bakery ingredients, particularly egg based ones.</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. 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. 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 telephone and may subsequently be by email 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 three 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>The 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 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. Price is not everything, but has become more important during the recession as customers are looking for lower prices and buying cheaper meal options.</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 30 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.</p>

Eddie Rocket's

Address: 7 South Anne Street, Dublin 2

Website: www.eddierockets.ie

Phone: 01 679 7340

Email: info@eddierockets.ie

Company Profile

Eddie Rocket's was established in 1989. There are 43 outlets in total, 41 on the island of Ireland, one in Swansea and one in Ondara, Spain. Nine of the outlets are company owned and the remaining 34 are franchised.

The company's brands are:

Eddie Rockets City Diner: 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 & Rocket Junior Meals.

Eddie Rockets Shake Shop: The Shake Shop offers walk up, counter-assisted service. The Shake Shop specialises in customised milkshakes, frozen yoghurt, protein shakes, sundaes, Sno cones and sodas.

Eddie Rockets Dine-O-Mat: offers customers walk up counter-assisted service. All the variety of City Diner menu, packaged ready-to-go!

Eddie Rocket's On Wheels -City Diner: inspired by city diner, Eddie Rockets on Wheels is a branded mobile catering unit. The menu offers identical food quality to city diner and is simplified to cater for large volumes, the on wheels menu includes: Perfect hamburgers, hot dogs, chicken wings and tenders, American fries and sodas.

Eddie Rockets on wheels- Shake shop: inspired by Eddie Rockets Shake shop. Shake shop on wheels is a branded mobile milkshake unit. The shake shop takes chocolate bars, candy biscuits and fruits and blends them with ice cream made especially for Eddie Rockets.

The majority of Eddie Rockets are Restaurants; the company has opened three shake shops, in Dundrum Shopping Centre, Charlestown Shopping Centre, Finglas and Stillorgan Shopping Centre. The company has one Dine-O-Mat located in Mahon point Shopping Centre, Cork and has two on wheels – City Diner and one on wheels shake shop.

The company recently opened on the first floor level Eddie Rockets restaurant in Naas Co. Kildare, which is a departure from the normal ground floor format.

The main activity of Eddie Rocket's is to provide the Perfect Hand-pressed hamburger, American fries and hand dipped milkshake's in an American diner themed restaurant.

Relevant purchasing contacts	<p>Group Operations Director: Louise Collins Phone: 01 679 7340 Email: louise@eddierockets.ie</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.</p> <p>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>The key areas for growth for Eddie Rocket’s include the expansion of the company in international markets and new concepts such as Shake Shop and Dine-O-Mat. Eddie Rocket’s is also expanding its mobile catering service and sub-brands. Most recently, the company have worked in partnership with contract catering companies to provide ‘themed days’ in company canteens/restaurants.</p> <p>The company suggests that potential suppliers visit the Eddie Rocket’s website www.eddierockets.ie for samples of the current menus for all its brands: City Diner, Shake Shop, Dine-O-Mat and Eddie Rockets on Wheels (mobile catering units). The company encourages suppliers to come up with innovative new 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 recently introduced a new menu in 2012, increasing share by developing an additional range of signature salads, lower calorie options, wraps, slider hamburgers and Red Basket specials.</p> <p>Eddie Rocket’s has a strong preference to source Irish product 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, Dine-O-Mat and mobile catering services place the orders.</p> <p>The company operates an electronic ordering system, with each individual outlet placing their order onto 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	Allied Foods is the main distributor for the majority of Eddie Rocket's food supplies.
Advice to new suppliers	<p>New suppliers should send an introductory email to the Operations Director via the e-mail address louise@eddirockets.ie or info@eddirockets.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 both on the menus and on the website.</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: lindy@eegroup.ie

Company Profile	<p>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 two Italian restaurants, Dante, in addition to providing quick serve food at its four Leisureplex outlets. As well as this, the group operates Café Mao, which offers authentic pan-Asian food. The group recently launched a new concept called 'Mao at Home' which has three outlets - two in Dublin at Donnybrook and Baggot Street one in Tallaght. In 2012 the group opened nine Starbucks coffee shops under franchise. The food and beverage offerings are dictated by Starbucks International.</p> <p>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.</p> <p>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.</p> <p>The Dante restaurants are Italian in theme and offer pizzas and Italian cuisine. The two 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.</p> <p>The four Leisureplex diners are in Dublin and are popular venues for children's parties.</p> <p>Café Mao offers a wide range of Asian meals, with three outlets in Dublin: Dundrum, Chatham Row and Dun Laoghaire.</p> <p>Starbucks offers an authentic American coffee shop experience. In addition to a wide range of coffees and teas it offers breakfast; 'bistro boxes'; cakes and biscuits; hot lunch; muffins; pastries and sandwiches. The food and beverage offerings are dictated by Starbucks International.</p>
Relevant purchasing contacts	<p>Purchasing Manager: Lindy Robertson Email: lindy@eegroup.ie Preferred method of contact is via email.</p>
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 four Leisureplex diners is relatively small.</p> <p>Café 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. Café 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>
<p>Opportunities for Irish food and drink suppliers</p>	<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. However, Hard Rock Café allows some local suppliers.</p> <p>There continues to be an opportunity for Irish suppliers for bespoke sauces for the TGI Friday's outlets, for example honey and mustard mayonnaise and coriander yoghurt.</p> <p>Dairy products are often sourced in Ireland, but processed in the UK. There is an opportunity for the further processing, particularly of cheese, on a large scale. 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>There is room in the Irish market for processed, pre-cooked chicken products e.g. chicken fingers and nuggets, which could be produced in Ireland, but are currently being imported.</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. Café Mao uses only fresh produce in the preparation of its meals.</p>
<p>Purchasing policy and supplier requirements</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>Suppliers should discuss with the Entertainment Enterprise Group Purchasing Manager if 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 Group Irish Purchasing Manager.</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 Irish Purchasing Manager. If the Purchasing Manager believes 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 Purchasing Manager has discretion in the purchasing decision, quality is the most important factor, followed by price. Musgrave Foodservices provides distribution to the restaurants. All Musgrave approved products do not require site audits from the operator.</p> <p>Proposed products for supply are tasted by a development panel consisting of the Purchasing Manager, 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>
<p>Distribution providers</p>	<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.</p>

	<p>Dublin Food Sales serve the majority of the distribution needs for dry goods.</p> <p>Caterway, Gold City and Keelings 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>

Fitzers Restaurants

Address: 51a Dawson Street, Dublin 2.

Website: www.fitzers.ie

Phone: 01 670 6577

Email: eat@fitzers.ie

Company Profile	<p>The company has been running since 1980 and currently operates three restaurants – Marco Pierre White Steakhouse on Dawson St, Frankie’s Steakhouse and Bar in Temple Bar and Chatham Brasserie on Chatham St. In addition to this, the group are co-owners of the Hard Rock Café in Dublin.</p> <p>The restaurants are open seven days a week catering for both lunch and evening meals. The restaurants place great emphasis on quality and value in equal measure.</p>
Relevant purchasing contacts	<p>Purchasing Manager: Declan Kearns Email: Declan.kearns@fitzers.ie Phone: 01 670 6577</p>
Product mix	<p>Marco’s and Frankie’s are both steakhouses, which offer a large variety of different options on how each steak is prepared, cooked and presented. In addition to this, high quality fish is also offered in a variety of ways. Chatham Brasserie is a New-York style brasserie.</p> <p>The restaurants offer an emphasis on good quality steaks. However, they also offer crab, prawns, smoked salmon, halibut, salmon, tuna and hake.</p> <p>All food is cooked to order.</p>
Opportunities for Irish food and drink suppliers	<p>For new suppliers, it is important that they inform themselves completely about the business and the produce used. Knowledge of the industry has allowed the company to survive through both good and bad economic circumstances. The company has come through a previous recession, which has held them in good stead.</p> <p>Suppliers should investigate the products that the company is currently using. If the product is not of Irish origin, suppliers should investigate whether they can provide an Irish alternative. The company is keen to buy Irish, although at the moment 80% of the fruit and vegetables it uses are imported.</p> <p>The company is also keen to source Irish cheeses, especially different variety of cheeses.</p> <p>The company is always looking at foreign trends and future product ranges will depend on the success of these abroad.</p> <p>Some products, which are currently used by the company, are currently not produced in Ireland e.g. cured ham.</p>
Purchasing policy and supplier requirements	<p>The company has a preference to source local produce and the company’s purchasing policy relates to quality, service and price.</p>

	<p>The company has its own auditors to inspect supplier premises and standards. There is a charge for this.</p> <p>Purchasing is not centralised; each outlet is given a list of suppliers and may not deviate from that.</p> <p>There are certain key tender dates. However the company advises suppliers to contact the Purchasing Manager with any queries. The Purchasing Manager influences decisions, although these are discussed with management and chefs.</p> <p>The Purchasing Manager agrees supplier terms, with individual restaurants placing orders.</p> <p>Goods are received daily, six to seven days per week from 8 to 10am. EDI is not required, however the company keeps close track of stock requirements internally.</p> <p>Shelf life is dependent on the type of product. The company expects optimum quality on a consistent basis.</p>
Distribution providers	<p>Dairyland Cuisine supplies the company with dairy products. Pallas Foods supplies a large range of dry goods. Gleneely supplies cheese.</p> <p>M& K Meats, Robinson Meats, Kettle Foods and Crossgar supply meat and poultry and Caterway supplies fresh fruit and vegetables.</p> <p>Fish suppliers include Kish Fish, Select Seafoods and Shellfish De La Mer.</p>
Advice to new suppliers	<p>Potential new suppliers should be fully informed of the business and the products used and should contact the Purchasing Manager.</p> <p>Supplier products must be of high quality, in addition to being sold at a reasonable price.</p>
Additional information	<p>Credit terms are 45 days.</p> <p>The company has both 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 twelve Itsa outlets in total. These are comprised of ten cafés (also known as bagel stores) and two restaurants. Itsa cafes are located as follows:</p> <ul style="list-style-type: none">• Dun Laoghaire• Malahide• Fitzwilliam Lane• Arnotts• Ranelagh• Sandymount• Dublin Castle• The Irish Museum of Modern Art (IMMA)• The Hugh Lane Gallery• Itsa head office in Sandyford <p>Its restuarants are located in Brown Thomas, Dublin (The Restaurant) and Brown Thomas, Cork (Table Restaurant). 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. 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. 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, etc.</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. 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. It also has a need for gluten free bagels, which are currently imported.</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.</p> <p>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.</p> <p>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. 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. 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>

Kay's FoodHall

Address: Unit 122, The Blanchardstown Centre, Dublin 15

Website: www.realchefsrealfood.com

Phone: 01 822 2401 Email: info@realchefsrealfood.ie

Company Profile	<p>Kay's FoodHall (Kay's) originally started business as a cafe in Donaghmede Shopping Centre over 30 years ago. In 1997, the company opened a second outlet in the Blanchardstown Centre and in 2004, a third restaurant in Clarehall Shopping Centre, Dublin.</p> <p>They also operate the Roastery restaurant at the Java Republic premises in Ballycoolin, Blanchardstown.</p> <p>In 2009, the company joined forces with North-South Retail and The Pop Company to form and operate Maple Moose which provides a quality crêpes and ice-cream offer.</p> <p>In 2011 it introduced a central production facility and the restaurant in the Clarehall Shopping Centre moved from the first to the ground floor.</p>
Relevant purchasing contacts	<p>Operations Manager: Stephen Reilly Phone: 087 206 6019 Email: stephen@kaysfood.com</p>
Product mix	<p>Kay's FoodHall offering is varied incorporating an in-house bakery, a wok station, a hot food counter, a speciality coffee corner and a gourmet sandwich section.</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>The target customers are business people at lunchtime, in addition to mothers and children during the week and other shoppers at weekends. There is a large trade in coffee, tea, soft drinks pastries and cakes.</p>
Opportunities for Irish food and drink suppliers	<p>Kay's is keen to expand its range of bakery produce and Asian cuisine such as wok cooked foods, pasta, noodles and fried rice. The company is looking for a broader base of menu ingredients to diversify their menus.</p> <p>There is a strong preference to source from Irish suppliers. New product opportunities are mainly in 'healthy eating', where there seems to be a shift in consumer preferences.</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, the main criteria when choosing a supplier is price. Kay’s look to Irish suppliers who offer competitively priced products. Quality is the next consideration in the decision making process. Competitive costing is hugely important in the current environment, but it can’t come at the expense of product quality.</p> <p>The Operations Manager 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 Operations Manager.</p> <p>Industry standard accreditation such as HACCP is sought from all potential suppliers. Kay’s FoodHall 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>Purchasing decisions for the company are made by the Operations Manager who agrees terms with potential suppliers.</p> <p>Electronic data interchange (EDI) is not required.</p> <p>Deliveries are made six days a week, usually in the mornings.</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 Operations Manager by email and follow up with a phone call.</p> <p>Kay’s 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>
<p>Other information</p>	<p>Credit terms are generally 45 days, with 30 days for some suppliers.</p> <p>Long Term Agreements (LTAs) are in place for some products such as beverages.</p>

	<p>Branded products are used, but the range is price dependent and can change frequently.</p> <p>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.</p>
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Porterhouse Brewing Company *NEW

Address: 47, Nassau Street, Dublin 2

Website: www.porterhousebrewco.com Phone: 01 6715715 E: info@theporterhouse.ie

Company Profile	<p>The operations of the Porterhouse Brewing Company are divided into two parts. The first is a pub operation that has four bars in Ireland, three of them are in Dublin and one is in Bray in a hotel that the company also owns.</p> <p>The Porterhouse Brewing Company brews its own beers and also has Ireland's largest selection of bottled beers.</p> <p>Each of the four bars serves a gastro-pub food menu from midday onwards. The target market is 25- 50 year olds, however, all age groups and tastes are catered for.</p> <p>The company also operates three Tapas bars trading under separate names. All are located in Dublin; South William Street (Port House), Temple Bar (Port House Pintxos) and Dundrum (Port House Ibericos).</p> <p>Purchasing for the two operations is joint for some basic products and separate for others such as Spanish items for the Tapas bars.</p> <p>The company is working to increase the centralisation of purchasing for items that are common to both operations.</p>
Relevant contacts	<p>Food Purchasing Officer for Pub Operations: Frans Muller Email: frans@theporterhouse.ie Phone: 086 607 1636</p> <p>Executive Chef for Tapas Bar Operations: Lee Sim Phone: 087 987 2757</p>
Product mix	<p>There is a uniform menu across the four bars. The hotel in Bray also serves breakfast.</p> <p>From midday onwards, all four bars serve an all-day gastro pub grub menu. The menu details change frequently.</p> <p>The Tapas bars open at midday and serve a traditional Spanish Tapas Bar menu.</p>
Opportunities for Irish food and drink suppliers	<p>The beverage side of the bar business is the growth driver and food follows. The drinks business is expanding and the company is continuously experimenting with new foods for the menu.</p> <p>An appetite for experimenting with new foods and recipes offers opportunities for Irish suppliers to approach the company with products and recipe suggestions for all categories.</p> <p>Suppliers should consider products that would be suitable for a 'gastro-pub' menu and also for tapas.</p>

	<p>For the Tapas bars, many items are sourced in Spain and some, such as olives cannot be sourced from Ireland. Other products such as cured meat represent an opportunity.</p> <p>Some branded Spanish items are purchased for the Tapas bars, but the brands would not necessarily be well known by Irish consumers.</p> <p>Potential suppliers should refer to the company website to review the current menu.</p> <p>Almost all food bought from Irish suppliers is prepared from scratch. Some pre-prepared items, such as croquettes for Tapas bars, are purchased pre-prepared from Spain.</p>
<p>Purchasing policy and supplier requirements</p>	<p>Quality and price are the cornerstones of the company's purchasing policy.</p> <p>Suppliers must have a HACCP system in place before the company will deal with them.</p> <p>The company does not have any special requirements for the packaging of ingredients.</p> <p>Suppliers are visited on site by the Food Purchasing Officer to get an insight into their operations. Supplier pricing is reviewed twice per year.</p> <p>The Food Purchasing Officer is influenced in his decision making by the Executive Chef who samples proposed produce. Menus are decided on by both. Terms are agreed by the Food Purchasing Officer and the Executive Chef.</p> <p>The company does not have any formal Long Term Agreements (LTAs) with suppliers.</p> <p>Orders are placed by the chef at each pub or restaurant individually via telephone.</p> <p>A delivery frequency of up to three times per week is required. Deliveries should be between 10 a.m. and 12 noon.</p>
<p>Distribution providers</p>	<p>Most produce is delivered directly by the producer or supplier. However, FoodCo, a Northern Ireland based distribution company, supplies frozen and dried goods.</p> <p>Outside of FoodCo, supplies are not purchased from wholesaler distributors. Most vegetables are purchased prepared to cook and are currently sourced from Hussey Fruit and Vegetables. Fish and meat suppliers vary.</p>
<p>Advice to new suppliers</p>	<p>Potential new suppliers should contact the Food Purchasing Officer by email. When considering potential suppliers, the company places great emphasis on quality, consistency, local production and price.</p>

Wagamama

Address: South King Street, Dublin 2

Website: www.wagamama.ie

Phone: 01 478 2152

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 106 outlets throughout the world. There are five restaurants in Ireland: three in Dublin, one in Cork and one in Belfast city centre.</p> <p>The Irish restaurants are open from noon to 11p.m. The restaurants attract a large mix of people, from school children to shoppers. The customer base is predominantly business people in their thirties. The restaurant is a particularly popular lunchtime venue for business people. Since 2011, Wagamama is run independently of Captain America's.</p>
Relevant purchasing contacts	<p>Development Head Chef of Wagamama Ireland and Northern Ireland: Rob Neilan Email: rob@wagamama.ie Phone: 01 478 2152</p>
Product mix	<p>The eating occasions catered for are lunch through to evening meals. The cuisine is entirely Japanese, with a strong focus on noodles based dishes and rice. Sushi is not served. All food is served cooked and everything is cooked from scratch on site. Desserts and a selection of hot and cold beverages are also served.</p> <p>Target customers for Wagamama's 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 for customers 'on-the-go' and the chain has introduced a delivery pilot scheme with a view to rolling it out at all outlets over time.</p>
Opportunities for Irish food and drink suppliers	<p>Lunch deals, specials and promotional activity are currently driving growth. The main menu is relatively stable and is reviewed once or twice per annum. Lunch and seasonal specials are reviewed more frequently.</p> <p>Fresh fish, fruit and vegetables and meats are sourced locally from Irish suppliers. Pickles, soya sauce, tinned goods and traditional Japanese dry goods are currently imported from UK based suppliers. Some ingredients are also sourced from an Asian market outlet.</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>Expansion of the dessert range is an area that currently presents opportunities. A number of suppliers have presented different concepts, although according to the Head Chef, they have been slow to accept feedback and invest the required time to replicate tried and tested recipes.</p>

	<p>The company continues to use a single supplier for desserts.</p> <p>The company does not have any new products or ranges in mind at present, but 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>Supplier's premises are visited by the Development Head Chef who conducts an audit with documentation provided by the Wagamama franchisor. Accreditation must be provided and paid for by the supplier.</p> <p>Where practical, purchasing between the five Wagamama outlets is centralised. For example, Crossgar Poultry supplies chicken to all five restaurants, but the Cork, Dublin and Belfast restaurants use local butchers also.</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 with the chefs in Cork and with the General Manager.</p> <p>Orders are placed by each restaurant by phone and are received between 9a.m. and 11a.m.</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>Crossgar supplies chicken, dry goods and frozen goods.</p> <p>Fresh Point and Keelings supply fruit and vegetables.</p> <p>Other products such as fresh fish and meat are delivered directly by suppliers, with the exception of specialised Japanese items that are not available locally and are imported directly from the UK.</p>

<p>Advice to new suppliers</p>	<p>Telephone the Development Head Chef mid-morning and agree a time to call in with a sample and pricing. Ensure that you are in a position to give the chef a deep understanding of the product.</p> <p>If pitching a new idea, ensure that this is fully thought out, professional and well-executed. Persistence is key if one wishes to succeed in obtaining a contract.</p>
<p>Other information</p>	<p>Credit terms are 30 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 and for a certain period.</p> <p>Suppliers are sometimes invited to add their logos to menus and staff uniforms as part of supply deals if they are compatible with the Wagamama ethos and brand.</p> <p>Chilled supplies are preferred to frozen. Wagamama has both chilled and frozen storage facilities.</p>

COFFEE SHOPS

Bagel Bar (The)

Address: Suite 303, 3013 Lake Drive, Citywest Business Campus, Dublin 24

Website: www.thebagelbars.com Phone: 01 649 3725 Email: info@thebagelbars.com

Company Profile	<p>The Bagel Bar franchise is a wholly owned Irish company. The Bagel Bar was founded by Ray Cowzer. The first outlet opened in Dublin in 2001.</p> <p>Currently there are 13 outlets in Ireland located as follows: 5 in Dublin, 2 in Louth and one in Cork, Waterford, Wexford, Sligo, Offaly and Donegal. Four of the outlets are owned by the franchisor.</p> <p>The main activity is the supply of bagels, wraps, paninis, sandwiches, subs, breakfasts, hot beverages, smoothies, pastries and salads. The franchisor imports bagels from the UK for use across the franchise and for wholesale supply to third parties.</p> <p>The eating occasions primarily serviced are breakfast and lunch. The majority of outlets do not trade at night. The Bagel Bar target a range of customers from on-the-go to eating in.</p>
Relevant purchasing contacts	<p>Purchasing Director: Karen Cowzer Email: info@thebagelbars.com Phone: 01 649 3725</p>
Product mix	<p>Bagels, toasties, wraps, paninis, sandwiches, subs, breakfasts, hot beverages and smoothies, pastries and salads.</p> <p>All foods are assembled to order in store with the exception of pastries. Ingredients are added to enhance the flavour of bagel sandwiches. Over the past 18 months, the Bagel Bar have retained a nutritionist/dietician, who is analysing their menu. All nutritional information can now be found on the company's website.</p> <p>Storage facilities are in place for chilled and frozen produce.</p>
Opportunities for Irish food and drink suppliers	<p>The company has recently consolidated its supplier base by moving much of the distribution to one provider, Musgrave Foodservices.</p> <p>The Bagel Bar has a number of new concepts which have been launched. These concepts are designed to provide broader breakfast and lunch solutions, as opposed to the previous bagel and sandwich type meal solutions.</p> <p>Examples include a new value menu for bagels and a new range of paninis. The company has recently introduced a salad and pastry range to their menu. The Bagel Bar is due to launch a 'philly up your bagel' product in association with Kraft and Philadelphia cream cheese.</p> <p>Approaches from suppliers with products that will increase sales are always welcome.</p>

	<p>The company suggests that potential suppliers visit its outlets to identify where their products might complement or improve the existing range and contribute to the sales growth of both parties.</p> <p>Areas of opportunity are around healthy eating. Of particular interest are organic meats such as chicken and beef products.</p> <p>The Bagel Bar is confident that the quality of its bagel differentiates it from its competitors. There is room for other brands in the Bagel Bar, e.g. healthy muffin options.</p> <p>The company is witnessing product innovation in its range of breads, pastries, desserts, and soups on offer.</p>
<p>Purchasing policy and supplier requirements</p>	<p>For the Bagel Bar, purchasing involves optimising the balance between a number of considerations which include a desire to source locally, quality, price, shelf life (specific to each product category) and supply chain issues.</p> <p>All suppliers are audited by a third party nominated Health and Safety Officer provided by Biocare. Suppliers are audited against standards set by the Food Safety Authority of Ireland (FSAI) The cost of these audits is covered as part of the deal with franchisees. There is no charge to suppliers.</p> <p>Purchasing is centralised through the Managing Director with whom terms are agreed. Orders are placed locally by each franchisee via phone, email or fax.</p> <p>Although there are no fixed tender dates, quarterly reviews are held with suppliers.</p> <p>Three to six deliveries are required per week, depending on the outlet. Deliveries are required before 10a.m. direct to each outlet.</p> <p>Due to limited storage and display space in outlets, smaller quantity offerings are preferred.</p>
<p>Distribution providers</p>	<p>Distribution has been consolidated (principally with Musgrave Foodservices) to aid both the supply chain and meet the franchisee requirements.</p> <p>Vegetables are sourced locally at the discretion of each franchisee.</p>
<p>Advice to new suppliers</p>	<p>Potential suppliers should first visit an outlet and identify the opportunities for increasing sales.</p> <p>An initial call should then be put through to the Purchasing Director to briefly introduce the supplier and the proposition. This should be followed up with an email providing background information on the supplier and more detail on the proposition. The Purchasing Director will respond to introductory emails.</p>
<p>Other Information</p>	<p>The company is always open to approaches from new suppliers and branded product offerings.</p>

BB's Coffee and Muffins

Address: Old Windmill Court, Lower Gerard Griffin Street, Limerick

W: www.bbscoffeeandmuffins.com Phone: 061 319 181E: pmonks@bbscoffeeandmuffins.com

Company Profile	<p>BB's is based in Ireland and the UK. The company has 26 stores in the Republic of Ireland. Two new stores opened in 2011 in Kilkenny and Balbriggan.</p> <p>The main activity of the business is the supply of hot and chilled beverages, muffins, baguettes, wraps, sandwiches and sweet and savoury pastries. BB's business is split evenly between beverage and food.</p> <p>Predominantly based in shopping centres, BB's customer profile is 70% female, often with children, in the 30–45 year age bracket.</p>
Relevant contacts	<p>Marketing Manager - Philip Monks Tel: 061 319 181 Email: pmonks@bbscoffeeandmuffins.com</p>
Product mix	<p>BB's caters for breakfasts, snacks and lunches with a core menu of muffins, wraps, paninis, sandwiches, salads, baguettes, croissants (sweet and savoury), scones, tea, coffee and 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 options.</p> <p>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>There is little room for brands in BB's as 90% of products sold are sold under the BB's Coffee and Muffins brand.</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 Marketing Manager for stores on the island of Ireland. The stores themselves place the orders. All deliveries are made direct to store or via a central distributor.</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 and Johnson Mooney & O'Brien for bread products.</p>
Advice to new suppliers	Contact the Marketing Manager by email or landline.
Other information	<p>Credit terms are 30 days.</p> <p>BB's operate LTA agreements with certain suppliers.</p>

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 café in Dublin in 1998. They now operate 14 cafés in the Irish market, the majority of which are located in the greater Dublin area including Dublin Airport, with one in Cork and one in Galway. They also have a visitor centre with onsite café located at their manufacturing facility in Dublin 17.</p> <p>The company also has a number of international branches including a company-owned store in London and 10 franchised stores located in New Zealand, Pakistan and the UAE.</p> <p>The Irish branches are all company-operated.</p>
Relevant contacts	<p>Retail Director: Michelle McBride Email: michelle@butlers.ie Phone 01 671 0599</p> <p>Retail Manager: Laura Hendron Email: laura@butlers.ie Phone: 01 671 0599</p>
Product mix	<p>Butlers Chocolate Café's 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. They offer very limited pre-wrapped product, with nearly all food offering being prepared on site. 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) salads, tray bakes (both hot and cold) and ambient products such as muffins, scones, chocolate biscuit cakes, children's cookies etc.</p> <p>Other particular products of interest include pastries and continental sweet bakery type products and ambient goods.</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 trends. 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 Manager by email and once interest is signalled in your range, a small quantity of samples should be supplied.</p> <p>The Retail 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 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 and Cork 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>

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 six outlets in Ireland managed by Esquires Head Office in Galway and further plans for expansion in 2012/2013. There are an additional 35 outlets in the UK.</p> <p>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>All outlets are based in shopping centres, retail parks or town 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.</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 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.</p> <p>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 and Cuisine De France.
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 Head Office, 4 St. Stephens Green, Dublin 2

