

# Irish Foodservice Market Directory

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Growing the success of Irish food & horticulture

***Bord Bia***  
Irish Food Board

[www.bordbia.ie](http://www.bordbia.ie)

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# IRISH FOODSERVICE MARKET DIRECTORY

## ***Introduction***

Bord Bia's 2015 Irish Foodservice Market Directory includes over 100 up-to-date, detailed profiles of key foodservice operators and the wholesale distributors that service them.

Six new profiles have been included in 2015, flagged as *\*NEW* in the Table of Contents and within the profile heading itself.

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

## ***How to Use the Directory***

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

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

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

## ***Methodology***

James Burke & Associates were appointed by Bord Bia to compile the six new profiles in this directory. An overview of the total number of profiles included in the 2015 Directory is as follows:

<b>Commercial</b>	<b>No. of profiles</b>
○ Quick Service Restaurants	7
○ Full Service Restaurants & Pub Groups	9
○ Coffee Shops	7
○ Hotels	8
○ Leisure/Events	7
○ Travel	8
<b>Institutional</b>	
○ Business and Industry	11
○ Government Contracts	4
<b>Distributors</b>	47
<b>TOTAL</b>	<b>108</b>

In order to refresh profiles included in Bord Bia's 2014 Irish Foodservice Market Directory, all operators and distributors were emailed a copy of their existing profile and asked to amend any information that required updating, or alternatively to confirm that the existing information could be used for our 2015 Directory.

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

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

## TOP 10 PRODUCER TIPS FOR BUILDING A SUCCESSFUL FOODSERVICE BUSINESS

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



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

## **FOODSERVICE MAP**

## Commercial Sector

## Institutional (Cost) Sector

Quick Service Restaurants	Full Service Restaurants & Pub Groups	Coffee Shops	Hotels	Leisure & Events	Travel	Business & Industry	Government Contracts
Abrakebabra Group (Abrakebabra)	Avoca Handweavers	bb's Coffee & Muffins	Carlson Rezidor Hotel Group	Feast	Aer Lingus	ARAMARK Ireland	Office of Government Procurement <i>*new</i>
(The Brien Sandwich Bars)	Brambles	Butlers Chocolate Café	Choice Hotels Ireland	Fitzers Catering	EFG Catering	Baxter Storey	Defence Forces
(The Bagel Factory) (GBK)	Eddie Rockets	Esquire Coffee Houses	Dalata Hotel Group PLC.	JC Catering	Gate Gourmet Ireland	Compass Group	HSE
(Yo Sushi)	Entertainment Enterprise Group	Insomnia	Doyle Collection (The)	Masterchefs Hospitality	HMS Host Ireland Ltd.	Corporate Catering Services Ltd.	Irish Prison Service
Domino's Pizza	(Danter Restaurants) (Hard Rock Cafe) (Leisureplex) (Mao Restaurants) (Starbucks) (TGI Fridays)	MBCC Foods (Ireland) T/A Costa Coffee	Limerick Strand Hotel	Prestige Catering Ltd.	Irish Ferries	Gather & Gather	
McDonald's	Itsa	Quigleys Café, Bakery, Deli	Talbot Hotel Group	The Right Catering Company	Rail Gourmet	KSG	
SUBWAY©	JD Wetherspoons <i>*new</i>	streat Cafés (The)	Tifco	With Taste	Retail in Motion	Mount Charles Group	
Supermacs	Kays Kitchen Ltd <i>*new</i>		Trinity Hospitality Services		SSP	Premier Dining	
<b>Forecourt Convenience</b>	Porterhouse Group (The)					Q Café Co. Ltd. (The)	
Applegreen	Wagamama					Sodexo	
Topaz						Urban Picnic	

## **COMMERCIAL CHANNELS**



## **QUICK SERVICE RESTAURANTS (QSR)**

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

**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 owns the O’Briens Sandwich Cafe business.

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](http://www.abrakebabra.com)

The Bagel Factory is a UK franchise and was founded in 1996. There are 12 outlets on the island of Ireland. The Bagel Factory Offer is present at most O’Briens Sandwich Cafes as an ancillary offering as the two brands complement each other. The offering is built around the bagel and the health conscious consumer constitutes the target market. Website [www.bagelfactory.ie](http://www.bagelfactory.ie)

The Gourmet Burger Kitchen is a UK franchise founded in 2001. There are currently seven restaurants in Ireland. The offering is built around premium burgers. Website [www.gbkinfo.com](http://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](http://www.yosushi.com)

The O’Briens Sandwich café chain is an Irish based Franchise that has been in existence for over 25 years. O’Brien’s reputation has been shaped on its made-to-order hot or cold sandwiches, shambos, tripledeckers, wrappos and toasties. Their extensive range also includes espresso based coffees, fresh seasonal soups, deli dishes, salads, patisseries and a wide range of soft drinks including freshly made smoothies and juices. O’Briens pride themselves on providing quality food at affordable prices. Their objective is to use the best possible produce and freshest ingredients, backed up with a focus on excellent customer service and great tasting coffee.

As well as selling through their shops, they have recently increased their focus on corporate catering. The catering business offers a wider range of products than are available in the traditional store.

	<p>Celebrity chef Rachel Allen is creative food consultant for the brand. Her range of signature sandwich and soups are on sale in O'Briens Sandwich Cafes throughout Ireland. Website <a href="http://www.obriens.ie">www.obriens.ie</a>.</p>
<b>Relevant purchasing contact</b>	<p>Managing Director: David Zebedee  Email: <a href="mailto:dzebedee@abrakebabra.net">dzebedee@abrakebabra.net</a> or <a href="mailto:dzebedee@ailgroup.ie">dzebedee@ailgroup.ie</a>  Phone: 01 496 7162</p>
<b>Product mix</b>	<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 restaurant 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>
<b>Opportunities for Irish food and drink suppliers</b>	<p>AIL group will continue to open new outlets and sees many opportunities for Irish suppliers. The company is proud of its Irish ownership, its commitment to Irish ingredients and the contribution that it makes to the Irish economy.</p> <p>Across all its food businesses, the company welcomes proposals from suppliers that will enhance its existing offerings. The company is constantly looking for innovations in its menus and presentations from Irish producers are a regular occurrence.</p> <p>In particular, there are opportunities with the O'Briens / Bagel menus for new bagel fillings e.g. meats and cheeses. The dessert offering can be widened and there are opportunities for the producers of pastries.</p>



	<p>In Abrakebabra, the menu is the process of being revamped and there is an opportunity for more fresh produce.</p> <p>O'Briens is open to proposals from Irish manufacturers of cheeses, meats and deli produce.</p> <p>The company has a strong focus on sourcing locally and is continuing to look for products that can be sourced in Ireland.</p>
<p><b>Purchasing policy and supplier requirements</b></p>	<p>Key elements of the company's purchasing policy are product quality, supplier's service record, supplier's reputation, logistical capabilities and competitive pricing.</p> <p>The company visits the sites of its suppliers for a factory walk to get a greater understanding of the supplier's business and suppliers are asked to complete a questionnaire before supply commences. The company covers any costs involved in the audits.</p> <p>For the majority of their food purchases, franchise operators may only purchase from an approved supplier list. The approved supplier list is decided by the Managing Director, David Zebedee who will agree terms with suppliers when compiling the approved supplier list.</p> <p>Some locally available items such as fruit and vegetables are not included on the supplier list. The franchise holder often recommends a supplier to franchisees.</p> <p>New products are reviewed by a team of people that often includes the Directors, the Food Hygiene and Safety Director, the Franchise Manager and some of our franchise partners.</p> <p>The company does not operate tender dates and has long standing relationships with their key suppliers.</p> <p>Orders are placed by each individual franchisee, mostly by phone. Frequency of supply is usually twice per week, but it is product dependant.</p> <p>Shelf life expectations and requirements are product dependent.</p>
<p><b>Distribution providers</b></p>	<p>The majority of suppliers provide their own distribution. Musgrave Wholesale Partners deliver most of the frozen and chill requirements.</p>
<p><b>Advice to new suppliers</b></p>	<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 <a href="mailto:dzebedee@ailgroup.ie">dzebedee@ailgroup.ie</a> or <a href="mailto:sinead@ailgroup.ie">sinead@ailgroup.ie</a> or by phone 01 4967162.</p> <p>Samples to be submitted, if requested, following initial contact.</p>

	The company welcomes innovation and is always seeking initiatives to improve its menus and offerings.
<b>Other information</b>	<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>

## Domino's Pizza

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

W: [www.dominos.co.uk](http://www.dominos.co.uk) Phone: 0044 (0) 1908 580 000 E: [anome.oyetey@dominos.co.uk](mailto:anome.oyetey@dominos.co.uk)

<b>Company Profile</b>	<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 70 outlets in Ireland, 48 in the Republic of Ireland (ROI) and 22 in Northern Ireland (NI). There are current plans to further expand in the NI market.</p> <p>All outlets are franchised owned. The main activity of the business is home delivered business. The business is currently split between 70% home delivery, with the remaining 30% carry out.</p> <p>The target demographic is families and 18-34 year olds, however this is constantly broadening.</p>
<b>Relevant purchasing contacts</b>	<p>Head of Procurement: Anome Oyetey          Email: <a href="mailto:anome.oyetey@dominos.co.uk">anome.oyetey@dominos.co.uk</a>          Phone: 0044 (0) 1908 580 000</p>
<b>Product Mix</b>	<p>The core food offering is pizzas, with side dishes and a range of desserts.</p> <p>Lunch and dinner are catered for, with all outlets open late, a proportion of these until 5 a.m.</p> <p>The pizza product is made with fresh dough on site. Domino's offers a range of chicken and vegetarian based side dishes. All products must be able to fit within the Domino's franchise framework i.e. all items cooked at same temperature in a similar manner.</p> <p>All products are delivered to stores fresh chilled and side order dishes are ready to cook. The company can accept frozen products into its distribution centres, however there are no frozen storage facilities at outlets. Outlets do not handle any raw product other than fresh vegetables.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<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><b>Purchasing Policy and supplier requirements</b></p>	<p>The purchasing policy of Domino's UK and Ireland is around the following key requirements:</p> <ul style="list-style-type: none"> <li>• Quality of products and the ability of suppliers to fit within Domino's framework</li> <li>• Price</li> <li>• Service</li> </ul> <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 Head of Procurement.</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 and 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 in Ireland.</p> <p>The company operates an online purchasing system where the manager of each outlet can place their order requirements.</p> <p>Calorie count and nutritional analysis of products from new suppliers is a pre-requisite, as Domino's include calorie counts on their menus.</p> <p>Shelf life expectations and requirements is product dependant, but generally they work off three dates including product package date, shelf life once opened in store, and shelf life of defrosted frozen products.</p>
<b>Advice to new suppliers</b>	<p>New suppliers should visit a Domino's store and understand the business model and where their product could potentially fit into the menu. Any new suppliers must factor in how their product will fit into the Domino's franchise model.</p> <p>Potential new suppliers should contact the Head of Procurement by email.</p>
<b>Other information</b>	<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](http://www.mcdonalds.ie)

Phone: 01 208 0020

Email: [info@ie.mcd.com](mailto:info@ie.mcd.com)

<b>Company Profile</b>	<p>McDonald's opened its first restaurant in Ireland in 1977 and now has 88 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>
<b>Relevant purchasing contacts</b>	<p>Supply Chain Manager: Lorraine Tully          Email: <a href="mailto:lorraine.tully@ie.mcd.com">lorraine.tully@ie.mcd.com</a>          Phone: 01 208 0020</p>
<b>Product mix</b>	<p>McDonald's is well known to most consumers and concentrates on categories such as beef burgers, chicken, salads, breakfasts products, beverages, desserts, coffee 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 12 McCafes.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<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.</p> <p>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 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.</p> <p>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. 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><b>Purchasing policy and supplier requirements</b></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.</p> <p>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.</p> <p>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. There are additional criteria, which specify guidelines for non-GM, animal welfare, etc.</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><b>Distribution providers</b></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.</p> <p>Producers are required to deliver to the distribution centre on frequencies ranging from daily to weekly, depending on the product.</p>
<p><b>Advice to new suppliers</b></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.</p>

	<p>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>
<b>Other Information</b>	<p>Credit terms are those set out in statute. Turnover for 2014 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, Ballygowan and Flahavans. The Britvic brand was introduced in 2014.</p> <p>Good tasting food and value for money are still important. 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](http://www.eipc.eu) Phone: +44 (0) 1494 511 620 Email: [info@eipc.eu](mailto:info@eipc.eu)

<b>Company Profile</b>	<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>SUBWAY® is one of the fastest growing franchise networks in the world and the largest submarine sandwich chain, with more than 40,000 stores worldwide – more than 4,000 of which are in Europe.</p>
<b>Relevant purchasing contacts</b>	<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 <a href="http://www.eipc.eu/Supplier-Enquiries">www.eipc.eu/Supplier-Enquiries</a> for more details.</p>
<b>Product mix</b>	<p>The core food offering for SUBWAY® is submarine sandwiches, which are filled according to customer requests. Other product lines include: snacks, salads and drinks.</p> <p>Many of the ingredients for the SUBWAY® store menus are bought in pre-prepared. For example, meat products are all pre-cooked, sliced and frozen. Some vegetables and cheese are also pre-prepared.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<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 (<a href="http://www.eipc.eu/Supplier-Enquiries">www.eipc.eu/Supplier-Enquiries</a>).</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. Willowbrook Foods supplies fresh produce, Dawn Farm Foods and Dew Valley supply meat products for the UK, Ireland and much of Europe, while breads are sourced from Evron in Portadown.</p>
<b>Purchasing policy and supplier requirements</b>	<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>
<b>Distribution providers</b>	<p>Musgrave Foodservices is the distributor for SUBWAY® stores in Northern Ireland and Republic of Ireland.</p>
<b>Advice to new suppliers</b>	<p>New suppliers should contact EIPC via the EIPC website:  <a href="http://www.eipc.eu/Supplier-Enquiries">www.eipc.eu/Supplier-Enquiries</a></p> <p>All potential new suppliers must express their interest using this link.</p> <p>Be aware that scale of production, capacity and contingency are extremely important for most products supplied to 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](http://www.supermacs.ie) Phone: 091 774 100 Email: [plynch@supermacs.ie](mailto:plynch@supermacs.ie)

<b>Company Profile</b>	<p>Supermac's is a privately owned Irish quick service restaurant chain that has been in operation since 1978. It operates over 100 branches in Ireland, nationwide.</p> <p>Shop types vary from drive-thru sites, to Dine-In Restaurants and Fresh Express shops which are normally set up within forecourt service stations.</p> <p>Turnover in 2014 was in excess of €100 million. Supermac's expanded its operations in Ireland in 2013 and 2014 and continues to do so in 2015. With currently in excess of 60 <i>Papa John's</i> outlets within existing stores, there are plans to further develop the <i>Papa John's</i> brand – an American pizza franchise operated in Ireland by Supermac's. In an expansion of their Sandwich and Fresh Deli offering, Supermacs launched the <i>SuperSubs</i> brand in 2014.</p> <p>In 2012, Supermacs ventured into the hotel business, with the acquisition of the Castletroy Park Hotel in Limerick. The group now own the Loughrea Hotel in Galway, the Charleville Park Hotel in Cork and the Killeshin Hotel in Portlaoise.</p> <p>2014 saw the opening of the <i>Barack Obama Plaza</i> in Moneygall. This is one of the largest Motorway Service Stations in Ireland and is home to an impressive Visitor Centre, dedicated to the visit by President Barack Obama to Moneygall in 2011. The Plaza also offers a set of fully serviced meeting rooms. 2015 saw the opening of the Tipperary Town Plaza and the Junction 16 Kiltullagh Plaza will open on the M6 in early 2016.</p>
<b>Relevant contacts</b>	<p>Purchasing Manager: Pat Lynch                  Email: <a href="mailto:plynch@supermacs.ie">plynch@supermacs.ie</a>                  Phone: 091 774 100</p>
<b>Product mix</b>	<p>Supermac's offers a wide variety of products on its menu including:</p> <p>100% Irish beef burgers, fresh Irish chicken portions, freshly battered cod, potato chips, ice cream products and traditional Irish breakfast products. Supermac's also provides a wide range of frozen chicken products such as nuggets, burgers and chicken tenders, along with steak sandwiches. In addition to the <i>Papa John's</i> pizza range and the <i>SuperSubs</i> sandwich and soup range, product offerings comprise a diverse choice of options to suit all tastes.</p> <p>Between 2011 and 2014 Supermac's added a number of products to its already extensive milkshake and ice cream menu, including the <i>Swirly</i> ice cream range. The new fresh 5 oz beef burger was launched in 2015.</p>