Website: www.insomnia.ie

Phone 01 671 9662

Email: info@insomnia.ie

Company profile	<p>Insomnia (Red Coral Catering Ltd) is the largest leading independent premium coffee and sandwich retail chain in Ireland. The company was established in 1997 in a bookstore in Galway and expanded over four years with the addition of five outlets in Dublin. In 2003, the company merged with the gourmet sandwich company, Bendini & Shaw, to combine a quality food offering with its hot beverage range.</p> <p>In 2005 the company acquired the Perk cafe chain. The company grew rapidly and now has 65 outlets and is set to grow to 70 by the end of 2012. Their outlets include high street shops and partnerships with SPAR/BWG, Eason, Meadows & Byrne and Gardenworks (Plantagen). In addition, the company has a large number of self-service units in operation.</p> <p>Insomnia is also expanding into the retail franchising market, planning to open 15 stores over the next five years.</p>
Relevant purchasing contacts	<p>Marketing Manager: Marjolein ten Berge Email: marjolein@insomnia.ie</p> <p>Operations Manager: Radka Smiskova Email: radka@insomnia.ie</p> <p>Assistant Operations Manager: Anna Kozlowska Email: anna@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>Insomnia has recently launched a range of Sushi products which is being rolled out in a select number of stores.</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.</p> <p>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>New product offerings in 2011 included: porridge, a low fat sandwich range, fairtrade hot chocolate, new Panini varieties, new wrap varieties, new muffins, new logs, a new flapjack brand, impulse products and a brand new Irish herbal tea range.</p>

	<p>All products have been successful and the company is constantly looking to improve products across all 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>Insomnia has recently extended their store opening hours and evening snacking products (ready to eat) is also an area of particular interest. 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>
<p>Purchasing policy and supplier requirements</p>	<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, or willing to go through the process of being listed with BWG 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 NPD and operations 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.</p> <p>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>
<p>Distribution providers</p>	<p>Some product is delivered directly by the supplier, however the majority is delivered by one of the following distributors: Zeus, BWG and select, speciality suppliers.</p>

<p>Advice to new suppliers</p>	<p>New suppliers should send an introductory email to the Assistant Operations Manager via the e-mail address anna@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 product fit. Brand fit is also very important. Insomnia is open to considering a wide range of product.</p>
<p>Other information</p>	<p>Credit terms are 30 days.</p> <p>Insomnia's preference is for own brand product, but are flexible in relation to branded product, particularly locally sourced branded products.</p> <p>Each outlet has chilled and frozen storage facilities.</p>

streat cafés (The)

Address: the streat Franchising Ltd. c/o Henderson Foodservice, 1 Hightown Avenue,
Mallusk, Newtownabbey, BT36 4RT

Website: www.thestreat.com

Phone: 028 90 845765

Email: info@thestreat.com

Company Profile	<p>“the streat” cafés is a franchise operation established in Belfast in 1999. The main activity is deli-style cafés with a focus on coffee, located in market town centres, shopping centres, food courts, city centres and university campuses.</p> <p>There are now 27 cafe branches throughout Northern Ireland (20) and the Republic (7), with plans for further expansion.</p> <p>ROI branches are located in Clondalkin, Citywest, Tallaght and Portlaoise. The company has also recently introduced the brand to the Munster region with cafés in Tralee and Cork. There are plans to open more outlets in this region within the next year.</p> <p>In 2010 “the streat” Franchising Ltd. was acquired by Henderson Foodservice (profile included in the <i>Distributors</i> section of this directory) which is part of the Henderson Group. As a result of this acquisition, Henderson Retail has incorporated “the streat” brand into a ‘food-to-go’ offering in NI SPAR outlets, trading as “streat in store” and bringing to over 75 outlets where a “the streat” coffee can be purchased.</p> <p>Growth is likely to continue in this area and the company is looking at a similar model in ROI – although via alternative convenience outlets as the SPAR partnership with Hendersons does not extend to ROI.</p>
Relevant purchasing contacts	<p>Purchasing Manager: Jane Pyper Email: jane@thestreat.com Phone: 028 90 845765</p>
Product mix	<p>The food offering ranges from breakfast products, lunch choices, kids menu, desserts, ‘with coffee’ lines such as cakes and tray-bakes and hot beverages such as coffee and tea.</p> <p>Lunch options include sandwiches, wraps, baguettes, bagels, paninis, salads, baked potatoes and soup.</p> <p>Drinks include their own unique filter coffee along with a selection of teas, juices and smoothies.</p> <p>All meal and snacking occasions and customers are catered for from on-the-go to eat-in.</p> <p>Most food products are pre-prepared and ready to serve in the cafés.</p>
Opportunities for Irish food and drink suppliers	<p>The key areas for growth are in varieties of treats and snacks, including ‘with coffee’ lines such as cakes and tray-bakes in ambient, chilled and frozen.</p>

	<p>The company is also keen to expand their existing range of gluten free products which includes bakery, confectionery and dessert items.</p> <p>The company also has an interest in products suitable for children (e.g. savoury and sweet snacks and lunch options), hot handheld snacks and products that would be suitable for private label branding.</p> <p>There is a move toward more pre-packed items sold, with opportunities for suppliers of suitable packaging for pre packed sandwiches.</p>
Purchasing policy and supplier requirements	<p>All products are purchased and distributed by Henderson Foodservice. This provides suppliers with the opportunity to supply other foodservice customers. Products are delivered direct to a central warehouse which has both chilled and frozen facilities.</p> <p>All purchasing is centralised through Henderson Foodservice. Franchisees are not permitted to deal direct with new suppliers and are requested to put the supplier in touch with Jane Pyper at the street Franchising Ltd. who will discuss possibilities of supply with the trading department.</p> <p>Producers should have HACCP as a minimum standard and audits are handled by Henderson Foodservice.</p> <p>The cafés themselves place the orders and all distribution is handled through Henderson’s Foodservice, direct from the central warehouse.</p> <p>The preferred case size and shelf life expectations and requirements are subject to individual specs as set out in the terms agreed with the Purchasing Manager.</p>
Distribution Providers	<p>Henderson’s Foodservice is the main distributor for all of “the street” cafés for both food and non-food lines.</p> <p>Bread and milk is locally distributed, however central billing is applied.</p> <p>Producers of individual items and smaller producers will be put in contact with Hendersons by the Purchasing Manager.</p>
Advice to new suppliers	<p>New suppliers should send information and product samples addressed to Jane Pyper at Head Office.</p> <p>Initial contact should be made with jane@thetreat.com. However suppliers will subsequently be dealing mostly with Henderson’s Foodservice.</p>
Other information	<p>Credit terms are 30 days.</p> <p>Henderson’s Foodservice has long term agreements in place with current suppliers.</p>

HOTELS

Carlson Rezidor Hotel Group

Address: Radisson Blu Hotel, Ennis Road, Limerick

Website: www.carlsonrezidor.com Phone: 061 326 666 Email: niall.kelly@carlsonrezidor.com

Company Profile	<p>The Carlson Rezidor Hotel Group (Rezidor) is one of the fastest growing, hospitality companies in the world.</p> <p>Its mission is to bring a strong portfolio of contemporary hospitality products to the market in the shape of attractive, high performing hotels, restaurants and bars that create great value and trust for guests, property owners, shareholders and other stakeholders.</p> <p>Rezidor has two brands in the island of Ireland, Radisson Blu Hotels and Park Inn Hotels.</p> <p>Radisson Blu Hotels and Resorts are full service hotels that include a range of bars, restaurants, leisure facilities (such as spa and wellness centres), meetings and events venues.</p> <p>Park Inn is a fresh, innovative and affordable international hotel concept.</p> <p>The Carlson Rezidor Hotel Group in Ireland includes:</p> <ul style="list-style-type: none"> ○ Radisson Blu Hotel, Athlone ○ Radisson Blu Hotel, Belfast ○ Radisson Blu Farnham Estate Hotel, Cavan ○ Radisson Blu Hotel & Spa, Cork ○ Radisson Blu Hotel, Dublin Airport ○ Radisson Blu Royal Hotel, Dublin ○ Radisson Blu St Helens Hotel, Dublin ○ Radisson Blu Hotel & Spa, Galway ○ Radisson Blu Hotel, Letterkenny ○ Radisson Blu Hotel & Spa, Limerick ○ Radisson Blu Hotel & Spa, Sligo ○ Park Inn by Radisson, Cork Airport ○ Park Inn by Radisson, Shannon Airport ○ Park Inn by Radisson, Belfast <p>The hotels cater for all the needs of weddings, conferences, weekend breaks, business travellers, holiday makers and tour groups.</p> <p>In addition to catering for the dining needs of guests, there is a strong focus on encouraging local residents to enjoy the food on offer at each hotel.</p>
Relevant contacts	<p>Purchasing Manager: Niall Kelly Email: niall.kelly@carlsonrezidor.com</p>
Product mix	<p>A standardised super breakfast buffet is provided across all the hotels in Ireland. After that, lunch and dinner menus are site specific, with each hotel having its own restaurant style.</p>

	<p>For example there is a French themed restaurant at the Radisson Blu Royal Hotel, Dublin and an Italian themed restaurant at the Radisson Blu St Helens Hotel, Dublin. A wide variety of cuisines are provided for across the hotels encompassing both local and international dishes.</p> <p>In addition to the restaurants, the hotels provide lobby and bar menus with many opportunities to snack throughout the day.</p> <p>There is no formal specific target group of customers. Different types of customers tend to have different needs. Needs that are catered for are formal dining, informal family eating, eating on-the-go and functions.</p> <p>Products sourced are predominantly fresh, with all food cooked from scratch by the Executive Chefs and their teams.</p>
<p>Opportunities for Irish food and drink suppliers</p>	<p>Rezidor has a strong preference to buy local and encourages local producers of meat, fish, dairy, and other products to supply. There is no interest in procuring foreign substitutes for food that is available locally.</p> <p>The Purchasing Manager goes to great lengths to ensure that where feasible, the origin for each food ingredient is Irish.</p> <p>There is always opportunity for suppliers who have a quality offering, represent good value for money and can supply to all properties.</p> <p>An identified area of growth for suppliers is ‘healthy options’, either as ingredients, part-prepared or fully prepared items.</p> <p>At present the Group is not seeing a great deal of product innovation from suppliers.</p>
<p>Purchasing policy and supplier requirements</p>	<p>The following are some of the criteria that Rezidor take into account when making a purchasing decision: quality, product specifications, origin, pricing, service level, sustainability, responsible business practices and waste minimisation initiatives.</p> <p>All suppliers must sign up to Rezidor’s Code Of Conduct. More details are available upon request.</p> <p>Before they can supply Rezidor Group, suppliers must complete a questionnaire. One of the requirements of the questionnaire is that HACCP is in place. Answers to the other questions which are largely concerning food safety may cause Rezidor to request a third-party audit of the supplier. This audit must be paid for by the supplier.</p> <p>All suppliers provide the Purchasing Manager with a monthly report of sales. These reports form the basis of bi-annual business review meetings.</p>

	<p>Purchasing decisions are made centrally by the Purchasing Manager. The Purchasing Manager is the key and final decision maker.</p> <p>Tender dates vary from agreement to agreement. Some contracts run for up to three years, but in general agreements are for one year and run from January to December. These tend to be reviewed in October and November for the coming year.</p> <p>Currently all orders are placed by each hotel using Rezidor’s e-procurement platform www.rezpin.com where all suppliers receive their purchase orders with email notification for each order placed for each of the hotels. Although an e-procurement platform is used, full Electronic Data Interchange (EDI) is not required.</p> <p>There are delivery windows and frequency intervals for all suppliers to the hotels in the Rezidor Group. The details of these are organised locally between the supplier and the hotel.</p> <p>The Rezidor Group does not set out any specific requirements for packaging from its suppliers. However, it has a policy of taking as much packaging as possible out of the delivery process and using recyclable and returnable packaging as much as possible. Many items such as fresh fruit and vegetables must be supplied in washable, returnable plastic crates.</p> <p>The Group does not have particular labelling or packaging requirements other than what is legally required. The requirements will vary by product and will be discussed with the supplier before a supply agreement is made.</p> <p>Shelf- life expectations will vary by product, which should always be as fresh as possible.</p>
Distribution providers	<p>Rezidor only deals directly with producers and distributors. They do not deal with consultants.</p> <p>Musgrave Foodservices supplies dry and frozen produce. Pallas Foods supply dry, chilled and frozen goods and fresh meat. BWG supplies dry goods.</p> <p>Much of the meat comes from ABP and is supplied by local distributors. There are over eight suppliers of seafood, demonstrating the emphasis on buying locally. All fruit and vegetables are distributed through local agents, mainly from Total Produce.</p> <p>All suppliers must provide their own distribution or source distribution through an existing nominated supplier of the group.</p>
Advice to new suppliers	<p>All proposals to supply should be via the company’s e-procurement system at www.rezpin.com. This system automatically sends an email alert to the Purchasing Manager who will contact the supplier with a response.</p>

	<p>Supplier information, company structure etc. should be emailed to the Purchasing Manager in advance, along with company trading history and references.</p> <p>The advice to new suppliers is that the group is always prepared to talk about supply propositions. The group prefers to take a long term view of suppliers and looks for long-term partners rather than short term suppliers.</p> <p>Rezidor does not deal with any third party buying groups.</p>
Other Information	<p>Normal credit terms for Rezidor are ‘30 days from date of correct statement’.</p> <p>Rezidor Group prefers Long Term Agreements (LTAs) with suppliers as this is in keeping with the policy of considering suppliers as partners. Often there may be a long term part of an agreement regarding sourcing and specification, in addition to a review arrangement for prices.</p> <p>Brands form a key part of the food offerings of the hotels in this group, especially where the brand has a direct interface with the consumer e.g. soft drinks, table sauces and mayonnaise.</p> <p>As food is generally prepared from scratch, there is little use of chilled or frozen foods, except for items such as ice-cream, part-prepared bread rolls and some back-up items such as frozen oven chips. Hotels in the group have both chilled and frozen storage facilities.</p>

Choice Hotels Ireland

Address: Morrison House, Morrison's Island, Cork

W: www.clarionhotelsireland.com Phone: 021 490 8200 E: donnellan@firstchoicepurchasing.com

Company Profile	<p>The group operates seven hotels in the Republic of Ireland and one hotel in the UK</p> <ul style="list-style-type: none"> • Clarion Hotel, IFSC • Clarion Hotel, Dublin Airport • Clarion Hotel & Suites, Liffey Valley • Clarion Hotel, Limerick • Gibson Hotel, Dublin • Clarion Hotel, Cork • Carton House Hotel, Maynooth, Co. Kildare • Croydon Park Hotel, Croydon, UK <p>The main activity of the group is the provision of accommodation, restaurants and an extensive bar food menu in each hotel, food and beverages for the room service menu, meetings, conferences and weddings.</p> <p>The customer profile varies by location and season</p>
Relevant purchasing contacts	<p>Eoghan Donnellan, General Manager, First Choice Purchasing Phone: 021 490 8215 Mobile: 086 2295638 Email: edonnellan@firstchoicepurchasing.com</p>
Product mix	<p>The food offering covers breakfasts, lunches and dinners and all day service in the bars and room service. The group enjoys a very good local trade for lunchtime.</p> <p>The cuisine in the restaurants is modern Irish with a Continental and US influence. The majority of the bars also have an extensive Asian menu "Kudos".</p> <p>All food served by the group is cooked from scratch. The only exception to this is at very busy times e.g. Christmas parties, when some meat products will be bought in prepared to serve.</p>
Opportunities for Irish food and drink suppliers	<p>The group has very strong relationships with their existing suppliers, and they will look to them first to introduce innovative new products.</p> <p>The group considers that existing suppliers are able to supply all the products that the group currently requires. It is looking at extending the range of 'themes' on menus and will work with current suppliers to achieve this. The group does not have any specific items in mind, but will always consider well-presented new product offerings.</p> <p>Choice Hotels group imports very little as it buys Irish where possible, but is seeking to replace imported branded ambient goods with generic products of equal or better quality (e.g. table sauces and mayonnaise).</p>

	<p>The group has both chilled and frozen storage facilities.</p> <p>The group is not aware of any new product offerings from abroad that could be supplied by Irish producers.</p>
Purchasing policy and supplier requirements	<p>All purchasing for Choice Hotels is done through First Choice Purchasing.</p> <p>HACCP is a minimum requirement and Choice Hotels have their own personnel to carry out hygiene and health and safety audits at potential producers' and distributors' premises prior to supply. These audits are at the supplier's expense.</p> <p>All purchasing is outsourced to First Choice Purchasing, who have substantial purchasing power. First Choice Purchasing compile a purchasing manual with all the specifications and terms which have been agreed with suppliers and this is distributed to each of the hotels. All chefs must adhere to this manual. The Retail Auditor carries out two audits per annum of the hotels to ensure that the staff have purchased in accordance with the purchasing manual.</p> <p>Suppliers need to deliver to each individual hotel. Each hotel has specific delivery times. Suppliers need to contact the hotel to ascertain this and ensure they deliver on the correct date and time.</p> <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. All suppliers are continuously under review.</p> <p>The ordering process can be via email, fax or phone. Email or electronic methods (e.g. via websites) are preferred, but this is not always practicable.</p> <p>The group requires two labels on items delivered to it; one for logging-in purposes and one for description of the item.</p> <p>Preferred case size and shelf life expectations are set out in the specification for each product.</p>
Distribution providers	<p>First Choice Purchasing works with a wide range of suppliers. Suppliers are selected via the tender process and the company will try to have one nominated supplier by sector to ensure that the nominated supplier will have access to all First Choice customers. This includes Choice Hotel Group.</p>
Advice to new suppliers	<p>Potential suppliers are advised to contact First Choice Purchasing directly via the mobile phone number provided. They can then discuss their proposed offering and proceed as advised.</p> <p>Producers and suppliers need to be mindful of the strong relationships that the operator has developed with its existing suppliers.</p>

Other information	First Choice Purchasing also offers its purchasing services to independent Hotels, Nursing Homes, Restaurants and Golf Clubs. For further information on First Choice Purchasing please visit www.firstchoicepurchasing.com
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Dalata Management Services

Address 9 Leopardstown Office Park, Burton Hall Avenue , Sandyford, Dublin 18

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

Company Profile	<p>Dalata Group is now the largest hotel operator in Ireland with over 3,000 hotel rooms. Dalata Group is a wholly Irish owned consortium which is led by hotel operator Pat McCann.</p> <p>As part of the group, Dalata run the Maldron hotels which has its flag ship 4 star Maldron Hotel in Dublin 2. All other Maldron hotels are 3 star. There are eleven Maldron Hotels in total (five in Dublin and one in Cardiff, Cork, Galway, Limerick, Portlaoise and Wexford).</p> <p>As well as running the Maldron Hotels, Dalata Management Services (another division of The Dalata Group) specialises in taking over the management of third party hotels, some of which are in receivership.</p> <p>Dalata Management Services manages 15 partner hotels:</p> <ul style="list-style-type: none"> • Belvedere Hotel, Dublin • Finnstown Country House, Lucan • Clayton Hotel, Galway • Diamond Coast Hotel, Sligo • Whites of Wexford • Portlaoise Heritage Hotel • City West Hotel, Saggart, Co. Dublin • Heritage Golf and Spa Resort, Killenard, Co. Laois • Cavan Crystal Hotel, Cavan • Breaffy Resort Hotel, Castlebar • Clyde Court Hotel, (former Berkeley Court), Dublin • Ballsbridge Hotel, (former D4 Hotel), Dublin • Academy Plaza Hotel, Dublin • Middleton Park Hotel, Cork • Shamrock Lodge Hotel, Athlone <p>In terms of foodservice, the hotels serve a wide range of consumers. All types of foodservice, (except on-the-go) are provided in the group's hotels.</p>
Relevant contacts	<p>Purchasing Manager: Tony McGuigan Email: tmcguigan@dalatahotelgroup.com Phone: 01 206 9400</p>
Product mix	<p>All eating occasions are catered for: breakfasts, hot and cold lunches, bar food, dinners and snacks.</p> <p>The cuisine is modern Irish and European and a very wide range of customer types including families, business, informal and formal dining and functions are catered for.</p> <p>Demand for semi-prepared food is greater in the smaller hotels where they do not have full restaurant facilities.</p>

	<p>The larger hotels cook from scratch. Semi-prepared options include fish, vegetables and meat (which is pre-prepared by their butcher).</p>
<p>Opportunities for Irish food and drink suppliers</p>	<p>Dalata Group actively encourages Irish producers and all red meat is 100% Irish. However, producers must be conscious that their pricing must be competitive due to consumer pressure on menu prices.</p> <p>The group has seen a big switch towards more traditional Irish dishes or “comfort food”, a typical trend during a recession. The group is currently working with their butchers to provide additional menu options to meet this demand.</p> <p>There continues to be plenty of room for producers with innovative products, particularly good quality regional and artisanal specialities. Recent examples include pastries from ‘Patisserie Royale’ and meat which is guaranteed Aberdeen Angus.</p> <p>Key areas for growth are in good quality traditional ‘comfort’ foods.</p> <p>The key elements of the group’s offering that are not produced in Ireland are breakfast bacon and some poultry products. This is based on a pricing issue.</p> <p>The group already works with certain brands and there is room for growth in this area.</p> <p>With the economic downturn and growing competition for hotel room rates, there is recognition that the food and beverage side of the hotel business is important in terms of winning new business and Dalata has seen a trend towards fresh chilled produce and away from frozen produce.</p> <p>Gluten free is an area of opportunity for suppliers. Both sweet and savoury gluten free products are increasingly requested by customers. For some of the larger hotels, finger food is also an opportunity.</p> <p>Producers are named on the menus where appropriate and a producer with an innovative product should request this support.</p> <p>De-skilling in some of the kitchens has meant there are plenty of opportunities for producers to prepare products off-site.</p> <p>Bar food has become increasingly important, with business in many hotel restaurants being replaced by an uptake in the bar food menus. Producers should look to see how their product range can fit within this. Artisan producers are welcome to approach the group.</p> <p>The group has not noticed any new product offerings from overseas that could currently be sourced from Ireland this year.</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>Suppliers to Dalata group are regularly audited. The audit is paid for by Dalata group.</p> <p>Quality and service levels are the most important purchasing policy variables and price increasingly so. This is due to the fact that the group has had to reduce prices to end consumers by 20–30% in light of the current economic climate, while at the same time there is an increasing focus on quality.</p> <p>Purchasing is centralised through the Purchasing Manager, who sets the terms. The hotels themselves place the orders with approved producers. Some hotels use local producers on the basis of existing supply contracts. All supplies are tendered for on an annual basis.</p> <p>The preferred method of ordering is by email and its use is increasing. Other methods such as phone and fax are still used. The group uses a centralised and standardised purchase order system.</p> <p>Electronic Data Interchange (EDI) is not used.</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 re-cycle 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. Shelf life expectations and requirements vary between products and suppliers must ascertain these from the distributors used by the group.</p>
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<p>Distribution providers</p>	<p>Meat: Heaney Meats, Galway supply 95% of fresh meat to the group; the balance is supplied by Hicks Meat, Dublin.</p> <p>Chilled foods and back up meat supplier: Pallas Foods</p> <p>Majority of frozen, chilled and ambient product: Brakes, with the balance being provided by Hicks Meat.</p> <p>Dairy Produce: Main agent is Dairyland cuisine with regional supplies from:</p> <ul style="list-style-type: none"> ○ Connacht Gold (North West) ○ Clona West Cork Foods (South) ○ Arrabawn (Galway) <p>Bread: Irish Pride.</p>
<p>Advice to new suppliers</p>	<p>Potential new suppliers should approach the Purchasing Manager, preferably by email and should also check with the appropriate main distributor. 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>
<p>Other information</p>	<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 0076 E: ray_shannon@doylecollection.com

Company Profile	<p>The Doyle Collection is a unique selection of eleven hotels, extending across six 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 3 Hotels in Ireland. The Westbury Hotel and The Croke Park Hotel in Dublin and The River Lee Hotel in Cork. There are a further 4 hotels in the UK, 3 in London and 1 in Bristol and 4 hotels in the US, 3 in Washington and 1 in Boston.</p> <p>The main activities are the provision of 4 star plus and 5 star accommodation, fine dining restaurants, cafés, food and beverages, meetings, conferences and weddings.</p> <p>The Group's 2011 annual turnover for food and beverage was approx. €24 million at retail value. The group expects to increase this to €26 million by 2013. The turnover in the Irish food operations will be in the region of €7m in 2012, excluding beverage sales.</p> <p>The customer profile is now 55% corporate and 45% leisure.</p>
Relevant purchasing contacts	<p>Ray Shannon is the Group General Manager, Cost and Procurement.</p> <p>Email: ray_shannon@doylecollection.com Phone: 01 607 0076</p> <p>Andrea Wehrley is the Assistant Group Procurement Manager and deals with Irish Food & Beverage Suppliers.</p> <p>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>Following major refurbishments in 2008, the restaurants and banqueting areas in all three Irish hotels had further investment of approx €1 million in 2009.</p> <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>
Purchasing policy and supplier requirements	<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 approximately 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>
Distribution providers	<p>Pallas Foods, Musgraves, Corrib Foods, Glanbia, La Rousse and Delice de France are the predominant distributors.</p>
Advice to new suppliers	<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>
Other information	<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 Galway-based Lally family runs a number of businesses across the Irish hospitality sector. Hotels included within the Lally family portfolio are:</p> <ul style="list-style-type: none"> • Kylemore Abbey, Connemara, Co. Galway • Harbour Hotel, Galway • Hilton Kilmainham, Dublin • Barnacles Hostels, Dublin and Galway • Limerick Strand Hotel <p>This profile focuses on the 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, beauty salon, complete leisure facilities and a suite of conference facilities located on the 6th floor 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>Assistant Account: Colette Gallagher Phone: 061 421800 Email: colette.gallagher@strandlimerick.ie</p> <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 Secret Ingredient</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 exiting requirements.</p> <p>The group does not see new areas for growth in terms of product offering as it 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>The main elements of the group’s product offering that offer import substitution possibilities are chicken, although this is difficult given the low price of imports, and duck.</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.</p> <p>The group is flexible about packaging requirements, but prefers that suppliers use returnable and re-cyclable packaging. There are no special requirements regarding labelling beyond what is legally required.</p>

	Shelf life expectations vary between products, with daily deliveries required for certain fresh products.
Distribution providers	<p>The Limerick Strand Hotel purchases from the following distributors and suppliers:</p> <ul style="list-style-type: none"> • Musgrave Foodservices • Heaney Meats, Galway • Bewleys • Cuisine de France • Irish Pride (breads) • Dawn Dairies (milk) • Rene Cusack (fish) • Caroline Rigney (sausages) • Clancy Lewis (fruit & vegetables) • Enda Aherne (local meats) • Springfield Organic Garden (salad) • Emly Free Range (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 can contact the Executive Chef with queries for other hotels within the group. He will then refer them to the necessary contact.</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>

Moran & Bewley's Hotels

Address: HQ Red Cow Complex, Naas Rd, Dublin 22

Website: www.moranhotels.com and www.bewleyshotels.com

Phone: 01 459 3650 Email: info@moranhotels.com

Company Profile	<p>The Moran and Bewley's hotel group have six hotels in Ireland and four in the U.K. In Dublin there are four Bewley's hotels and one Moran hotel – The Red Cow Complex. The remaining Irish based hotel (Silver Springs Moran) is located in Cork. The group is 14 years old.</p> <p>Each of the hotels offers a full service restaurant as well as extensive bar food menus catering for the needs of hotel guests and passing trade.</p> <p>All hotels offer a range of facilities functions, in addition to meetings and events.</p> <p>The customer profile varies between hotels, and the food offerings vary to take account of this e.g. Bewley's Airport Hotel tends to cater for families and business customers on a short stay basis whilst the Ballsbridge Hotel caters for families and business people attending sporting and business events in the area and in Dublin in general.</p>
Relevant contacts	<p>Group Purchasing Manager : John Coleman Email : john.coleman@bewleyshotels.com Phone : 01 871 1200</p>
Product mix	<p>All six Irish hotels offer a choice of full Irish and / or continental breakfast. The Group has recently introduced a breakfast initiative which ensures all of the ingredients of the "Fully Irish Breakfast" are sourced in Ireland including Bord Bia Quality Assured sausages and rashers, free range eggs and black and white pudding.</p> <p>In addition to breakfast, the six Moran and Bewley's hotels offer an extensive carvery lunch, an Early Bird and an À La Carte evening menu with daily changing specials.</p> <p>The food style across the group focuses on using local and seasonal produce to reflect the best of what is Irish, but also includes an exciting mix of international flavours.</p> <p>Bewley's Hotels Ireland has launched its new house lager called Bó Dearg which is priced competitively against other leading brands.</p>
Opportunities for Irish food and drink suppliers	<p>There is currently a growth in bar food as a result of some customers switching from restaurant fare to bar food. Special meal deals linked to the purchase of a beverage from the bar are working well.</p> <p>Suppliers need to be aware of these trends and develop new offerings that take account of them.</p>

	<p>In response to consumer trends, there is an increased emphasis on providing a value for money food offering. Customers are increasingly opting for less expensive items on the menu e.g. chicken and fish dishes are growing in popularity at the expense of beef steaks.</p> <p>As much produce as possible is sourced locally and as part of the groups commitment to this they recently launched “Kitchen”, an initiative that offers a new range of food options for diners concerned about the provenance of their food, sustainability of fish stocks and animal welfare.</p> <p>The hotel group supports many Irish businesses and some local suppliers as part of the <i>Kitchen</i> initiative. At present there are no obvious opportunities for import substitution.</p>
<p>Purchasing policy and supplier requirements</p>	<p>The group has a preference for sourcing and using local produce.</p> <p>Quality, service and competitive pricing are the cornerstones of the group’s purchasing policy. The group is loyal to its supplier base.</p> <p>Prospective suppliers are visited by a Head Chef and the Group Purchasing Manager for a facility tour. There are currently no charges for facility tours/supplier audits. Audits are typically conducted in relation to suppliers, but may involve primary producers in certain cases.</p> <p>Purchasing for the six hotels is centralised through the Group Purchasing Manager. Tender dates and contract durations are not fixed. The Group Purchasing Manager consults with the Head Chef and the Financial Controller when making a purchasing decision.</p> <p>Terms are agreed with the Group Purchasing Manager and orders are placed directly by the chefs in each of the six hotels.</p> <p>Brian McCarthy, Group Executive Chef for Bewley’s Hotels Ireland, oversees the menu arrangements for the four Bewley’s Hotels. The two Moran Hotel’s Executive Chefs are responsible for their respective menus. These are Carmel Whelan, on behalf of the Red Cow Complex and Gary Burke for the Silver Springs Moran Hotel Cork.</p> <p>Orders are placed via phone and fax. Deliveries are received up to six days per week. The number of deliveries per week is minimised to maximise efficiencies.</p> <p>The group does not insist on any special packaging or sizes, however all packaging must be recyclable. All product labels must comply with legal requirements.</p>

Distribution providers	Distribution providers include Pallas Foods; Musgrave Foodservices (for ambient and frozen); Corrib Foods; Ashgrove Meats, Gold City Produce; Kerry Group and Atlantis Seafoods.
Advice to new suppliers	<p>Make contact with the Group Purchasing Manager via email and follow up with a phone call.</p> <p>Have thought through a method of distribution in advance of making contact.</p>
Other information	<p>Credit terms are 30 days from the end of the month.</p> <p>Fixed pricing is generally in place, but some suppliers have LTAs.</p> <p>Branded products are used if they are expected or requested by the hotel's customers. These include items such as table sauces and breakfast cereals.</p> <p>The hotels have both chilled and frozen storage facilities.</p>

PREM Group

Address: 12, Lower Hatch Street, Dublin 2

Website: www.premgroup.com

Phone: 01 639 1111

Email: info@premgroup.com

Company Profile	<p>PREM Group are specialists in managing hotels and serviced apartments. With a current portfolio of properties spanning Ireland, the UK and Europe, the company offers a tailored solution to any hotel operation.</p> <p>In Ireland, PREM Group currently manages the following properties:</p> <ul style="list-style-type: none"> • Aspect Hotel, Park West, Co. Dublin • Dublin City Inn, Talbot St, Dublin 1 • Premier Apartments, Sandyford, Dublin 18 • Premier Suites, Leeson St, Dublin 2 • IMI Residence, Sandyford, Dublin 18 • Aspect Hotel, Kilkenny • Tulfarris Hotel & Golf Resort, Co. Wicklow • Osprey Hotel and Spa, Naas, Co. Kildare • Park Hotel, Virginia, Co. Cavan • Clanree Hotel, Letterkenny, Co. Donegal • Glenroyal Hotel, Maynooth, Co. Kildare <p>The group serves a wide range of customers from business people at the IMI to families holidaying in its hotels.</p>
Relevant contacts	<p>Purchasing Director: Peter Flood Phone: 01 639 1111 Email: pflood@trinitypurchasing.com</p>
Product mix	<p>PREM Group hotels offer mainly traditional, European and Asian style foods on their menus. Most food is prepared on the day from scratch in each hotel to be consumed that day.</p> <p>Breakfast menu – cereals, pastries and breads, fully cooked breakfast and juices.</p> <p>Lunch menu – either traditional carvery style or snack (sandwich, panini, soup etc.) menus.</p> <p>Dinner – à la carte and table d’hôte menus available including mainly modern Irish and European dishes, with some Asian dishes on some menus.</p> <p>Functions – weddings, funerals, birthday parties, company functions.</p> <p>Hotels are equipped with both chilled and frozen storage facilities.</p> <p>Target customers cover a wide range from business to leisure to functions.</p>
Opportunities for Irish food and drink suppliers	<p>The PREM Group is always looking for good quality offerings at more affordable prices.</p>

	<p>Irish suppliers need to be able to compete on a price basis with their European counterparts if they are to be considered by PREM Group.</p> <p>An opportunity exists for producers who can supply traditional products that are made from natural ingredients with few additives or preservatives at competitive prices.</p> <p>The group is always seeking innovation in product offerings once these innovations are in line with the group's philosophy.</p> <p>There are few opportunities for import substitution as Irish products are used where possible.</p>
<p>Purchasing policy and supplier requirements</p>	<p>PREM Group prefers to source Irish produce where possible, but price is the key consideration in all purchasing decisions.</p> <p>Supplier purchasing agreements exist with all key suppliers.</p> <p>Generally supply agreements are in place for a one year period, following which they go out to tender. All purchasing decisions are centralized and handled by Trinity Purchasing Solutions, a wholly owned subsidiary of PREM Group.</p> <p>Suppliers should log onto the Trinity Purchasing website www.trinitypurchasing.com and contact the Purchasing Director for more information and details on how to become a nominated supplier. All suppliers are carefully vetted. References may be sought from other hotel groups.</p> <p>All suppliers to the group must have appropriate accreditations in place before they can be considered. Accreditations include HACCP and appropriate ISO.</p> <p>Suppliers must be able to deliver to each individual site, or to a nominated company distributor.</p> <p>EDI is not required but the company operates an on-line ordering system for products that have been approved and for which a price has been agreed. This is known as 'B-Gate' system.</p> <p>The frequency of deliveries depends entirely upon the needs of each hotel. Suppliers need to show flexibility in this regard.</p>
<p>Distribution providers</p>	<p>PREM Group uses a number of distributors. A list of approved distributors may be obtained from the Purchasing Director.</p>

Advice to new suppliers	New suppliers should make contact through the Trinity Purchasing Solutions website at www.trinitypurchasing.com or send emails directly to info@trinitypurchasing.com
Other information	<p>Normal credit terms to suppliers are '30 days'.</p> <p>The group does not have formal Long Term Agreements (LTAs) with suppliers and operates a policy of regular re-tendering.</p> <p>Brands that are perceived to offer quality will always take preference, provided they are at the right price point.</p> <p>Heat & Serve offerings will become more important as the quality of finished product improves, as these result in reduced labour costs.</p>

Tifco Hotel Group **NEW*

Address: c/o Crowne Plaza Dublin Northwood, Northwood Park, Santry, Dublin 9
 Website: www.tifcohotels.ie Phone: 01 862 9000 Email: tcorman@tifcohotels.ie

Company Profile	<p>Tifco Hotel Group comprises several large international hotel brands including:</p> <ul style="list-style-type: none"> • Crowne Plaza Northwood, Dublin 9 • Crowne Plaza Blanchardstown, Dublin 15 • Crowne Plaza Dundalk, Co. Louth • Holiday Inn Express, Dublin Airport. <p>Additional hotels owned by the Group include:</p> <ul style="list-style-type: none"> • Clontarf Castle Hotel, Co. Dublin • The Burlington Hotel, Dublin 4 • Cork International Airport Hotel • Johnstown House Hotel and Spa, Enfield, Co. Meath • Ashford Castle, Co. Mayo • Glenlo Abbey, Co. Galway • Hotel Clybaun, Co. Galway • Athlone Springs, Co. Westmeath • The Parknasilla Resort and Spa, Co. Kerry • The Lough Erne Resort, Co. Fermanagh. <p>The Group also runs the Holiday Inn Express, Stuttgart Airport, Germany.</p> <p>The Group's hotels cater for many types of guest and are popular for conferences, meetings and events. The Group has over 2,100 rooms.</p>
Relevant purchasing contacts	<p>Procurement Manager: Tom Colman Email: tcorman@tifcohotels.ie Phone: 01 862 8826</p>
Product mix	<p>The wide range of guests results in a wide variety of foodservice offerings including: formal dining, functions, breakfasts, lunches, casual dining and bar food.</p>
Opportunities for Irish food and drink suppliers	<p>There are always opportunities for suppliers of high quality Irish foods.</p> <p>There are few opportunities for import substitution as the company favours Irish products. Imported products, except for certain branded ambient items, are normally purchased to bridge gaps due to seasonal availability or weather factors.</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.</p> <p>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. The cost of this is paid for 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>Musgrave Foodservices is the only national distributor used.</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 from supply'.</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>

LEISURE / EVENTS

Dobbins Outdoor

Address: Shelbourne Park Stadium, South Lotts Road, Dublin.

Website: www.dobbins.ie

Phone: 01 668 6904

Email: dobbinsoutdoor@eircom.net

Company Profile	<p>Cypress Catering Limited is the holding company for the six Dobbins catering outlets:</p> <ul style="list-style-type: none"> • Dobbins @ Punchestown • Dobbins @ Shelbourne Park • Dobbins @ Harolds Cross • Dobbins @ Mullingar • Dobbins Outdoor Catering • Contract Catering <p>The customer profile varies according to location. The demographics of the greyhound track customers vary widely.</p> <p>Dobbins Outdoor caters for corporate and Government clients and is on the Catering Panel for Government departments and the OPW including Dublin Castle, Farmleigh, the Department of Foreign Affairs and Royal Hospital Kilmainham. Dobbins Outdoor also caters for weddings.</p>
Relevant purchasing contacts	<p>Operations Manager: Mike O'Donovan is the first point of contact for any potential new suppliers.</p> <p>Email: dobbinsoutdoor@eircom.net</p> <p>Phone: 087 649 2017</p>
Product mix	<p>Dobbins Outdoor caters for all eating occasions, breakfasts, lunches, dinners, barbeques and weddings.</p> <p>The cuisine is traditional Irish/classic European.</p> <p>The company targets a wide range of customers and now also offers BBQ catering events.</p> <p>Part of Dobbins Outdoor selling points is that it cooks all food from scratch fresh on each site. This includes breads, desserts and preparing their own vegetables.</p>
Opportunities for Irish food and drink suppliers	<p>The key areas for growth are home catering and more contracts for their contract catering services. The emphasis is now on 'fast food' and much lower prices, as customers are now much more price orientated.</p> <p>The mainstay of Dobbins Outdoor business is supporting Irish producers as it wants to keep all its food offerings 100% Irish. The products and ranges Dobbins Outdoor has in mind for potential future development are more artisan products across several food categories.</p> <p>The company sees an opportunity for affordable organic products, in particular meat products.</p>

<p>Purchasing policy and supplier requirements</p>	<p>Long term relationships are extremely important to Dobbins Outdoor, as this brings many advantages to both parties. Flexibility, price and consistent quality are also very important.</p> <p>Dobbins Outdoor carries out its own supplier health and safety audits annually and keep strict internal records and supplies checklists. There is no charge to suppliers for this.</p> <p>Bord Bia approved fresh produce is extremely important to Dobbins Outdoor and HACCP is mandatory.</p> <p>Purchasing is centralised through both the Operations Manager and Head Chefs at each location. This team holds a round table meeting to review each potential supplier. The Operations Manager and Head Chefs influence purchasing decisions.</p> <p>All supplies are tendered for on a 6 monthly basis.</p> <p>The Purchasing Manager agrees the terms and the Head Chefs place the orders.</p> <p>The frequency of goods inwards and delivery windows depend largely on the supplier's availability.</p> <p>Orders are placed by phone.</p> <p>The company expects suppliers to provide nutritional analysis of products supplied to them.</p> <p>The preferred case size, shelf life expectations and requirements are set out in the specification for each product.</p>
<p>Advice to new suppliers</p>	<p>Potential suppliers need to research Dobbins Outdoor menus and client base. It is necessary to send in product details and price lists in advance of any meeting and to use net prices only. Dobbins Outdoor are looking for suppliers' best prices from their initial meeting and are not interested in deals or negotiations.</p> <p>It is important that suppliers can identify where potential products would fit into the Dobbins product and menu range.</p> <p>It is important for potential suppliers to be able to produce the volumes required by Dobbins Outdoor.</p>
<p>Other information</p>	<p>Long Term Agreements (LTAs) are in place for beverages and may become the norm for food suppliers.</p> <p>As the company produce a lot of their own produce, there is little room for brands.</p> <p>All outlets have both chilled and frozen storage facilities; however the company generally operates with chilled foods.</p>

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>Full Service Restaurants</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 Tel: 01 293 5994 Email: roark@itsa.ie</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 and Executive Chef, Phil Thomas.</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.</p>

	<p>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 the Director 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: Cusack Stand, Croke Park, Dublin 13

Website: www.fitzerscatering.ie

Phone: 01 819 2341

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 1980 to create signature menus for each and every event.</p> <p>Fitzers Catering Ltd. operates in a variety of divisions: Fitzers Gourmet, Fitzers Bar Services, Fitzers Event Management, The Savage Food Company. 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 Croke Park Stadium and The Convention Centre, Dublin. Titanic Belfast, and Slane Castle.</p>
Relevant purchasing contacts	<p>Executive Chef: Leonard Fearon Purchasing Consultant: Stephen Carr Both can be contacted at 01 819 234.</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>
Opportunities for Irish food and drink suppliers	<p>Food producers should bear in mind that, for many of the events which Fitzers Catering Ltd. caters for, there is a very short window to serve the food e.g. at a sporting event there is one hour before and fifteen minutes during the interval, so producers need to be aware of this when designing products to suit their menus.</p>

	<p>The company is now catering for outdoor events such as Oxygen 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>
Purchasing policy and supplier requirements	<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 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 is high on the company's agenda.</p> <p>Suppliers can deal with each location, but purchasing is generally centralised via the main office in Croke Park.</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 and packaging requirements.</p>
Distribution providers	<p>The company prefers the majority of producers to supply directly. In addition, Musgrave Foodservices, Crossgar and Pallas Foods distribute specified products.</p>
Advice to new suppliers	<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. The company also emphasises the importance of producers attending venues like Croke Park so that they gain a full understanding of the on-site food requirements. Advance research of the company's full operation is essential for producers that wish to succeed.</p>
Other information	<p>The company has both chilled and frozen storage facilities.</p>

JC Catering *NEW

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 Coughlan and Barbara Muldoon 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 and Electric picnic.</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 Muldoon 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, 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. The company currently imports a range of terrines and pates and is looking for an Irish supplier of these.</p> <p>All products are sourced to a very high standard and this is a pre-requisite of any potential new products.</p>

<p>Purchasing policy and supplier requirements</p>	<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>
<p>Distribution providers</p>	<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>
<p>Advice to new suppliers</p>	<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>
<p>Other Information</p>	<p>Credit terms are 30 days, but this is also event dependent.</p> <p>There are no Long Term Agreements in place with suppliers.</p> <p>2011 Turnover was €2.2 million.</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: 55 Eastlink Business 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>Contracts include: NUI Galway (5 outlets), University of Limerick (2 outlets), Thomond Park Stadium and 4 Café Noir outlets.</p>
Relevant contacts	<p>Head Chef: Jonathan Ronan 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 for all its café outlets, however Masterchefs 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. Nourish, Café Noir and Masterchef 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. For dairy products they use Dairyland Cuisine. For poultry they use Crossgar.</p> <p>For fruit and vegetables they use Curley’s Quality Foods in Galway and for coffee they use Java Republic.</p>
Advice to new suppliers	<p>Potential new suppliers should contact the Head Chef on 061 411 522.</p>

Prestige Catering Ltd **NEW*

Address: Unit E5 Grange Industrial Estate, Ballycurreen, Cork

Website: www.prestigecatering.ie Phone: 086 838 3006 Email: 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 principally 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>
Opportunities for Irish food and drink suppliers	<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 2 p.m or by email anytime.</p> <p>The company is open to approaches from new suppliers capable of offering a high quality product.</p>

The Right Catering Company

Address: Donaghmor, Ashbourne GAA Club, Ashbourne, Co. Meath

Website: www.therightcateringcompany.com Email: stephen@therightcateringcompany.com

Phone: 087 262 0240

Company Profile	<p>The Right Catering Company is a gourmet catering company established in 2002 and based in Co. Meath, with many years' experience in running a variety of premium gourmet events.</p> <p>Sample contracts range from private parties, canapé events, lunches and barbeques in client's homes to corporate catering for product launches, gala dinners and marquee weddings.</p> <p>The company operates many events for the OPW including Dublin Castle, Kilmainham and City Hall and was involved in the Guinness 250 year celebration events and catering for a private reception for Queen Elizabeth II in Coolmore Stud, Co. Tipperary in 2011. The company also catered for the recent Bavaria City Racing and Dublin Tall Ships in 2012.</p> <p>The company operates with a team of 35 staff, increasing to 100+ for key events.</p>
Relevant purchasing contacts	<p>Managing Director: Stephen O'Donoghue Purchasing Manager: Alan Clarke Email: stephen@thecateringcompany.com</p>
Product mix	<p>The focus is very much on high quality fresh produce, meats and ambient goods. Price is also important, but is not always the deciding factor.</p> <p>The company's cuisine is mainly focused on gourmet and fine dining.</p> <p>Cooking is from scratch at their production unit and freshness is always paramount.</p>
Opportunities for Irish food and drink suppliers	<p>Their main interest is organic food with particular interest in meats and vegetables, they are moving towards using as much organic items on their menu as possible.</p> <p>The company is keen to source a supplier of bespoke canapé fillers and finger food. The company has also identified an opportunity for the supply of bespoke packaging accessories (e.g. disposable plastic containers for canapés).</p>
Purchasing policy and supplier requirements	<p>The company sources only Irish produce, with particular support for local producers.</p> <p>The company has a good supplier base that they work in partnership with.</p> <p>Suppliers are typically audited annually, but that is not always the case. The supplier does not bear the cost of these audits.</p>

	<p>Strong HACCP procedures and traceability are important. Meats are certified Irish and this is displayed on the menu.</p> <p>Purchasing is centralised and delivered to the company’s production facility in Ashbourne. Goods are delivered on a daily basis, with a strong emphasis on fresh where possible.</p> <p>Products are sourced by the Purchasing Manager and pricing and terms are agreed directly with the Managing Director.</p> <p>The company has a number of long standing relationships with their suppliers.</p> <p>Orders are placed via email or phone.</p>
Distribution providers	<p>Distributors include Glanbia and Lynas Foodservice. Deliveries are generally to the company’s central unit in Ashbourne, where large volumes can be stored.</p> <p>The company is very open to direct supply from smaller artisan and niche producers, where potential volumes may be small.</p>
Advice to new suppliers	<p>The Right Catering Company is a strong supporter of Irish, regional and artisan products. All menus are sourced locally and organically where possible and the company only uses the freshest of produce.</p> <p>The company is looking for more innovative products for their menus.</p> <p>Suppliers that offer interesting and innovative recipes, ideas and usage for their products on menus are particularly welcomed.</p> <p>Approach the Managing Director in the first instance.</p>
Other Information	<p>30 day credit terms. Discounts expected for larger volumes.</p> <p>The main focus of the business is on catering and there is little room for brands in their operation.</p> <p>The company has both chilled and frozen storage facilities at their production facility.</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 is a corporate catering provider and food solutions company. The company has developed new and important dimensions to their business as follows;</p> <p>Hospitality Concepts – offering an end to end approach to managing complex and varying venues requiring different levels of food and beverage service such as Royal Dublin Society, the National Gallery of Ireland, the Private Members Club at the O2, the O’Reilly Hall in UCD and the Round Room at the Mansion House.</p> <p>Corporate Cuisine – catering for events such as corporate banqueting, fine dining, weddings, etc. One of the company’s recent highlights being The State Dinner in honour of the Queen of England, Elizabeth II in Dublin Castle and their most recent highlight being an event in conjunction with MCI Ovation on behalf of the International Bar Association in the Royal Dublin Society, catering for 3,875 guests for what has been described by Organisers as the Client’s most successful Opening Reception thus far.</p> <p>Cuisine Concepts – this is best represented by FIRE restaurant in Dawson Street, Dublin.</p> <p>The company’s in-house production is located at the company’s central kitchen in Cherry Orchard, Dublin, which now includes their own patisserie unit.</p>
Relevant contacts	<p>Executive Chef: Garrett Duff Email: garrett@withtaste.ie Phone: 01 626 8293/ 087 942 6703</p> <p>Sales: Geraldine Lyons Email: geraldine@withtaste.ie Phone: 01 260 2632 / 087 276 3097</p> <p>Purchasing Manager: Liam Bannable Email: liam@withtaste.ie Phone: 01 626 8293 / 087 767 8333</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 cooked to order from scratch in the central kitchen.</p>
Opportunities for Irish food and drink suppliers	<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>In particular the company currently seeks suppliers of sugar and flour for their patisserie unit.</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 suppliers and develop long standing relationships with them.</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. 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.</p> <p>Orders are placed via phone, email and fax.</p> <p>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 big events such as the Dublin Horse Show tendered separately.</p> <p>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, dried goods, fruit and vegetables.</p> <p>A considerable amount of small, large and specialist producers and suppliers deliver directly to the central kitchen.</p>
<p>Advice to new suppliers</p>	<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>

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 lamb2) White meat – chicken or duck3) Vegetarian4) 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	Distributors to the flight kitchen include Pallas Foods, La Rousse, BWG and Musgrave Foodservices. A number of suppliers (including meat and fresh produce) deliver directly.
Advice to new suppliers	New suppliers should contact the Head Chef, preferably by email and arrange to send in samples for review. Potential suppliers should be aware of the need for consistency and reliability in relation to both the product and the delivery schedule. Producers should be proactive in contacting and communicating with the Head Chef.
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. 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>

EFG Catering

Address: Knockbeg Point, Shannon Airport, Shannon, Co. Clare

Website: www.efg.ie

Phone: 061 475 625

Email: purchasingmanager@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 three Zest cafes at the following locations: Ennis, Co. Clare; Pery Sq Limerick and Killaloe, Co Clare</p>
Relevant purchasing contacts	<p>Purchasing Manager: Art Karabanau Email: purchasingmanager@efg.ie Phone: 085 169 4717</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 2012 EFG served Aer Lingus, Delta Airlines, United Airlines 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.</p>

	<p>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 three Directors of the company: Ean Malone, Fiona Barry and Ger Connolly.</p> <p>Products are assessed for quality by the Head Chef and the Purchasing Manager.</p> <p>The Chef and Purchasing Manager place orders; predominantly by phone</p> <p>Goods are received between 6 a.m. and 4 p.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 such as Noodle House Pasta, Del Gusto Fine Food and The Organic Herb Co.</p>
Advice to new suppliers	<p>Contact the Purchasing Manager 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>Turnover for 2011 was approx. €8.5M</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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Gate Gourmet Ireland

Address: South Apron, Dublin Airport, Co. Dublin

Website: www.gategourmet.com Email: ekremers@gategourmet.com

Company Profile	<p>Gate Gourmet is the world's largest independent provider of catering and provisioning services for airlines and rail companies.</p> <p>The current main activity of Gate Gourmet Ireland is the provision of food and beverages to airlines, passengers and crew and their staff canteen.</p> <p>The company operates at Dublin Airport and Belfast International Airport.</p>
Relevant purchasing contacts	<p>Production and Procurement Manager: Eric Kremers Email: ekremers@gategourmet.com</p> <p>Email is the preferred method of contact.</p>
Product mix	<p>All meal, snack and drink offerings are catered for. The food offering is segmented as follows:</p> <p>Business class meals and snacks are mostly cooked fresh on site. The ingredients are mostly nominated, but in some cases sourced from local suppliers.</p> <p>Economy meals are generally nominated products from continental Europe and come in pre-cooked frozen format. The airlines dictate who the suppliers are for these meals in order to achieve high volumes and competitive pricing.</p> <p>For private flights all catering is locally sourced and produced.</p> <p>The type of cuisine is international and varies by airline. Some airlines carry both ethnic and international menu options. The production unit has a certified Halal segregation process.</p>
Opportunities for Irish food and drink suppliers	<p>Gate Gourmet Ireland sources fruit and vegetables, sandwiches and limited meat and fish from Irish suppliers.</p> <p>The menus, particularly for long haul flights, change monthly. The menu options are determined by the airlines and are designed to complement their overall brand image.</p> <p>There are some limited opportunities for Irish suppliers in extended shelf life products and products which re-heat better on board. Gate Gourmet Ireland seeks an innovative, problem solving relationship with their suppliers.</p>

<p>Purchasing policy and supplier requirements</p>	<p>The main driver in Gate Gourmet Ireland’s purchasing policy is logistics, particularly given Gate Gourmet Ireland’s location at the centre of the airports. Suppliers must have frequent deliveries for fresh food from their local supply base and all suppliers must be in a position to deliver produce at short notice.</p> <p>HACCP is a minimum requirement and Gate Gourmet Ireland also carries out its own hygiene and health and safety audits.</p> <p>Packaging and labelling is extremely important to Gate Gourmet. Labels must include an EU licence number where appropriate (e.g. for meat) and must include nutritional and allergen information.</p> <p>As the content of Gate Gourmet meals is largely specified by its airline customers, meal ingredients often originate outside Ireland.</p> <p>Producers should also approach airlines directly (due to their influence in purchasing decisions) to establish whether or not there is an interest from the airline in specifying their product.</p>
<p>Distribution providers</p>	<p>Gate Gourmet Ireland deals with producers directly (particularly for fresh food and meat) and also via distributors. The main distributors are Pourshins UK, The Brunch Box, Pallas Foods, BWG, Robinsons Meats, Keelings Catering and Freshcut Foodservices.</p>
<p>Advice to new suppliers</p>	<p>Potential suppliers should e-mail the Purchasing Manager in the first instance. All suppliers need to be able to manage the logistics of potential daily deliveries into the airports and should price efficiently for volume orders.</p> <p>For logistical reasons, suppliers should demonstrate an ability to supply a broad variety of products. If applicable, producers should consider including a Halal product offering.</p>
<p>Other information</p>	<p>Credit terms are a 30 day direct payment policy.</p> <p>There is very little freedom for the promotion of brands as it is customer-specific and depends on the preferences of the airline.</p>

HMSHost Ireland Ltd

Address: Main Terminal Building, Cork Airport, Cork

Website: www.hmshosteurope.com Phone: 021 432 8852 Email: barry@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 a further two operations in food and beverage in Shannon and Dublin Airport, most recently opening 5 new locations in Dublin Airport's Terminal 2.</p> <p>Cork Airport</p> <ul style="list-style-type: none">• Red Bar (traditional Irish bar with traditional food).• Food Market (market style free flow restaurant offering a local flavour).• Lir Café (local branded coffee and chocolate concept with hot and cold snacks).• Sports Bar (bar with live coverage of sports combined with a hot and cold food menu). <p>Shannon Airport</p> <ul style="list-style-type: none">• Estuary Restaurant (free flow style restaurant offering a local flavour).• Sheridan Pub (traditional Irish pub with traditional food).• Atlantic Coffee Company (local branded coffee concept with hot and cold snacks).• Segafredo Coffee Unit (branded coffee concept with hot and cold snacks). <p>Dublin Airport</p> <ul style="list-style-type: none">• The Brasserie Bar and Restaurant (local branded bar and restaurant).• 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	Assistant Purchasing Manager: Padraig Barry Email: barry@hmshost.net Phone: 021 432 8852
Product mix	Selection of locally sourced products, with a mix of some international brands.

<p>Opportunities for Irish food and drink suppliers</p>	<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>One example is coffee. In Cork Airport, the Food Court has an outlet with Maher’s Coffee (Cork based roaster), and also a stand-alone ‘Cork Coffee Roaster’s outlet at Arrivals. In other outlets the company uses Segafredo Coffee.</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>
<p>Purchasing policy and supplier requirements</p>	<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. 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 (HMSHost, 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>
<p>Distribution providers</p>	<p>HMSHost 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	Contact the Assistant Purchasing Manager for Ireland via email in the first instance.
Other information	The company uses a mix of Irish and international brands at each of its locations. It has both chilled and frozen storage facilities.