	<p>The core menu in all branches is beef burgers, freshly battered cod, fresh chicken and real potato chips.</p> <p>Some frozen products are used which are cooked from frozen such as chicken nuggets, chicken tenders and chicken burgers.</p> <p>The <i>Papa John's</i> pizza business has grown over the past number of years. All pizzas are produced from scratch at each outlet.</p>
<p><b>Opportunities for Irish food and drink suppliers</b></p>	<p>Supermac's has a tradition of working very closely with all their suppliers, having formed excellent working relationships over the years. Supermac's has worked on advertising campaigns alongside local farmers and producers to promote their support of Irish and local business to the general public.</p> <p>There are opportunities for Irish food and drink suppliers for non core products. The company recommends potential suppliers visit its sites to identify opportunities outside of the core range e.g. salads and ice cream.</p>
<p><b>Purchasing policy and supplier requirements</b></p>	<p>Supermac's has a policy of purchasing all of its meat products from producers on the island of Ireland. All beef burgers and fresh chicken products are born, reared and butchered in Ireland.</p> <p>Supermac's has built very strong working relationships with its suppliers since it started in business in 1978. Working relationships have been built on trust and their suppliers know what standard of hygiene and quality is expected.</p> <p>The main factors influencing decision making are firstly quality, secondly continuity of supply and thirdly price.</p> <p>Current suppliers are audited regularly and must comply with strict accreditation requirements. Supermac's operate a Vendor Approval Listing and only suppliers that have been audited and meet the required standards will be permitted to supply into the chain. There is no charge for carrying out the audit on vendors. Third party certification such as BRC or EFSIS is often required.</p> <p>Purchasing is centralised. There are no set tender dates as Supermac's has a close relationship with its existing suppliers and do not tender out supplies, but welcome approaches from all potential supply partners. Supermac's operate a purchase order system and orders are usually placed via email.</p> <p>The Purchasing Manager makes the purchasing decisions and places the orders. Supermac's backhauls from current suppliers as it has its own transport system.</p> <p>Deliveries are product dependent, with deliveries usually being made daily. Fresh products are delivered direct to each outlet, with bulk items handled by a central warehouse.</p>

<b>Distribution providers</b>	<p>Supermac's deals directly with current suppliers for its core menu and only uses distributors for non-core products.</p> <p>Supermac's has its own fleet of trucks that deliver to every outlet nationwide from its depot in Ballybrit, Galway.</p>
<b>Advice to new suppliers</b>	<p>New suppliers should contact the Purchasing Manager directly via e-mail or by telephone.</p>
<b>Other Information</b>	<p>Credit terms vary with different suppliers.</p> <p>Supermac's works with some large brands at present and tends to look for brands and products that suit its current operation. Supermac's prides itself in cooking to order more and more. It finds that people are willing to wait that few more minutes longer for their food when they know that it is being cooked fresh and they are getting a quality product.</p> <p>Due to the fact that frozen food products are easier to manage, many of items on the menu are cooked from frozen. Supermac's launched its '5oz beef burger' in 2009, comprised of fresh Irish beef.</p> <p>Supermac's has both chilled and frozen food storage facilities in all of its outlets.</p>

## **FORECOURT CONVENIENCE**

## Applegreen

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

Website: [www.applegreen.ie](http://www.applegreen.ie)

Phone: 01 512 4800

Email: [info@applegreen.ie](mailto:info@applegreen.ie)

<b>Company Profile</b>	<p>The Applegreen brand was established in 2004 and is Ireland's largest Irish independent forecourt retailer. It is owned by Applegreen PLC. In June 2015 the company floated on the stock market and is now a Public Limited Company.</p> <p>As of July 2015 Applegreen PLC operates 96 service stations, two food courts in Ireland and 57 service stations in the UK. In February 2014 Applegreen opened and now operates 3 service stations in New York, USA.</p> <p>In September 2010 they opened Ireland's first six Motorway Service Areas, on the M1 and M4. Applegreen now operates 8 Motorways Service Areas in Ireland and one in Northern Ireland on the M2.</p> <p>Applegreen continues to expand across both the UK and Ireland. They are a franchisee for multiple food offers which include Burger King, Costa Coffee, Subway, Chopstix &amp; Greggs and are continually looking for business opportunities for these brands. In 2015 Applegreen opened its first Lavazza branded Café.</p> <p>The company also has a number of Cafe's which trade under the <i>aCafé &amp; Bakewell</i> brand. Applegreen has won numerous retail awards.</p>
<b>Relevant purchasing contact</b>	<p>Food Buyer: David Fagan Email: <a href="mailto:David.Fagan@applegreen.ie">David.Fagan@applegreen.ie</a> Phone (01) 512 4800</p> <p>Grocery Buyer: Michelle Twohig Email: <a href="mailto:Michelle.Twohig@applegreen.ie">Michelle.Twohig@applegreen.ie</a> Phone (01) 512 4800</p>
<b>Product mix</b>	<p>Applegreen's offering is varied and incorporates pastries, scones, muffins, tray bakes and other sweet treats, with a strong focus on coffee. The vast majority of locations offer a hot food counter, cold food counter, self-serve salad bar, gourmet sandwiches, pre-packed sandwiches and freshly prepared fruit and vegetables. While their <i>café's</i> offer quality hot meals.</p> <p>Applegreen offers customers 'Simple Solutions Daily', while recognising the need to introduce new products and constantly improve on the range.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>Key areas for growth are food-to-go and own brand, with an emphasis on healthy eating. The company also sees opportunities for seasonal and healthy products.</p> <p>There is a strong desire to source locally where possible.</p>

<p><b>Purchasing policy and supplier requirements</b></p>	<p>Applegreen has a long-standing commitment to providing high quality products at a value price point and this has been fundamental in the development of both its own brand label and food-to-go offering.</p> <p>Applegreen’s own brand products are sourced locally when possible. The range is available in all key categories of the shop, and in most cases has become the best seller in that category.</p> <p>Further savings on the own brand range are delivered by a long term ‘better value always’ promotional campaign in store, where multiple products are sold at a discounted price.</p> <p>As well as own brand suppliers, Applegreen are continually looking for the best in locally sourced products, under the supplier’s brand. These value driven strategic initiatives have been made possible by the creation of Applegreen’s central distribution and logistics system in 2009.</p> <p>The system ensures best supplier pricing, whilst also reducing Applegreen’s carbon footprint. Applegreen’s trucks are designed to deliver ambient, chilled and frozen products in one delivery all from their central warehouse depot.</p> <p>As a minimum standard, suppliers must have HACCP. Suppliers are frequently reviewed and audited to ensure product quality.</p>
<p><b>Distribution providers</b></p>	<p>Applegreen deals directly with suppliers, as they have their own fleet of trucks that deliver nationwide from the company’s depot in Leixlip, Co Kildare.</p> <p>The central distribution warehouse in Leixlip accepts deliveries between 7am and 12noon, Monday to Friday.</p> <ul style="list-style-type: none"> <li>• All products must be on a standard size pallet 1,000mm by 1,200mm (euro pallets will not be accepted).</li> <li>• Each case must have an outer barcode as provided on new line form when the product was originally listed.</li> <li>• Purchase order number must be included on a delivery docket.</li> <li>• Frozen stock deliveries must be at a temperature of no less than -18°C.</li> <li>• Loaded pallets must be no higher than 1.8m.</li> </ul> <p>Deliveries will be refused if any of these requirements are not met.</p> <p>For full details of delivery procedures please contact the buyer.</p>
<p><b>Advice to new suppliers</b></p>	<p>Potential new suppliers should contact the appropriate buyer directly via phone or email.</p>
<p><b>Other information</b></p>	<p>Payment Terms are 30 days from invoice.</p>



## Topaz

Topaz House, Beech Hill, Clonskeagh, Dublin 4

Website: [www.topaz.ie](http://www.topaz.ie)

Phone: 01 202 8888

Email: [corporate@topaz.ie](mailto:corporate@topaz.ie)

<b>Company Profile</b>	<p>Topaz is a petroleum retail chain that operates across the island of Ireland. It was established in 2005 and initially traded under the Statoil and Shell brands. In 2008, these brands were replaced by Topaz. It is a fully Irish owned and managed company and is Ireland's largest fuels and convenience retailer. It is a subsidiary of Ion Equity Limited, a venture capital company that previously owned SWS Group and USIT.</p> <p>Topaz supplies fuel through its network of filling stations, in addition to food, confectionery, soft drinks and household items through its 120 convenience stores. Topaz convenience store brands are Topaz Restore and Topaz Express.</p> <p>Topaz sells over six million hot food portions a year, as well as one million sandwiches through its rebranded <i>Re.store</i> network</p>
<b>Relevant purchasing contact</b>	<p>Foodservices Manager: Derek Murphy          Phone: 01 202 8823          Email: <a href="mailto:derek.murphy@topaz.ie">derek.murphy@topaz.ie</a>          Email is the preferred method of contact.</p>
<b>Product mix</b>	<p>The food offering at Topaz is what the company terms premium 'dashboard dining'. It consists of sandwiches, snacks, bakery products, (both sweet and savoury) and hot and cold beverages.</p> <p>The target customers include all demographic groups and consist of motorists that pull-in to buy fuel and others that visit solely to make food and other purchases in the forecourt shop.</p> <p>There is no particular 'cuisine' type, however food must be capable of being served quickly. The <i>Re.store</i> concept puts a strong focus on food quality and provenance.</p> <p>Food preparation is in-store where possible. Many bakery products are bought in par-baked and finished in the in-store bakery.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>The company is re-focusing the type of food product it sells and there is a shift from frozen to fresh products. The shift to fresh products results in an opportunity for more locally produced products. The company is seeking to reduce its carbon footprint.</p> <p>Most products are currently supplied through Musgrave Foodservices with very little direct to store.</p> <p>The company does not envisage additional product offerings, rather potential import substitution opportunities for existing products.</p>

<p><b>Purchasing policy and supplier requirements</b></p>	<p>The <i>Re.store</i> deli outlets nationwide are supplied by Musgrave Foodservices with fresh and frozen products such as salads, meats, pastries and sandwich fillings.</p> <p>In addition to food, confectionery and soft drinks, Musgraves also supplies Topaz with grocery, household and health and beauty products.</p> <p>Purchasing policy and terms and conditions for suppliers are determined jointly by Topaz and Musgraves. Orders are placed by Topaz in conjunction with Musgraves.</p> <p>Topaz likes to communicate directly with suppliers and encourages suppliers to communicate directly, by email initially, with the Foodservice Manager (Derek Murphy).</p> <p>Delivery conditions and windows for suppliers are arranged directly with Musgraves.</p> <p>Food suppliers to Topaz are audited by Musgraves. Topaz only becomes involved in the case of ‘sensitive items’ or short shelf life products. The supplier pays for the audits, unless Musgraves decide otherwise.</p> <p>Topaz purchases and uses both fresh and frozen foods. It is changing to include a greater proportion of fresh and local food in its product offering.</p> <p>Topaz does not have any special packaging requirements except that it requires peel-off and lift labels that can aid product traceability. Any other special packaging requirements are those required by Musgraves.</p>
<p><b>Distribution providers</b></p>	<p>The main distribution provider to Topaz is Musgrave Wholesale Partners.</p>
<p><b>Advice to new suppliers</b></p>	<p>New suppliers to Topaz should first make contact by email. They should be prepared to send samples of their products and brochures on request.</p> <p>New suppliers need to be aware that key criteria for Topaz are product quality and flexibility in production. Producers should be prepared to amend the product if required in order to better meet the requirements for ‘dashboard dining’.</p>
<p><b>Other information</b></p>	<p>Credit terms are as per Musgraves Wholesale Partner.</p> <p>Suppliers wishing to supply Topaz are advised to study the Musgraves Wholesale Partners profile (included under <i>Distributors</i>) in advance of making contact.</p>



## **FULL SERVICE RESTAURANTS (FSR) & PUB GROUPS**

## Avoca Handweavers

Address: Kilmacanogue, Bray, Co. Wicklow

Website: [www.avoca.ie](http://www.avoca.ie)

Phone: 01 286 7466

Email: [info@avoca.ie](mailto:info@avoca.ie)

<b>Company Profile</b>	<p>Avoca Handweavers is a family-run business that has been in existence in various forms since the first half of the 18<sup>th</sup> century. Avoca's retail catalogue ranges from clothes, toys, jewellery, ceramics, glass, books, gifts and home ware.</p> <p>Avoca has 11 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 city centre; Kenmare, Co. Kerry; Letterfrack, Co. Galway; Belfast City Centre and Monkstown and Malahide Castle, Co. Dublin. 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>
<b>Relevant purchasing contacts</b>	<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: <a href="mailto:leyliehayes@gmail.com">leyliehayes@gmail.com</a></p> <p>Elaine O'Connor purchases for Retail and Foodhalls. Email: <a href="mailto:elaineoc@avoca.ie">elaineoc@avoca.ie</a></p>
<b>Product mix</b>	<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>
<b>Opportunities for Irish food and drink suppliers</b>	<p>Avoca has a strong policy to support artisan producers and while the company maintains long-term relationships with most of their producers it is also open to new products.</p> <p>Products must be of a suitable quality and profile that suits the Avoca brand. The price must also allow a sufficient margin.</p>

	<p>Avoca is most interested in raw ingredients that could be used in the production of their own brand products.</p> <p>New opportunities are mainly in the form of high quality ‘artisan’ food products, such as smoked trout and some artisan cheeses. A growth area would be in items which are perceived by consumers as being part of a ‘healthy’ diet.</p> <p>The only types of produce that are purchased that are not Irish and/or local are those that can only be produced at a profit overseas, eg Olive Oil and tomato purée.</p>
<p><b>Purchasing policy and supplier requirements</b></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. 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><b>Distribution providers</b></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. 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>
<b>Advice to new suppliers</b>	<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>
<b>Additional information</b>	<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](http://www.brambles.ie)

Phone: 01 468 5000

email: [victoria@brambles.ie](mailto:victoria@brambles.ie)

<b>Company Profile</b>	<p>Brambles Cafes is a family owned and run business. Brambles operate 20 cafes predominantly in the Leinster area although they also have a presence in Co. Mayo.</p> <p>Brambles are also experienced in corporate catering, home catering and large events. Brambles are proud to have catered for the EU Presidency and the British Embassy and in locations such as Russborough House, Farmleigh House, National Museum of Ireland and The Newgrange Monument.</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 is very diverse, reflecting the fact that the cafes are in many different locations. Visitors to museums and tourist attractions tend to prefer a more identifiably Irish offering, whilst shopping centre customers tend to be more price conscious, but still request a high level of food quality. The company strives to supply this high quality food, along with exceptional customer service.</p>
<b>Relevant purchasing contacts</b>	<p>Purchasing and Operations Manager: Victoria Reid          Phone: 01 468 5000          Email: <a href="mailto:victoria@brambles.ie">victoria@brambles.ie</a></p>
<b>Product mix</b>	<p>Brambles' food offering is very varied, anything from a scone and latte to a three course meal. Breakfasts, lunches, dinners and snacks are catered for in all branches.</p> <p>The cuisine is prepared using locally sourced Irish produce handled with love and care and attention to detail.</p> <p>All of Brambles food offerings are prepared from scratch in the company's 10,000 sq. foot central production facility in Dublin 24 and redistributed to their individual units.</p> <p>The company does not use pre-prepared meal ingredients, except in the case of bakery products where pre-prepared egg products are used.</p> <p>The company expanded its central production kitchen in 2010 and now all bread, cakes and pastries are made on-site.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>Key areas for growth for Brambles are to open more café-delis (but only when the location and commercials are right) and hopefully the 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.</p> <p>The higher cost of some Irish foods, especially chicken, ham and bacon means that guaranteeing Irish ingredients has an effect on the price at which meals can be offered to consumers.</p>
<p><b>Purchasing policy and supplier requirements</b></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>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>
<b>Distribution providers</b>	<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>
<b>Advice to new suppliers</b>	<p>New suppliers should contact the Purchasing Manager by email in the first instance and then arrange a conversation as indicated above.</p> <p>Any sales pitch would need to be aware of the company's market positioning which involves a high emphasis on product quality and the use of Irish ingredients.</p>
<b>Other information</b>	<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 and fair-trade.</p>

## Eddie Rocket's

Address: 7 South Anne Street, Dublin 2

Website: [www.eddierockets.ie](http://www.eddierockets.ie)

Phone: 01 679 7340

Email: [info@eddierockets.ie](mailto:info@eddierockets.ie)

<b>Company Profile</b>	<p>Eddie Rocket's was established in 1989. There are 37 outlets in total, 35 on the island of Ireland, one in Swansea and one in Ondara, Spain. 16 of the outlets are company owned and the remaining 21 are franchised.</p> <p>The company's brands are:</p> <p><u>Eddie Rockets City Diner</u>: offers friendly and efficient table service, great food and is an American diner themed restaurant. The City diner specialises in Hand-pressed hamburgers, American fries, Hand-dipped Milkshakes, chicken wings and Tenders, hot dogs &amp; Rocket Junior Meals.</p> <p><u>Rockets by Eddie Rockets</u>: The fast casual sub brand of Ireland's favourite casual diner. Geared for speed of service and portability of food, Rockets offers Eddie Rockets best sellers, including a new range of salads, all made to order in an open view kitchen layout.</p> <p><u>Eddie Rockets Shake Shop</u>: The Shake Shop offers walk up, counter-assisted service. The Shake Shop specialises in customised milkshakes, frozen yoghurt, protein shakes, sundaes and sodas.</p> <p><u>Eddie Rocket's On Wheels - City Diner</u>: inspired by city diner, Eddie Rockets on Wheels is a branded mobile catering unit. The menu offers identical food quality to city diner and is simplified to cater for large volumes, the on wheels menu includes: Perfect hamburgers, hot dogs, chicken wings and tenders, American fries and sodas.</p> <p><u>Eddie Rockets on wheels- Shake shop</u>: inspired by Eddie Rockets Shake shop. Shake shop on wheels is a branded mobile milkshake unit. The shake shop takes chocolate bars, candy biscuits and fruits and blends them with ice cream made especially for Eddie Rockets.</p> <p>The majority of Eddie Rockets are Restaurants and there are four new Rockets fast casual outlets along with the Shake Shop, located in Dundrum Shopping Centre. The company has two on wheels – City Diners and one on wheels shake shop.</p> <p>The main activity of Eddie Rocket's is to provide the Perfect Hand-pressed hamburger, American fries and hand dipped milkshake's in an American diner themed restaurant.</p>
<b>Relevant purchasing contacts</b>	<p>Group Operations Director: Louise Collins Phone: 01 679 7340 Email: <a href="mailto:louise@eddierockets.ie">louise@eddierockets.ie</a></p>
<b>Product mix</b>	<p>The food offering is all fresh – never frozen (except for ice-cream).</p>

	<p>The company operates in multiple day parts offering breakfast, lunch, dinner and snack fast/casual options throughout the day and evening. All produce is delivered daily and the origin is displayed on the menus.</p> <p>All food is cooked to order in an open display cook line (kitchen) and serving is via table service.</p>
<p><b>Opportunities for Irish food and drink suppliers</b></p>	<p>Key areas for growth for Eddie Rocket's include the expansion of the company in international markets and new concepts such as Rockets by Eddie Rockets. Eddie Rocket's is also expanding its mobile catering service and sub-brands.</p> <p>The company suggests that potential suppliers visit the Eddie Rocket's website <a href="http://www.eddierockets.ie">www.eddierockets.ie</a> where they'll find the current menus for the Diner. The company encourages suppliers to come up with innovative ideas for the menus or new sub-brands. The company is constantly looking to innovate and is open to any new ideas from Irish suppliers.</p> <p>Eddie Rocket's developed a new menu in 2014, introducing new hamburgers to its range and developing an additional range of snack size offerings, signature salads, lower calorie options, wraps, sliders and additional Red Basket specials.</p> <p>Eddie Rocket's has a strong preference to source Irish product across the board.</p>
<p><b>Purchasing policy and supplier requirements</b></p>	<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. The Operations Director agrees the terms and the City diners, shake shops and mobile catering services place the orders.</p> <p>The company operates an electronic ordering system, with each individual outlet placing their order onto this system.</p>

	Packaging, label and shelf life requirements are subject to individual specifications and product categories as set out with suppliers.
<b>Distribution providers</b>	Eddie Rockets now provide their own distribution through a subsidiary company called Fast Casual Distribution. This company is the main distributor for the majority of Eddie Rocket's food and non-food supplies.
<b>Advice to new suppliers</b>	<p>New suppliers should send an introductory email to the Operations Director via the e-mail address <a href="mailto:louise@eddirockets.ie">louise@eddirockets.ie</a> or <a href="mailto:info@eddirockets.ie">info@eddirockets.ie</a>.</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>
<b>Other information</b>	<p>Credit terms are 30 days from month end.</p> <p>There is room for brands in the company and all branded products have their logos included alongside the menu item.</p> <p>There is greater growth in chilled, with the company having more products which fit within this category. Each outlet has both chilled and frozen storage facilities.</p>

## Entertainment Enterprise Group

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

Website: [www.fridays.ie](http://www.fridays.ie) Phone: 01 848 5830 Email: [lindy@eegroup.ie](mailto:lindy@eegroup.ie)

<b>Company Profile</b>	<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.</p> <p>The group also operates four Mao Restaurants that offer authentic pan-Asian food. 'Mao at Home' has four takeaway outlets in Stillorgan, Tallaght, Donnybrook and Ballinteer.</p> <p>The group operates 72 Starbuck's coffee shops under licence. The food and beverage offerings are guided by Starbucks International.</p> <p>TGI Friday's is an American style restaurant offering Texan / South West U.S. cuisine. There are five 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>Mao offers a wide range of Asian meals, with four outlets in Dublin: Dundrum, Chatham Row, Dun Laoghaire and Stillorgan.</p> <p>Starbucks offers an authentic American coffee house experience. In addition to a wide range of handcrafted espresso beverages, iced and cold drinks, it also offers a varied breakfast range; salads; cakes and biscuits; hot lunch; muffins; pastries and sandwiches.</p>
<b>Relevant purchasing contacts</b>	<p>Purchasing Manager: Lindy Robertson          Email: <a href="mailto:lindy@eegroup.ie">lindy@eegroup.ie</a>          Preferred method of contact is via email.</p>
<b>Product mix</b>	<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>Mao is open seven days a week and offers a range of healthy lunchtime and evening meals, with an emphasis on fresh ingredients.</p> <p>Starbucks is also open seven days a week and offers breakfast and lunch menus as well as cakes, pastries, muffins, sandwiches and a range of teas and coffees.</p> <p>The target markets for all the restaurant offerings are families and the menus and prices are family oriented. Mao is also family oriented, but the offerings have also proved particularly popular for lunchtime and pre-theatre diners, where time is of the essence.</p>
<p><b>Opportunities for Irish food and drink suppliers</b></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.</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. Mao uses only fresh produce in the preparation of its meals.</p>
<p><b>Purchasing policy and supplier requirements</b></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><b>Distribution providers</b></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 and Global supply fruit and vegetables.</p>
<b>Advice to new suppliers</b>	<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>
<b>Other Information</b>	<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>

## Itsa...

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

Website: [www.itsa.ie](http://www.itsa.ie)

Phone: 01 293 5994

Email: [info@itsa.ie](mailto:info@itsa.ie)

<b>Company Profile</b>	<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 15 outlets in the itsa Group. These are comprised of 11 cafés (also known as bagel stores), a full service restaurant <i>Table</i>, a cold pressed juice and raw food café, <i>Alchemy</i> and 2 x <i>Joe's</i> coffee shops. Itsa cafes are located as follows:</p> <ul style="list-style-type: none"> <li>• Dun Laoghaire</li> <li>• Malahide</li> <li>• Arnotts</li> <li>• Ranelagh</li> <li>• Dublin Castle</li> <li>• The Irish Museum of Modern Art (IMMA)</li> <li>• The Hugh Lane Gallery</li> <li>• Exchequer Street</li> <li>• The Gallery Café, National Gallery of Ireland</li> <li>• Harvey Nichols, Dundrum Town Centre</li> <li>• Itsa Head Office, Sandyford</li> </ul> <p><i>Table</i> restaurant is located in Brown Thomas, Cork. <i>Alchemy Juice Co</i> is located on Grafton Street, Dublin and <i>Joe's Coffee</i> shops are located on Lower Liffey Street, Dublin 1 and 15 Montague Street, Dublin 2.</p> <p>Itsa caters for a broad range of customers from business people to families.</p>
<b>Relevant purchasing contacts</b>	<p>Director: Roark Cassidy          Email: <a href="mailto:roark@itsa.ie">roark@itsa.ie</a> (preferred method of communication).</p>
<b>Product mix</b>	<p>Itsa caters for all eating occasions. The bagel stores cater for breakfasts, lunches, morning and afternoon teas and coffee and snacks. The restaurants are open for lunch and dinner and brunch on Sundays.</p> <p>The cuisine is modern Irish bistro with a focus on healthy, natural, tasty gourmet food. All ingredients are high quality and all menu items are cooked from scratch.</p> <p>Menus include gourmet bagels and sandwiches, soups, salads, home baked snacks, drinks, smoothies and organic products. Producers' names are heavily promoted on the menus where appropriate.</p> <p>The majority of food is prepared in the central kitchen facility in Sandyford. All food is cooked from scratch, with meats roasted in-house, no items are bought in pre-prepared.</p>

	<p>The central kitchen in Sandyford has its own pastry chef and all snacks served in Itsa outlets are home baked e.g. cookies, brownies, cakes.</p> <p>Producers should be aware that many of the menus are price focused, for example two courses for €20, and the producer’s range of products need to fit in this bracket. 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><b>Opportunities for Irish food and drink suppliers</b></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. Itsa has both chilled and frozen storage facilities.</p>
<p><b>Purchasing policy and supplier requirements</b></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>
<b>Distribution providers</b>	<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>
<b>Advice to new suppliers</b>	<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>

<b>Other information</b>	<p>Payment terms are 60 days and the company will pay sooner in return for additional discounts</p> <p>Branded items are used in the Itsa operation, but must be of very high quality and are not promoted.</p> <p>Itsa has storage facilities for both chilled and frozen foods. It mainly uses fresh produce. The only chilled and frozen items it deals in regularly are meat, dairy produce and ice-cream.</p>
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## JD Wetherspoon *NEW\**

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

Website: [www.jdwetherspoon.ie](http://www.jdwetherspoon.ie)

Phone: 00 44 (0)1923 477777

<b>Company Profile</b>	<p>JD Wetherspoon’s presence in the Republic of Ireland now consists of The Forty Foot in Dun Laoghaire, The Three Tun Tavern in Blackrock, The Great Wood in Blanchardstown and The Old Borough in Swords.</p> <p>Two more pubs are set to open by the end of 2015 - The Linen Weaver in Cork and The Camden Hall Hostel on Camden Street Lower.</p> <p>The JD Wetherspoon group also own over 900 pubs across the UK, along with a number of Wetherspoon hotels.</p>
<b>Relevant purchasing contacts</b>	<p>For Food products - Head of Food Development: Jameson Robinson Email: <a href="mailto:fooddevelopmentmanagers@jdwetherspoon.co.uk">fooddevelopmentmanagers@jdwetherspoon.co.uk</a> Phone: 00 44 (0)1923 475518</p> <p>For Drink products – Head of Purchasing: Paul Brimmer Email: <a href="mailto:purchasing@jdwetherspoon.co.uk">purchasing@jdwetherspoon.co.uk</a> Phone: 00 44 (0)1923 477941</p>
<b>Product mix</b>	<p>JD Wetherspoon offers a range of premium spirits, lager, draught cider, craft cans and bottles, award-winning ales, wines, champagne, cocktails and world beers. They also offer soft drinks and hot drinks.</p> <p>JD Wetherspoon pubs offer award winning all day food menus including breakfast.</p> <p>There is a uniform menu that changes twice a year, in the Spring and Autumn. In addition to this there is a daily themed menu.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>JD Wetherspoon is seeking to source Irish food products both locally and regionally. The Company is also interested in craft beers and boutique spirit and liqueur products.</p> <p>The Company has a good knowledge of Irish suppliers and will approach those with products of interest to them.</p> <p>Irish suppliers do not have to supply all of the pubs in Ireland e.g. regional products may match consumer’s tastes and preferences in local areas.</p> <p>There is the opportunity for Irish suppliers to supply JD Wetherspoon pubs in NI and Britain, as well as ROI.</p> <p>The Company currently sources meat from an Irish supplier across the entire chain.</p> <p>The Company has expanded its Food and Drink Development Teams, resulting in an increased presence in Ireland.</p>
<b>Purchasing policy and supplier</b>	<p>This is available on request. There is a preference for BRC, particularly if a supplier is to supply pubs across the whole chain.</p>

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

## Kay's Kitchen Ltd *NEW\**

Address: 3<sup>rd</sup> Floor, Clarehall Shopping Centre, Malahide Road, Dublin 17

Website: [www.kaysfood.com](http://www.kaysfood.com) Phone: 01 847 7201 Email: [info@kayskitchen.ie](mailto:info@kayskitchen.ie)