Irish Ferries

Address: Irish Ferries, P.O. Box 19, Alexandra Road, Dublin 1

Website: www.irishferries.com

Phone: 01 607 5700

Email: info@irishferries.com

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 2010, the company carried 1.53 million passengers, a slight decline from the 1.54 million carried in 2010.</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>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>Purchasing Manager: Alan Markey Email: alan.markey@irishferries.com Phone: 01 607 5700</p>
Product mix	<p>On board there are separate eating facilities for crew and passengers. All the MV vessels have complete galleys and cook food from scratch, except for bread, dry goods, breakfast cereals and fresh fruit and vegetables. For safety reasons, the high speed craft does not have a full galley.</p> <p>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>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. 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>

	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.
Distribution providers	Both direct supply to the ships and supply via a distributor are possible. All of Ireland's leading distributors supply Irish Ferries. As distributors are subject to change, current distribution options should be discussed with the Purchasing Manager.
Advice to new suppliers	<p>Contact should be made with the Purchasing 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 Purchasing 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 Purchasing 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>

Rail Gourmet

Address: Riverside House, Heuston Station, Dublin 8

Website: www.railgourmet.com Phone: 087 941 4989 Email: dbrowne@railgourmetuk.com

Company Profile	<p>R G On Board Services Ireland is an Irish listed company. Its parent company is Rail Gourmet in the UK.</p> <p>The company provides on-board catering on approximately 641 rail services in Ireland per week.</p> <p>Rail travellers constitute the target market.</p>
Relevant purchasing contacts	<p>Commercial Manager: Dawn Browne Email: dbrowne@railgourmetuk.com Phone: 087 941 4989</p>
Product mix	<p>There are four types of services provided on-board, as follows:</p> <ul style="list-style-type: none"> - Trolley only service which is provided on all trains, except for commuter services. - Trolley service in addition to a hot buffet and dining car. - Trolley service and hot buffet in addition to a cooked breakfast to order offer (selected morning services). - Trolley service and cooked breakfast in addition to an all day gastro menu (selected services). <p>The breakfast is cooked from scratch and the hot meals for gastro menu are regenerated. The current trolley offering consists of tea, coffee, sandwiches, pastries, confectionery and soft drinks.</p>
Opportunities for Irish food and drink suppliers	<p>Growth is achieved through driving on-board penetration. Product mix, pricing and training are key elements of increasing penetration.</p> <p>In terms of product mix, the company is continuously on the search for new products to complement its current trolley, buffet and gastro offerings. In addition to opportunities in the restaurant car, there are opportunities for additions to the trolley service offering.</p> <p>The gastro and buffet menus are changed twice per annum, in May and November.</p> <p>A new area for a fresh product offering is 'healthy options'. Opportunities exist in this area for Irish suppliers if they can offer products that fill this niche and are capable of being offered within the constraints of on-board railway catering.</p> <p>There are little or no opportunities for import substitution, as the range of products offered on board trains is small most are predominantly already Irish.</p>
Purchasing policy and supplier requirements	<p>The company has a preference to buy Irish and is currently buying approximately 95% of its requirements from Irish suppliers. The remaining 5% is purchased from Select Service Partners in the UK, the company which owns Rail Gourmet.</p>

	<p>Suppliers are audited by a Food Quality and Safety Manager from Rail Gourmet UK who use their own internal audit criteria. The quality and safety audits must be paid for by the supplier.</p> <p>Purchasing terms for suppliers must be agreed with the Commercial Manager.</p> <p>The trains are stocked from three service centres as follows: Heuston station, Kent station, and Connolly station.</p> <p>Kent station in Cork is mainly stocked from Heuston station in Dublin with some product delivered directly by the supplier. Most orders are delivered to Heuston and Connolly, with some fresh product also delivered to Cork. Orders are placed by these service centres via email and telephone. The required frequency of supply is up to daily and is dependent on the shelf life of the products. Delivery times are agreed individually with suppliers.</p> <p>Rail Gourmet works with suppliers for branding and packaging of some product lines – mainly fresh products. Almost all products are standard lines and are supplied in line with normal commercial packaging.</p> <p>Industry standard legally required labelling information is expected.</p> <p>Shelf-life requirement for pastries and sandwiches is three days. For confectionery lines it is generally several weeks.</p> <p>There are chilled and frozen storage facilities at the service centres. Supplier brands are welcome.</p>
Distribution providers	<p>The majority of suppliers deliver directly, with some product distributed through Musgrave.</p> <p>All suppliers deliver direct to the Heuston and Connolly stations with some delivering direct to Kent station, Cork.</p>
Advice to new suppliers	<p>Suppliers should contact the Commercial Manger via email or telephone and submit samples along with pricing. Supply direct to the three service centres should be given consideration.</p> <p>There is no other special advice for suppliers.</p>
Other information	<p>Credit terms are 50 days.</p> <p>Rail Gourmet has long term agreements with a few key suppliers. The policy is not for Long Term Agreements as they are not generally necessary for the mainly branded items that are purchased.</p> <p>The company is a brand-led business and seeks to stock the market brand leaders across all categories.</p> <p>The growth in heat and serve is continuing.</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 9 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 Phone: 01 852 8800</p>
Product mix	<p>SSP's locations in Dublin Airport include the following, which it operates on a franchisee basis:</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>Caviar House and Prunier (T1) Caviar and smoked salmon specialist offering fine gastronomy in its Seafood Bar.</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</p>

	outlets, providing a wider choice of food offerings.
Purchasing policy and supplier requirements	<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. SSP requires various case sizes and seeks to optimise case size to reduce distribution costs.</p>
Distribution providers	<p>Distributors to SSP include:</p> <ul style="list-style-type: none"> • Irish Merchants • Derrynaflan • Musgrave Foodservice
Advice to new suppliers	Potential suppliers should contact SSP via the purchasing email address above.

INSTITUTIONAL (COST) CHANNELS

BUSINESS & INDUSTRY (B&I)

ARAMARK Ireland

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

Website: www.aramark.ie

Phone: 01 816 0700

Email: sales@aramark.ie

Company Profile	<p>ARAMARK Ireland is a leading provider of award winning food, environmental, facilities and property management services to clients in the pharmaceutical, financial services, IT and manufacturing sectors, as well as institutions in the educational and healthcare sector.</p> <p>Employing 4,000 people across 400 sites throughout the island of Ireland, ARAMARK Ireland is headquartered in Dublin, with regional offices in Cork, Limerick and Belfast. 90% of activity on the island of Ireland is in the Republic.</p> <p>In 2000, Campbell Catering entered into a joint venture with ARAMARK Ireland and in 2005 ARAMARK Ireland acquired a majority shareholding in Campbell Catering. ARAMARK is one of the largest US multinational employers in Ireland with a turnover of over €200 million. Last year, ARAMARK Ireland spent over €40 million in buying Irish goods and services from local suppliers.</p> <p>All types of consumers are catered for in the many locations throughout the market place.</p>
Relevant purchasing contacts	<p>Purchasing Manager: David McLelland Email: mcllelland-david@aramark.ie Phone: 01 816 0700</p>
Product mix	<p>ARAMARK Ireland decides the menu at each site with client input. Menu planning is undertaken locally and is site specific. Recipes are relatively similar across the sites and a process of centralised standardisation of recipes is currently underway.</p> <p>All types of cuisine are provided from high end catering to value catering.</p> <p>Food is cooked from scratch although the majority of sites buy in 'ready to cook' vegetables e.g. broccoli, carrots and onions. Meat is bought cut and portion controlled 'ready to cook'.</p>
Opportunities for Irish food and drink suppliers	<p>Local products are actively promoted in locations with regular "Farmers Markets" days.</p> <p>The company is continuing to move towards a centralised forward planning system of menus, which will take the seasonality of locally produced foods into account. This does represent an opportunity for Irish producers.</p> <p>The company assesses each of its categories individually and sources Irish produce that will fit into these categories. It is currently looking for supplies of Irish cheeses and deli meats. ARAMARK continually looks for Irish products from Irish suppliers.</p>

	<p>The company is examining potential efficiencies across the supply chain and is heavily focused on sustainability.</p>
<p>Purchasing policy and supplier requirements</p>	<p>ARAMARK Ireland buys Irish where possible. The default position is to buy Irish, even if this incurs a slight additional cost. If a product is not made in Ireland, the company attempts to source it from the EU. The focus has moved from product ‘handled’ in Ireland, to product manufactured in Ireland.</p> <p>90% of protein and vegetables are purchased fresh as opposed to frozen.</p> <p>Despite the fact that the company is part of a multinational group, most fresh food purchasing is localised.</p> <p>The company has stringent food safety requirements. Suppliers are audited by an in-house team whose standards are based on ISO 22000 requirements. 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 Ireland. There is a charge for audits.</p> <p>Purchasing is centralised through the Purchasing Manager.</p> <p>Tendering timeframes vary depending on the category. If the company is unhappy with a supplier, that business will be promptly tendered.</p> <p>The Purchasing Manager takes the input of the product approval committee into account when arriving at a purchasing decision. The product approval committee consists of chefs. Product is submitted to a blind tasting by the committee, which has a veto over what is purchased.</p> <p>Each site currently orders individually by phone, fax or email. 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 Ireland expects their suppliers to be compliant in terms of packaging and labelling requirements, with a strong focus on this ahead of introduction of calorie count onto menus.</p>
<p>Distribution providers</p>	<p>The three preferred distributors are Pallas Foods, Brakes and Keelings/Curley’s. Specifically, Pallas Foods supplies cheeses, fish, meat, products with short shelf life and speciality foods. Brakes mostly supplies medium to long shelf life products, bulk dry goods and frozen foods.</p> <p>Fruit and vegetables are sourced from Keelings and Curley’s. There is direct supply of some items such as bread and bakery.</p>

<p>Advice to new suppliers</p>	<p>Suppliers should put together a proposal on why a product will work and what it will add. Suppliers should also think through distribution options and be prepared to work with a distributor. A proposal should be sent to the Purchasing Manager via email.</p> <p>The buyer has limited time to assign to any one project, therefore the most immediately beneficial projects to ARAMARK Ireland 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>Additional information</p>	<p>Credit terms are 45 days.</p> <p>There is no longer growth in ‘heat to serve’ products as ARAMARK Ireland’s customers are looking for fresh produce cooked on site.</p> <p>There is room for brands in the company’s operation.</p> <p>Both chilled and frozen foods are in decline.</p> <p>The company has both chilled and frozen storage facilities.</p>

Baxter Storey

Address: 3015 Lake Drive City West Campus, Dublin 24

Website: www.baxterstorey.com

Phone: 01 500 6220

Email: info@baxterstorey.com

Company Profile	<p>Baxter Storey was established in Ireland in 2007. In the UK, the company has traded since the early 1990s. Since 2007, the company has grown its operations to 45 sites in ROI and 16 in NI, with annual turnover of over €20 million.</p> <p>The company has a strong focus on sustainable growth.</p> <p>Baxter Storey currently serves staff restaurants and caters generally for corporate hospitality, though educational sites are also serviced in addition to this.</p> <p>Of the 45 sites operated in the ROI, 75% of business is in Dublin. The remaining 25% of business is nationwide with outlets in Carlow, Galway etc. The company employs over 450 people.</p>
Relevant purchasing contacts	<p>Executive Development Chef: Audrey Crone Email: acrone@baxterstorey.com (preferred method of contact)</p>
Product mix	<p>The type of eating occasions catered for focus on fresh, local and seasonal produce.</p> <p>The types of cuisine catered for are quite diverse, as the company focuses on employee catering. They offer a traditional and continental breakfast service, in addition to a large range of bakery products. The company also operates hot deli bars, wok stations and salad bars. 95% of the products sold are made fresh on site.</p> <p>The company has a strong focus on fresh, local and seasonal produce and is a strong supporter of local business and producers.</p>
Opportunities for Irish food and drink suppliers	<p>A key area for growth at the moment is locally produced products. The company is looking for local and artisan producers who have new innovative products. They are interested in regional suppliers who can supply some of their regional sites.</p> <p>The company is interested in approaches from suppliers of bread, milk and organic products. They are eager to be contacted by those who grow their own high quality produce. Although the company is keen to buy fresh Irish produce, from time to time, products which are not available in the Irish market must be sourced from abroad e.g. tomatoes.</p> <p>Baxter Storey has a strong focus on working with core ingredients to develop its own concepts. The main area of innovation is regarding provenance and local artisan branding.</p>

<p>Purchasing policy and supplier requirements</p>	<p>The company's preference is to source local fresh Irish produce.</p> <p>Suppliers should be aware that quality, value and service are extremely important to Baxter Storey, who look to work in partnership with their suppliers.</p> <p>There is no broad nationwide purchasing policy and the company is quite flexible geographically and open to a wide range of suppliers.</p> <p>The company performs supplier audits, usually on an annual basis. Audit frequency is dependent upon the risk category. If the supplier passes the audit, Baxter Storey pays the cost; if not, the auditee pays.</p> <p>The purchasing function is not centralised and there are no key tender dates.</p> <p>The company has a policy of three preferred suppliers per food category (as determined by the Executive Development Chef). The Unit Manager or Chef may then decide which supplier or suppliers are most suitable.</p> <p>Goods are normally delivered daily, preferably in the early morning.</p> <p>Ordering is normally done via email and phone, although the company is in the early stages of rolling out EDI technology.</p> <p>Product requirements (shelf life, case size etc) is very much product dependent. The company sources as much fresh product as possible.</p>
<p>Distribution providers</p>	<p>Frozen foods are mainly supplied by Musgraves and Crossgar. Meats are supplied by Hicks, O'Mahony's and Pallas Foods. Fresh fruit and vegetables are provided by Keelings, Curley's Fruit and Vegetables and Total Produce.</p>
<p>Advice to new suppliers</p>	<p>Email is the preferred method of contact for potential new suppliers and they should make contact the Executive Development Chef alone.</p> <p>Potential suppliers should have a strong focus on local produce and offer competitive prices.</p>
<p>Other information</p>	<p>Credit terms are 45 days.</p> <p>Room for brands is limited to proprietary brands e.g. soft drinks and confectionery and snacks, predominantly in vending machines.</p> <p>There is currently greater growth in chilled foods.</p> <p>Both chilled and frozen storage facilities are available.</p>

Carroll Foodservices Limited

Address: 4 Thorncastle Street, Ringsend, Dublin 4

W: www.carrollfoodservices.com Phone: 01 668 6095 Email: office@carrollfoodservices.com

Company Profile	<p>Carroll Foodservices is a contract catering company founded by Kenneth Carroll in 1994. In his role as Managing Director of Carroll Foodservices, Ken has directed the growth of the company with operations throughout the country and with a venture also in the Channel Islands, where the company operates catering facilities and a catering staff agency.</p> <p>The company operates in several foodservice sectors including business & industry, education and the healthcare industry. The company feeds up to 1,000 people per day at various sites.</p> <p>Carroll Foodservices mostly services the Leinster area, but also operates nationwide. The company has 20 outlets located in Leinster. They have also just opened an outlet in Ballina, Co. Mayo.</p> <p>There are plans for more outlets to open over the coming year as they are working towards nationwide operations.</p>
Relevant purchasing contacts	<p>Operations Manager: David Lancaster Email: office@carrollfoodservices.com</p>
Product mix	<p>All eating occasions are catered for - breakfast, lunch, snacks and dinner.</p> <p>The company supplies buffet platters and canapés and also operate a number of concession stands.</p> <p>All dishes are made from scratch on-site.</p>
Opportunities for Irish food and drink suppliers	<p>The company operates 7 days per week.</p> <p>They are very supportive of Irish suppliers and only buy Irish produce where possible.</p> <p>The company has recently commenced supplying fresh meals and homemade soups to offices and outlets that do not have their own kitchen facilities. There is growth for expansion here and opportunities for Irish producers to supply these ingredients.</p>
Purchasing policy and supplier requirements	<p>Carroll Foodservices are open to approaches and will look at price lists.</p> <p>Flexibility to deliver at short notice is very important, as many events are booked at short notice.</p> <p>Suppliers must be HACCP compliant and other accreditations are welcomed. Supplier audits are carried out regularly and there are no charges for this activity.</p>

	<p>The company has good relationships with its key suppliers and it has confidence in its traceability systems.</p> <p>The Operations Manager is the main purchase influencer, but ordering is managed by each individual outlet. Orders are placed by telephone.</p> <p>Flexibility is required on cases sizes and shelf life as it is dependent on each sites requirements.</p>
Distribution providers	<p>Potential suppliers are expected to deliver to each site/unit as required. It is also important that suppliers can deliver small quantities frequently due to storage issues.</p> <p>Key suppliers are Musgrave Foodservices, Hicks Meats, McKenna Fish (Dublin), Euro deli and Coles fruit and vegetables.</p>
Advice to new suppliers	<p>Send an introductory email to office@carrollfoodservices.com in the first instance.</p> <p>Quality and price, along with service are key criteria.</p> <p>The company will deal directly with new suppliers, but the preference is to consolidate supply arrangements.</p> <p>Suppliers that can assist with decanting product and removing excess packaging will be welcomed, as the company often operates in locations with little storage and/or preparation space.</p>
Other Information	<p>Credit terms are 30 - 60 days.</p> <p>Both Long Term Agreements (LTAs) and fixed price contracts are in place.</p> <p>The company does not currently stock branded products, but is open to branded opportunities.</p>

Compass Group Ireland

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

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

Company Profile	<p>Compass Group Ireland is part of Compass Group PLC, the largest foodservice organisation in the world. Compass Group Ireland works with many of Ireland's blue chip organisations, schools, colleges and hospitals. They also manage the foodservice contract at The Aviva Stadium along with Leopardstown and Fairyhouse Racecourses.</p> <p>Key statistics: Compass Group Ireland</p> <ul style="list-style-type: none"> • In Ireland since 1987 • 3,000 employees • Approximately 280 contracts across the island of Ireland • Annual turnover €135m <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> <p>24% Banking, finance and legal companies 18% Public service e.g. prisons, hospitals 18% IT and telecom companies 13% Sports and Retail e.g. AVIVA Stadium 12% Healthcare and Pharmaceutical companies 11% Manufacturing companies 4% Education</p>
Relevant purchasing contacts	<p>Commercial Manager: Bren Gray Email: commercial@compass-group.ie Contact by email is the preferred method of communication.</p>
Product mix	<p>All meals, beverages and snacks are catered for. The type of cuisine covers all categories based on a diversified client base, everything from hospitals to fine dining.</p> <p>Fresh, local and seasonal produce. Locally sourced dairy, meat, poultry and fish are all provided. Retail offering includes cold drinks, crisps, snacks and confectionery.</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 artisan 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>

<p>Purchasing policy and supplier requirements</p>	<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. There is a charge for this payable directly to the auditing agency. 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 the Larder Group, comprising a panel of senior chefs, the buyer and the Business Excellence Manager for Ireland. Reviews are conducted on quality, taste and commercial potential on a regular basis.</p> <p>Compass utilises an efficient, single distribution platform through it’s 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>
<p>Distribution providers</p>	<p>All suppliers must deliver either into the JIT depot on the Keelings site at St. Margaret’s, Co. Dublin or to the stocked depot in Lisburn, Northern Ireland.</p>
<p>Advice to new suppliers</p>	<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
<p>Additional information</p>	<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, transport and visitor attractions such as Bunratty Folk Park, Co. Clare.</p> <p>CCSL has diversified into new areas of catering activity such as trains, medieval banquets, 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 ‘Slainte’ 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>

Distribution providers	All of CCSL's purchasing is direct with suppliers and handled in-house.
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>

Kylemore Services Group (KSG)

Address: McKee Avenue, Finglas, Dublin 11

Website: www.ksg.ie

Phone: 01 814 0600

Email: info@ksg.ie

Company Profile	<p>Kylemore Services Group (KSG) is a 100% Irish owned company. It was founded in 1920 and has a long standing history in the food business in Ireland. The group operates restaurant and hospitality services in the retail and commercial (contract) catering sectors. Kylemore Services Group (KSG) is the fastest growing restaurant and hospitality service provider in Ireland. Kylemore Services Group (KSG) operates the following brand formats:</p> <ul style="list-style-type: none"> • <i>Two and You</i> – a premium dining and hospitality offering. This brand format is applicable to clients that have a significant element of hospitality or function business, as well as ‘at work’ employee dining, as part of their overall catering service offer. Patrick Guilbaud is a partner within the <i>Two and You</i> business. • <i>More with Food</i> – is the commercial (contract) catering brand format for ‘at work’ business and industry, colleges, hospitals, and government operations. • <i>Kylemore Retail</i> – is the retail brand format that operates in key high street, shopping centre and retail environments. <p>Kylemore Services Group (KSG) employs over 950 employees and operates in over 100 restaurant locations nationwide where they prepare and serve fresh food to over 10 million customers annually.</p>
Relevant purchasing contacts	<p>Food / Non-Food Buyer: Shikha Pandita Telephone: 01 814 0608 Email: shikha.pandita@ksg.ie</p>
Product mix	<p>Kylemore Services Group (KSG) has a broad range of food offers and operating formats including fine dining, a national chain of restaurants and cafés, tailored restaurants and hospitality formats and professional corporate clients.</p> <p>Each outlet has a specifically designed brand format and product offering. In all their outlets, food is sourced fresh, local, in season, where possible, and prepared and cooked fresh daily by well trained and skilled culinary teams.</p>
Opportunities for Irish food and drink suppliers	<p>Kylemore Services Group (KSG) has a long standing network of specialist suppliers from whom they source the best quality products, rather than buying from one centralised agency or distributor. This ensures that KSG delivers on their policy of sourcing only the finest local fresh and seasonal produce every day.</p> <p>Supporting local growers, farmers, fishermen, producers and suppliers and traceability are vital aspects to their sourcing policies.</p>

	<p>Kylemore Services Group (KSG) will work with suppliers who can prove that:</p> <ul style="list-style-type: none"> • They can deliver the very best quality products on a consistent basis; • They can stand over the full traceability of their produce; • They can deliver the best value for money. <p>Kylemore Services Group (KSG) keeps their staff, clients and customers informed about food provenance by clearly displaying details of their food and beverage supply network in their restaurants through their fresh and local campaign.</p> <p>The company is placing a strong emphasis on opportunities around local, high quality artisan products. The company sees areas of opportunity around pastries and unique bread offerings.</p> <p>Kylemore Services Group (KSG) is currently in the process of reassessing their complete product range.</p>
<p>Purchasing policy and supplier requirements</p>	<p>It is Kylemore Services Group's (KSG) aim to work in partnership with and support suppliers to ensure customers receive fresh, local and seasonal produce at competitive prices.</p> <p>Kylemore Services Group (KSG) places a great deal of emphasis on the quality of its food offering. The company ensures that its food is sourced from the best suppliers through its Group Procurement Department and audited by its own qualified auditor, Pio Gilroy, Group Quality Assurance, Food Safety, Health & Safety Manager. There is no charge for these audits.</p> <p>KSG has worked very closely with their suppliers and as such has developed an excellent working relationship with regards to the picking of produce and delivery times that suits each individual restaurant. KSG deliberately works with a limited number of suppliers to meet its strict criteria to ensure customers get the best products at the best price.</p> <p>The company's meat, fruit and vegetable products are sourced from Bord Bia Quality Assured farms and delivered by suppliers approved under the Bord Bia Quality Assurance Schemes. Fish and seafood products are produced under BIM Quality Assurance Schemes. HACCP is not a minimum requirement.</p> <p>Kylemore Services Group strives to source Fairtrade mark products such as fruit (bananas, pineapple and melon), vegetables and dry goods (chocolate, rice, tea, coffee and spices).</p> <p>Many of the company's suppliers are based locally to its restaurants which allow KSG to receive the best fresh produce and also gives the company a chance to support the restaurant's local community.</p>

	<p>The Group Procurement Department and Group Quality Assurance, Food Safety, Health & Safety Manager review these suppliers on an ongoing basis and are always looking for new and innovative artisan suppliers within the vicinity of its restaurants.</p> <p>The company operates an online purchasing system for supplier ordering.</p> <p>Shelf life expectations are very much product dependent, but the company places a strong emphasis on sourcing as much produce as fresh as possible.</p>
Advice to new suppliers	<p>Kylemore Services Group (KSG) welcomes contact from potential growers, farmers, fishermen, producers and suppliers.</p> <p>Contact should initially be made via email to Shikha Pandita at shikha.pandita@ksg.ie</p>
Other information	<p>Typically credit terms are 60 days.</p> <p>The company operates a number of Long Term Agreements (LTAs) with suppliers.</p> <p>Kylemore Services Group (KSG) is witnessing strong growth in chilled over frozen, particularly as it places more emphasis on fresh produce. There are both chilled and frozen storage facilities in each outlet.</p>

Premier Dining

Address: Premier Dining Limited, 2 Herbert Lane, Dublin 2

Website: www.premierdining.ie

Phone: 01 662 4341

Email: info@premierdining.ie

Company Profile	<p>Premier Dining is a contract catering business established in 2006. The company has a number of sites providing catering services across a range of foodservice sectors including business and industry, education and general hospitality (functions).</p> <p>Each location is stand alone with a dedicated kitchen and produce is prepared daily on each site.</p> <p>Premier Dining is currently catering for 2,000 customers daily for breakfast, lunch, afternoon tea and dinners.</p>
Relevant purchasing contacts	<p>Managing Director: Anne O’Neill Operations Manager: Mary Kennedy (responsible for menu planning, innovation and day to day operations) Email: info@premierdining.ie Phone: 01 662 4341</p>
Product mix	<p>All eating occasions are catered for and the types of cuisine vary from modern Irish to ethnic offerings, as the company’s client base is multi-cultural. Most menus change on a weekly basis.</p> <p>Premier Dining is currently developing dishes that provide healthy eating options which have a full nutritional breakdown for customers.</p> <p>Premier Dining has seen a change in their customers eating trends and feel customers are more health conscious now, so the company is working to meet consumer demands. They have seen particular growth in the demand for gluten free offerings, even from non-celiac customers.</p>
Opportunities for Irish food and drink suppliers	<p>Premier Dining is constantly looking for new ways to serve its customers, whilst maintaining a focus on quality and flexibility.</p> <p>The company uses all fresh produce in their dishes. All their meats, fruit and vegetables and dry goods are sourced from Irish suppliers.</p> <p>The company sees opportunities for Irish food suppliers who can deliver innovative food products at competitive prices. Opportunities also exist in pastries and baked goods. The continuing trend is a clear focus on value for money by customers, with a requirement for healthy eating forming part of the offer.</p> <p>Premier Dining has an ethos of supporting local businesses and uses all Irish produce.</p>
Purchasing policy and supplier requirements	<p>Price is very important as Premier Dining is selling predominantly to price sensitive customers. Likewise, quality, product range and variety, good value for money, punctual delivery times, flexibility and traceability are important purchasing decision making criteria.</p>

	<p>Premier Dining holds an ISO 9001 2008 upgrade.</p> <p>Supplier requirements are HACCP,ISO 9000 accreditation and Bord Bia Quality Assurance (where appropriate). All suppliers must have a food quality management procedure in place.</p> <p>Supplier Audits are carried out once a year by Operations Manager. There is no charge for this</p> <p>Purchasing is centralised with the Managing Director and Premier Dining likes to deal with suppliers in partnership.</p> <p>The Managing Director agrees the terms, and the chefs place the orders. The volume of orders changes seasonally.</p> <p>The frequency of goods inwards into the sites is a maximum of three days a week. Orders are placed by phone and online.</p> <p>The preferred case size and shelf life expectations and requirements are subject to individual specs as set out with each supplier.</p>
Distribution providers	<p>Premier Dining currently deals with a range of suppliers for all its ambient, chilled and frozen products. Suppliers are expected to deliver to each individual site.</p>
Advice to new suppliers	<p>New suppliers should send an introductory email to the Managing Director via the e-mail address info@premierdining.ie</p> <p>New suppliers should provide the required accreditations and an innovative product range demonstrating added value to service. Premier Dining is interested in new products that meet changing consumer trends.</p> <p>Suppliers should be able to demonstrate how their product can be used.</p>
Other information	<p>Credit terms are 30 days.</p> <p>Premier Dining are open to having branded goods in their operation and currently stock a range of ambient branded products.</p> <p>There has been strong growth witnessed in frozen foods and range of product offerings. Opportunities exist in pastries and baked goods.</p> <p>Premier Dining has both chilled and frozen storage facilities.</p>