<b>Company Profile</b>	<p>Kay's Kitchen Ltd originally started business in Donaghmede Shopping Centre in 1979. In 1997, the company opened their second outlet in the Blanchardstown Centre and in 2004 a third restaurant in Clarehall Shopping Centre, Dublin 17.</p> <p>They also operate the Roastery restaurant at the Java Republic premises in Ballycoolin and during this time they opened their second premises in Blanchardstown Centre, a café, on the Yellow Mall.</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. In 2015 this offer became the first Nutella Kiosk in Ireland and trades in the Blanchardstown Centre.</p> <p>The Company is currently building their seventh restaurant in Lucan Shopping Centre, teaming up with Supervalu.</p> <p>In 2011 the Company introduced a Central Kitchen facility in Clarehall Shopping Centre.</p>
<b>Relevant purchasing contacts</b>	<p>Executive Chef: Stephen Reilly Phone: 087 206 6019 Email: <a href="mailto:stephen@kayskitchen.ie">stephen@kayskitchen.ie</a></p>
<b>Product mix</b>	<p>Kay's Kitchen's offer is varied incorporating skilled chefs/bakers &amp; Baristas to produce an in-house bakery, diverse food offer (live cooking- station lead), 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>Kay's Kitchen Ltd does over 25,000 transactions a week across the group, ranging from full roast dinners, fish, steaks, burgers and fried wok dishes to freshly prepared gourmet sandwiches, barista lead coffee and its own in-house baked cakes and pastry range.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>Kay's Kitchen is keen to expand its range and is looking for a broader base of menu ingredients and innovation to diversify their menus.</p> <p>There is a strong preference to source from Irish suppliers. New product opportunities are mainly in 'healthy eating', 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>
<b>Purchasing policy and supplier requirements</b>	<p>For Kay's Kitchen, the main criterion when choosing a supplier is Quality. Kay's Kitchen looks to Irish suppliers who offer Quality competitive priced products. Competitive costing is hugely important in the current environment, but it can't come at the expense of product quality.</p> <p>The Executive Chef takes a detailed look at the market four times per year to source the best prices from local suppliers. Suppliers are then invited to tender offers to the Executive Chef.</p> <p>Industry standard accreditation such as HACCP is sought from all potential suppliers. Kay's Kitchen also carries out audits of all suppliers. There is no charge for these audits.</p> <p>Purchasing is carried out by each individual store through a handheld ordering system available to each store manager, which is controlled through the Head Office.</p> <p>Delivery is mostly to each restaurant. The Central Kitchen orders for itself and produces part-made products for each store. The Company takes in deliveries 6 days per week into all locations.</p> <p>Purchasing decisions for the company are made by the Executive Chef who agrees terms with potential suppliers.</p> <p>Electronic data interchange (EDI) is not required.</p> <p>The Company does not have a preferred case size for suppliers; however it has made arrangements for suppliers to collect their own outer packaging at regular intervals.</p> <p>Bar codes and best before dates must be very clearly displayed. A requirement for nutritional information on packaging is being introduced.</p> <p>The shelf life of fresh produce is required to be at least five days.</p>
<b>Advice to new suppliers</b>	<p>New suppliers should contact the Executive Chef by email and follow up with a phone call.</p> <p>Kay's Kitchen looks for honesty and an upfront manner from their suppliers. The company believes it is important for a relationship to be built on trust and understanding.</p>
<b>Other information</b>	<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.</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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## The Porterhouse Group

Address: 47, Nassau Street, Dublin 2

Website: [www.porterhousebrewco.com](http://www.porterhousebrewco.com) Phone: 01 671 8558 E: [info@theporterhouse.ie](mailto:info@theporterhouse.ie)

<b>Company Profile</b>	<p>The Porterhouse Group consists of Porterhouse Bray, Porterhouse Templebar, Porterhouse Central, Porterhouse Covent Garden &amp; Porterhouse New York. There are leases on Porterhouse North and Porterhouse Cork. The group also own Lillie’s Bordello, The Port House Tapas Bars, The Dingle Distillery, The Dingle Whiskey Bars and The Porterhouse Brewing Company.</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 tapas bars are Port House South William St, Port House Pinxto, Port House Ibericos and Port House Douro.</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>
<b>Relevant contacts</b>	<p>Food Purchasing Officer for Pub Operations: Lee Sim Email: <a href="mailto:lee@porthouse.ie">lee@porthouse.ie</a> Phone: 087 987 2757</p> <p>Executive Chef for Tapas Bar Operations: <a href="mailto:Marcin@porthouse.ie">Marcin@porthouse.ie</a> Phone: 086 042 7214</p>
<b>Product mix</b>	<p>There is a uniform menu across the four bars with slight variations in each site.</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>
<b>Opportunities for Irish food and drink suppliers</b>	<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><b>Purchasing policy and supplier requirements</b></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. 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><b>Distribution providers</b></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><b>Advice to new suppliers</b></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: Dublin, Cork

Website: [www.wagamama.ie](http://www.wagamama.ie)

Email: [info@wagamama.ie](mailto:info@wagamama.ie)

<b>Company Profile</b>	<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 130 outlets throughout the world. There are four restaurants in Ireland: three in Dublin, one in Cork city centre.</p> <p>The Irish restaurants are generally open from noon to 10 p.m., with some slight local variations. The restaurants attract a large mix of people, from school children to shoppers. The customer base is predominantly business people in their thirties. The restaurant is a particularly popular lunchtime venue for business people.</p>
<b>Relevant purchasing contacts</b>	<p>Development Head Chef of Wagamama Ireland: Rob Neilan Email: <a href="mailto:rob@wagamama.ie">rob@wagamama.ie</a> Phone: 087 976 2510</p>
<b>Product mix</b>	<p>The eating occasions catered for are lunch through to evening meals. The cuisine is pan-Asian, with a strong focus on noodles based dishes and rice. Sushi is not served. All food is served cooked and the majority of food is cooked from scratch on site. Desserts and a selection of hot and cold beverages are also served.</p> <p>Target customers for Wagamama'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 both Blanchardstown and South King Street in Dublin currently offer delivery services. There are plans to roll out a take-out option in other units over time.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>Lunch deals, set menus and promotional activity are currently driving growth. The main menu is relatively stable and is reviewed twice per annum.</p> <p>Fresh fish, fruit and vegetables and meats are sourced locally from Irish suppliers. Pickles, soy sauce, tinned goods and traditional Japanese dry goods are currently imported from UK based suppliers.</p> <p>The company is keen to source a local producer of noodles as they are currently being imported from the UK. They are also looking to outsource cooked noodle products.</p> <p>Desserts are made to Wagamama spec by Paganini and development of new products is on-going.</p> <p>The company is constantly reviewing its menus and is always open to new concepts.</p>

<p><b>Purchasing policy and supplier requirements</b></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 four Wagamama outlets is centralised. Musgrave Foodservices supply the majority of products to all five restaurants.</p> <p>No key tender dates are currently set.</p> <p>Routine purchasing decisions are made by the Development Head Chef. Major decisions are made in consultation with the Operations Manager and Accounts Department.</p> <p>Orders are placed by each restaurant by phone and email and are received between 9 a.m. and 11 a.m. daily.</p> <p>In relation to packaging from suppliers, there is no preferred case size, it depends on the product. Cases should preferably be washable, re-usable, stackable boxes. Packaging should be in good condition, wooden stapled crates are not acceptable.</p> <p>There are no particular labelling requirements, but all legally required information must be present.</p> <p>Shelf life expectations depend on the product and product must be supplied to the company at the beginning of its shelf-life.</p>
<p><b>Distribution providers</b></p>	<p>Musgraves supply chicken, dry goods and frozen goods.</p> <p>Fresh Point and Keelings supply fruit and vegetables.</p>
<p><b>Advice to new suppliers</b></p>	<p>Email the Development Head Chef with relevant product and company details to make initial contact.</p> <p>If pitching a new idea, ensure that this is fully thought out, professional and well-executed.</p>

<b>Other information</b>	<p>Credit terms are 45 days.</p> <p>Wagamama has some long term agreements (LTAs) with suppliers, but these tend to be for larger contracts. Smaller suppliers usually prefer to agree a price 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>
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## **COFFEE SHOPS**



## bb's Coffee and Muffins

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

W: [www.bbscoffeeandmuffins.com](http://www.bbscoffeeandmuffins.com) Phone: 061 319 181 E: [cmurphy@retailfoodgroup.com](mailto:cmurphy@retailfoodgroup.com)

<b>Company Profile</b>	<p>bb's Coffee and Muffins is a coffee shop chain with 45 shops across Ireland and the UK. There are 13 shops in Ireland. The company was recently taken over by Brentwood Investments and plans to double in size over the next five years, with seven more shops opening in 2015.</p> <p>The main activity of the business is the supply of hot and cold 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 15–70 year age bracket.</p>
<b>Relevant contacts</b>	<p>Senior Operations Manager – Cian Murphy          Tel: 061 319 181          M: 087 685 3752          Email: <a href="mailto:cmurphy@retailfoodgroup.com">cmurphy@retailfoodgroup.com</a></p>
<b>Product mix</b>	<p>bb's caters for breakfasts, snacks and lunches with a core menu of muffins, wraps, paninis, sandwiches, baguettes, croissants (sweet and savoury), scones, tea, coffee and iced blended cold drinks. The stores are based in shopping centres with increasingly late opening hours up to 9p.m.</p> <p>The target customer is split between eating in (80%) and on-the-go (20%), due to the wide range of products that are offered.</p> <p>All food is cooked from scratch in each branch with bakers baking from 6.30/7 a.m. every morning.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>The key area for growth for bb's is muffin product extension and new bread carriers and fillings for sandwiches. They are willing to work with suppliers with innovative ideas to develop menu options with high potential that will help to differentiate bb's from their competitors.</p> <p>bb's has an appetite for quality, artisan, made in store type products. They do not like mass produced foods, preferring wholesome products made using high quality ingredients. There is a strong focus on the development of new lines of products, e.g. healthy eating and gluten free options.</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.</p>

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

## Butlers Chocolate Café

Address: Butlers Chocolates, Clonsaugh Business Park, Dublin 17

Website: [www.butlerschocolates.com](http://www.butlerschocolates.com) Phone: 01 671 0599 Email: [chocolate@butlers.ie](mailto:chocolate@butlers.ie)

<b>Company Profile</b>	<p>Butlers Chocolates was established in 1932. They opened their first café in Dublin in 1998 and now operate 18 cafés in the Irish market. The majority of these are located in the greater Dublin area (including two in Dublin Airport), with a store in Cork, Galway and Limerick. They also have a visitor centre with onsite café located at their manufacturing facility in Dublin 17.</p> <p>The company has a number of international branches with 12 franchised stores located in New Zealand, Pakistan and the UAE. The Irish stores are all company-operated.</p>
<b>Relevant contacts</b>	<p>Retail Director: Michelle McBride Email: <a href="mailto:michelle@butlers.ie">michelle@butlers.ie</a> Phone 01 671 0599</p> <p>Retail Manager: Laura Hendron Email: <a href="mailto:laura@butlers.ie">laura@butlers.ie</a> Phone: 01 671 0599</p>
<b>Product mix</b>	<p>Butlers Chocolate Cafe'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. Butlers Chocolate Cafes aspire to a very high standard of baked goods and sweet treats but do not offer any pre-wrapped or branded product apart from a gluten free range which is a growing category. Not all of the outlets can stock the full range due to space and storage restrictions.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>Butlers are constantly striving for refinement of and improvement of the offer and product range and are always interested in new products of a very high standard.</p> <p>Opportunities exist for a variety of foods including cakes, individual desserts (of particular interest are chocolate products), tray bakes (both hot and cold) and ambient products such as muffins, scones, chocolate biscuit cakes, children's products.</p> <p>Other particular products of interest include breakfast products, pastries and continental sweet bakery type products and ambient goods.</p> <p>On the drinks side opportunities exist for Irish fruit juices and waters.</p> <p>There is limited scope for branded product within the Butlers range and the preference is for product to be sold loose as part of the Butlers Chocolate Café range.</p>

<p><b>Purchasing policy and supplier requirements</b></p>	<p>Butlers are always keen to look at new products, with a preference to source local products based on quality and freshness.</p> <p>In categories where they already have an established supply base, they prefer to operate a partnership model and stay with the same producer over a period of time.</p> <p>Producers should have HACCP as a minimum standard and the company will work at developing standards over time with their producers.</p> <p>Supplier audits are conducted regularly and there are no charges for this activity.</p> <p>Contact should be made with the Retail Director or Retail 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>
<p><b>Distribution providers</b></p>	<p>All distribution to Butlers Chocolate Café is provided by the individual producers.</p> <p>Producers are expected to supply the high volume stores in Dublin a number of times per week, but the company is willing to consider a more limited delivery service to the Galway, Cork and Limerick stores, with the option of looking at frozen products for these stores also.</p>
<p><b>Advice to new suppliers</b></p>	<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>
<p><b>Other information</b></p>	<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](http://www.esquirescoffee.ie) Phone: 091 700 055 Email: [info@esquirescoffee.ie](mailto:info@esquirescoffee.ie)

<b>Company Profile</b>	<p>Esquires is a franchise business with six outlets in Ireland managed by Esquires Head Office in Galway and further plans for expansion in 2013/2014. 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>
<b>Relevant purchasing contacts</b>	<p>Operations Manager: Aiden Keegan          Email: <a href="mailto:aiden@esquirescoffee.ie">aiden@esquirescoffee.ie</a>          Phone: 086 172 8749</p>
<b>Product mix</b>	<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>
<b>Opportunities for Irish food and drink suppliers</b>	<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>
<b>Purchasing policy and supplier requirements</b>	<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>
<b>Distribution Providers</b>	Pallas Foods and Cuisine De France.
<b>Advice to new suppliers</b>	<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>
<b>Other information</b>	<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, Exchequer Chambers, Exchequer Street, Dublin 2  
 Website: [www.insomnia.ie](http://www.insomnia.ie) Phone 01 671 9662 Email: [info@insomnia.ie](mailto:info@insomnia.ie)

<b>Company profile</b>	<p>Insomnia Coffee Company is the largest leading independent premium coffee 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.</p> <p>In 2003, the company merged with the gourmet sandwich company, Bendini &amp; 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 over 100 outlets and is set to grow by another 15 by the end of 2015. The company is opening their first company owned and concession stores in UK in 2015.</p> <p>Their outlets include high street shops, retail franchised stores and partnerships with SPAR/BWG, Debenhams, Eason, Meadows &amp; Byrne and Gardenworks (Plantagen). In addition, the company has a large number of self-service units in operation.</p>
<b>Relevant purchasing contacts</b>	<p>Operations and Purchasing Manager: Anna Kozłowska          Email: <a href="mailto:anna@insomnia.ie">anna@insomnia.ie</a></p>
<b>Product mix</b>	<p>Insomnia's primary product category is hot beverages with a strong focus on coffee. Complimentary product categories are food, baked goods, snacks and cold beverages.</p> <p>The company recognises the importance of keeping their product range new and exciting and introduces new products across all categories several times within a given year.</p> <p>The company targets a mix of customers from on-the-go to eat-in.</p> <p>All food is delivered pre-prepared, with no food produced on site.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>Insomnia always strives for innovation and growth across all product categories.</p> <p>New product offerings in 2015 included a re-launch of the lunch offering: sandwiches, salads, paninis, toasties, some new additions to the snack range and continuous improvements / additions to the bakery range which now also offers no sugar / healthier options.</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>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>
<b>Purchasing policy and supplier requirements</b>	<p>Insomnia has a preference for locally sourced product with reasonable shelf life. Shelf life requirements are subject to individual specifications, however quality and freshness of product is key.</p> <p>The ability to produce and deliver product seven days a week is highly desired.</p> <p>The ability to accept orders from each individual shop is required. Suppliers must be listed with BWG and Compass Group Ireland or willing to go through the process of being listed with BWG and Compass Group Ireland in order to supply Insomnia.</p> <p>Producers should have HACCP as a minimum standard. Any gluten free products must also carry appropriate certification.</p> <p>Suppliers are frequently reviewed and audited annually to ensure product quality and suitable working conditions. Any costs involved are covered by supplier.</p> <p>Purchasing decisions are a collective effort made by the operations and purchasing team. Appearance, taste, quality and cost are the most important factors which influence a purchasing decision.</p> <p>Orders are handled directly at store level and emailed to suppliers on a daily basis. Due to limited storage and display space, smaller quantity offerings are preferred.</p> <p>Insomnia work to strict packaging and labelling requirements with nutritional and calorie count provided on their menu. The supplier must be able to provide relevant information as required.</p>
<b>Distribution providers</b>	<p>Majority of products are delivered directly by the supplier, however some are delivered by Zeus Disposables.</p>
<b>Advice to new suppliers</b>	<p>New suppliers should send an introductory email to the Operations &amp; Purchasing Manager via e-mail: <a href="mailto:anna@insomnia.ie">anna@insomnia.ie</a> and be in a position to provide samples.</p> <p>It is very important to be familiar with the Insomnia shop layout/space available. Product range, demographic and customer preferences are all important factors which should be reviewed to better understand if there is a product fit. Brand fit is also very important. Insomnia is open to considering a wide range of product.</p>
<b>Other information</b>	<p>Credit terms are 30 days.</p> <p>Each outlet has chilled and frozen storage facilities.</p>



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

Address: MBCC Foods (Ireland) Ltd, Unit 12 Retail Park, Eastgate, Little Island, Co. Cork

Website: [www.costaireland.ie](http://www.costaireland.ie) Phone: 021 500 3526 Email: [costa@mbccfoodsireland.com](mailto:costa@mbccfoodsireland.com)

<b>Company Profile</b>	<p>MBCC Foods (Ireland) Ltd. owns the Master Franchise for all Costa Stores in both the Republic and Northern Ireland. As of July 2015, there are 99 Costa Coffee shops on the island of Ireland - 23 in Northern Ireland and 76 in the Republic of Ireland. Of the 76 in the Republic of Ireland, MBCC Foods holds the franchise for 62 and the remaining 14 are sub-franchised.</p> <p>Costa Coffee is the second largest coffee chain in the world and was founded by Italian brothers Sergio and Bruno Costa in 1971. Costa Coffee source, store, blend, roast, grind and serve their own coffee. All Costa coffee comes from 100% Rainforest Alliance certified farms.</p> <p>The outlets also stock tea, hot chocolate and an extensive range of food.</p>
<b>Relevant purchasing contacts</b>	<p>Product Manager: Deirdre Sloan Email: <a href="mailto:deirdre.sloan@mbccfoodsireland.com">deirdre.sloan@mbccfoodsireland.com</a></p>
<b>Product mix</b>	<p>In addition to hot and cold beverages, the food offering consists of:</p> <ul style="list-style-type: none"> <li>• <i>locally produced fresh sandwiches</i> (such as: BLT, egg mayonnaise and chicken salad);</li> <li>• <i>toasted sandwiches</i> (such as: ham and cheese, cheese and tomato and chicken and bacon);</li> <li>• <i>wraps</i> (such as: chicken fajita);</li> <li>• <i>paninis</i> (such as ham and cheese and chicken salsa);</li> <li>• <i>breakfast items</i> (such as bacon rolls, filled croissants, scones, and pastries)</li> <li>• <i>porridge plus yoghurt and topping pots (berry compôte, granola and honey).</i></li> </ul> <p>There is also a sweet offering that includes:</p> <ul style="list-style-type: none"> <li>• <i>sweet pastries</i> (such as: All butter croissants, chocolate pastries and pain au raisin);</li> <li>• <i>muffins</i> (chocolate and blueberry);</li> <li>• <i>traybakes</i> (such as: chocolate caramel shortbread, tiffin, granola bar and raspberry and almond bake);</li> <li>• <i>cakes</i> (such as: chocolate, carrot cake, lemon cake and lemon tart).</li> </ul> <p>Stores also stock a range of gluten free sweet and savoury products.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>MBCC Foods Ireland is always seeking opportunities to work with local suppliers with high quality and innovative offerings.</p> <p>Opportunities exist for suppliers with innovative products in any of the categories described above.</p> <p>To avail of the opportunity, suppliers should follow the procedure described in the 'Purchasing policy and supplier requirements' section below.</p>

<p><b>Purchasing policy and supplier requirements</b></p>	<p>Prospective new suppliers to MBCC Foods Ireland/Costa will be issued with a ‘Pre-Assessment Questionnaire’.</p> <p>Where the supplier is an agent or warehouse, then the Pre-Assessment questionnaire needs to be completed for each manufacturing site.</p> <p>If the response to the questionnaire is considered satisfactory by MBCC Foods (Ireland) Ltd., one of the following three routes to supply is followed.</p> <ul style="list-style-type: none"> <li>• <b>Method A: Bespoke product.</b> The supplier must undergo and pass a full food safety audit carried out by the product manager.</li> <li>• <b>Method B: Off the Shelf (OTS) product.</b> The supplier must provide a current certificate confirming achievement of Grade A, B or C of the BRC Global Standard – Food. The scope of the BRC Global Standard must include the products to be supplied. The standard must be maintained throughout the period of supply. Suppliers who do not hold the BRC Global Standard certificate, must be able to demonstrate to the Product Manager of MBCC Foods (Ireland) that they have all required and essential procedures in place and can provide sufficient technical back-up.</li> <li>• <b>Method C: National and international brands.</b> The supplier must complete a warranty statement, taking full responsibility for the food safety of the brand.</li> </ul> <p>Suppliers must meet the criteria set out in MBCC Foods Ireland’s Supplier Approval policy. The company states that it is keen to work with local suppliers that meet its quality requirements. Suppliers do not have to pay for audits.</p> <p>Suppliers deliver all products (whether fresh, frozen or ambient) to the Costa central distribution hub in Co. Down, from where products are delivered daily to Costa shops.</p>
<p><b>Distribution providers</b></p>	<p>Products are delivered to store by Deli Lites Ireland Ltd  <a href="http://www.delilites.co.uk/">http://www.delilites.co.uk/</a></p>
<p><b>Advice to new suppliers</b></p>	<p>Suppliers should send proposals by email to  <a href="mailto:deirdre.sloan@mbccfoodsireland.com">deirdre.sloan@mbccfoodsireland.com</a></p>
<p><b>Other information</b></p>	<p>Brands other than Costa are also stocked. These include: Appletiser; Classic mineral water; Coca-Cola; HP; Heinz; Innocent; Oasis; River Rock; Tyrrel’s crisps; Robinsons Fruit Shoot and Robertson’s jam.</p>

## Quigleys Café, Bakery, Deli

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

Website: [www.quigleys.ie](http://www.quigleys.ie)

Phone: 067 31188

Email: [info@quigleys.ie](mailto:info@quigleys.ie)

<b>Company Profile</b>	<p>Quigleys Café, Bakery, Deli is a family owned and operated business established in Nenagh in 1890. The company operates a total of 17 outlets.</p> <p>There are 15 self-service outlets (that include delicatessens) operating under the Quigleys brand. These are located in Nenagh, Roscrea (1), Athlone, Tullamore, Thurles (2), Kilkenny, Limerick (3), Cork, Newbridge, Dublin (2) and Carlow.</p> <p>There are also two table-service restaurants, known as ‘Café Q’; one in Tullamore and one in Nenagh.</p>
<b>Relevant purchasing contact</b>	<p>Production Manager: Mary Quinn. Retail Manager: Betty Slattery Phone: 067 31188 Email: <a href="mailto:info@quigleys.ie">info@quigleys.ie</a></p>
<b>Product mix</b>	<p>Quigleys is a bakery business that also operates 17 retail outlets offering food using fresh local ingredients where possible. Some products, such as relishes to accompany meals, are also sold as bought-in brands.</p> <p>The food offering consists of bakery products such as rolls and breads as well as confectionery items such as cakes. Hot dishes such as lasagne, quiche, shepherd’s pie, filled rolls, freshly prepared sandwiches and soup are also offered. The cafés also serve a range of teas, coffees and soft drinks.</p> <p>Quigleys cafés serve a wide range of customers through their coffee shop and casual dining facilities.</p> <p>There is a broad range of target customers, including business people, students, shoppers, families and senior citizens.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>Quigleys buy mainly Irish products, so there are always opportunities for Irish suppliers.</p> <p>The company has noticed an increasing demand for wheat free and gluten free bakery products, suggesting potential opportunities in this area.</p>
<b>Purchasing policy and supplier requirements</b>	<p>Quigleys policy is to buy locally produced Irish products, on condition that the quality meets the company’s standards and the price is competitive.</p> <p>Suppliers are encouraged to visit the company’s operations to see how their produced might be used.</p> <p>Purchasing terms and conditions are normally agreed by Production Manager, Mary Quinn.</p>

	<p>Suppliers must comply with strict delivery schedules as timing is critical for fresh products.</p> <p>Suppliers are audited and must comply with all legal requirements including HACCP. Suppliers must pay for any audits needed for them to meet these requirements. Exact requirements are set out on the Suppliers Form that is available from Quigley's.</p> <p>Quigley's packaging requirements are in line with industry standards and all packaging must be of food grade materials. Packaging requirements must be checked with the Purchasing Manager.</p>
<b>Distribution providers</b>	<p>Quigley's Bakeries distributes their own products to their branches via their fleet of trucks.</p> <p>The company sources some ingredients (such as fresh meat and sauces) directly from suppliers. For other products, they source from wholesalers, such as Pallas Foods.</p>
<b>Advice to new suppliers</b>	<p>Suppliers may make contact by phone, but email to <a href="mailto:purchasing@quigleys.ie">purchasing@quigleys.ie</a> is preferred.</p>
<b>Other information</b>	<p>Normal credit terms for suppliers are 30 days with very few exceptions.</p>

## streat cafés (The)

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

Website: [www.thestreat.com](http://www.thestreat.com)

Phone: 028 90 845765

Email: [info@thestreat.com](mailto:info@thestreat.com)

<b>Company Profile</b>	<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 eight cafe branches throughout Northern Ireland 2 in the Republic of Ireland.</p> <p>ROI branches are located in Citywest nad Tallaght.</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 100, outlets where a “the streat” coffee can be purchased.</p> <p>In addition a new coffee-to-go concept ‘Barista Bar’ has been developed, with 37 sites now open and growth forecast to continue in this area.</p>
<b>Relevant purchasing contacts</b>	<p>Purchasing Manager: Amanda Stewart Email: <a href="mailto:amanda@thestreat.com">amanda@thestreat.com</a> Phone: +44 (0)7921 887 666</p>
<b>Product mix</b>	<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>
<b>Opportunities for Irish food and drink suppliers</b>	<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>
<b>Purchasing policy and supplier requirements</b>	<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 Amanda Stewart at the streat 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>
<b>Distribution Providers</b>	<p>Henderson’s Foodservice is the main distributor for all of “the streat” 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 Henderson’s by the Purchasing Manager.</p>
<b>Advice to new suppliers</b>	<p>New suppliers should send information and product samples addressed to Amanda Stewart at Head Office.</p> <p>Initial contact should be made with <a href="mailto:amanda@thestreat.com">amanda@thestreat.com</a>. However suppliers will subsequently be dealing mostly with Henderson’s Foodservice.</p>
<b>Other information</b>	<p>Credit terms are 60 days.</p> <p>Henderson’s Foodservice has long term agreements in place with current suppliers.</p>



## **HOTELS**



## Carlson Rezidor Hotel Group

Address: Park Inn by Radisson, Shannon Airport, Shannon, Co.Clare

Website: [www.carlsonrezidor.com](http://www.carlsonrezidor.com) Phone: 061 770 007 Email: [niall.kelly@carlsonrezidor.com](mailto:niall.kelly@carlsonrezidor.com)

### Company Profile

The Carlson Rezidor Hotel Group (Rezidor) is one of the fastest growing, hospitality companies in the world. 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.

Radisson Blu flagship properties can be found in prime locations, including major cities, airport gateways and leisure destinations around the world.

Radisson Blu Hotels & Resorts, part of the Rezidor Hotel Group, currently operates more than 230 hotels worldwide, with another 51 projects under development.

Park Inn by Radisson® is a fresh and energetic mid-market hotel brand offering friendly and welcoming hospitality at a competitive price.

Carlson, a privately held, global hospitality and travel company, based in Minneapolis (USA), is the majority shareholder of The Rezidor Hotel Group.

Together, Carlson and Rezidor have hotels in more than 90 different countries, 1,070 hotels in operation and 240 hotels under development.

Rezidor has two brands in the island of Ireland, Radisson Blu Hotels and Park Inn Hotels.

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.

Park Inn is a fresh, innovative and affordable international hotel concept.

The Carlson Rezidor Hotel Group in Ireland includes:

- 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

	<ul style="list-style-type: none"> <li>• Radisson Blu Hotel &amp; Spa, Galway</li> <li>• Radisson Blu Hotel, Letterkenny</li> <li>• Radisson Blu Hotel &amp; Spa, Limerick</li> <li>• Radisson Blu Hotel &amp; Spa, Sligo</li> <li>• Park Inn by Radisson, Cork Airport</li> <li>• Park Inn by Radisson, Shannon Airport</li> <li>• Park Inn by Radisson, Belfast</li> </ul> <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>
<b>Relevant contacts</b>	<p>Purchasing Manager: Niall Kelly  Email: <a href="mailto:niall.kelly@carlsonrezidor.com">niall.kelly@carlsonrezidor.com</a></p>
<b>Product mix</b>	<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>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>
<b>Opportunities for Irish food and drink suppliers</b>	<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><b>Purchasing policy and supplier requirements</b></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 <a href="http://www.rezpin.com">www.rezpin.com</a> 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>
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<b>Distribution providers</b>	<p>Rezidor only deals directly with producers and distributors. They do not deal with any 3<sup>rd</sup> party buying organisations or consultants.</p> <p>All suppliers must provide their own distribution or source distribution through an existing nominated supplier of the group.</p>
<b>Advice to new suppliers</b>	<p>All proposals to supply should be via the company's e-procurement system at <a href="http://www.rezpin.com">www.rezpin.com</a>. 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>
<b>Other Information</b>	<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>

## Choice Hotels Ireland

Address: Morrison House, Morrison's Island, Cork

W: [www.choicehotelgroup.ie](http://www.choicehotelgroup.ie) Phone: 021 490 8200 E: [edonnellan@firstchoicepurchasing.com](mailto:edonnellan@firstchoicepurchasing.com)

<b>Company Profile</b>	<p>The group operates eight hotels in the Republic of Ireland and one hotel in the UK</p> <ul style="list-style-type: none"> <li>• Clarion Hotel &amp; Suites, Liffey Valley, Dublin</li> <li>• Clarion Hotel, Limerick</li> <li>• Gibson Hotel, Dublin</li> <li>• Clarion Hotel, Cork</li> <li>• Carton House Hotel, Maynooth, Co. Kildare</li> <li>• Blarney Hotel and Golf Resort, Co. Kerry</li> <li>• Waterside Hotel, Donabate, Co. Dublin</li> <li>• Hotel Woodstock, Ennis, Co. Clare</li> <li>• Croydon Park Hotel, Croydon , UK</li> </ul> <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>
<b>Relevant purchasing contacts</b>	<p>Eoghan Donnellan, General Manager, First Choice Purchasing          Phone: 021 490 8215          Mobile: 086 229 5638          Email: <a href="mailto:edonnellan@firstchoicepurchasing.com">edonnellan@firstchoicepurchasing.com</a></p>
<b>Product mix</b>	<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.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<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 and always try and source Irish product where possible. They welcome approaches from new suppliers and are willing to meet with them, where relevant.</p>

<p><b>Purchasing policy and supplier requirements</b></p>	<p>All purchasing for Choice Hotels is done through an outsourced procurement company called 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 a company called First Choice Purchasing that purchase on behalf of over 340 independent properties, mainly in the Hotel and Nursing Home Sectors.</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>
<p><b>Distribution providers</b></p>	<p>First Choice Purchasing works with a wide range of suppliers. Please see <a href="http://www.firstchoicepurchasing.com">www.firstchoicepurchasing.com</a> for a list of current suppliers.</p> <p>Suppliers are selected via a tender process and the company aims to have one nominated supplier by product category to ensure that the nominated supplier will have access to all First Choice customers – this includes Choice Hotel Group.</p>
<p><b>Advice to new suppliers</b></p>	<p>Potential suppliers are advised to contact <a href="mailto:edonnellan@firstchoicepurchasing.com">edonnellan@firstchoicepurchasing.com</a> directly via e mail to arrange a meeting.</p>
<p><b>Other information</b></p>	<p>First Choice Purchasing also offers its purchasing services to independent Hotels, Nursing Homes and Restaurants. For further information on First Choice Purchasing please visit <a href="http://www.firstchoicepurchasing.com">www.firstchoicepurchasing.com</a></p>

## Dalata Hotel Group PLC

Address 4<sup>th</sup> Floor, Burton Court, Burton Hall Drive , Sandyford, Dublin 18

Website: [www.dalatahotelgroup.com](http://www.dalatahotelgroup.com) Phone: 01 206 9400 Email: [info@dalatahotelgroup.com](mailto:info@dalatahotelgroup.com)