Q Café Co. Ltd (The) *NEW

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. The company currently operates 20 outlets throughout Dublin 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 and healthcare sectors.</p>
Relevant contacts	<p>Regional & Purchasing Manager - Elaine Reilly Tel: 01 207 9044 Email: elainereilly@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 on site.</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. The company tailors menus to each outlet and customer requirement.</p> <p>Food is prepared fresh onsite by individual Chefs and supported by the Executive Chef.</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 Q Café 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 approaches from suppliers of innovative products and has identified opportunities for suppliers of good quality Irish produced biscuits and competitively priced Irish chicken. The company is also looking for suppliers of good quality gluten free products.</p>
<p>Purchasing policy and supplier requirements</p>	<p>The Q Café Company 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 the Executive Chefs, 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. 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 Regional Manager and Company Directors. Purchasing decisions are influenced by the Quality Assurance Manager and Chefs.</p> <p>Orders are placed via telephone 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>

	<p>The Q Café Company currently use Musgraves Foodservice, Pallas Foods, Tallons Ready Chef and other smaller local suppliers as their primary suppliers.</p>
Advice to new suppliers	<p>Suppliers should make contact with the Quality Assurance Manager or the Regional Purchasing Manager 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: ken.oriordan@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. 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>Buying Manager: Ken O’Riordan Email: ken.oriordan@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. 64% of food ingredients used is of Irish origin including 100% Irish Beef, Lamb, Eggs, and Milk products. Opportunities exist for sourcing high quality fresh seasonal vegetables.</p>
Purchasing policy and supplier requirements	<p>Key elements of Sodexo’s purchasing policy are taste, price and food safety standards.</p> <p>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 Buying Manager. 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 via phone.</p> <p>The preferred case size and shelf life expectations and requirements are subject to individual products.</p>
Distribution providers	<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 and bacon. Cuisine de France supplies bakery products. Dairy products are supplied on a regional basis and Glanbia is the largest dairy supplier. Fruit and vegetables are supplied by Keelings.</p>
Advice to new suppliers	<p>All approaches should be directed to the Buying Manager via email.</p>
Other information	<p>Credit terms: 60 days</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>

HEALTH

Health Service Executive

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

Website: www.hse.ie

Phone: 01 620 6280

Email: joe.redmond@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	Joe Redmond is the Assistant Head of Portfolio & Category Management for the hospital services portfolio, which includes food contracting and may be contacted on the landline above or by email joe.redmond@hse.ie
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>

GOVERNMENT CONTRACTS

Defence Forces

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

Website: www.military.ie

Phone: 01 804 6025 Email: fran.kehoe@defenceforces.ie

Company Profile	<p>The Defence Forces central purchasing office is responsible for all purchasing of food and front of house provisions (this includes Navy and Air Corps).</p> <p>There are 15 military locations nationwide including Air Corps in Baldonnel Aerodrome and Navy in Haulbowline, Co. Cork.</p> <p>In 2011, about 789,000 meals were prepared by the Defence Forces.</p> <p>The value of food purchased annually is approx. €3.5 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.</p> <p>Individual orders on a day-to-day basis for successful tenderers are normally handled by individual barracks.</p> <p>The purchasing contact in the Defence Forces central purchasing office is: Captain Fran Kehoe Email: fran.kehoe@defenceforces.ie</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>Beverage purchasing for items such as tea and coffee is in small quantities and this is handled through the Irish Defence Forces Canteen Board.</p> <p>Also offered are individual portioned 24 hour “operational ration packs” designed by the Defence Forces, each of which contains 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.</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.</p>

	<p>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 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 24 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 for these audits/inspections.</p> <p>Tenders were previously twice a year for fruit and vegetables, based on seasonality – this is no longer the case. The trend is towards longer term tender contracts e.g. one year and longer, sometimes up to three years. 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>Distributors such as Allied Foods, Kildare Farm Foods, Jackie Leonards, Johnston Mooney and O’Brien, Glanbia and Vestey Foods 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 (for beverages, contact the relevant Canteen Boards).</p> <p>No samples are required unless the supplier is shortlisted as part of the tender process.</p> <p>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>
<p>Other information</p>	<p>Contracts are fixed price. No Long Term Agreement (LTA) discounts are in place.</p> <p>Credit terms are 15 days and determined by the Purchase Order system</p> <p>Some branded products are used, but this is not a major requirement for the Defence Forces.</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> <p>Tenders were awarded in October 2011 for two years in the first instance, with a review after the second year and the possible option to renew for a third year. The next tender opportunity will therefore be in 2013. Although the tenders are awarded in October, they are normally announced in March of the same year. Suppliers and potential suppliers should watch out for these announcements on www.etenders.gov.ie.</p>
Relevant purchasing contacts	<p>Procurement Officer: Harry Dunne Email: hpdunne@irishprisons.ie Phone: 043 333 5100</p>
Product mix	<p>Meals for the 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>The ingredient requirements of the prisoner kitchens are divided into seven lots (meat, bakery, dairy, fruit and vegetables, oil, dried goods, and bread) and tendered out. The seven lots are further divided into five geographical areas (Dublin North, Dublin South, Midlands, Southern and North West).</p> <p>There is an opportunity for suppliers to tender for these three year contracts which will be open again for tender in 2013.</p> <p>The IPS is open to approaches from producers who are already listed with current suppliers to the IPS. Any new products are sent to the menu review group and if approved, may be offered by the supplier. IPS sources food products from Ireland if the products are strictly in line with the tender specifications.</p>

<p>Purchasing policy and supplier requirements</p>	<p>Purchasing policy is governed by EU legislation. The food requirements of the prisons are tendered EU wide. The IPS cannot discriminate in favour of one group of suppliers over another.</p> <p>An ‘evaluation team’ consisting of IPS staff assesses each tender based on the award criteria as set out in the tender documents.</p> <p>The IPS conducts its own Hygiene/Food Safety audits of suppliers annually. Suppliers are audited on a selection basis and this may entail the inspection of primary producers’ premises from time to time. There is no charge to the distributor or producer for these audits.</p> <p>Orders are gathered centrally and faxed to suppliers once a week, detailing the daily quantities to be delivered to each prison.</p> <p>Deliveries up to six days per week are required. Delivery windows are frequently short and suppliers need to be aware of this.</p> <p>Pricing is via fixed price contracts with no bulk/LTA discounts.</p> <p>In relation to meat, uniformity of meat cuts is of particular importance.</p> <p>All details regarding packing and labelling requirements are tightly defined in the tender and suppliers must comply with them.</p>
<p>Distribution providers</p>	<p>The main distribution providers to the Irish Prison Service, by region, are as follows:</p> <p>Bread products: <i>Dublin and Midlands:</i> Johnson, Mooney and O’Brien; <i>South and Northwest:</i> Pat the Baker.</p> <p>Cooking Oil: Frylite</p> <p>Dairy Products: Glanbia</p> <p>Dry Goods: Horeca Food Service Ltd.</p> <p>Flour: Lynas Food Services Ltd.</p> <p>Frozen Goods: <i>South:</i> VF Ltd.; <i>Rest of Country:</i> Pallas Foods Ltd.</p> <p>Fruit and Vegetables: <i>Northwest:</i> Fresh and Ready; <i>Dublin and South:</i> Limerick Food Importers Ltd; <i>Midlands and Limerick:</i> Richardson’s Foods.</p> <p>Meat Products: Crossgar Foodservice.</p>
<p>Advice to new suppliers</p>	<p>Suppliers can tender directly to the IPS as advertised on www.etenders.gov.ie.</p> <p>Contracts are awarded for 2 years, with an optional third year.</p>
<p>Other information</p>	<p>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.</p>

FOODSERVICE DISTRIBUTORS

Allied Foods

Address: 2nd Avenue, Cookstown Industrial Estate, Tallaght, Dublin 24

Website: www.dcc.ie Phone: 01 466 2600 Email: enquiries@alliedfoods.ie

Company Profile	Allied Foods is owned by the DCC Group and is one of Ireland's largest independent frozen and chilled distributors, providing brand management and supply chain services to the FMCG, retail and foodservice sectors.
Relevant purchasing contacts	<p>Sales Director: Michael Deegan Email: michaeldeegan@alliedfoods.ie Phone: 01 466 2600</p> <p>Purchasing Manager: Tim Hickey Email: timhickey@alliedfoods.ie Phone: 021 494 7300</p>
Product range	<p>Chilled, frozen and ambient product categories are carried by Allied Foods. The percentage breakdown between chilled, frozen and ambient varies from month to month, with current growth in chilled and ambient categories.</p> <p>Major brands include Rangeland Meats (burgers), Vandebrook/Lutosa (potato products), Bandonvale Cheese, Silver Pail ice cream, Patisserie Royale (desserts), Westbridge Foods (cooked poultry), Five Star Fish, Shalvey Poultry (cooked meats), Olhausens (cooked meats), Kara Foods (bakery lines) and Discovery Foods (Mexican foods).</p>
Sectors served	<p>The sectors of the foodservice market that are served include quick service restaurants, fast food outlets, the prison services, health boards and the army. Hotels, restaurants and hospitality and event catering sectors are also serviced.</p> <p>Key customers include Burger King, Abrakebabra, O'Briens Sandwich Bars, Eddie Rocket's, The Bagel Factory, Four Star Pizza, Timepiece Restaurants, Wagamama, Yo Sushi, Burritos and Blues, Cafe Sol, Gourmet Burger Kitchen (GBK) and HSE (Midlands and South).</p> <p>The company also serves an increasing number of small independent operators throughout the 26 counties.</p>
Opportunities for Irish food and drink suppliers	<p>Allied Foods predicts the main area for growth will be ambient goods, cooked meat and dairy products.</p> <p>There is also an opportunity for selected dairy products, chilled and frozen chips and frozen Irish vegetables. These are currently imported. Another area of opportunity is in food-to-go and desserts.</p>
Purchasing Policy	<p>There is preference to source locally, particularly for chilled product due to short shelf life and the associated logistics.</p> <p>The purchasing policy is a combination of quality and price.</p>

	The Purchasing Manager and sales teams jointly influence purchasing decisions.
Supplier requirement and ordering procedure	<p>Allied Foods is BRC accredited. While it does not expect all of its suppliers to have BRC, it does expect a high level of food safety standards. Allied Foods carries out audits of suppliers, for which a charge may apply.</p> <p>The ability to deliver goods efficiently is an important criterion. Allied Foods now has the capability to backhaul from most parts of Ireland, the UK and close European markets.</p> <p>Packaging and labelling requirements are subject to individual specs, with barcodes a minimum requirement.</p> <p>Supplier terms are agreed with the Purchasing Manager and signed off by the Board. Orders are placed through email, fax or telephone.</p> <p>Goods are delivered as required and vary with product category. Suppliers are required to book in all deliveries, acknowledging that the company operates a 30 minute delivery window.</p>
Geographical spread	<p>The company has three multi-temperature depots, two in Dublin and one in Cork.</p> <p>While Allied services ROI predominantly, it also supplies customers who have a presence in NI. Delivery to customers is based on dedicated daily routes, operating 6 days per week and 7 days during peak trading periods.</p>
Fleet size	Allied Foods has a total fleet size of 15 rigid trucks. All vehicles are multi-temperate i.e. they can carry chilled, frozen and ambient products.
Marketing support & services provided	<p>There is an annual catalogue launch with a September cut-off date.</p> <p>The sales and telesales teams alert customers to new products. Price or volume promotions are encouraged to get product moving.</p> <p>Orders are gathered via the telesales and sales teams. Allied prefers all communications with customers to go via the sales team. There is no specific sales information available to suppliers. Allied encourages supplier participation in, and support for, catalogues, tastings and price promotions.</p> <p>Allied has a combined sales team comprising over 15 telesales staff and sales reps. There is a sales team in Dublin and a separate team in Cork. Allied is open to suppliers making presentations to their sales team.</p>
Advice to new suppliers	The Purchasing Manager or Sales Director are the first points of contact. Good quality products at a price that can compete with supply from the UK, the Continent and Ireland are required.
Other information	Credit terms are 28 days. Standard commercial terms are in place with suppliers.

Artisan Foods Ltd. **NEW*

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 cèpes and black and white truffles. 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 sector that Artisan Foods services is 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. Deliveries are made Tuesday to Friday.</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 & 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>

Asia Market

Address: Merrywell Business Park, Ballymount Road Lower, Ballymount, Dublin 12
 Website: www.asiamarket.ie Phone: 01 426 8898 Email: jan@asiamarket.ie

Company Profile	<p>The Asia Market is one of the largest suppliers of fresh, frozen, dried and canned goods of Oriental produce to the restaurant, catering and retail trade in Ireland.</p> <p>The Asia Market opened 30 years ago in Drury Street, Dublin 2. The Cash and Carry opened in October 2007 in Ballymount, Dublin 12. From the Cash and Carry, the Asia Market delivers to restaurants and hotel groups via wholesalers or direct.</p> <p>The Asia Market provides services to both the retail and foodservice sectors.</p>
Relevant contacts	<p>Purchasing Manager: Jan Ebbs Email: jan@asiamarket.ie Phone: 01 426 8898</p>
Product range	<p>The Asia Market carries all product categories, including fresh, chilled frozen and ambient ethnic food. Frozen and ambient produce are the largest categories, with imported seafood the most in demand from customers.</p> <p>The Asia Market carries all major Asian brands and suppliers. Several Irish brands are also carried, such as Odlums flour and Silverhill poultry products.</p>
Sectors served	<p>The sectors served are predominantly restaurants, hotel groups and foodservice industry suppliers.</p>
Opportunities for Irish food and drink suppliers	<p>The key growth area for the Asia Market is the expansion of the Cash and Carry to increase the sales space area. The expanded premises will stock more local Irish products, particularly fresh and chilled, and a greater variety of Asian products than can currently be stocked in the supermarket and existing Cash and Carry.</p> <p>Irish people have a good knowledge of ethnic cuisine and are increasingly opting for it when dining out, as well as visiting the Cash and Carry in search of Asian ingredients.</p> <p>Growth for the Asian Market is driven by customers who can't find the products they are looking for in other wholesalers.</p> <p>The Asia Market wants to support Irish producers, particularly Irish meat products. Some fresh seafood is purchased locally, although more exotic species must be imported. In light of more competitive pricing from overseas, the company currently sources some meats from Europe.</p> <p>The company sources fresh fruit and vegetables directly through local farmers in North Co. Dublin. Occasionally, fruit and vegetables are imported from Holland when they are not locally available.</p>

Purchasing policy	<p>The Asia Market emphasises the quality of the products it sells. It is provided in response to demand from customers seeking to maintain their own high standards.</p> <p>The Asia market strives to ensure that each product it sells adheres to this principle and is of the highest quality in its category.</p> <p>The Asia Market will always look to purchase locally, but pricing must be competitive.</p> <p>In making a purchasing decision, the Purchasing Manager is influenced by both the Sales Director and Managing Director.</p>
Supplier requirement and ordering procedure	<p>Suppliers to the Asia Market must furnish the company with factory QA specifications and evidence of compliance with EU requirements. HACCP is mandatory.</p> <p>The Asia Market also audits Irish suppliers' premises directly. There is no charge for this.</p> <p>All purchasing terms are agreed directly with the Purchasing Manager and orders are placed via both phone and email.</p> <p>Supplier delivery windows into the Asia Market are usually Monday to Friday, but they are open for deliveries seven days per week.</p>
Geographical spread	<p>The Asia Market has one depot in Ballymount, Dublin 12 and one retail unit at 18 Drury Street, Dublin 2. Deliveries are made seven days per week.</p> <p>The Asia Market services both Northern Ireland and the Republic of Ireland.</p>
Fleet size	<p>The Asia Market has over 10 chilled multi-temperate trucks for fresh, frozen and ambient products.</p>
Marketing support & services provided	<p>The telesales team calls customers daily and alerts them to new products.</p> <p>Price promotions are encouraged to get product moving.</p> <p>Orders are gathered via telesales and the truck drivers, who also represent suppliers to customers.</p>
Advice to new suppliers	<p>New potential suppliers should call or email the Purchasing Manager to arrange a meeting and bring samples.</p>

B.D. Foods

Address: Hillhall, Glaslough, Co. Monaghan

Website: www.bdfoods.ie

Phone: 01 855 0524

Email: sales@bdfoods.ie

Company Profile	<p>B.D. Foods was established in the 1980's. The company now supplies over 1,500 frozen, chilled and ambient food products to the foodservice sector across a large section of Ireland.</p> <p>The company exclusively supplies the foodservice sector.</p>
Relevant purchasing contacts	<p>Managing Director: Paul Bowe Sales Manager: Paul Horisk Email: sales@bdfoods.ie Phone: 01 855 0524</p>
Product range	<p>The range of products carried includes dry goods, poultry products, ice creams, dairy products, desserts, speciality products, cheeses, cured and cooked meats, breads, pastries and chocolate.</p> <p>Chilled accounts for 40% of turnover, ambient 50% and frozen 10%.</p>
Sectors served	<p>The company focuses on the foodservice market. Their customers are mainly hotels, restaurants, cafes and delicatessens.</p>
Opportunities for Irish food and drink suppliers	<p>There is ample opportunity for Irish products providing prices are competitive. In particular, the company is actively increasing the amount of poultry that is sourced locally.</p> <p>The company supplies a selection of Irish farmhouse cheeses and is looking to expand this range further.</p>
Purchasing Policy	<p>The company is loyal to its existing brands and suppliers, but is continuously looking at extending its range of quality products.</p> <p>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.</p> <p>When making a decision on a new product, the sales and purchasing team input their ideas before the decision is finalised.</p>
Supplier requirement and ordering procedure	<p>Suppliers are required to provide documentary evidence of their food safety processes.</p> <p>Suppliers must be HACCP compliant and other accreditations are welcomed.</p> <p>Orders are placed via telephone and email. Delivery times are agreed individually with each supplier. The company does do a small amount of backhaul.</p>
Geographical spread	<p>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.</p>

Fleet size	The company runs a fleet of 14 vehicles, all of which have chilled and frozen compartments.
Marketing support & 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>BD Foods run a fortnightly promotional campaign along with daily specials.</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. Sales information is available to producers.</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. **NEW*

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

Website: www.blakebrothersltd.ie Phone: 01 409 7460 Email: sales@blakebrothers.ie

Company Profile	<p>Blake Brothers is a family owned business in operation for over 23 years. The company distribute frozen, chilled and ambient products in the Leinster region, with plans to expand the business nationally.</p> <p>Blake Brothers stock an extensive range of products, comprising over 1,500 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 Directors: Noel Blake and Sean Blake Email: noel@blakebrothers.ie or sean@blakebrothers.ie Phone: 01 409 7460</p> <p>General Manager: Sandra Malone Email: sales@blakebrothers.ie Phone: 01 409 7460</p> <p>Sales Queries: Kevin Blake Email: Kevin@blakebrothers.ie Phone: 086 045 3190</p>
Product range	<p>Blake Brothers carries a complete range of products across chilled, frozen and ambient, catering for all sectors in the foodservice industry</p> <p>Currently frozen products account for up to 60% of the business with the remaining 40% being split between chilled and ambient.</p> <p>Blake Brother's stock major brands such as Big Al's, Maple Leaf, Silver Pail, Patisserie Royal, Pain Delice, Premier Gold, Lutosa, Lamb Weston, Shannon Vale Poultry and Ardo vegetables.</p>
Sectors served	<p>Key customer sectors serviced include schools, hospitals, colleges, hotels, deli bars, butchers, catering contractors, outdoor caterers and independent distributors.</p>
Opportunities for Irish food and drink suppliers	<p>Blake Brothers are open to approaches from Irish producers and are 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 suggests Irish meats (beef and pork), prepared potato products (wedges, pre-cut chips) and cooked meats as potential product opportunities for Irish producers.</p> <p>The company is open to sourcing new innovative products that fit within their portfolio.</p>
Purchasing Policy and Supplier requirements	<p>HACCP is a minimum supplier requirement.</p> <p>Delivering quality products is of the utmost importance to Blake Brothers.</p>

	<p>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 fax.</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 six trucks. All vehicles are multi-temperate i.e. they can carry chilled, frozen and ambient products.</p>
Marketing support & services provided	<p>The company is in the process of redesigning their website which will contain an online product catalogue with plans in place to allow customers to order online. This is due to rollout in January 2013.</p> <p>Blake Brothers distribute 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 encourage all communication from suppliers to go through their 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 three sales representatives.</p>
Advice to new suppliers	<p>New suppliers are encouraged to contact the Managing Directors by email or telephone and arrange to showcase their product.</p>
Other information	<p>Credit terms are a maximum of 30 days.</p> <p>The company has witnessed a significant growth in frozen foods within their business based on customer demand.</p>

Boyne Valley Group

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

Website: www.boynevalley.com

Phone: 041 987 0300

Email: info@boynevalley.com

Company Profile	<p>Established over 50 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 the categories in which it operates, with popular local brands including Killeen, Don Carlos, Giovanni di Firenze, Mc Donnell's, Gateaux, Erin, Chivers and Boyne Valley.</p> <p>There are three strands to the Boyne Valley business:</p> <ol style="list-style-type: none"> 1. Manufacturing: Primary manufactures of 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, Walkers 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. The Boyne Valley Group is a potential route to market for Irish producers.</p>
Relevant purchasing contacts	<p>Commercial Director: Paul Kinch Email: pkinch@boynevalley.com Phone: 041 987 0300</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 products, convenience and seafood products.</p> <p>The group's brand portfolio includes well known brands such as Harvest Fare, Lakeshore, Life Force, Killeen, Don Carlos, Giovanni de Firenze, Boyne Valley Honey, Mc Donnell's, Gateaux, Erin Soups, Chivers, Homecook, Rob Roy, Panda, Irish Breeze, and Greenlea Wines.</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 mostly supplies the market through various national and regional distributors such as Musgrave Foodservices, BWG Foodservices, Stonehouse and other independents. Boyne Valley 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>The Boyne Valley Group currently has a gap in their range for pizza based products and seek to source premium quality pizza with a 21+ day shelf life. They are willing to speak to any manufacturer who can help strengthen their existing chilled 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>Chilled deliveries can be agreed for any time to the chilled warehouse in Drogheda, which is open 24 hours a day, seven days a week. A slot will be agreed for the delivery of ambient goods between Monday and Friday.</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 wholesale customers and the group's sales representatives introduce the product to customers who are supplied directly. 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 35+ sales representatives. 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. Sales information is made available to producers to facilitate sales development.</p>
Advice to new suppliers	Send an email to the Commercial Director, 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.

Brakes

Address: 221 Hillhall Road, Lisburn, BT275LQ, Northern Ireland

ROI: Keelings Head Office, Roslin, St. Margarets, Co. Dublin

W: www.brakesgroup.com/our-business/okane-foodservice/ E: sales@brakes.eu P: 048 926 64231

Company Profile	<p>Brakes Ireland is an all island business servicing all sectors for the foodservice industry in Ireland. In October 2008, O’Kane Foodservice, Lisburn was acquired by the Brakes Group. From that beginning, their foodservice sales on the island of Ireland have grown organically from €20 million to €85 million over the past four years.</p> <p>In NI, the majority of their foodservice business is via the independent, education and health channels. In the ROI, their main foodservice customers include Compass Catering, ARAMARK Ireland and a number of hotel chains including the Maldron.</p> <p>Brakes also operate a ‘logistics’ facility for Compass Catering, with individual suppliers dealing directly with the Compass team.</p>
Relevant purchasing contacts	<p>Purchasing Manager: Mairead Quinn Email: mairiad.quinn@brake.eu</p>
Product range	<p>At present, the product category split is 40% ambient, 30% frozen and 30% chilled. 72% of the entire product sold on the island of Ireland is procured in Ireland.</p> <p>The company believes that provenance is important to ROI customers. As a result Brakes’ own brand products currently account for less than 25% of the total sales in Ireland. Brakes are open to engagement with a wider group of Irish suppliers, while acknowledging that in the short term, a supplier’s ability to engage with the end user and drive demand for their product is crucial.</p> <p>The company believes that provenance is important to ROI customers. Brakes are open to engagement with a wider group of Irish suppliers, while acknowledging that in the short term, a supplier’s ability to engage with the end user (operator) and drive demand for their product is crucial.</p>
Sectors served	<p>Brakes supply all sectors of the foodservice market.</p>
Opportunities for Irish food and drink suppliers	<p>Brakes are open to product opportunities across all categories. Key growth areas include the provision of fresh meat and meat products.</p> <p>There is an opportunity to enhance the company’s product range across dairy and chilled produce. There is also an opportunity for ready meals and any product innovation focused on benefits to the foodservice sector.</p>
Purchasing policy	<p>The company has a preference to source its products through local producers.</p> <p>They have has a central billing arrangement with a number of retail outlets.</p>

	<p>The wider management team including purchasing, sales and marketing influences purchasing decisions.</p>
Supplier requirement and ordering procedure	<p>The company conducts supplier audits and ensures its suppliers conform to industry supplier regulations. A charge may apply for this.</p> <p>EDI, while not a requirement, is preferred. Most orders are placed over the telephone. The company receives supplier deliveries five days per week, from 7a.m. to 5p.m.</p> <p>Packaging and labelling requirements are specific to each product category and set out in liaison with the technical department.</p>
Geographical spread	<p>The company has depots in Dublin, Cork, Galway, Lisburn and Strabane. Goods are received inwards in both Dublin and Lisburn only.</p> <p>The company operates a six-day week delivery system.</p> <p>The Irish operation does not export directly, however Brakes UK do export product.</p>
Fleet size	<p>The company fleet consists of 65 multi-temperature trucks offering a six-day delivery service.</p>
Marketing support & services provided	<p>Brakes product catalogue currently comprises circa 6,500 products across all temperature formats.</p> <p>The company organises monthly workshops where existing suppliers are invited to drive product sales via engagement with the telesales team. Telesales promotions, product knowledge workshops and tastings are used to promote new products.</p> <p>All orders are gathered via telesales.</p> <p>The company encourages suppliers to speak with its customers where they are working in conjunction with them. Brakes also welcomes suppliers presenting to their sales team in relation to new products etc.</p> <p>Sales information is openly available to suppliers. The company provides sales support both North and South, with over 20 field sales professionals on the island of Ireland.</p>
Advice to new suppliers	<p>New suppliers should have a clear understanding of the nature of the business and may need to speak to the company about this. New suppliers must demonstrate key points of difference in their products, innovation and value for money.</p>
Other information	<p>Annual turnover: €85 million.</p> <p>The payment culture in the industry at the moment has been relatively good and the company's debtor days are reducing over time.</p>

	<p>There is significant growth in both chilled and frozen foods, though there is greater growth in chilled.</p> <p>The company would like to work on a supplier-specific basis, focusing on menu development in addition to developing sales and promotions.</p> <p>Main customers served include ARAMARK Ireland and Maldron Hotels. The company serves a number of pub groups in the South and has contract business through universities and schools in NI.</p>
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BWG Foodservice

Address: Greenhills Road, Walkinstown, Dublin 12

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>Commercial and Trading Manager: Ricky O'Brien Email: robrien@bwg.ie Phone: 01 409 0300</p> <p>Category Buyer for Ambient Goods: Susan Davy Email: sdavy@bwg.ie Phone: 01 409 0300</p> <p>Category Buyer for Chilled, Frozen and non-food Items: Karla Murray Email: kmurray@bwg.ie Phone: 01 409 0300</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 200 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, prisons, 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 over the last 12 months with a total of 200 items available in the range. The range focuses on premium quality, service and price. The company intends to develop and grow this range and this is creating opportunities for Irish producers.</p> <p>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 and these are supported by 22 Value Centre Cash 'n Carry outlets located nationwide. Total foodservice warehousing exceeds 130,000 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>A product catalogue which features all the top selling products is revised annually. The next catalogue launch is due in January 2013. The deadline for new submissions was August 2012. This catalogue may also be viewed on the company's website www.bwgfoodservice.ie</p> <p>BWG Foodservice also issues another catalogue entitled 'Chef's Book', the essential guide for any chef or food-buyer's needs. This catalogue is available from the sales service team or on the company website.</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.</p>

Capitol Foods Ltd.