<b>Company Profile</b>	<p>Dalata Group PLC is the largest hotel operator in Ireland with 42 hotels and over 7,000 hotel rooms. Dalata Group is an Irish company listed on both the Irish and London Stock Exchange, led by hotel operator Pat McCann.</p> <p>Dalata Group PLC own or lease 27 hotels under their two brands – Clayton Hotels and Maldron Hotels.</p> <p>The Clayton Brand consists of seven 4* Hotels in Ireland and five in UK. Clayton Hotels in Ireland are located in Dublin (Leopardstown, Airport, Ballsbridge, Cardiff Lane), Belfast, Galway, Wexford and Cork. UK Clayton Hotels are in Manchester, Leeds, London and Cardiff, Wales.</p> <p>Maldron Hotels in Ireland include 4* Maldron Hotels in Dublin and Galway along with 3* Maldron Hotels in Dublin, Galway, Cork, Derry, Belfast, Wexford, Limerick and Portlaoise.</p> <p>As well owning and operating the Clayton and Maldron Hotels, Dalata Management Services (another division of The Dalata Group) specialises in taking over the complete management of third party hotels.</p> <p>Dalata Management Services currently manages 15 partner hotels:</p> <ul style="list-style-type: none"><li>• Belvedere Hotel, Dublin</li><li>• Diamond Coast Hotel, Sligo</li><li>• Cavan Crystal Hotel, Cavan</li><li>• Clyde Court Hotel, Dublin 4</li><li>• Ballsbridge Hotel, Dublin 4</li><li>• Academy Plaza Hotel, Dublin</li><li>• Shamrock Lodge Hotel, Athlone</li><li>• Westlodge Hotel, Bantry Co. Cork</li><li>• Clarion Hotel, Sligo</li><li>• Dundrum House Hotel, Co Tipperary</li><li>• Pillo Hotel Ashbourne, Co Meath</li><li>• Hotel Ballina, Co Mayo</li><li>• Shearwater Hotel, Ballinasloe</li><li>• Aghadoe Heights, Killarney</li><li>• Fitzwilton Hotel, Waterford</li></ul> <p>A wide range of foodservice offers are provided within the group's hotels.</p>
<b>Relevant contacts</b>	<p>Purchasing Manager: Tony McGuigan Email: <a href="mailto:tmcguigan@dalatahotelgroup.com">tmcguigan@dalatahotelgroup.com</a> Phone: 01 206 9400</p>

<p><b>Product mix</b></p>	<p>All eating occasions are catered for: Breakfast, Lunch, Coffee Dock Bar Food, Dinners and Snacks.</p> <p>The cuisine style varies across the estate with a very wide range of customer types - 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>Larger hotels cook from scratch. Semi-prepared options include fish, vegetables and meat (which is pre-prepared by their butcher).</p>
<p><b>Opportunities for Irish food and drink suppliers</b></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 genuine Irish food. 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 Riverview Eggs, Paganini for dessert products, Waterford Blaa, Love Olive, Gees Jams and Irish Artisan Cheeses.</p> <p>Key areas for growth are in good quality healthy food with a trend towards foods that meet special dietary needs.</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. The group already works with certain brands and there is room for growth in this area.</p> <p>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>In particular, within the Clayton Hotel Brand, the food focus is on fresh, local and seasonal. The launch of the new Vitality Breakfast is part of this plan.</p> <p>Gluten free is an area of opportunity for suppliers. The company is focusing of a separate gluten free section on breakfast buffets, with clear indications on menus.</p> <p>Producers are named on the menus where appropriate and a producer with an innovative product should request this support.</p>



<p><b>Purchasing policy and supplier requirements</b></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. 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.</p> <p>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><b>Distribution providers</b></p>	<p>70% of fresh meat to the group is supplied by Heaney Meats, the balance is supplied by Pallas Foods.</p> <p>The majority of frozen, chilled and ambient product is supplied by Brakes Foodservice from Parkwest in Dublin, with the balance being provided by Pallas Foods.</p> <p>Dairy produce is sourced regionally from the following distributors:</p> <ul style="list-style-type: none"> <li>• Dairyland Cuisine</li> <li>• Glanbia Foods</li> <li>• Connacht Gold (North West)</li> <li>• Clona West Cork Foods (South)</li> <li>• Arrabawn (Galway)</li> </ul> <p>Fish Supply is regional with the following suppliers:</p> <ul style="list-style-type: none"> <li>• Atlantis Seafoods</li> <li>• Morgan Fine Fish</li> <li>• Glancy Seafoods</li> <li>• Mylers of Wexford</li> <li>• Starcrest Seafoods Donegal</li> <li>• Wrights of Marino</li> </ul> <p>Fruit and Veg is also regional with the following suppliers:</p> <ul style="list-style-type: none"> <li>• Keelings Farm Fresh</li> <li>• Total Produce / Gold City</li> <li>• Cullens of Wexford</li> <li>• Glynn's of Galway</li> <li>• Brake Foodservice</li> </ul> <p>Bread is supplied by Irish Pride. Tea and Coffee is supplied by Bewleys.</p>
<p><b>Advice to new suppliers</b></p>	<p>Potential new suppliers should approach the Purchasing Manager, preferably by email and should also check with the appropriate main distributor.</p> <p>Product purchase is decided by the Purchasing Manager, but manufacturers will need to work with existing distributors.</p> <p>Dalata Group is looking for suppliers to approach them with interesting new product ideas.</p>
<p><b>Other information</b></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>
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## The Doyle Collection

Address: 156 Pembroke Road, Dublin 4

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<b>Company Profile</b>	<p>The Doyle Collection is a unique selection of eight hotels, extending across five major cities in the US, UK and Ireland. Each has its own contrasting character, but all share a common goal: to provide a modern interpretation of hospitality and service.</p> <p>The Doyle Collection consists of three hotels in Ireland. The Westbury Hotel and The Croke Park Hotel in Dublin and The River Lee Hotel in Cork. There are a further four hotels in the UK: three in London and one in Bristol and one hotel in Washington, US.</p> <p>The main activities are the provision of four star plus and five star accommodation, fine dining restaurants, cafés, food and beverages, meetings, conferences and weddings.</p> <p>The customer profile is now 55% corporate and 45% leisure.</p>
<b>Relevant purchasing contacts</b>	<p>Eddie Keelan is the Group General Manager, Cost and Procurement. Email: <a href="mailto:eddie_keelan@doylecollection.com">eddie_keelan@doylecollection.com</a> Phone: 01 607 0076</p> <p>Andrea Wehrley is the Assistant Group Procurement Manager and deals with Irish Food &amp; Beverage Suppliers. Email : <a href="mailto:andrea_wehrley@doylecollection.com">andrea_wehrley@doylecollection.com</a> 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>
<b>Product mix</b>	<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 &amp; Banqueting.</p> <p>Restaurants cater for the high end of the market, with most food cooked from scratch in each of the restaurants.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<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. 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>

	All food offerings use Irish products as much as is feasible.
<b>Purchasing policy and supplier requirements</b>	<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 &amp; 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>
<b>Distribution providers</b>	Pallas Foods, Musgraves, Corrib Foods, Glanbia, La Rousse and Delice de France are the predominant distributors.
<b>Advice to new suppliers</b>	<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>
<b>Other information</b>	Credit terms are 30 – 45 days maximum.

## Limerick Strand Hotel

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<b>Company Profile</b>	<p>The Lalco Hotel &amp; Hospitality Group runs a number of businesses across the Irish hospitality sector. Hotels and hostels included within the Lalco Group portfolio are:</p> <ul style="list-style-type: none"> <li>• Intercontinental Hotel, Dublin</li> <li>• Harbour Hotel, Galway</li> <li>• Hilton Kilmainham, Dublin</li> <li>• Barnacles Hostels, Dublin and Galway</li> <li>• Limerick Strand Hotel, Limerick</li> <li>• Glenlo Abbey Hotel, Galway</li> <li>• Trinity City Hotel, Dublin</li> <li>• The Westin Hotel, Dublin</li> </ul> <p>This profile focuses on the four star Limerick Strand Hotel which opened its doors in May 2007.</p> <p>The four star hotel features 184 modern bedrooms, a bar and restaurant, ballroom complete leisure facilities and a suite of conference facilities catering for up to 600 delegates, six of which located on the 6<sup>th</sup> floor rooftop level of the building. The ratio of Corporate and Leisure is split 50:50. The balance changes according to the time of year.</p> <p>The main focus of the hotel is accommodation, followed by the food and beverage offering. The company welcomes a large level of local business for functions and conferences.</p>
<b>Relevant purchasing contacts</b>	<p>Assistant Accountant: Colette Gallagher Phone: 061 421800 Email: <a href="mailto:ap@strandlimerick.ie">ap@strandlimerick.ie</a></p> <p>Executive Chef: Tom Flavin Phone: 061 421800 Email: <a href="mailto:tom.flavin@strandlimerick.ie">tom.flavin@strandlimerick.ie</a></p>
<b>Product mix</b>	<p>The Limerick Strand Hotel caters for all dining occasions. Breakfast, lunch and dinner menus are all fully catered for. The food offerings are targeted at a variety of customer groups, according to their needs; dine-in, families on holiday, conference meals, on-the-go and functions are all targeted.</p> <p>In addition, the Hotel's resident cafe, the <i>Terrace Cafe</i> sells a range of homemade cakes and scones prepared by the Hotel's pastry chef. The Hotel's Executive Chef, Tom Flavin, has introduced a range of pantry products that is sold in the hotel including classic Caesar dressing and chicken liver parfait under "<i>The Strand Pantry Range</i>" brand.</p>

	<p>Cuisine is a mix of modern Irish and European. Everything is prepared in the hotel kitchens from scratch.</p> <p>The hotel has three dedicated pastry chefs that prepare all desserts, pastries and other sweet products from scratch. Produce is sourced as much as possible locally.</p>
<p><b>Opportunities for Irish food and drink suppliers</b></p>	<p>There is an ethos of supporting local food and drink producers and new producers are welcome to approach the hotel.</p> <p>The group has very strong relationships with their existing suppliers. It is their opinion that existing suppliers are able to supply all their requirements.</p> <p>The group does not see new areas for growth in terms of product offering as they mainly buy ingredients rather than finished or part-finished products.</p> <p>While buying local Irish produce is important for the group, it points out that in some instances artisan producers are overly focused on production and do not afford enough time to marketing their products.</p>
<p><b>Purchasing policy and supplier requirements</b></p>	<p>Full traceability from source to plate is required for inclusion on menus and website for customers. Quality and pricing play a huge role in deciding factors for certain produce.</p> <p>HACCP certification is a pre-requisite. Suppliers are audited by the group and cost of this is borne by the group.</p> <p>Purchasing is centralised and the hotel works with other hotel groups from time to time to ensure better buying power and more competitive pricing.</p> <p>Negotiation and purchasing is mainly completed via the Executive Chef due to his existing strong relationships with suppliers.</p> <p>The group does not operate a formal tendering operation, so there are no key tender dates. They are very flexible about delivery windows, especially with small producers. Larger suppliers are asked to schedule their deliveries for times when staff are available for unloading. Times are negotiated with each supplier for each hotel.</p> <p>Orders are normally taken by telephone, but email and fax are also acceptable. The group is flexible about packaging requirements, but prefers that suppliers use returnable and recyclable packaging. There are no special requirements regarding labelling beyond what is legally required.</p> <p>Shelf life expectations vary between products, with daily deliveries required for certain fresh products.</p>

<b>Distribution providers</b>	<p>The Limerick Strand Hotel purchases from the following distributors and suppliers:</p> <ul style="list-style-type: none"> <li>• Musgrave Foodservices</li> <li>• Bewleys</li> <li>• Cuisine de France</li> <li>• Irish Pride (breads)</li> <li>• Dawn Dairies (milk)</li> <li>• CS Fish (Doonbeg)</li> <li>• Clancy Lewis (fruit &amp; vegetables)</li> <li>• Bally Salads (salad)</li> <li>• Croom Farm (eggs)</li> <li>• Pallas Foods and La Rousse (speciality products)</li> </ul> <p>Collective group purchasing is not used. Goods are delivered directly to each hotel.</p>
<b>Advice to new suppliers</b>	<p>New suppliers should contact the Executive Chef by email with any requests as he is the final decider in all purchasing matters.</p> <p>Suppliers are advised that they must offer a competitive quote. The hotel is keen to source artisan products from local producers as there is a strong emphasis on supporting indigenous industry.</p>
<b>Other information</b>	<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>



## Talbot Hotel Group

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<b>Company Profile</b>	<p>The Talbot Hotel Group is a family business, owned by the Pettitt family who also own six SuperValu retail outlets in the Southeast; four in Co. Wexford, one in Co. Kildare and one in Co. Kildare.</p> <p>The group owns five hotels as follows: The Talbot Hotel (Carlow); Middleton Park Hotel (Cork); Stillorgan Park Hotel (Dublin); Oriel Hotel Ballincollig (Cork) and The Talbot Hotel (Wexford).</p>
<b>Relevant purchasing contacts</b>	<p>Purchasing Manager: Lorraine Minnock Email: <a href="mailto:lminnock@talbothotelgroup.ie">lminnock@talbothotelgroup.ie</a></p> <p>Executive Chef: Keith Scott Email: <a href="mailto:hchef@talbothotel.ie">hchef@talbothotel.ie</a></p>
<b>Product mix</b>	<p>All the hotels in group offer breakfasts, lunches, dinners, bar food, function catering, snacks and beverages.</p> <p>The hotels serve a broad range of customers including business and leisure clients on long and short stays. The hotels aim to be family, as well as business oriented.</p> <p>A broad cuisine is served, including a range of meat, poultry, fish and vegetarian dishes and salads. Specialist ethnic dishes are not a feature of the menus.</p> <p>The majority of meals use fresh, local ingredients where possible. The deciding factors are quality and price. The hotel kitchens also produce jams and marmalade and some flavoured oils. These products are also on sale in the hotels.</p> <p>In the case of desserts, about 60 per cent are made in-house and 40 per cent bought in.</p> <p>Relatively few pre-prepared ingredients are used, the main exceptions being some sauce mixes and pastry cases.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>Growth areas for food noted by the company are low-gluten and gluten-free foods. Food with locally produced ingredients is popular with the company's customers, provided it does not become too expensive. The company tries to provide a 'value' offering whilst being "as artisan as we are allowed to be".</p> <p>Supplies of all food ingredients for the hotels' menus are sourced locally as far as possible. Constraints on local sourcing are quality and price. Price is important as the hotels try to provide a good value, family friendly offering.</p>

<p><b>Purchasing policy and supplier requirements</b></p>	<p>The hotels use Irish produce where possible. All the beef and fish is Irish, but some poultry and pork may be sourced from elsewhere in order to offer menus within a price range.</p> <p>Supplies are sourced and specified locally for each hotel, generally by the Head Chef. However, all purchases must be approved centrally.</p> <p>Orders for food are normally placed by the Head Chef in each hotel. Terms and conditions are set centrally by the Purchasing Manager.</p> <p>Communication with suppliers is generally via the Head Chefs for each hotel who meet regularly with sales representatives of suppliers and distributors. The Chefs also try to maintain regular telephone contact with suppliers and (in the case of larger suppliers), the tele-sales teams.</p> <p>Delivery windows are specified for suppliers. Normally a day and time are specified. Many items can be accepted between 7:30a.m. and 4:00p.m. The arrangements may vary between hotels.</p> <p>Suppliers are not subject to formal audits, although HACCP is insisted on where relevant. The Head Chef of a hotel would generally visit food producers' premises before finalising supply.</p> <p>The hotels purchase fresh rather than frozen ingredients. All vegetables and potatoes are purchased as fresh and pre-prepared, but not pre-cooked.</p> <p>All food supplies to the hotels must be properly sealed and wrapped according to the specification on the order. There are also strict requirements for weight per package. These are set out during the ordering process.</p>
<p><b>Distribution providers</b></p>	<p>The hotels use a variety of distributors for food and ingredient purchases. Sometimes goods are purchased directly from suppliers, e.g. beef. Other goods may be purchased via distributors such as Pallas Foods or La Rousse Foods.</p>
<p><b>Advice to new suppliers</b></p>	<p>New suppliers should make first contact with the company via the Head Chef of a particular hotel. Email is preferred as it is more convenient for 'hands on' Chefs. If the product is considered suitable, it may be referred for discussion between the supplier, the Chef and the Purchasing Manager.</p> <p>The key criteria for a supplier to address are quality and price. If the product is locally produced, that is a bonus.</p>
<p><b>Other information</b></p>	<p>Credit terms offered to suppliers are normally 30 days, but this may vary in individual cases.</p> <p>Relatively few branded items are offered to clients of the hotels' restaurants apart from sauces and condiments. Branded ingredients, such as sauce mixes and pastry products are used in the kitchens.</p>

## Tifco Hotel Group

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### Company Profile

Tifco Hotel Group comprises several large international hotel brands including:

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

Additional hotels managed by the Group include:

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

Tifco Hotel Group is one of Ireland's leading hotel companies, which currently owns and manages a portfolio of 3, 4 and 5-star hotels and resorts in Ireland and Germany. The group has a proven track record as an award-winning, standards-focused, hotel operator and is one of the only hotel companies in Ireland to have received the EFQM Level 5 award and Deloitte Best Managed Companies in Ireland.

The group owns and operates (under franchise from InterContinental Hotel Group) three Crowne Plaza Hotels in Ireland (including the Crowne Plaza Dublin Airport; Crowne Plaza Dublin-Blanchardstown and the Crowne Plaza Dundalk) and two Holiday Inn Express Hotels at Dublin and Stuttgart Airports.

The 204 bedroom Crowne Plaza Dublin Airport is one of the largest hotels for conferences meetings and events in Dublin. The main conference room can cater for up to 1,000 delegates and there are an additional 24 meeting rooms.

Tifco also manages several hotels, including Clontarf Castle, Hotel Killarney; The Athlone Springs Hotel; Cork International Hotel; and the Cork Airport Hotel. More recently Tifco hotel group have also been awarded the contracts to manage the 5 Star Heritage Killenard, Co. Laois (Sept. 2014); and the Metropole Hotel Cork (June 2015).

Tifco is actively looking at potential opportunities for acquisition and development in Ireland, to further expand the group and they hope to develop and purchase additional hotels over the next couple of years in the key urban markets, as and when the right opportunity presents.

	Further information on Tifco Hotel Group can be sourced from <a href="http://www.tifcohotels.ie">www.tifcohotels.ie</a>
<b>Relevant purchasing contacts</b>	Procurement Manager: Tom Colman Email: <a href="mailto:tcolman@tifcohotels.ie">tcolman@tifcohotels.ie</a> Phone: 01 862 8826
<b>Product mix</b>	The wide range of guests results in a wide variety of foodservice offerings including: formal dining, functions, breakfasts, lunches, casual dining and bar food.
<b>Opportunities for Irish food and drink suppliers</b>	<p>Food is a huge part of the business and a critical part of the group's success over the years and presentation and quality are a fundamental element of that</p> <p>Tifoc advocate the importance of buying the best quality produce to achieve the best results, with chefs that are passionate about food, spending time preparing every dish and sourcing the freshest ingredients- farmed locally by Irish and local growers where possible.</p> <p>The company develops strong relationships with their core suppliers, in a partnership approach that supports a relentless pursuit of quality and new innovations in the kitchens and meticulously agreed specifications to ensure consistency.</p> <p>Tifco is also focused on sustainability and has recently signed up to the Chartered Institute of Purchasing &amp; Supply Sustainability Index, which all of their core suppliers must register and adhere to in order to demonstrate the sustainability of their own supply chain.</p> <p>Sourcing the right product for their chefs is an art in its self, where price is as important as freshness, as quality, as supporting indigenous producers.</p> <p>The company conducts competitive tenders each year and has set up a Chef's Council to taste each new product on their menus, to ensure that their food sourcing process delivers the best food offering to their guests.</p>
<b>Purchasing policy and supplier requirements</b>	<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.</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.</p> <p>There are no special labelling requirements beyond what is required by law.</p>
<b>Distribution providers</b>	<p>Distribution is direct to each hotel or via local distributors, as this can provide a great deal of flexibility.</p> <p>The company maintains a preferred list of distributors.</p>
<b>Advice to new suppliers</b>	<p>Potential new suppliers should approach the Procurement Manager, who will discuss the approach with hotel chefs before making a decision.</p> <p>A supplier can also approach a chef directly, who will in turn contact the Procurement Manager.</p>
<b>Other information</b>	<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.</p> <p>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>

## Trinity Hospitality Services

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### Company Profile

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

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

Trinity Hospitality Services work with over 500 properties across Ireland, UK and Europe assisting a diverse portfolio of profiles across all hospitality segments including hotels, resorts, serviced accommodation, hostels, guesthouses, restaurants, pubs and clubs.

Trinity Hospitality Services employ over 40 full time staff members across dedicated specialist teams that can tailor individual support services to market profiles, ensuring that profitability is maximised and cost efficiency is maintained at all times.

Areas of expertise include:

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

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

### Relevant contacts

General Manager | Trinity Hospitality Services: Alan Cruite  
Phone: 01 639 2909  
Email: [acruite@trinityhospitalityservices.com](mailto:acruite@trinityhospitalityservices.com)

<p><b>Product mix</b></p>	<p>Trinity Hospitality Services hotel menus are constantly evolving to reflect changing tastes. Properties are encouraged to take influence from latest trends and most operate site specific menus to suit style, location and guest profile.</p> <p>Cuisine is largely a mix of Traditional, European and Asian with most food prepared from scratch in each hotel on the day to be consumed same day. Some meat, fish and vegetable produce is semi-prepared.</p> <p>All meals are catered for: Breakfast (cereals, pastries and cooked)   Lunch (hot and cold)   Dinner   Bar food   Snacks.</p> <p>Functions (varies by property) – weddings   funerals   parties   conferences and banqueting   corporate functions.</p> <p>All hotels are equipped with storage facilities.</p>
<p><b>Opportunities for Irish food and drink suppliers</b></p>	<p>Key purchasing decisions are made centrally by the Purchasing division of Trinity Hospitality Services. Purchasing handles all key negotiations and is the outright decision maker.</p> <p>Trinity Hospitality Services is always seeking innovation in product offerings. Sourcing Irish produce is favoured provided suppliers can compete against European counterparts on a price basis.</p> <p>Competitive pricing is the key consideration in all purchasing decisions but quality, consistency and level of service are also heavily weighted in the decision making process.</p> <p>Opportunities will always exist for suppliers who offer quality, range and value for money. Irish brands that are perceived to offer quality will take preference provided price point is competitive.</p> <p>Healthy and organic products have been identified as a growth area, offering opportunities for producers who can supply products made from natural ingredients with few additives or preservatives at competitive prices.</p> <p>Own brand/label substitution of equal or better quality is also an area of interest where brand does not have direct interface with the consumer.</p> <p>Heat &amp; Serve offerings will become more important in mid-market hotels as the quality of finished product improves; this is due to reduced labour costs.</p> <p>There is a preference to work with suppliers that have a small waste footprint and favour recycled and/or returnable packaging where possible.</p>

<p><b>Purchasing policy and supplier requirements</b></p>	<p>Suppliers must have a desire to work closely with Trinity Hospitality Services, using resources collectively in a mutually beneficial way. There is a strong preference to work with suppliers that can accommodate the various client profiles and have nationwide distribution capability.</p> <p>Suppliers must have the necessary infrastructure and resources to proactively manage individual accounts in a professional and customer focused manner.</p> <p>Suppliers must be able to deliver to each individual site, or to a nominated company distributor. The frequency of deliveries depends entirely upon the needs of each property at local level. Suppliers must be flexible in this regard.</p> <p>Supplier trading agreements exist with all key nominated suppliers. Agreement dates vary, but typically last for a 12 month period and run from January to December where possible. These are reviewed and retendered at year end.</p> <p>Monthly sales reports and annual volume reports must be provided and key suppliers must also attend quarterly or bi-annual review meetings.</p> <p>All suppliers must have appropriate accreditations in place before they will be considered.</p>
<p><b>Distribution providers</b></p>	<p>Trinity Hospitality Services work with a wide range of suppliers and distributors.</p> <p>Distribution is direct to each property.</p> <p>Suppliers are selected via the tender process and Trinity Hospitality Services prefers to have one nominated supplier by type of goods/service to encourage full compliance.</p> <p>In some cases this is not always practical, in which case secondary suppliers are appointed.</p>
<p><b>Advice to new suppliers</b></p>	<p>Suppliers should visit the website <a href="http://www.trinityhospitalityservices.com">www.trinityhospitalityservices.com</a> and/or contact the General Manager for more information and details on how to become a nominated supplier.</p> <p>All suppliers are carefully vetted. References may be sought.</p>





## **LEISURE/EVENTS**

## Feast

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

Website: [www.feast.ie](http://www.feast.ie)

Phone: 01 293 3934

Email: [info@feast.ie](mailto:info@feast.ie)

<b>Company Profile</b>	<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>
<b>Relevant purchasing contacts</b>	<p>Executive Chef: Owen Sherry Tel: 01 293 5994 Email: <a href="mailto:owen@itsa.ie">owen@itsa.ie</a></p>
<b>Product mix</b>	<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>
<b>Opportunities for Irish food and drink suppliers</b>	<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>
<b>Purchasing policy and supplier requirements</b>	<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>
<b>Distribution providers</b>	<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>
<b>Advice to new suppliers</b>	<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 Executive Chef and/or existing distribution providers.</p> <p>Email is preferred contact option, detailing company and product information, followed up with a telephone call.</p>
<b>Other Information</b>	<p>60 day credit terms.</p> <p>LTA discounts expected for larger volumes.</p> <p>The company is open to stocking branded products.</p> <p>The company have both chilled and frozen storage facilities at its Sandyford location.</p>

## Fitzers Catering Ltd

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

Website: [www.fitzerscatering.ie](http://www.fitzerscatering.ie)

Phone: 01 687 6930

Email: [sales@fitzerscatering.ie](mailto:sales@fitzerscatering.ie)

<b>Company Profile</b>	<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, and 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 The Convention Centre, Dublin, Titanic Belfast, Leopardstown, Fairyhouse, Navan Racecourses, The RCPI and Slane Castle.</p> <p>Fitzers Catering is on the approved OPW catering panel and service Dublin Castle, Royal Hospital Kilmainham, Iveagh House and Farnleigh. Fitzers Catering also supply a large number of the Film and Commercial Events throughout the country.</p>
<b>Relevant purchasing contacts</b>	<p>Group Executive Chef: Leonard Fearon Purchasing Group Consultant: Stephen Carr Purchasing Group Manager: Jillian Merrigan All can be contacted at 01 687 6930.</p>
<b>Product mix</b>	<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"><li>1. Irishness</li><li>2. Health</li><li>3. Nutrition</li><li>4. Quality</li></ol> <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. Food preparation is venue dependent, however all food is served to give the best quality and taste in compliance with food and safety legislation.</p>

<p><b>Opportunities for Irish food and drink suppliers</b></p>	<p>Food producers should bear in mind that, for many of the events which Fitzers Catering Ltd. caters for, there may be time or equipment issues with the venue which brings its challenges to provide the quality of food and service associated with Fitzers Catering. It is important that producers understand and are aware of this when designing products to suit their menus.</p> <p>The company is now catering for outdoor events such as Longitude and Electric Picnic, Marley and Phoenix Park. Requirements at such events include catering for the artists, their entourage, VIP clients and key security. All menus are bespoke and tailor made to each artist/guest requirements, with organic food being extremely popular.</p> <p>Fitzers Catering Ltd. has a strong policy of supporting Irish producers and this is communicated on many menus stating that ingredients are Irish.</p> <p>The company also has a policy of building long-term relationships with producers. At the same time, the company is open to discussions with new producers of innovative products.</p>
<p><b>Purchasing policy and supplier requirements</b></p>	<p>Fitzers Catering Ltd. operates a tendering process for all of the key categories, and has awarded business for a number of years' duration to successful suppliers.</p> <p>Irishness, Quality, Sustainability, Service and Price are all part of the decision criteria.</p> <p>The company will look for references from other venues and may arrange on-site audits. Suppliers should note that they bear the cost of these audits. Food safety and sustainability are high on the company's agenda.</p> <p>Suppliers can deal with each location, but purchasing is generally centralised via the main office in City West.</p> <p>Goods are delivered 7 days a week and the ordering process is done via email and phone.</p> <p>Suppliers must be fully compliant with legal labelling, Sustainability and packaging requirements.</p>
<p><b>Distribution providers</b></p>	<p>The company prefers the majority of producers to supply directly. In addition, La Rousse and Pallas Foods distribute specified products.</p>
<p><b>Advice to new suppliers</b></p>	<p>Fitzers Catering Ltd. places strong emphasis on initial supplier contact and requests that emails, leaflets, etc. be of a professional standard, as this initial contact very often determines whether or not they proceed with a producer.</p> <p>Preferred method of contact is through email or phone.</p>

	<p>The company encourages Irish producers to examine the company's menus to see where imported products could be substituted.</p> <p>The company also emphasises the importance of producers attending venues like Titanic Belfast and Leopardstown Race Course so that they gain a full understanding of the on-site food requirements.</p> <p>Advance research of the company's full operation is essential for producers that wish to succeed.</p>
<b>Other information</b>	<p>The company has dried, chilled and frozen storage facilities.</p>

## JC Catering

Address: Ashpark Heath, Lucan, Dublin 20

Website: [www.jccatering.ie](http://www.jccatering.ie) Phone: 01 621 4556 Email: [john@jccatering.ie](mailto:john@jccatering.ie)

<b>Company Profile</b>	<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 &amp; Events foodservice channel and currently has contracts for The Irish Open Golf Championship, the Curragh racecourse and Electric picnic. They are resident caterers at Powerscourt Golf Club, Co. Wicklow.</p> <p>JC Catering can cater for up to 25,000 at an event and can provide all resources necessary for large private events.</p>
<b>Relevant purchasing contacts</b>	<p>Managing Director: John Coughlan Email: <a href="mailto:john@jccatering.ie">john@jccatering.ie</a></p> <p>Operations Director: Barbara Muldoon Email: <a href="mailto:barbara@jccatering.ie">barbara@jccatering.ie</a></p>
<b>Product mix</b>	<p>All eating occasions are catered for and the company offer a wide range of food including gourmet dining, buffet, tapas, full service restaurant, fast food and coffee docks.</p> <p>JC Catering tailor catering to each events requirements. They offer a broad range menu with a focus on top quality cuisine.</p> <p>The company buys fresh ingredients and prepares and cooks food from scratch on site including pastry/cakes, breads and sauces.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<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 pâtés 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>
<b>Purchasing policy and supplier requirements</b>	<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>
<b>Distribution providers</b>	<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 &amp; O'Brien.</p>
<b>Advice to new suppliers</b>	<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>
<b>Other Information</b>	<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>The company is focused on promotion of their own brand, but is also open to working with brands.</p> <p>JC Catering sees a growth in chilled product and is moving more towards chilled over frozen products.</p>

## Masterchefs Hospitality

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

Website: [www.masterchefs.ie](http://www.masterchefs.ie)

Phone: 061 411 522

Email: [sales@masterchefs.ie](mailto:sales@masterchefs.ie)