Address: Unit 26 Crescent Business Park, Lisburn, BT28 2GN, Northern Ireland
 Website: www.capitolfoods.com Phone +44 28 926 34558 Email: info@capitolfoods.com

Company Profile	<p>Established in 2002, Capitol Foods supplies the foodservice sector with fruit juices, coffee and associated products. The company is a beverage systems service provider with a nationwide service network and has installed juice and coffee dispensing machines in over 1,200 outlets across both ROI and NI.</p> <p>Its main activity is the supply of coffee and juices to these dispensers, 70% of which are located in the ROI.</p> <p>The company only deals in products kept at ambient temperatures.</p> <p>The foodservice sector is serviced in addition to retail outlets, where their coffee dispensers are located.</p>
Relevant contacts	<p>Sales Director: Colm Collins Email: colmcollins@capitolfoods.com Phone: 087 250 2173</p> <p>Operations Director: Edwin Addison Email: edwinaddison@capitolfoods.com Phone: 0044 776 422 2540</p>
Product range	<p>Product categories supplied are coffees and fruit juices. Some complementary products such as individually wrapped biscuits are also supplied.</p> <p>The coffees are roasted by Tchibo in Germany, the fourth largest coffee roaster in the world. The brands are Tchibo, Davidoff and Piacetto Italian coffee and Vista organic and fair-trade coffee. The tea brands include Lyons, Twinings teabags and leaf teas.</p>
Sectors served	<p>All sectors of the foodservice market are served, in particular hotels and retail outlets with self-serve food-to-go offerings.</p> <p>The company is listed for central billing with Musgraves and currently supplies the Daybreak outlets. In NI, the company has coffee dispensers in Centra, Supervalu outlets and Spar outlets.</p>
Opportunities for Irish food and drink suppliers	<p>The opportunity for Irish producers is to supply products to complement the coffee and juice offerings. For example, a range of locally produced muffins could be distributed to sit alongside the coffee dispensers.</p> <p>The advantage to a supplier is that the company's sales team will be working to ensure their products are available for sale at all of the locations serviced by the company.</p> <p>There are opportunities for suppliers looking to introduce a system based product similar to those already utilized for coffee, e.g. milk, etc. as the support infrastructure is already in place.</p>
Purchasing policy	<p>The company has a preference to source Irish. The purchasing policy places highest priority on quality, followed by price.</p>

	<p>They have central billing arrangements with Musgrave Wholesale Partners and Musgrave Retail Partners.</p> <p>Purchasing and price decisions are made by the Managing Director.</p>
Supplier requirement and ordering procedure	<p>Potential suppliers are visited and documentation must be provided that demonstrates compliance with regulatory food safety standards. No charge is made for audits. The company prefers to make orders via email.</p> <p>Delivery windows are required for suppliers to Capitol Foods. The windows vary and are negotiated with each supplier.</p> <p>The company does not export outside Ireland and does not do backhauls.</p>
Geographical spread	<p>The company distributes through Crossgar Foodservice which also warehouses product on behalf of Capitol Foods. Distribution is available across all 32 counties. Customers are serviced between three and six days per week.</p>
Fleet size	<p>Transport is outsourced.</p>
Marketing support and services provided	<p>The company does not produce an annual catalogue, but presents its product range on a case by case basis to individual customers.</p> <p>Customers are alerted to the arrival of new products via email and the distribution of samples to the customer base, which is followed up on by the telesales team.</p> <p>Orders are captured via telesales. Producers are encouraged to visit the distributor's customers and sales information is made available to assist with sales development.</p> <p>Producers can make presentations to the Capitol Foods sales team.</p>
Advice to new suppliers	<p>Producers should think about how the end user will benefit from their proposition. They should compile proposals to meet a price point for a meal deal e.g. coffee and muffin for a price. Producers should contact the Sales Director to arrange a meeting.</p>
Other information	<p>Credit terms are 30 days from statement.</p> <p>The company has several Long Term Agreements with suppliers. The length and other details in these agreements varies by supplier.</p>

Catering Suppliers

Address: Courtstown Industrial Estate, Little Island, Co. Cork

Website: not available. Phone: 021 435 3145 Email: cateringsuppliers@eircom.net

Company Profile	<p>Established in 1974, Catering Suppliers is a distribution company serving the needs of the foodservice sector in Munster. The company trades in ambient, chilled and frozen items.</p> <p>The company specialises in frozen foods which account for 75% of turnover. Chilled distribution accounts for 15% of turnover and the remaining 10% is made up by ambient goods.</p>
Relevant purchasing contacts	<p>Managing Director: Noel Murphy Email: cateringsuppliers@eircom.net Phone: 021 435 3145</p>
Product range	<p>The product list extends to over 500 items and includes potato products, ice cream, desserts, vegetables, gateaux, cheeses, sauces, fish products, pizza bases and ingredients, burgers, meats, chicken products, frozen breads, herbs, spices and oils.</p> <p>Par-baked bread from O’Keefe’s Bakery in Cork, Big Al burgers and Lamb Weston Potato products are all strong brands distributed.</p>
Sectors served	<p>All segments of the foodservice sector are served. The customer base includes hotels, restaurants, cafes, fast food outlets and hot food counters. Main customers by sector are fast food outlets, followed by deli counters and hotels.</p>
Opportunities for Irish food and drink suppliers	<p>The share of Irish produced goods carried is increasing. Almost all goods distributed are Irish and the emphasis is on home grown produce.</p> <p>The notable exceptions are frozen potato products and frozen vegetables, these product categories do present opportunities for import substitution from Irish producers.</p> <p>The company has not noticed any recent new product innovations, nor has it identified gaps in its existing product range.</p>
Purchasing Policy	<p>The company has a preference to source local produce. Efforts are made to buy Irish wherever an Irish option exists.</p> <p>The purchasing policy is to buy the best quality at the best price.</p> <p>The purchasing decision is made by the Managing Director, who is influenced only by the needs of his customers. Samples of proposed new products are sent to key customers for trial.</p>
Supplier requirement and ordering procedure	<p>New suppliers are visited by the Managing Director for a general site walk in advance of trade commencing.</p> <p>All suppliers are required to have HACCP systems in place. Food quality and safety audits are paid for by the company, not the supplier.</p>

	<p>The company does not have any other technical, packaging or labelling requirements.</p> <p>Agreement of terms of purchase and the placing of orders is the responsibility of the Managing Director.</p> <p>Orders to suppliers are placed via phone, fax and email.</p> <p>Suppliers deliver their goods at agreed times during trading hours.</p> <p>The company does not backhaul, but does take returns. There is no charge for returns.</p>
Geographical spread	<p>There is one depot in Little Island in Cork where both the city and county of Cork are served. Distribution extends into most parts of Munster.</p> <p>There are two deliveries per day to Cork city, affording a same day or next day delivery service. There is a next day delivery service across Munster.</p>
Fleet size	<p>The fleet consists of seven vehicles ranging in size from Sprinter vans to 7.5 tonne rigid trucks. All vehicles have frozen, chilled and ambient compartments.</p>
Marketing support & services provided	<p>There is a product catalogue which is continuously updated on a regular basis; a fee may apply for inclusion in this.</p> <p>Samples of new products are introduced to the customer base by the three sales representatives. A monthly flyer is mailed to the customer base updating them on new products. Promotion of a new product commences one month after launch.</p> <p>Certain products may require the supplier to educate the sales team and conduct a tasting. Facilities are in place for this.</p> <p>Orders are captured via telesales and two vans are dedicated to van sales i.e. capturing and fulfilling orders on the customer's doorstep.</p> <p>The company is open to assisting suppliers develop the sales of their products by sharing market insights. The team of three sales representatives is dedicated to developing product sales.</p> <p>Producers can make presentations to the sales team.</p>
Advice to new suppliers	<p>Potential new suppliers should telephone the Managing Director in the first instance and make an appointment. They should bring samples to any subsequent meeting.</p>
Other information	<p>Credit terms are payment 14 days from month's end.</p> <p>The company does not have Long Term Agreements (LTAs) with suppliers.</p> <p>The company has not seen any change in the proportions of chilled and frozen foods that it supplies.</p>

Clona West Cork Foods

Address: University Hall Industrial Park, Sarsfield Road, Wilton, Co. Cork

Website: not available Phone: 021 434 5915 Email: john.buckley@clona.ie

Company Profile	<p>Clona West Cork Foods is a chilled and ambient distribution company serving the Munster and Leinster regions. The company specialises in distributing locally produced food and was formed in 1999 through an amalgamation of a group of small businesses. Clona Dairies Co-operative Society is the parent company.</p> <p>The company serves both the foodservice and retail needs of the Munster region. The foodservice business is approximately equal in size to the retail business.</p> <p>Since 2009, the company has moved into food production and continues to produce readymade meals under the brand name Douglas Hyde. The company has also extended its sub-contract catering and packaging operation and supplies a number of own label products. They have recently launched a range of garlic bread and baguettes.</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, Coolmore Foods and The Good Fish Company.</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 Musgrave Retail Partners, Londis ADM, BWG 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. The company deals almost exclusively in Irish products, except where they cannot be obtained in Ireland, e.g. tuna fish.</p>
Purchasing Policy	<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>
Supplier requirement and ordering procedure	<p>Producers are audited by the Clona Dairies 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 fax. 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>
Geographical spread	<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 and the majority of Leinster are served with at least one delivery per week, though most customers receive two deliveries per week.</p>
Fleet size	<p>The fleet consists of 10 refrigerated trucks, which range in size from 16 feet to 24 feet long. In Dublin, the company sub-contracts its distribution service.</p>
Marketing support & services provided	<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. Producers are encouraged to make presentations to the sales representative and the Sales Manager.</p>
Advice to new suppliers	<p>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.</p>
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>

Complete Cuisine

Address: Head office, Raheen Business Park, Raheen, Co. Limerick

Website: www.completecuisine.com Phone: 061 210 300 Email: sales@completecuisine.com

Company Profile	<p>Complete Cuisine is a wholesale, sales, marketing and distribution company carrying frozen, chilled and ambient products. Its distribution network covers the Republic of Ireland.</p> <p>In addition to supplying the foodservice sector, Complete Cuisine distributes to deli counters in the retail trade, predominantly the symbol groups and Dunnes Stores. Complete Cuisine provides a food-to-go system concept in Spar, Mace, Costcutter, Londis and Gala stores under the Complete Cuisine Brand. In 2012 the company introduced its 'Hot Hero Rolls' concept. This caters for the increasing trend for food on-the-go.</p> <p>The company's website has information that would be useful to suppliers in advance of making contact.</p>
Relevant contacts	<p>Purchasing Manager: Dave Hanrahan Email: sales@completecuisine.com Phone: 061 210 300 Sales Director: Dermot Hanrahan</p>
Product range	<p>The product categories carried by Complete Cuisine include traditional breads, a panini concept and pre-filled panini, thaw and serve confectionery, Complete Cuisine and Café Cuisine branded doughnuts, ice cream desserts, confectionery ready to bake, luxury cakes and desserts, smoothie delights, wraps, nacho chips, tortilla shells, pizza snacks and pizza bases, a classic hot dog concept and a hot food menu.</p> <p>Products are sourced from Ireland, the UK, mainland Europe, Denmark and the US with 95% of products from suppliers within the Eurozone.</p> <p>Frozen products represent 95% of products, the remaining 5% split between ambient and chilled.</p> <p>Producers supply own label bespoke products, which are carried under the Complete Cuisine brand.</p>
Sectors served	<p>The foodservice sectors served are in-store bakeries, coffee shops, hotels, restaurants, canteens, health boards, contract catering and in-flight service for flights departing from Irish airports.</p>
Opportunities for Irish food and drink suppliers	<p>Chicken is a very competitive product category and Complete Cuisine is currently looking for chicken products.</p> <p>Other product categories of interest are bakery and traditional Irish foods.</p> <p>The company sees opportunities for salads, sauces and sandwiches supplied pre-prepared and ready to go. There may also be an opportunity for gluten free products.</p>

	<p>The company sees potato products as the main opportunity for import substitution.</p> <p>The most recent innovation from Irish producers is the frozen, raw dough bakery product. This is being used by the company and is 100% Irish.</p> <p>There are not many gaps in the product range that Irish companies can fill but new and innovative products that fit the company's philosophy and business model are always of interest.</p>
Purchasing policy	<p>Complete Cuisines purchasing policy is to try to source from Ireland first.</p> <p>Other factors include quality assurance and accreditations, innovation, quality and service levels with price being the final deciding factor.</p> <p>Purchasing decisions are influenced by the Purchasing Manager, who gathers the relevant information and conducts an internal taste panel benchmarking new products against expectations.</p> <p>Innovation is an important selling point for any manufacturer intent on supplying Complete Cuisine.</p>
Supplier requirement and ordering procedure	<p>Complete Cuisine requires all their Irish suppliers to comply with HACCP and ISO 22000-2005. This is the highest level of assurance using the HACCP approach to food quality and safety. Every supplier must provide up-to-date certification of this. Overseas suppliers must comply with BRC (British Retail Consortium) standards.</p> <p>In relation to particular packaging requirements, Complete Cuisine prefers pallet quantities of 96 rather than 48 as this reduces recycling costs. Preferred pallet height is 2.0 m.</p> <p>Terms and conditions of purchase are agreed by the Sales Director.</p> <p>Payment is made through EDI. Orders are placed through an internal online system.</p> <p>Supplier delivery windows and frequency of supply are six days per week before 2 p.m.</p> <p>The company does not backhaul.</p>
Geographical spread	<p>There are three depots and a distribution hub. The depots are located in Raheen Business Park, Limerick; Cold Move, Galway and Complete Cuisine, Blanchardstown, Dublin.</p> <p>All depots have storage, distribution and office facilities and are multi-temperate.</p> <p>The hub is located in Cottage Farm, Newtowncunningham, Co. Donegal. The geographical area currently serviced is the Republic of Ireland.</p> <p>The frequency of service out is up to six days per week.</p>
Fleet size	<p>The company has 17 vehicles, seven of which are multi-temperate.</p>

<p>Marketing support & services provided</p>	<p>There is an annual catalogue launch cut-off date pre-February for an April launch. In addition, in July and October the company publishes a backup flyer for marketing purposes. There is no charge for inclusion in the catalogue.</p> <p>Telesales and customer service support staff alert customers to new products. Promotions are encouraged to get product moving through monthly promotional cycles with all suppliers. The company may expect suppliers to help with promotion costs for agreed activities from time to time.</p> <p>Suppliers should communicate with the company and not directly with end customers. Suppliers are encouraged to obtain feedback from the sales team.</p> <p>Orders are gathered via the telesales team.</p> <p>There are ten customer support staff on the road that provides sales information to suppliers through their field sales work. Suppliers can make presentations to the sales team.</p>
<p>Advice to new suppliers</p>	<p>Potential suppliers should approach Complete Cuisine with an overview of their company detailing the manufacturing plant, location, capacity, accreditations, number of employees, who they are, existing contracts, evidence of flexibility, product range and production cycles.</p> <p>This should be emailed in advance or brought to a meeting and it would be useful if it was also available via the supplier's website.</p>
<p>Other information</p>	<p>Company turnover for 2011 was approx €20 million.</p> <p>The company finds that payment culture has recently improved. Direct debits are set up with customers, which are normally paid on a weekly or fortnightly basis. A credit card and debit card payment facility is also available for customers.</p> <p>Complete Cuisine has Long Term Agreements (LTAs) with its ten leading suppliers.</p> <p>There is currently greater growth in frozen foods, possibly due to the desire to have less exposure to waste.</p>

Corrib Foods

Address: Kiltullagh, Athenry, Co. Galway

Website: www.cfp.ie

Phone: 091 848 004

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>The company does not service any retail outlets, only foodservice.</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: 091 848 004</p>
Product range	<p>The product range is broken down into three categories – chilled, ambient and frozen. The company’s catalogue may be viewed online at www.cfp.ie. 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 and desserts.</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, with the exception of cheese.</p> <p>The company has not noticed any new product growth areas or any new opportunities for Irish producers. Nor does it see any existing areas for import substitution.</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 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	<p>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.</p>
Fleet size	<p>The fleet consists of 40 multi-temperature vehicles.</p>
Marketing support & 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 van sales 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>

<p>Advice to new suppliers</p>	<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>
<p>Other information</p>	<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>

CJ O'Loughlin Quality Foods *NEW

Address: Courtown Demense, 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 and ambient categories. CJ O'Loughlin stocks an extensive product range, comprising of over 1,200 product lines.</p> <p>The product range consists of locally sourced products (including their own model county brand), combined with quality products sourced globally. 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 Email: charlie.oloughlin@cjoloughlin.ie Phone: 053 9425 157</p> <p>Sales Director: Jack O'Grady Email: jack.ogrady@cjoloughlin.ie</p>
Product mix	<p>CJ O'Loughlin Quality Foods offer an extensive range of over 1,200 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, Le Pain de Paris, Farney Foods and Patisserie Royale.</p> <p>CJ O'Loughlin Quality Foods product range is split between 50% frozen, 35% chilled and 15% ambient and non food.</p>
Sectors served	<p>Key sectors served include schools, hospitals, colleges, hotels, deli bars, butchers, 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, frozen vegetables, 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 availability.</p> <p>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 any new supplier. Depending on the supplier, audits can be undertaken on an annual or ad hoc basis.</p> <p>All product specification and labelling must be legally compliant, meeting all existing HSE 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, Laois, Tipperary, Waterford, Wexford and Wicklow.</p>
Fleet size	<p>CJ O’ Loughlin Quality Foods operates a fleet of 12 vehicles compartmentalised to facilitate the distribution of ambient, chilled, frozen and non-food products.</p>
Marketing support & services provided	<p>There is an annual catalogue launch every November and their product range is also listed on their website, www.cjoloughlin.ie. 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 monthly promotion flyer.</p> <p>Orders are gathered via the telesales and 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>

Cross Distribution

Address: Cross, Cong, Co. Mayo

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

Company Profile	<p>Established in 2004, Cross Distribution is a regional chilled and ambient distributor servicing the region west of the river Shannon.</p> <p>Foodservice accounts for up to 20% of sales, retail accounts for 60% and supply to butchers makes up the remaining 20%.</p> <p>Cross Distribution are agents for PRM Group.</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 95% of the range and the remaining 5% is ambient product. 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 catering sausages and puddings are some of the brands distributed.</p>
Sectors served	<p>Within foodservice, the company supplies hotels, restaurants, cafes and bars. They also service the retail sector.</p> <p>Key customers of Cross Distribution are local independent food service providers, as opposed to groups.</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.</p>

	<p>Orders are placed via fax and delivery is required between 9 a.m. and 6 p.m.</p> <p>The company will deliver to clients between 6 a.m. and 10 p.m.</p> <p>The company does not backhaul product and has policy of ‘straight swap’ for returns.</p>
Geographical spread	<p>From the company’s depot in Cross Co Mayo, a region from Achill Island across to the Shannon and down to Athlone is serviced, along with counties Clare and Galway.</p> <p>About 90% of customers are serviced twice per week.</p>
Fleet size	<p>The company has three chilled vehicles, each with a capacity of 7.5 tonnes.</p>
Marketing support & 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. 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 four sales representatives. 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.</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 2011 was approx. €3m.</p> <p>The company has not seen any change in the proportion of chilled food that it distributes.</p>

Crossgar Foodservice

Address: Farranfad Road, Seaford, County Down, BT30 8NH, Northern Ireland

Website: www.crossgar.ie

Phone: 01 803 0555

Email: sales@crossgar.ie

Company Profile	<p>Crossgar Foodservice is one of the leading foodservice suppliers in the island of Ireland, providing the foodservice market with a one-stop service. Turnover for the company is in the region of €50 million per year.</p> <p>As of 1st September 2012, Sysco Corporation (NASDAQ:SYN) through Pallas Foods acquired Crossgar Foodservice Ltd.</p> <p>The acquisition offers both Pallas Foods and Crossgar Foodservice customers the opportunity to choose from a wider product range including locally sourced Republic of Ireland (ROI) and Northern Ireland (NI) products. Crossgar Foodservice will retain its brand identity and management team.</p> <p>Crossgar Foodservice is unique in the foodservice industry because it owns and controls the sourcing and production of its poultry and meat products.</p> <p>Crossgar Foodservice supplies many of Ireland's leading restaurants, hospitals, schools, hotel groups, contract caterers and Government sectors.</p> <p>Other related companies in the Crossgar Foodservice company include Crossgar Poultry, Crossgar Meats and Crossgar Sauces.</p>
Relevant contacts	<p>Stephen Millership, Trade and Marketing Manager (contact for all suppliers) Email: steve.millership@crossgar.ie Phone: 01 803 0555</p> <p>Michael Morrissey, Foodservice Director Email: michael.morrissey@crossgar.ie</p>
Product range	<p>The product categories carried by Crossgar Foodservice are split into meat, poultry, chilled, frozen, ambient, grocery, non-food, cleaning systems and catering equipment. The company is seeing strong growth across all product sectors and geographical areas.</p> <p>Crossgar Foodservice products include fresh poultry and meat sourced from its own BRC accredited companies, Crossgar Poultry and Crossgar Meats. The poultry and meat products are reared through a network of local and national farmers. Crossgar Foodservice distributes an exclusive range of Great Taste award winning "Dexter" beef sourced from farmers throughout Ireland. Crossgar sources fresh meat from ROI producers for ROI customers and from NI producers for NI customers.</p> <p>Other chilled products include an exclusive range of sauces and dips as well as cheese, dairy and cured meats.</p> <p>The <i>Provenance Collection</i>, a premium range, currently includes Dexter Beef, Crossgar Free Range Chicken and Lissara Farm Free Range Ducks, which are locally produced by a network of farmers with respect for both animals and the environment.</p>

	<p>Crossgar Foodservice has won 17 Great Taste Awards between 2009 and 2012 for products including Lissara Farm Free Range Duck, Dexter Beef, Crossgar Free Range Chicken Products, Dorset Lamb and Gloucester Old Spot Pork.</p> <p>Fresh food products include fruit, vegetables, herbs and a range of sandwiches.</p> <p>Frozen foods include the Wexford based Paganini desserts, ice-creams, sorbet and coulis ranges, frozen meats, poultry and duck. Rice, buffet style food, ready meals, filled paninis and wraps and bakery goods are also supplied.</p> <p>Ambient products (grocery and non-food) are representative of a wide range of well known brands including Heinz, Robertsons, Kelloggs, Tate+Lyle, Schwartz, Britvic, Walkers, Cadbury, Mars, Nestle, Knorr and Colemans. Crossgar Foodservice also carries a wide range of tea and coffee brands.</p>
Sectors served	<p>Crossgar Foodservice primarily operates in the foodservice market in Ireland, both North and South.</p>
Opportunities for Irish food and drink suppliers	<p>The key growth areas and opportunities for Crossgar Foodservice are the extension of their already well established “farm to fork” service and the expansion of their Provenance Collection of products.</p> <p>With all of the Provenance Collection products and any additions to the Collection such as Dorset Lamb, Gloucester Old Spot, Irish Moiled and local artisan suppliers such as Abernethy Butter, Yellow Door Deli, Morelli’s Ice Cream, Punjana Tea and Wild Game, the focus is on quality rather than quantity and all meat and poultry are reared on free range farms.</p> <p>Crossgar Foodservice is currently seeking other high end products that fit the Provenance Collection brand. The company welcomes advances from suppliers regarding products that could be added to this premium range. Artisan breads and farmhouse cheese are examples of the type of products that could be included.</p>
Purchasing policy	<p>Crossgar Foodservice has a strong preference to source local produce across all product ranges.</p> <p>The most important criteria of Crossgar Foodservice’s purchasing policy is that there is the right ‘fit’ with the business. Crossgar Foodservice uses a questionnaire to check all purchasing criteria including quality and service. Price is the last determinant, as all other criteria must be met before negotiations on pricing.</p> <p>Crossgar Foodservice likes to build long term relationships with producers and remains loyal to them as a result. In return, producers are expected to work with the company on promotions, special offers, product innovation etc. to build the business.</p>

	<p>Stephen Millership, Trade and Marketing Manager and Michael Morrissey, Foodservice Director of Crossgar Foodservice influence purchasing decisions.</p>
<p>Supplier requirement and ordering procedure</p>	<p>Crossgar Foodservice holds BRC accreditation across all of its businesses. The company therefore has a preference for all suppliers to either have BRC certification, or to be working towards it.</p> <p>Orders are placed by EDI, email, phone and fax.</p> <p>Deliveries are taken into the depots six days per week. Crossgar Foodservice also operates a fleet of vehicles hauling from the UK and continental Europe and can offer haulage services to customers and suppliers.</p>
<p>Geographical spread</p>	<p>Depots and hubs are all multi-temperate. There are two depots in NI, one in Fermanagh and the other in Seaforde, Co. Down and three additional production facilities in Co. Down. Crossgar Foodservice now has access to Pallas Foods extensive all Ireland distribution network.</p> <p>The company services all 32 counties.</p> <p>Crossgar Foodservice offers a “distribution solution” service on a local, national and European basis.</p>
<p>Fleet size</p>	<p>There are a total of 50 delivery vehicles in the fleet. All trucks are multi-temperate for fresh, chilled, frozen and ambient products.</p> <p>As regulations governing the temperature control (particularly of chilled products) are becoming a lot tighter, in 2009 and 2010 Crossgar Foodservice invested in a fleet of 15 tonne lorries that use a new electrically powered refrigeration system and have ‘green’ credentials.</p>
<p>Marketing support & services provided</p>	<p>Crossgar Foodservice has an annual catalogue which is launched in January, with a cut off date in early November. There is also a Christmas catalogue and a monthly special offer flyer which is updated with new product launches and price promotions. There are several advertising opportunities in the annual catalogue and a contribution is made from producers towards the cost of producing the catalogue, dependent on the size of their advert.</p> <p>There is a 20 strong telesales team, including meat and poultry telesales specialists working from 8.30 a.m. – 6.00 p.m. The telesales team alerts customers to new products. In addition, there are meat, poultry and non-food field sales specialists who help to develop specific products for particular customers.</p>
<p>Advice to new suppliers</p>	<p>New potential suppliers should approach the company by emailing a PowerPoint presentation outlining the business, the people behind the business, how the business is developing, the vision for the business in terms of growth, details of products, product range and indicative pricing.</p> <p>Crossgar Foodservice is looking for producers with a passion for their business. Once the presentation has been reviewed by the Trade and Marketing Manager, the producer will then be invited to a meeting.</p>

Dairyland Cuisine

Address: Chamber House, Jamestown Business Park, Finglas, Dublin 11.

Website: www.dairylandcuisine.com Phone: 01 882 9651 Email: sales@dairylandcuisine.com

Company Profile	<p>Established in 2000, Dairyland Cuisine is a distributor of chilled and ambient foods to the foodservice and retail sectors across the Republic of Ireland.</p> <p>Over 1,000 products are carried and the company provides 40 jobs. The company has developed their own private label (Dairyland Cuisine) for a wide range of dairy products including Milk, Cream, Butter and Cheese.</p> <p>80% of sales are achieved in the foodservice sector and the remaining 20% are derived from the retail sector.</p>
Relevant purchasing contacts	<p>Purchasing Consultant: Paud Horan Email: donra@indigo.ie Managing Director: Martin Kiernan Email: martin@dairylandcuisine.com Phone: 01 882 9651</p>
Product range	<p>Dairy products are at the core of the company's range (Butter, Cheddar, Continental Cheese, Cream, Milk and Yogurts). It also carries Preserves, Egg products, Breads, Juices, Mayonnaise, Dressings, Sachets, and Sauces.</p> <p>The company also distributes an Organic range of milk and yoghurt from An Grianan Farm in Donegal.</p>
Sectors Served	Hotels, Restaurants, Coffee Shops, Nursing Homes, Contract Caterers, Delicatessens and Sandwich Bars.
Opportunities for Irish food and drink suppliers	<p>The majority of their product range is sourced in Ireland with the only exception being speciality cheeses.</p> <p>All products must have a minimum shelf life of ten days.</p> <p>The company is always interested in new fresh chilled products with a shelf life of at least ten days.</p> <p>The company would be very interested in growing their Organic range.</p>
Purchasing Policy	<p>The company is committed to sourcing the majority of its products within the Republic of Ireland.</p> <p>The quality of produce sourced by the company is very important, but pricing must be competitive to enable the company to sell into a market place that is reluctant to pay a premium.</p> <p>Purchasing decisions are made by the Purchasing Consultant who is influenced by the needs of his customers.</p>

Supplier requirement and ordering procedure	<p>New suppliers are visited by a contract food safety auditor who audits against standards agreed with Dairyland Cuisine. There is no charge for these audits.</p> <p>BRC accreditation is beneficial, but not required.</p> <p>The company does not specify any particular packaging or labelling requirements as long as legal requirements are met.</p> <p>The company has developed a range of own label products and there are specific labelling requirements for this.</p> <p>Purchase Orders are placed via email and deliveries are preferred between 9 a.m. and 5 p.m.</p> <p>All deliveries are made to the Dublin Depot</p>
Geographical spread	<p>Depots are located in Dublin and Carlow.</p> <p>Dairyland Cuisine cover the Leinster region, they also work with partners in all regions to give national distribution.</p>
Fleet size	<p>The company's fleet consists of 17 chilled vehicles.</p>
Marketing support & services provided	<p>A product catalogue with photographs is launched annually and there is no fee to suppliers for inclusion in this catalogue.</p> <p>Customers are advised of the launch of a new product via email. Targeted promotions to assist launches are undertaken in co-operation with producers.</p> <p>Samples of new products will be distributed if available from the producer.</p> <p>Sales Orders are captured via telesales.</p> <p>Producers are encouraged to communicate with end-users and also with the company. A two-way flow of information is encouraged. The company does not have a formal notification system which allows suppliers to link sales data with final users.</p> <p>Producers are encouraged to attend initial meetings with customers to provide information regarding their product(s). They are also encouraged to obtain feedback and deal with any end-user and distributor problems or queries.</p> <p>The company has a sales team of eight representatives that develop product sales and provide sales support on behalf of producers.</p>
Advice to new suppliers	<p>Potential suppliers should contact the Purchasing Consultant to arrange an appointment. If a meeting is arranged they should bring information on proposed products and samples. They should be prepared to provide samples for key customers to trial.</p>

Other information	Credit terms are 30 days at month end. Dairyland Cuisine does not have Long Term Agreements with suppliers; however existing agreements are reviewed twice per year.
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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. Delicatessen Meats has grown to become a recognised leading provider of quality delicatessen supplies.</p>
Relevant contacts	<p>Purchasing and Sales Manager: Martin Walsh Email: martinw@delimeats.ie Phone: 01 626 1706</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 75% chilled, 15% 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.</p>
Opportunities for Irish food and drink suppliers	<p>Delicatessen Meats feels that while price has never been so important, 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. They have taken on a range of new Irish suppliers in the last 12 months, resulting in a decrease in imports and additional support for local Irish industry.</p> <p>Delicatessen Meats are always open to sourcing new innovative products.</p>
Purchasing policy	<p>Where possible, the company has a preference to source local produce. The vast majority of their suppliers comprise Irish manufacturers, both large and small.</p> <p>The company has an extensive range of freshly prepared Irish produce in their range.</p> <p>The company's sales team will bring samples to the customers to sample, before making a purchasing decision. If there is a good reaction to the samples, coupled with the ability to offer good 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 the product.</p> <p>Purchase terms are agreed by the Purchasing and Sales 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 van sales. The West and North are serviced through a telesales team.</p> <p>The frequency of service is one to three times per week.</p>
Fleet size	<p>The company currently has a fleet of 14 trucks and vans, with a mix of chilled and frozen and multi-temperature. Most of the fleet have been converted to multi-temperature vehicles.</p>
Marketing support & 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 the maximum results.</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 are sometimes also encouraged to generate sales by visiting clients.</p> <p>The company has four sales reps and 11 van sales people on the ground.</p>
Other information	<p>The company is looking to source new and innovative products to add to their own range.</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: Lehenaghmore, Togher, Co. Cork.

Website: www.derrynaflan.com

Phone: 021 431 8490

Email: info@derrynaflan.com

Company Profile	<p>Derrynaflan Foods was established in 1987 and is currently a leading distributor of refrigerated and ambient products to the retail and foodservice industries. Nationwide distribution is provided via a fleet of refrigerated vehicles.</p> <p>In addition to its retail business, the company serves all sectors of the foodservice market.</p>
Relevant purchasing contacts	<p>Sales Director: Paul Skinner Email: paulskinner@derrynaflan.com Phone: 021 431 8490</p> <p>Managing Director: John Ryan Email: johnryan@derrynaflan.com Phone: 021 431 8490</p>
Product range	<p>The company deals in high quality cooked meats, cooked breakfast products, sandwich bar ingredients, continental salami, bulk and speciality cheeses, butters, sauces, tinned pizza products, raw meats and deli products.</p> <p>Early in 2012 Derrynaflan agreed distribution partnerships with the following companies:</p> <ul style="list-style-type: none"> • Clonakilty • Lakeland Dairies • Ballineen Fine Foods • Freshcut Foodservices <p>Many continental and Italian brands are carried including Agnesi pasta and San Benedetto water.</p>
Sectors served	<p>In addition to the major supermarket chains, Derrynaflan supplies all segments of the foodservice sector, including Dublin Airport T2. In particular, the company has many independent customers in the hotel, restaurant, bar, café, sandwich bars, delicatessens, butchers, pizzerias and fast food sectors.</p>
Opportunities for Irish food and drink suppliers	<p>The company is supportive of Irish producers and this is reflected in the fact that in the last 12 months they have partnered with four new Irish suppliers.</p> <p>The company believes that there are opportunities for quality convenience foods for the food-to-go and take home market.</p>
Purchasing policy	<p>The company has a preference to source local produce, but it has to be competitively priced to succeed in the market.</p> <p>Purchasing policy is customer driven.</p>

	<p>The sales team bring feedback to the Sales Director who works with the Managing Director to source what the market requires. In the current market, much of the feedback is that price is critical.</p> <p>Derrynaflan is listed for central billing with Dunnes Stores, Superquinn, Londis, Stonehouse, BWG, and Barry's of Mallow as well as many leading foodservice operators.</p> <p>Purchasing decisions are made by the Sales Director and the Managing Director.</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 do 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 fax and email. Deliveries are accepted five days per week up to 2 p.m.</p>
Geographical spread	<p>Depots are located in Cork, Dublin, Tralee, Limerick, Galway and Sligo.</p> <p>All supplied goods are delivered to the Cork depot.</p> <p>Distribution is across the 32 counties as Derrynaflan now use two distribution companies in Northern Ireland. A next day delivery service is available in the Republic in all major population centres five days per week and all regions are serviced at least twice per week.</p>
Fleet size	<p>The fleet consists of 27 trucks, six vans and two articulated trucks. All vehicles are refrigerated.</p>
Marketing support & services provided	<p>A new e-commerce website is to be launched in Spring 2013 detailing all products carried.</p> <p>The company uses an in house product catalogue that is updated on a continuous basis.</p> <p>Customers are made aware of new products by the sales team. New products are often introduced with promotions. The company welcomes producers communicating directly with their customers in addition to their own sales team.</p> <p>The majority of sales are achieved via van sales (vans carry sufficient stock to meet the customer's needs and the order is taken on arrival at customer's premises). A small percentage of specific customers use telesales and email.</p>

	<p>The company has a team of 26 sales representatives who are available to develop sales on behalf of suppliers.</p> <p>The company is open to producers making presentations direct to their sales team.</p> <p>The role of the sales team includes product range development and new business development.</p>
<p>Advice to new suppliers</p>	<p>Make contact with the Sales Director via phone or email and make an appointment for a meeting. Bring product samples.</p>
<p>Other information</p>	<p>The company now operates very strict credit quality control. The company's policy has been to improve credit terms with its suppliers over the last year to create strong business relationships through an efficient payment policy. The company's credit terms are 30 days.</p> <p>The company generally does not operate Long Term Agreements with suppliers. The company requests that suppliers provide them with their best price, following which Derry-naflan will provide any additional sales support required.</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	<p>Established 30 years ago, Dublin Food Sales is a predominantly ambient food distributor with chilled facilities servicing the foodservice sector in the greater Dublin region.</p> <p>95% of turnover is derived from the distribution of ambient product and the remaining 5% is from the distribution of chilled produce, mainly dairy produce and fresh yeast. The company does not deliver to the retail sector.</p>
Relevant contacts	<p>Managing Director: Martin Kernaghan Email: martin@dublinfoodsales.ie Phone: 01 830 3833</p>
Product range	<p>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 and dairy.</p> <p>The company has recently taken on distribution of the Tropicana range of chilled juices as well as Snapple and Gatorade. The company is a major fresh yeast distributor in the Leinster area. The total number of products distributed exceeds 2,000.</p>
Sectors served	<p>Within the foodservice sector the company predominantly supplies restaurants and hotels. Customers include the Merrion Hotel, Shanahans on the Green, TGI Fridays and various golf clubs. The company also supplies a number of bakeries.</p>
Opportunities for Irish food and drink suppliers	<p>The company has not noticed any key growth areas for new product offerings.</p> <p>Apart from Tipperary Water, almost all ambient foods and sauces are imported.</p> <p>All jams currently distributed are imported and this presents an opportunity for Irish jam manufacturers. The majority of sauces are imported and this also presents an opportunity for import substitution.</p> <p>The company has not seen many innovative new Irish products in the sectors in which it deals.</p>
Purchasing policy	<p>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.</p> <p>Purchasing decisions are made by the Managing Director.</p>
Supplier requirement and ordering procedure	<p>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.</p>

	<p>Much of the company's trade is in with suppliers carrying leading international brands that have recognised health and safety standards in place.</p> <p>Where supplier audits are carried out, they are paid for by the supplier.</p> <p>There are no specific packaging and labelling requirements, other than that legal requirements are met. Specification of terms of purchase and the placing of orders is provided by the Managing Director.</p> <p>Orders are placed via phone, fax and email. Deliveries are received five days per week within trading hours from 7.30 a.m. – 5 p.m.</p> <p>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.</p>
Geographical spread	<p>The company is based in Glasnevin, Dublin 11, from where all customers are serviced.</p> <p>A next day delivery service is provided five days per week.</p>
Fleet size	<p>The company fleet consists of six vehicles. Four of them are Ford Transit vans, of which three have chilled compartments. The other two vans are smaller and only carry goods at ambient temperature.</p>
Marketing support & services provided	<p>A complete product list is updated as required. There is no annual catalogue. A full range of the products carried by the company is available on its website, which is constantly updated.</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 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 one sales representative. Producers can make presentations to the company's sales team.</p>
Advice to new suppliers	<p>Potential suppliers should contact the Managing Director via phone to arrange a meeting. The Managing Director will then write to relevant customers, advising them to expect a visit from the potential supplier with samples. If customers are interested in buying the product, the company will arrange to stock and distribute it.</p>

Other information	<p>Credit terms are 'to the 25th of the month following delivery'.</p> <p>Long Term Agreements are in place with a number of leading suppliers.</p> <p>The company does not deal in frozen foods and has seen little growth in the chilled foods it carries.</p>
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Glanbia Consumer Foods

Address: Glanbia Consumer Foods, 3008 Lake Drive Citywest, Co. Dublin

Website: www.glanbia.com/consumer-foods Phone: 01 488 1000 Email: pflynn@glanbia.ie

Company Profile	<p>Glanbia Consumer Foods is the Republic of Ireland's (ROI) largest branded food supplier, with over 4,000 customers and almost two million consumer products supplied each day. Avonmore is the No.2 brand within the Checkout Top 100 ROI brands.</p> <p>Glanbia's main activities are 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>Channel Manager for Foodservice: Paul Flynn Phone: 01 488 1000 Mobile: 086 041 4611 Email: pflynn@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' 'Yoplait', 'Kilmeaden', 'Snowcream', 'Petits Filous', and third party brands including 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 new markets such as the UK under its “Kilkenny Food Company” operation. <p>Opportunities for Irish supplier include the provision of full product ranges that complement the current dairy offering provided by Glanbia's own brands e.g. menu items complimentary to dairy and meal solutions. It is important that potential suppliers have an adequate route to market capability.</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.</p> <p>Glanbia has central billing with all of 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. There may be charges for audits to suppliers' premises, and audits are typically annually.</p> <p>Orders may be placed via EDI.</p>

	The company does not backhaul product.
Geographical spread	Depots are all chilled and ambient and located nationwide. The geographical area serviced is nationwide and frequency of service is 5/6 days per week.
Fleet size	Glanbia has over 350 milk agents and a number of company chilled vehicles, delivering product throughout ROI. Glanbia also has a dedicated NI team.
Marketing support & services provided	There is an overall company product catalogue which is updated with the launch of new products for retail, whilst also relevant for foodservice. 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. A strong digital and social media strategy complements traditional media spend. Promotional activities and price promotions are encouraged to get both new and existing products moving. Orders are gathered via telesales, fax, EDI and the van sales team.
Advice to new suppliers	Potential suppliers looking for national distribution should contact the Channel Manager for Foodservice in the first instance with product details, product ranges and information on how they will complement Glanbia's brands and other third party brands.
Other information	Credit terms will vary with each supplier. There is a combination of Long Term Agreements (LTAs) and fixed pricing in place.

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. 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, Aer Lingus and Allied Foods.</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>

	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.
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 5 a.m. – 4 p.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	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.
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	Contact either Percy or Grace Covitz to discuss your proposal. Submit pricing and samples.
Other information	<p>Credit terms are 30 days.</p> <p>The company do not generally operated Long Term Agreements with suppliers.</p>

Gourmet Food Craft

Address: Unit B1, Clonlara Avenue, Baldonnell Business Park, Co. Dublin

Website: Phone: 01 413 3641 Email: info@gourmet-foods.eu

Company Profile	<p>Gourmet Food Craft was established in 2011. It has a central distribution unit in Baldonnell Business Park, Dublin and manufacturing facilities in Balbriggan, Dublin 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 curry sauces along with powdered bouillon, gravy and other sauces. The company's manufacturing facilities in Poland, are BRC (British Retail Consortium) accredited and it expects the same of suppliers.</p> <p>The company has alliances with other distributors including Hendersons, Lynas, Brake Brothers and Tallons Ready Chef.</p>
Relevant contacts	<p>Partner: Paul Farrell Partner: Dorota Rizi Email: info@gourmet-foods.eu Phone: 01 413 3641</p>
Product range	<p>The company specializes in the distribution and manufacture of stock cubes, gel stock pots, bouillons, sauces, curries and gravies.</p> <p>It distributes its own brand 'Gourmet' which is a registered trade mark as well as some complementary brands such as 'Chefs Mate', 'Sauce Boss', 'Albert Peppers' and own private label brands for foodservice and retail food offering.</p>
Sectors served	<p>The company's main market sectors are colleges, hotels, pubs, coffee shops and wholesalers. Key customers are in the Higher Education sector, eg Dublin City University.</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 Gourmet Food Craft 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. Further opportunities are for organic and 'Halal' ingredients for buillon.</p>
Purchasing policy	<p>When the price point and quality is right, the company's absolute policy is to buy Irish where possible. All the company's powder based products are manufactured in Balbriggan.</p> <p>The company embraces the 'Love Irish Food' concept and are a member of the 'Love Irish Food' campaign.</p>
Supplier requirement and ordering procedure	<p>HACCP is an absolute must for suppliers. Normally, representatives from the company will visit and audit the premises of new suppliers. There is no charge for this.</p>

	<p>Best before dates, storage conditions, nutritional and ingredient specifications must be clearly marked on all packaging. For most of the products that it distributes, especially if they are to be under the 'Gourmet' brand, 'In Mould Labelling' is being introduced.</p> <p>Most orders are placed via email; telephone and phone and 'fax are sometimes used.</p>
Geographical spread	<p>The company's depot is in Baldonnel, Dublin and it offers a 32 county service.</p> <p>The company does not export but is associated with UK companies.</p>
Fleet size	Transport is outsourced.
Marketing support & services provided	<p>The company will support marketing efforts by supporting the 'Gourmet' brand. Suppliers' offerings will generally be part of this brand.</p> <p>Promotional costs of the 'Gourmet' brand are born by Gourmet Food Craft.</p>
Advice to new suppliers	<p>In advance of approaching the company, suppliers are advised to investigate the likely needs of Gourmet Food Craft's customers and to look at market trends.</p> <p>Potential suppliers should emphasise how their offering will add value to the 'Gourmet' offering, eg by extending the product range.</p> <p>Potential new suppliers should contact the Managing Director or the Purchasing Manager, (see above), in the first instance.</p>
Other information	Payment terms are 30 days from date of invoice.

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 is a producer and distributor of meats and speciality products to the foodservice sector and to some independent retail outlets.</p> <p>Its distribution network covers Northern Ireland, with some channels also in mainland UK. The company has been in business for over 23 years.</p> <p>Chilled, ambient and frozen products are distributed.</p> <p>The company also own a wholesale outlet <i>Meat Merchant</i> in Moira town, which has been trading successfully for three years.</p>
Relevant contacts	<p>Purchasing contacts: Peter Hannan or David Rosbothom Email: peter@hannanmeats.com peter@hannanmeats.com Phone: 048 9261 9790</p>
Product range	<p>Product categories include fresh and speciality meats (beef, lamb, pork and Irish venison), dry cured bacon, a limited range of cheeses, black and white puddings, dried goods e.g. pastas, olive oil, condiments and local jams.</p> <p>The vast majority of produce is chilled.</p> <p>The major brands and suppliers carried by Hannan Meats are Moyallon produce (dry cured bacon, sausages and burgers), Glenarm Shorthorn beef, salt-aged beef, European Angus beef, Givan's hams and Rockvale poultry.</p> <p>The company also partially owns and distributes the <i>En-place</i> brand range of chutneys and oils.</p>
Sectors served	<p>Foodservice sectors serviced include hotels, restaurants, pubs and contract caterers.</p> <p>Key customers include Hastings Hotel Group, Botanic Inns, The Merchant Hotel and Hix Restaurants.</p>
Opportunities for Irish food and drink suppliers	<p>Key growth areas and opportunities in the market are for quality chicken and pork products with provenance. There is a growing interest in the provenance of meat, and other food products. High quality poultry is sourced from Rockvale poultry in Richhill, Co. Armagh.</p> <p>Hannan Meats imports a range of French poultry products (Barbary duck, quail, and foie gras) and Spanish and Italian charcuterie which are all EU approved and for which there is currently no Irish substitute. 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>Hannan Meats sources from Stauntons puddings, West Cork for its breakfast range. It also sources venison from Ballymooney Game, Co. Kildare.</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>There is greater growth in chilled rather than frozen products.</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>The 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, Ken Lightbody and Jillian Dougan 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 is NI and key accounts in mainland UK. The frequency of service out is up to five days a week.</p>
Fleet size	<p>The fleet size consists of six to seven multi-temperature vehicles.</p>
Marketing support & 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. They currently have two sales representatives.</p>

Advice to new suppliers	Potential suppliers should approach the company with product information that communicates the products' unique selling points, pricing and details of existing distribution arrangements.
Other information	Credit terms are generally 30 days. The company does not operate Long Term Agreement.

Henderson Foodservice

Address: 1 Hightown Avenue, Newtownabbey, BT36 4RT

W: www.henderson-foodservice.com Phone +44 28 9034 2342 E: info@henderson-group.com

Company Profile

Henderson Foodservice is part of the Henderson Group, which is one of the largest family owned businesses in the UK & Ireland. Henderson Foodservice operates as an independent business unit within the group structure with its own Managing Director and board of directors.

Henderson Foodservice has grown to become one of the market-leading foodservice companies in Northern Ireland, providing an extensive product offering across ambient, chilled, frozen, fresh meat, produce and non-food product categories.

Using lorry tracking and temperature controlled vehicles, Henderson Foodservice supplies all sectors of the foodservice market, with distribution coverage across Ireland.

In response to sales growth in excess of 30% since 2007, Henderson Foodservice recently invested stg£14 million to build a new 130,000 sq ft frozen, ambient and chilled warehouse, as well as a suite of new offices that opened in February 2011. The company has recently invested stg£650,000 in a new warehouse management system that will be going live in January 2013.

In addition to the investment in new and larger premises, Henderson Foodservice acquired the Streat Café franchise in 2010 (see profile on page 88) and has secured several high profile distribution contracts for Burger King, KFC and Pizza Hut.

In October 2011 Hendersons purchased Independent Catering Services, Newry (a stg£10m foodservice business) and has acquired new customers across Ireland as a result of this.

In 2012, Henderson Foodservice joined the *Country Range* Group network of independent wholesalers. Entry into the *Country Range* Group means that Henderson Foodservice customers now have access to a wider range of products at competitive prices.

Henderson Foodservice is the first in Ireland to bring customers a frozen offering from *Country Range* and now has exclusivity in Ireland for *Country Range* branded products.

<p>Relevant contacts</p>	<p>Commercial Controller: Peter McMeekin, responsible for the Trading, Marketing and Contract Sales functions for Henderson Food Service Email: peter.mcmeekin@henderson-group.com Phone: +44 28 9034 2342</p> <p>Head of Sales: Kiera Campbell, responsible for all independent trade customer enquiries Email: kiera.campbell@henderson-group.com Phone: +44 28 9034 2342</p> <p>Trading Controllers: Karen Poag, Des Simpson and Tom McKenzie, responsible for all trading enquires Email: karen.poag@henderson-group.com; des.simpson@henderson-group.com tom.mckenzie@henderson-group.com Phone: +44 28 9034 2342</p> <p>Marketing Enquiries: Paula Daly: Email: paula.daly@henderson-group.com Phone: +44 28 9034 2342</p>
<p>Product range</p>	<p>HFS carries a wide product portfolio across ambient, chilled, fresh meat, produce, frozen and non-food ranges.</p> <p>HFS distributes over 5,000 products from a combination of key industry players including Premier, Unilever and Nestle, together with a focus on smaller, local suppliers within both NI and ROI. The Republic of Ireland business currently accounts for 10% of total business and is growing.</p> <p>Due to growing demand for gluten free ambient products, HFS recently launched a new range including pasta, rice, cakes and breads.</p>
<p>Sectors served</p>	<p>Key customer sectors within the independent trade include:</p> <ul style="list-style-type: none"> • Hotels and restaurants • Workplace catering • Home bakeries • Nursing homes • Cafes, coffee shops and sandwich bars. <p>Key contracts are also held in the education and healthcare channels with independent catering companies.</p> <p>HFS supplies the deli counters and food-to-go operations of the group owned and independent Spar, Eurospar and Vivo stores.</p> <p>HFS also supplies the entire Streat Café network across all of Ireland.</p>
<p>Opportunities for Irish food and drink suppliers</p>	<p>Key growth areas and opportunities for HFS are in all sectors, but particularly within hotels, restaurants, health boards, education, nursing homes, food-to-go, sandwich bars and bakeries.</p>

	<p>The company is always looking for new and innovative product offerings, in particular in the food-to-go sector.</p> <p>Local sourcing of Irish produce is a preference. The company has substantially increased its local sourcing over the last two years. HFS already deals with many manufacturers from ROI and is keen to grow this business.</p>
Purchasing policy	<p>Innovation, quality and value for money are the key benchmarks of HFS's purchasing policy.</p> <p>Purchasing decisions are influenced by the trading team for each product category.</p>
Supplier requirement and ordering procedure	<p>Supplier QA requirements are laid down by the Henderson Group. HACCP is a minimum requirement and the company sometimes look for BRC accreditation.</p> <p>Orders can be placed by EDI, although HFS predominantly uses system generated autofax.</p> <p>Supplier delivery windows are five days per week from 6.30 – 7 a.m. until 2 - 3p.m.</p> <p>The company backhauls, for which charges are negotiated between the relevant parties.</p>
Geographical spread	<p>HFS distributes nationwide to the island of Ireland from its new warehouse located in Mallusk, Belfast.</p> <p>With warehouse depots in Newry and Dublin, HFS now has the facilities to deliver across Ireland, five days per week. HFS also backhauls from the UK.</p>
Fleet size	<p>HFS has 40 multi-temperate vehicles on the road for chilled, frozen and ambient products.</p>
Marketing support & services provided	<p>HFS publishes two product catalogues per year: Spring/Summer and Autumn/Winter.</p> <p>HFS runs monthly promotions offering sectoral promotions every month to "Food to Go" and Bakery customers.</p> <p>The launch and marketing strategies of new products are agreed between the Commercial Controller, Trade Marketing Controller and the sectoral Sales Managers. Key launches are supported by mail-outs to customers, telesales activity, promotional activity, participation in the loyalty scheme and active selling by the field sales team.</p> <p>HFS takes part in all key industry exhibitions including IFEX, NISCA, Hospitality Exchange and CATEX.</p> <p>Orders are gathered via the telesales department.</p>

	<p>Suppliers are encouraged to work in conjunction with the Field Sales Team to develop end-user relationships. The Field Sales Team consists of over 20 Sales Representatives, with plans to expand further.</p> <p>HFS has regular meetings with all of its suppliers to review business and sales reports.</p> <p>The company recently launched a new website and plan to have online ordering available from early 2013.</p>
<p>Advice to new suppliers</p>	<p>Potential suppliers are advised to contact one of the Trade Controllers and forward details of their product range via email, including indicative pricing.</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 Supervalus in Galway and The Huntsman Inn.</p>
Opportunities for Irish food and drink suppliers	<p>All products are produced in Ireland. 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> <p>The company has identified an area of opportunity in beef products, it has also witnessed strong growth in the chilled segment of the overall market.</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 recieved 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 & 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>

J.A. Lumley & Sons Ltd.

Address: Spollanstown Industrial Estate, Spollanstown, Tullamore, Co. Offaly

Website: www.jalumley.ie

Phone: 057 932 1402

Email: jalumley@eircom.net

Company Profile	<p>J.A. Lumley & Sons Limited (Lumley's) is a family owned and operated business that was established in 1861. The company operates a Cash and Carry business and provides an ambient and chilled distribution service to the Midlands region of Ireland. Lumley's is part of the Stonehouse group purchasing scheme. Stonehouse is one of Ireland's leading independent wholesale groups and operates as a collective buying force in the domestic FMCG industry, with a combined spend in excess of €2 billion each year.</p> <p>Foodservice accounts for 60% of turnover, retail accounts for 30% and 10% is made up of hardware and other sales to the public through the company's Cash and Carry business.</p>
Relevant contacts	<p>Managing Director: Mark Lumley Email: mark@jalumley.ie Phone: 057 932 1402</p>
Product range	<p>Ambient goods account for 85% of business and chilled makes up the remaining 15%.</p> <p>A wide range of ambient goods that cater for the needs of all local foodservice customers is stocked. The main ambient products are lines such as Knorr, Uncle Bens, Coca Cola, Britvic, Miller, Batchelors, Jacob's etc. A range of dairy products including spreads, cheese, and butter constitutes the chilled offering. A range of disposables and paperware is also stocked.</p> <p>All major household brands of ambient products are carried.</p>
Sectors served	<p>The company distributes to restaurants, hotels, cafés, takeaways, and public houses, in addition to servicing a number of Government contracts for the Health Service Executive and the Irish Prison Service.</p>
Purchasing policy	<p>Lumley's has a preference to purchase locally produced foods.</p> <p>The purchasing policy is driven by the requirements of Lumley's customer base which is predominantly made up of hotels and Government contracts that it has successfully tendered for. Purchasing decisions are made by the Managing Director who seeks the opinions of chefs and key customers when making a purchasing decision.</p>
Supplier requirement and ordering procedure	<p>Producers should have HACCP as a minimum requirement. The company does not conduct supplier audits but suppliers are required to complete a supplier questionnaire.</p> <p>Supplier terms are agreed direct through the Managing Director. Ordering is then handled by the purchasing function within the business.</p> <p>Orders are placed via phone, fax and email. Goods are received during trading hours. The company backhauls product and there is no charge for this service.</p>

Geographical spread	<p>Lumley's services the Midlands region from its single depot in Tullamore, Co. Offaly.</p> <p>Orders received on day one are filled on day two or day three depending on the customer's location and needs.</p>
Fleet size	<p>The company's fleet consists of six vehicles, three of which are chilled and three of which are ambient. There are two seven-tonne trucks, one five-tonne truck, one three-tonne van, and two two-tonne vehicles.</p>
Marketing support & services provided	<p>The company operates a product catalogue which is updated on an ongoing basis. There is no charge for product entries.</p> <p>Customers are alerted to the arrival of new products via a mail shot and visits from the team of two sales representatives.</p> <p>A product price list is updated weekly.</p> <p>New products are often introduced with a price off promotion to develop a sales momentum.</p> <p>Orders are captured by a telesales team. Producers are encouraged to develop their sales by visiting customers. Sales information is available upon request.</p> <p>The company has 3 sales representatives. It is possible for producers to make presentations directly to the sales team.</p>
Advice to new suppliers	<p>Potential suppliers should contact the Managing Director directly by telephone to discuss their proposal.</p>
Other Information	<p>Payment terms are normally 30 days end of month by direct debit, however this can change depending on the customer.</p>

Kerryfresh

Address: Belgard Square, Belgard Road, Dublin 24

Website: www.kerryfresh.ie

Phone: 01 404 6900

Email: kerryfresh@kerry.ie

Company Profile	<p>Kerryfresh is one of Ireland's leading suppliers of fresh food-to-go ingredients and concepts for delicatessens, sandwich bars, coffee shops, pubs, restaurants and workplace caterers.</p> <p>The company supplies the foodservice sector exclusively and distributes chilled foods across the 32 counties of Ireland.</p> <p>Kerryfresh is a division of Kerry Foods, which gives it access to a wealth of products, knowledge, market information, technical expertise and quality assurance controls.</p>
Relevant contact	<p>Commercial Manager: Diarmuid Shanahan Email: diarmuid.shanahan@kerry.ie Phone : 01 404 6900</p>
Product range	<p>Kerryfresh specialises in chilled sandwich fillers, mixed salads, cooked meats, breakfast products and soups. Kerryfresh supplies cooked hams under the <i>Denny</i> and <i>Shaws</i> brands. All hams are produced in their plant in Shillelagh Co Wicklow.</p> <p>The Kerry brand is the principle brand distributed. Other brands are also carried, particularly in product categories where there is no Kerry branded offering.</p>
Sectors served	<p>The sectors within the foodservice market served are delicatessens, sandwich bars, coffee shops, pubs, restaurants and workplace caterers.</p>
Purchasing policy	<p>Kerryfresh has a preference to source local produce, in particular because they perceive the quality of Irish produced foods to be better than imported foods.</p> <p>When selecting products and producers, food safety and standards are of paramount importance to Kerryfresh. Consideration is also given to the quality of the food and the competitiveness of the pricing.</p>
Supplier requirement and ordering procedure	<p>All producers must complete a supplier questionnaire and are subject to a stringent Kerry Foods audit. This audit is carried out by the audit team at Kerry Foods and there is no charge to suppliers for this process.</p> <p>Supplier terms are agreed by the Purchasing Department, who also place orders.</p> <p>Products are usually delivered two to three times per week, although deliveries are very much product dependent, based on shelf life and volume.</p> <p>The company does not backhaul product.</p> <p>Orders are placed via email or fax.</p>

Geographical spread	Kerryfresh has 12 depots in total – 2 located in Northern Ireland and 10 in the Republic of Ireland. From these 12 depots, the 32 counties of Ireland are serviced. Customers receive a delivery service ranging from one delivery per week, to a next day delivery, depending on their requirements.
Fleet size	The fleet consists of 95 chilled vehicles.
Advice to new suppliers	<p>Potential suppliers should contact the Commercial Manager via email and briefly introduce themselves and their products. Suppliers must be persistent and have a well thought out plan before they approach the company.</p> <p>Consideration should be given to all the potential benefits their product can bring to foodservice operators. Producers should be conscious of the importance to Kerryfresh of food safety standards and adherence to specifications.</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 and some retail and wholesale business.</p>
Relevant contacts	<p>General Food Manager: 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>The company has its own chocolate laboratory and produces an exclusive range of handmade chocolates under the Cocoa Atelier brand.</p> <p>La Rousse Foods has its own butchery and supplies fresh meat products sourced from members of Bord Bia Quality Assurance Schemes.</p>
Sectors served	<p>Restaurants and hotels are the main sectors of the market served by La Rousse Foods.</p>
Opportunities for Irish food and drink suppliers	<p>High quality 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 General Food Manager and all orders are placed by the purchasing department.</p> <p>Goods are normally delivered on a daily basis, but this is product dependant.</p> <p>Orders are placed by fax and email.</p>
Geographical spread	<p>The main Irish depot is in Monaghan and the Dublin depot is in Parkwest.</p> <p>La Rousse Foods delivers to customers daily across the 32 counties of Ireland.</p>

Fleet size	The company has 25 vehicles on the road and they are all compartmentalised to facilitate the transportation of fresh, frozen and ambient products.
Marketing support & services provided	<p>La Rousse Foods produces a biannual product catalogue 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>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, General Food Manager.
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

Address: Loughanhill Industrial Estate, Gateside Road, Coleraine BT52 2NR
 Website: www.lynasfoodservice.com Email: admin@lynasfoodservice.co.uk
 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 €75 million.</p> <p>The company currently employs over 200 people and delivers frozen, chilled and ambient food products across Ulster, Leinster and Connaught on a daily basis. The Company works in collaboration with Caterforce, a UK based buying and marketing consortium comprising of six family-owned, foodservice companies in the UK.</p>
Relevant contacts	<p>Trading Manager: Karl Milligan Email: karl@lynasfoodservice.co.uk Phone: 048 7035 0600</p> <p>Initial contact should be made with Fiona Campbell or Mavis Fenton at the above number who will pass the proposal on to the relevant buyer.</p> <p>Divisional Sales Manager (ROI): Mark Kirwan Email: mark@lynasfoodservice.co.uk 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 10% of sales and consists of over 1,000 products. 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 30% of sales and consists of over 300 products. 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 60% of sales and contains over 1,200 products. The range includes chips, vegetables, desserts, seafood and pastry products.</p> <p>Lynas Foodservice stocks all household brands in addition to Lutosa chips, Rangeland beef and McKeown's chicken.</p>
Sectors served	<p>All sectors of the foodservice market are served including fast food outlets, restaurants, sandwich bars, coffee shops, schools, hospitals and hotels.</p>
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. The Trading Manager makes the purchasing decisions. He is influenced by both the Finance and Buying Directors.</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 Manager 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 is a sub-depot in Slane, Co. Meath where loads are split onto smaller temperature controlled lorries. The greater Dublin area is serviced from this depot.</p> <p>Distribution covers all counties in Ulster, Leinster and Connaught.</p>
Fleet size	<p>The fleet consists of over 50 lorries (15-18 tonne), all of which have both an ambient/chilled compartment and a frozen one. 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>
Marketing support & services provided	<p>A product catalogue with images is published twice per annum.</p> <p>New products are introduced to the customer base via the telesales team and the company's team of 30 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 and suppliers can gain significant exposure here.</p>

	Producers who wish to develop their sales within the company's customer base are given indications as to where opportunities may exist.
Advice to new suppliers	<p>Producers should contact Fiona Campbell 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>

Musgrave Wholesale Partners

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

Website: www.musgrave.ie Phone: 01 883 5333 Email: marketplace@musgrave.ie

Company Profile	<p>Musgrave Wholesale Partners services the foodservice sector nationally through either a Delivered Offer (Musgrave Foodservices Delivered), or through its Musgrave Market Place sites.</p> <p>Musgrave Foodservices Delivered is a division of Musgrave Wholesale Partners and is a dedicated delivered foodservice business servicing over 6,000 customers. These include pubs, hotels, restaurants and hospitality operations. Musgrave is part of the Fairway buying group in the UK.</p> <p>There are separate listing requirements for Musgrave Wholesale Division and the 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>Stephen Brennan, Category Manager for Chilled and Frozen. Email: stephen.brennan@musgrave.ie</p> <p>Rory Brennan, Category Manager for Grocery i.e. liquor, tobacco, impulse purchases and confectionery. Email: rory.brennan@musgrave.ie</p>
Product range	<p>Musgrave Foodservice Delivered offers a complete range of ambient, chilled and frozen products (approx. 4,000). The company delivers all catering supplies from everyday essentials to fine dining products.</p> <p>The Market Place sites offers a wider choice of over 12,000 products from ambient, chilled, frozen, retail grocery, impulse and liquor, catering equipment and non-food, seasonal and electrical products.</p> <p>The Market Place operation is consistently open to new ideas.</p> <p>Ambient product categories include baking ingredients, cereals, canned meats and fish, sauces, rice, pasta and noodles, herbs and seasonings, soups and bouillions, desserts, jams and preserves, tea, coffee and beverages, soft drinks and biscuits.</p> <p>Chilled and frozen product categories include fresh meat and poultry, frozen foods and dairy.</p> <p>This is in addition to a wide range of non-food items for the caterer and a wide grocery range.</p>

<p>Sectors Served</p>	<p>The Musgrave Foodservices Delivered business services a wide variety of customer classifications with a greater focus on 3 and 4 star hotel groups, pubs which serve food and restaurants. The company also distributes to contract caterers and most other channels of the foodservice market.</p> <p>Musgrave Market Place services a wider range of foodservices customers which includes fast food/deli, coffee shops and workplace caterers. Pubs, fast-food restaurants and ethnic restaurants are a focus, but it is dedicated to servicing the entire foodservices customer base. It has a more extensive range than the ‘Foodservices Delivered’ business including non-food items such as equipment, crockery and glassware. The range aims to service foodservices operators’ every need.</p>
<p>Opportunities for Irish food and drink suppliers</p>	<p>Musgrave Wholesale Partners works hard to support Irish products, but suppliers need to be increasingly aware of the pressures to provide value, especially when targeting the hotel sector.</p> <p>Many of the mayonnaise and sauce products are currently imported which presents an opportunity for Irish producers.</p> <p>Within the ambient catering sector, the main growth areas are in dessert finishing products and speciality oils. 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.</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.</p> <p>Another growth area is ethnic ingredients across all categories, chilled, frozen, and ambient.</p> <p>For chilled and frozen products, there are opportunities for Irish suppliers for import substitutions in frozen desserts e.g. ice-creams, profiteroles, tartlets, meringues, gateaux and individual desserts.</p> <p>Many Irish products are deemed too expensive, although home produced alternatives would be preferable.</p> <p>Within the chilled sector, Musgrave Wholesale Partners (MWP) is seeing growth in demand for fresh meat. Opportunities exist for fresh meat suppliers as fresh meat remains a key focus for MWP</p> <p>Within the ambient sector, value products in all categories are being sought by customers who are coming under continued pressure. Private label or own brands will be a key growth area within ambient. Party foods are also an area where opportunities exist for the right products.</p> <p>In the Cash and Carry business, Asian product is currently trading well, with rice and sauces showing significant growth.</p>

	Musgrave encourages suppliers to make contact regarding any products / products ranges or solutions they may have in the growth areas of Asian, fast food and pubs.
Purchasing policy	<p>Musgrave 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 centres on quality, price and service. 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, MRPI (Musgrave Retail Partners Ireland) or in the UK by Budgens/Londis.</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 and Carry environment with branding, bar codes and legal requirements clearly displayed on all packs.</p> <p>Musgrave Foodservice accepts deliveries five days per week and operates a prior booking in system. The Market Place sites operate a queue system and accept deliveries until 1pm on Friday.</p>
Geographical spread	<p><u>Musgrave Foodservices Delivered</u> <i>Republic of Ireland:</i> Dublin, Cork, Limerick, Galway, Waterford (but all deliveries are from one warehouse in Dublin).</p> <p><i>Northern Ireland:</i> Belfast.</p> <p><u>Market Place Cash & Carry</u> <i>Republic of Ireland</i> – seven sites in Dublin, (Ballymun, Robinhood and Sallynoggin), plus Cork, Galway, Limerick and Waterford.</p> <p><i>Northern Ireland:</i> six sites in Belfast, (Hillview Road and Duncrue Road) plus Ballymena, Derry, Enniskillen and Lurgan.</p>
Fleet size	Musgrave Foodservice Delivered has 60 tri-temp vehicles for chilled, fresh and frozen products.
Marketing support & services provided	The Musgrave Foodservice business publishes a foodservice catalogue approximately every 18 months. It contains flags for new products as well as vegetarian options and value ranges.

	<p>The sales and telesales teams alert customers to new products between catalogue publishing dates. Customer communications also include delivery of a monthly promotional flyer.</p> <p>All suppliers are expected to support the foodservice business through an agreed annual Supplier Support Programme which includes initiatives such as samples for Chef Panel tastings, in-store Market Place tasting demonstrations, price promotions and other support.</p> <p>Customers' orders for the Foodservices Delivered business are placed via telesales. Sales figures and reports are made available to suppliers during meetings with their appointed Trading Manager.</p>
<p>Advice to new suppliers</p>	<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 buyer, suppliers should come prepared with a PowerPoint or hardcopy presentation providing an overview of their business, the proposed product range and pricing. Samples should not be brought unless requested.</p> <p>If targeting the Cash and Carry business, distribution solutions need to be provided outlining the product delivery schedule to the thirteen sites or alternatively confirming delivery to Musgrave's central location.</p> <p>Musgrave is 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 and Carry sites to help drive sales, together with training for the telesales team.</p> <p>Producers should research customers and the end consumers to establish the potential interest in their products. This will give Musgrave a good idea of the market for the supplier's products.</p> <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>

Odaios Foods Ltd

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

Website: www.odaios-foods.com Phone: 01 469 1455 Email: info@odaios-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@odaios-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, charcuterie, cheese, dairy products, dry goods, chocolate, beverages and preserves.</p>
Sectors served	<p>Foodservice accounts for 70% of the company's turnover. 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>In particular, the company believes opportunities exist to extend the range of cured meats. Suppliers of smoked Irish salmon, cheeses and charcuterie are sought.</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 21 vehicles, all of which are multi temperature.
Marketing support & 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 eleven sales representatives on the sales team with plans to expand the sales team again in 2013.</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, Limerick, Co. Limerick

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

Company Profile	<p>Since the early 1980s Pallas Foods has evolved into one of the leading foodservice distributors on the island of Ireland under the leadership of the Geary Family. Pallas Foods is now part of Sysco (March 2009) and has a team of 978 people dedicated to providing quality products and services to its customers. The company offers 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 central warehouses in Newcastle West, Co. Limerick, Seaforde, Co. Down and North Dublin, in addition to a network of regional distribution centres across the country.</p> <p>Sysco, through Pallas Foods, acquired Northern Ireland based Crossgar Foodservice in September 2012 (separate profile included on page 228) and Keelings' Foodservice division in October 2012. These acquisitions will deliver an increased product range for customers across Ireland.</p>
Relevant purchasing contacts	<p>Purchasing Manager: Eddie Heffernan Email: info@pallasfoods.eu Phone: 069 20 200</p>
Product mix	<p>Pallas Foods stocks a broad range of ambient, chilled and frozen foods, a complete café solution, a range of health and organic foods and an exclusive wine 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 Sysco Butcher's Shop Irish beef, lamb and pork, Glin Valley Irish poultry, Portico Seafood, Block & Barrel delicatessen, Wholesome Farm Irish dairy and ice cream, plus Sysco bakery, desserts, dairy and fresh produce.</p> <p>Other associate brands include Irish Hereford Prime Beef and Slaney Valley Irish Lamb, in addition to a comprehensive offering of exclusive and mainstream foodservice and grocery brands.</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. 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>

	<p>Pallas Foods exports to several Sysco sister companies in the US and continues to assist in developing export opportunities for Irish food producers.</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 its central warehouses and regional distribution centres across the island of Ireland.</p>
Fleet Size	<p>The entire fleet consists of 223 distribution vehicles, the majority of which have ambient, chilled, and frozen compartments.</p>
Marketing support & services provided	<p>The annual Food Book is finalised in October for launch in early January. There are also annual books for Non Food (Hygiene, Packaging, Crockery, Cutlery, Glassware & Light Equipment), Grocery, Health Food and Coffee categories.</p> <p>Pallas Foods produces a monthly newsletter and a cyclical grocery promotion sheet, in addition to ad hoc seasonal and new product flyers.</p> <p>Pallas Foods exhibit at both CATEX and IFEX national trade shows, in addition to hosting several regional shows across the country.</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, 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>
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	<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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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	<p>Redmond Fine Foods is a purveyor and wholesale distributor of fine foods sourced from within Ireland and across the globe.</p> <p>The customer base is made up of hotels, restaurants, catering companies, corporate accounts and a number of high-end independent retailers in Dublin and nationwide.</p>
Relevant contacts	<p>Ian and Rocky Redmond are Directors of the company and responsible for all purchasing decisions.</p> <p>Redmond Fine Foods can be contacted by landline or email: Phone: 045 883 570 or 045 883 573 Email: info@redmondfinefoods.ie</p>
Product range	<p>Redmond Fine Foods carries over 1,500 products including chilled, ambient and frozen goods.</p> <p>Chilled products include meats (sole distributor of Donald Russell Irish beef and lamb and Taste Tradition rare breed pork and game in Ireland), charcuterie, poultry, game, seafood, farmhouse continental and Irish cheeses, dairy produce, fresh truffles, mushrooms, seasonal fruit and vegetable and micro-herbs.</p> <p>Ambient products include olive and nut oils, olives and preserved vegetables, vinegars and balsamics, truffle produce, chocolate couverture and bonbons, vanilla, spices and salts, rices, pasta, nuts and bar snacks, dried fruit, flours and muesli. Redmond Fine Foods is the sole distributor for Sosa modern ingredients in Ireland.</p> <p>Frozen products include seafood (e.g. gambas, red king crab, scallops, shrimp and squid), par-baked sour dough breads, cakes and macarons.</p> <p>Approximate product category breakdown is: frozen 10%, chilled 60% and ambient 30%.</p>
Sectors served	<p>Hotels, restaurants, catering companies, corporates and independent retailers.</p> <p>The target foodservice outlets for Redmond Fine Foods are middle and upper market restaurants and hotels. Some high quality retail outlets are also served.</p>
Opportunities for Irish food and drink suppliers	<p>Redmond Fine Foods is continuously seeking unique produce from artisan growers and producers from across Ireland. It always looks for food products that can be distinguished from the ‘generic’ offering.</p> <p>Irish products of very good or exceptional quality will be considered as a substitute for imported products if the quality criteria can be matched at a price which is competitive.</p>

Purchasing policy	<p>The company's purchasing policy is to buy local and artisan food products that are of very good or exceptional quality and target these to mid-range and up-market hotels and restaurants.</p> <p>The company is not listed for central billing by its customers.</p> <p>Purchasing decisions are ultimately affected by consumer demand. This demand is reflected back via the sales team to the Directors of the company who make the final purchasing decisions.</p>
Supplier requirement and ordering procedure	<p>All suppliers are visited and audited. HACCP system and all other necessary accreditations and regulations must be in place. The work and auditing required for quality assurance systems must be paid for by the supplier.</p> <p>No special packaging is required. All packaging and labelling must satisfy legal requirements.</p> <p>All deliveries are checked and documented.</p> <p>Orders to suppliers are placed by phone, email or fax.</p> <p>Supplier delivery is from Monday to Friday and should be notified in advance.</p>
Geographical spread	<p>There is one multi-temperature depot in Naas. Deliveries are made into the greater Dublin area from Monday to Friday.</p> <p>Nationwide deliveries outside the greater Dublin area are made on a pre-scheduled basis.</p>
Fleet size	<p>There are three multi-temperature vehicles.</p>
Marketing support & services provided	<p>A list of products and prices is produced annually, with regular updates. There is no charge for inclusion on the list.</p> <p>The company does not produce an annual catalogue. It is working on a web-based catalogue and ordering system. It is planned that this will be introduced early in 2013. It is not planned to charge suppliers for inclusion in the catalogue.</p> <p>Redmond Fine Foods alerts customers to new products and price promotions through direct personal contact, phone or email.</p> <p>Orders are gathered through phone calls, fax and emails on a daily and weekly basis.</p> <p>Producers are encouraged to speak to customers and to get involved in the marketing process. A partnership approach between the customer, the distributor and supplier is encouraged but the details of this will depend on the product and the sector.</p> <p>Sales information is shared with suppliers but again, details depend on the sector and product.</p>

	<p>A strong sales and marketing team work closely with both customers and producers.</p> <p>The sales team welcomes presentations from producers.</p>
Advice to new suppliers	<p>Potential suppliers should make direct contact with the company. To work with the company, producers will need to convince the directors that their product is of very good or exceptional quality. Price negotiations only begin after quality standards have been met.</p>
Other information	<p>Normal credit terms for suppliers to the company are ‘a net 30 days’.</p> <p>The company does not operate formal Long Term Agreements (LTAs) with its suppliers.</p> <p>The company has seen equal growth in both the chilled and frozen food sectors.</p>

Sheridan's Cheesemongers

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

Website: www.sheridanscheesemongers.com Email: info@sheridanscheesemongers.com

Phone: 046 924 5110

Company Profile	<p>Sheridan's Cheesemongers was established in 1995 and operates a food distribution business, in addition to four retail outlets – South Anne Street, Dublin; Galway; Ardkeen Store in Waterford, Kells, Co. Meath.</p> <p>Distribution is across the entire island of Ireland and the UK. Retail outlets specialise in artisan cheeses, delicatessen and fine dining foods. Sheridan's also run a number of market stalls countrywide.</p> <p>The distribution business accounts for approximately 65% of the overall business. Within the distribution business one third of sales is derived from the foodservice sector, the remaining two thirds is from distribution to the retail sector.</p>
Relevant contacts	<p>Director: Kevin Sheridan E mail: kevin@sheridanscheesemongers.com 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, Irish and European cured meats, cured fish, olives, anti pasti, condiments, oils, vinegars, pasta, sauces, chocolates and sweet and savoury biscuits.</p> <p>The product range is approximately 70% chilled and 30% ambient. The company does not deal in frozen products.</p> <p>The company has developed a number of own brand Sheridan's products. These include savoury crackers and biscuits, onion marmalade, chutney for cheese and duck confit.</p> <p>The company carries other brands, specialising in local Irish products, e.g. Janet's Country Fayre and Jim McCauley.</p>
Sectors served	<p>Within the retail sector the company focuses on independent outlets.</p> <p>The company does not have 'key' customers in the foodservice sector. It has a broad customer base of small independently owned outlets.</p> <p>Retail customers include Mortons, Fallon & Byrne and Donnybrook Fair stores in Dublin, local Supervalu stores and independent retailers nationwide.</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>The growth areas and opportunities for Irish producers are in meat products such as cured meats, black and white puddings and paté.</p> <p>Opportunities also exist for handmade crisps (such as O'Donnell's), good quality non-alcoholic beverages and soft drinks, bar snack-foods and biscuits (both sweet and savoury).</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 which can succeed if the quality is right.</p>
Purchasing policy	<p>Sheridan's prefers to buy locally produced goods.</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. Purchasing decisions are influenced by all the sales staff along with the wholesale and retail managers.</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 packaging or labelling requirements beyond what is required by law.</p> <p>In Sheridan's the terms of a purchasing agreement are agreed by the Financial Controller and the order is placed by the Purchasing Administrator.</p> <p>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 Carnaross in Co. Meath, from where a distribution service to the island of Ireland is provided.</p> <p>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, the Netherlands, Scandinavia and Italy.</p>
Fleet size	<p>The fleet of 4 chilled vehicles consists of one seven-tonne truck and three four-tonne vans.</p>

<p>Marketing support & services provided</p>	<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>
<p>Advice to new suppliers</p>	<p>Potential suppliers should contact Kevin Sheridan, Director, via email and follow up with a ‘phone call to arrange a meeting. 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.</p> <p>The main criteria for a product to feature on Sheridan’s distribution list is quality. Other factors are important, but secondary.</p>
<p>Other information</p>	<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>

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 a producer of fresh juices, smoothies, and fruit salads.</p> <p>Along with their own fresh produce, the company has developed strong distribution partnerships, allowing them to offer customers a full range of high quality confectionery, dairy, savoury convenience and bakery goods.</p> <p>In addition to central billing with BWG in the foodservice sector, Sunshine Juice has central listings with Superquinn, Londis, SuperValu and Centra in the retail sector.</p>
Relevant contacts	<p>Paul Walshe, Managing Director Mobile: 086 810 9127 Email: paul@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, dairy (yogurt and ice cream), eggs, poultry, soups, pies, baked goods and desserts.</p> <p>Products are 50% chilled and 50% frozen.</p> <p>The major brands and suppliers carried by Sunshine Juice are Walshe's, Tropicana, Glenisk, Lakeland Dairies, Nom Dairies (UK), McCain's, Dr Oetker, Chicago Town and Goodfellas.</p> <p>Sunshine Juice is a subcontractor for BWG Foodservice and distributes their chilled and frozen products nationwide.</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"> • Cafe Sol • O'Briens Sandwich Bars • Bagel Factory • Jump Juice Bars • K-Club • Sheraton Hotels • Radisson Hotels • Maldron Hotels
Opportunities for Irish food and drink suppliers	<p>The company sees growth in the frozen category and an opportunity for Irish producers of own label frozen chips, pizza and other high volume products.</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>As Sunshine Juice has BRC A Grade accreditation themselves, they 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 18 multiple temperature controlled vehicles: 14 five ton Mercedes trucks and four eight ton trucks.</p>
Marketing support & 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.</p>

	<p>Suppliers normally receive sales reports on a monthly basis.</p> <p>There are three sales representatives on the distributor's team and Producers can make presentations to the sales team.</p>
Advice to new suppliers	<p>New potential suppliers should send an email to the Managing Director to make initial contact and arrange a meeting.</p>
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 *NEW

Address: Unit E3, North City Business Park, North Road, Finglas, Dublin 11

Website: www.tastetheview.ie

Phone: 087 645 9666

Email: info@tastetheview.ie

Company Profile	<p>Taste the View 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 was established by Ian Magowan and Stanley Lew in April 2011 and is based in North City Business Park in Dublin in a modern food specification warehouse.</p>
Relevant contacts	<p>Managing Partner: Ian Magowan Email: ian@tastetheview.ie Mobile: 087 645 9666</p>
Product range	<p>The company supplies a wide range of ambient and chilled products including cakes and crackers, cereals and porridge, chutneys and relishes, confectionary, cookies and cookie dough, crisps, curries and seasonings, flour, bread and cake mixes, jams and honey, juices and lemonade, meats and charcuterie, oils and vinaigrettes, pestos and olive pastes, sauces, and teas.</p>
Sectors served	<p>The company supplies mainly retail customers, but is expanding its service to foodservice outlets. Its customer base includes speciality food shops, fruit and vegetable shops, butchers, coffee shops and garden centres. Retail customers include Avoca, Fallon and Byrne and Kilkenny Design.</p>
Opportunities for Irish food and drink suppliers	<p>The company considers that there are many opportunities for artisan food producers providing 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 good quality Irish made products for which there is demand.</p> <p>Purchasing decisions are made by the Managing Partner.</p>
Supplier requirement and ordering procedure	<p>A supplier will usually contact the Managing Partner by telephone and arrange an introductory meeting to present their product. The proposition will be evaluated by the company and terms and prices will be agreed if listed. Terms are agreed and orders are placed by the Managing Partner.</p> <p>There are no special packaging or labelling requirements, except that legal requirements must be met and the outer packaging must allow easy distribution.</p> <p>There is a wide delivery window which runs from 7.30 a.m. - 3.30 p.m., Monday to Friday.</p> <p>The company does not formally backhaul, but will collect items from small producers if convenient.</p> <p>Orders are placed via phone and email.</p>

	Product shelf-life varies with product and is agreed as part of the terms of the distribution agreement.
Geographical spread	The company covers the whole of Ireland and also exports some products, mainly to France.
Fleet size	<p>The company has a logistics partner for the greater Dublin area and uses couriers for deliveries nationwide.</p> <p>The company also has one van involved in direct van sales, with plans to increase this number.</p>
Marketing support & services provided	<p>The company does not produce an annual catalogue. It produces a product list which is constantly updated and which is also available on the company website. 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 both of the company sales representatives.</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 Partner by phone or email.</p> <p>Consult the company website before making contact.</p>
Other information	<p>Credit terms are normally 60 days.</p> <p>The company does not have Long Term Agreements (LTAs) in place with suppliers.</p>

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 and juices, while also distributing chilled and ambient foods across all of Munster 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 60% foodservice and 40% retail. Wild Orchard provides a distribution service for many artisan producers e.g. Taste-A-Memory Foods, Pasta Milano (Mediterranean Flavours), D.P. Connolly and Sons, 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>95% of the product distributed is chilled and the remaining 5% is ambient. The range includes juices, smoothies, yogurts, ready meals, water, crisps, fresh pasta, cakes and cookies. Currently 55% of the products in the range comprise fruit juices and smoothies manufactured by Wild Orchard.</p>
Sectors served	<p>Within foodservice, the customer base is predominantly made up of coffee shops and sandwich bars. Some restaurants, hotels and college canteens are also serviced.</p> <p>Wild Orchard is listed with BWG and Musgrave's to supply its network of Daybreak shops.</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>The company has noticed a trend in the market towards cheaper imported products in the juices and smoothies segment of the market. Despite this trend, Wild Orchard has seen strong growth in sales of smoothies and juices.</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>

<p>Supplier requirement and ordering procedure</p>	<p>All producers must complete a supplier questionnaire and supply specifications for all their products. 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..</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.</p> <p>Products with a minimum shelf life of 18 days are preferred.</p>
<p>Geographical spread</p>	<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>
<p>Fleet size</p>	<p>The fleet consists of two chilled Caddy vans, one chilled Mercedes Sprinter van and one Peugeot Boxer van.</p>
<p>Marketing support & services provided</p>	<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 the van sales team 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. 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.</p> <p>Producers can make presentations to the sales team.</p>
<p>Advice to new suppliers</p>	<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>

Other information	<p>The company's credit terms are payment by the end of the month following the invoice.</p> <p>The company does not have Long Term Agreements (LTAs) with suppliers.</p>
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