<b>Company Profile</b>	<p>Masterchefs Hospitality (MH) is a contract and event catering company delivering catering and hospitality services to a broad range of venues, colleges, its own restaurants, weddings, events and outdoor catering.</p> <p>In June 2013, MH established the <i>Artisan Food Factory</i>, a high end manufacturing facility that supplies product to the company's Café Noir chain, in addition to a range of wholesale products for distribution.</p> <p>Contracts include: NUI Galway, University of Limerick; Thomond Park Stadium, Limerick; Powerstown Park, Clonmel and five Café Noir outlets.</p>
<b>Relevant contacts</b>	<p>Head Chef: Denis Cregan          Email: <a href="mailto:sales@masterchefs.ie">sales@masterchefs.ie</a>          Phone: 061 411 522</p>
<b>Product mix</b>	<p>The cuisine is based on locally sourced Irish produce with French and Mediterranean influences and includes a large selection of starters, main courses, finger and buffet food, desserts, breads, salads etc.</p> <p>Café Noir has a central production facility (the Artisan Food Factory) for all its café outlets. Masterchefs Hospitality cooks on-site in other outlets.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>MH offers a variety of services, so there is no one specific food type required, however key areas for growth include local artisan products, fresh quality produce from local growers i.e. herbs and salads, new to market products and innovative products.</p> <p>Distribution is often an issue for artisan producers, but MH has its own vans and will accommodate artisan producers where possible.</p> <p>MH is committed to purchasing Irish meat, poultry and dairy produce and to sourcing and buying Irish ingredients when available and in season.</p> <p>There is some room for brands in the operation due to the number of outlets they cater for, but the company also operates its own brands e.g. Café Noir, Artisan Food Company and Masterchefs Hospitality itself.</p> <p>MH sees greater growth in chilled rather than frozen foods due to an increased focus on quality.</p>

<p><b>Purchasing policy and supplier requirements</b></p>	<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>
<p><b>Distribution providers</b></p>	<p>MH deals directly with producers for most products.</p> <p>For dry goods MH uses Musgrave Foodservices and La Rouse Foods. For dairy products they use Dairyland Cuisine.</p> <p>For fruit and vegetables they use Curley’s Quality Foods in Galway.</p>
<p><b>Advice to new suppliers</b></p>	<p>Potential new suppliers should contact the Head Chef on 061 411 522.</p>

## Prestige Catering Ltd

Address: Unit E5 Grange Industrial Estate, Ballycurreen, Cork

Website: [www.prestigecatering.ie](http://www.prestigecatering.ie) Phone: 086 838 3006 Email: [jgrimes@prestigecatering.ie](mailto:jgrimes@prestigecatering.ie)

<b>Company Profile</b>	<p>Prestige Catering Ltd. is a specialised bespoke event and contract catering company. It was setup in November 2010 by James Grimes and Colin Ross. Both the Directors have extensive experience in the foodservice sector.</p> <p>Prestige Catering caters to a number of markets, principally: canteen services, corporate luncheon solutions, consultancy services, cookery schools, facility services, parties, events and weddings. The company operates mainly in the south region of the country.</p> <p>The company provides full facility solutions for a number of blue chip clients, as well as staff canteens on a variety of scales and budgets. Contracts include Pfizer, Ernst &amp; 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>
<b>Relevant purchasing contacts</b>	<p>Operations Director: James Grimes Email: <a href="mailto:jgrimes@prestigecatering.ie">jgrimes@prestigecatering.ie</a> Phone: 086 838 3006</p> <p>Commercial Director: Colin Ross Email: <a href="mailto:cross@prestigecatering.ie">cross@prestigecatering.ie</a> Phone: 086 838 5797</p>
<b>Product Mix</b>	<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>
<b>Opportunities for Irish food and drink suppliers</b>	<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><b>Purchasing Policy and supplier requirements</b></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><b>Distribution providers</b></p>	<p>Distribution providers include Musgrave Foodservices, Pallas Foods and Total Produce as principle suppliers.</p>
<p><b>Advice to new suppliers</b></p>	<p>Potential new suppliers should contact the Operations Director by phone after 2p.m or by email anytime.</p> <p>The company is open to approaches from new suppliers capable of offering a high quality product.</p>

## The Right Catering Company

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

Website: [www.therightcateringcompany.com](http://www.therightcateringcompany.com) Email: [stephen@therightcateringcompany.com](mailto:stephen@therightcateringcompany.com)

Phone: 087 262 0240

<b>Company Profile</b>	<p>The Right Catering Company is an innovative player in the Irish catering industry, providing value for money without compromising on quality or service and committed to ensuring that the budgetary, dietary and event specific requirements of clients are met at all times.</p> <p>The company caters for a wide and ever expanding range of clients. They were recently appointed to run a prestigious new OPW contract and work closely with Dublin City Council on events throughout the city. The company was involved in the Guinness 250 year celebration events and catered for a private reception for Queen Elizabeth II in Coolmore Stud in 2011. The company also catered for the Bavaria City Racing and Tall Ships events.</p> <p>The company has a comprehensively trained team from kitchen porters and waiting staff through to highly skilled and accomplished award winning chefs and a dedicated customer service and events team.</p>
<b>Relevant purchasing contacts</b>	<p>Managing Director: Stephen O'Donoghue  Purchasing Manager: Alan Clarke  Email: <a href="mailto:stephen@therightcateringcompany.com">stephen@therightcateringcompany.com</a></p>
<b>Product mix</b>	<p>All menus are tailored specifically to individual events and the company has catered extensively for European, Asian and international clients both at home and abroad.</p> <p>The Right Catering Company is passionate about heritage and food and is proud to promote and advocate Irish produce at all times in their menus and use of locally sourced and produced ingredients.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>The Right Catering Company is always interested in organic food producers and suppliers. They are also keen to promote local artisan suppliers that can supply bespoke canapé and finger food solutions. The company has identified an opportunity for the supply of bespoke serving accessories and hand crafted trays and containers.</p>
<b>Purchasing policy and supplier requirements</b>	<p>The Right Catering Company operates a Quality Assurance Policy and a Sustainable Procurement Policy with all their suppliers. They source only Irish produce, with particular support for local and artisan producers. HACCP procedures and traceability are paramount. Meats are certified Irish.</p> <p>All purchasing is centralised and delivered to the company's production facility in Ashbourne. Goods are delivered fresh daily in line with their fresh food policy. They have strong and long standing relationships with their suppliers.</p>

<b>Distribution providers</b>	Distributors include Glanbia and Lynas Foodservice. Deliveries are made to the company's central unit in Ashbourne. The company is also open to direct supply from small, local and artisan producers where potential volumes may be small.
<b>Advice to new suppliers</b>	<p>The Right Catering Company is a strong supporter of Irish, regional, local and artisan products and producers. They are always looking for more innovative products for menus and welcome an opportunity to discuss same with local producers.</p> <p>Suppliers offering interesting, innovative ideas and usage for their products are particularly welcomed and are encouraged to approach by email in the first instance.</p>
<b>Other Information</b>	<p>The Right Catering Company's main focus is to provide the best catering and customer experience for all clients, regardless of the size of the event.</p> <p>All events and menus are specifically tailored based on an initial discussion on requirements, followed by a tasting.</p> <p>Terms and Conditions available on request.</p>

## With Taste

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

Website: [www.withtaste.ie](http://www.withtaste.ie)

Phone: 01 626 8293

Email: [liam@withtaste.ie](mailto:liam@withtaste.ie)

<b>Company Profile</b>	<p>Established in 1985, With Taste offers a comprehensive range of Food &amp; Beverage service solutions. The company has developed new dimensions to their business as follows:</p> <p><i>Hospitality Concepts</i> offering customers a comprehensive range of innovative food and bar services solutions providing public, corporate and outdoor options to clients and the venues in which they operate. As a wholly owned Irish company With Taste prides itself on combining passion for food with skill and expertise.</p> <p>Operating in many locations with vast experience in dealing with high volumes of people, delivering an end to end approach to managing complex and varying venues that require different levels of food and beverage service such as the Royal Dublin Society, National Concert Hall of Ireland, the Private Members Club at the O2, the O'Reilly Hall in UCD, the Round Room at the Mansion House and Tower Restaurant Glasnevin Museum.</p> <p><i>Corporate Cuisine</i> – catering for events such as corporate banqueting, fine dining, weddings, etc. Recent events include BT Young Scientist 2015, The Irish Beauty Show, Bloom Festival, Phoenix Park; Discover Ireland Dublin Horse Show 2015, Ploughing Championships.</p> <p><i>Cuisine Concepts</i> – this is best represented by FIRE restaurant, Dawson Street, Dublin 2.</p> <p>The company's in-house central production facility is located in Cherry Orchard, Dublin, a state of the art facility with 20,000 square feet of culinary preparation kitchen (including its own patisserie unit), cold rooms, wine cellars, warehousing and offices.</p>
<b>Relevant contacts</b>	<p>Culinary: Garrett Duff  Email: <a href="mailto:garrett@withtaste.ie">garrett@withtaste.ie</a>  Phone: 01 626 8293/ 087 942 6703</p> <p>Sales &amp; Business Development: Barry Coffey  Email: <a href="mailto:barry@withtaste.ie">barry@withtaste.ie</a>  Phone: 01 260 2632 / 083 149 0818</p> <p>Purchasing Manager: Liam Bannable  Email: <a href="mailto:liam@withtaste.ie">liam@withtaste.ie</a>  Phone: 01 626 8293 / 087 767 8333</p>
<b>Product mix</b>	<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 on a cook and serve basis.</p>
<p><b>Opportunities for Irish food and drink suppliers</b></p>	<p>The company is experiencing growth in demand for the foods that it produces in its central production kitchen. This presents an opportunity for Irish producers of raw ingredients.</p> <p>The company has a preference to source local produce and supports artisan producers. In addition, the company supports green miles schemes. Environmentally friendly packaging and sustainability is also a growth area in the business.</p> <p>With Taste welcomes approaches from suppliers who are proactive and have innovative ideas. The company wants to work in partnership with suppliers and develop long standing relationships with them.</p>
<p><b>Purchasing policy and supplier requirements</b></p>	<p>Compliance to food safety standards, quality, adherence to specifications and pricing are all considerations taken into account when selecting suppliers.</p> <p>A standard operating procedure is sent to all suppliers who are required to furnish documentation to substantiate the integrity of their food safety systems. New suppliers receive a general factory visit.</p> <p>All suppliers are subject to on-the-spot quality assurance audits that are carried out using the company's internal audit criteria. Audits are paid for by the company as part of their QA specification.</p> <p>Purchasing is centralised through the Purchasing Manager who liaises closely with the Executive Chef, a member of Euro Toques Ireland <a href="http://www.euro-toques.ie/">www.euro-toques.ie/</a></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 large 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><b>Distribution providers</b></p>	<p>The company has over 150 suppliers in total. The supplier list includes fresh meats, fish, dairy, dried goods, fruit and vegetables and bespoke ingredients.</p>

	A considerable amount of small, large and specialist producers and suppliers deliver directly to the central kitchen.
<b>Advice to new suppliers</b>	<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](http://www.aerlingus.com) Phone: 01 886 2632 Email: [james.keaveney@aerlingus.com](mailto:james.keaveney@aerlingus.com)

<b>Company Profile</b>	<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>
<b>Relevant purchasing contacts</b>	<p>Head Chef: James Keaveney Email: <a href="mailto:james.keaveney@aerlingus.com">james.keaveney@aerlingus.com</a> Phone: 01 886 2632</p>
<b>Product mix</b>	<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"><li>1) Red meat – beef or lamb</li><li>2) White meat – chicken or duck</li><li>3) Vegetarian</li><li>4) Fish</li></ol> <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>
<b>Opportunities for Irish food and drink suppliers</b>	<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 <a href="http://www.etenders.gov.ie">www.etenders.gov.ie</a>.</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><b>Purchasing policy and supplier requirements</b></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>
<b>Distribution providers</b>	<p>Distributors to the flight kitchen include Pallas Foods, La Rousse, BWG and Musgrave Foodservices.</p> <p>A number of suppliers (including meat and fresh produce) deliver directly.</p>
<b>Advice to new suppliers</b>	<p>New suppliers should contact the Head Chef, preferably by email and arrange to send in samples for review.</p> <p>Potential suppliers should be aware of the need for consistency and reliability in relation to both the product and the delivery schedule.</p> <p>Producers should be pro-active in contacting and communicating with the Head Chef.</p>
<b>Other information</b>	<p>Aer Lingus catering has Long Term Agreements i.e. over one year, with several suppliers. The terms of the agreement will tend to vary based on the product and the length of the previous relationship with the supplier.</p> <p>Long Term Agreements regarding fresh produce pricing are not always possible.</p>

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

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

Website: [www.efg.ie](http://www.efg.ie)

Phone: 061 475 629

Email: [purchasingmanager@efg.ie](mailto:purchasingmanager@efg.ie)

<b>Company Profile</b>	<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 CityEast Retail Park, Ballysimon, Limerick.</p>
<b>Relevant purchasing contacts</b>	<p>Purchasing Manager: Diane Kelly          Email: <a href="mailto:purchasingmanager@efg.ie">purchasingmanager@efg.ie</a>          Phone: 061 475 629</p>
<b>Product mix</b>	<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>
<b>Opportunities for Irish food and drink suppliers</b>	<p>EFG Inflight Ltd. hosts menu presentations for its customers from time to time. The use of Irish ingredients is encouraged by the company. However, airlines often have very specific requirements in terms of the origin of ingredients.</p> <p>The airline industry can hold significant opportunities for Irish producers. These opportunities should be explored directly with the airlines rather than catering providers such as EFG Inflight Ltd. In 2014 EFG served Aer Lingus, Delta Airlines, United Airlines, US Airways 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>
<b>Purchasing policy and supplier requirements</b>	<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"> <li>1) Corporate and Private Jets – quality is the only consideration.</li> <li>2) Business and First Class – quality at a reasonable cost.</li> <li>3) Economy – cost is the primary consideration.</li> </ol> <p>EFG Inflight Ltd has a strong preference to source local produce. Where they have a choice within the specifications laid down by the airline, they buy Irish.</p> <p>Suppliers are audited by EFG Inflight on a regular basis in accordance with relevant regulations and best practices in the industry. There is no charge for these audits. Some airlines require monthly microbiological testing of produce.</p> <p>Purchasing is centralised through the Purchasing Manager who is influenced in his decision making by the Directors of the company: Ean Malone and Fiona Barry.</p> <p>Products are assessed for quality by the Head Chef and the 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>
<b>Distribution providers</b>	<p>The company has over 40 suppliers (both Irish and international) of ambient, chilled and frozen products.</p> <p>Major distributors used are: Mangans Wholesale (part of BWG Foodservice), Pallas Foods, Complete Cuisine, Clancy Lewis and Crossgar. A number of local producers deliver directly. They also use artisan providers.</p>
<b>Advice to new suppliers</b>	<p>Contact the Purchasing Manager via email and arrange a meeting via telephone. The company is a strong supporter of local producers.</p>
<b>Other information</b>	<p>All suppliers are paid on the 15<sup>th</sup> of the month following invoice and supply.</p>

	<p>EFG Inflight Ltd has Long Term Agreements with its larger suppliers.</p> <p>EFG Inflight Ltd has a preference for products which could be labelled or branded for Zest.</p> <p>The company has storage facilities for both chilled and frozen foods.</p>
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## Gate Gourmet Ireland

Address: South Apron, Dublin Airport, Co. Dublin

Website: [www.gategourmet.com](http://www.gategourmet.com) Email: [ekremers@gategourmet.com](mailto:ekremers@gategourmet.com)

<b>Company Profile</b>	<p>Gate Gourmet is the world's largest independent provider of catering and provisioning services for airlines.</p> <p>The current main activity of Gate Gourmet Ireland is the provision of food and beverages to airlines.</p>
<b>Relevant purchasing contacts</b>	<p>Production and Procurement Manager: Eric Kremers <a href="mailto:ekremers@gategourmet.com">ekremers@gategourmet.com</a></p>
<b>Product mix</b>	<p>80% of all products are nominated by airlines from various European suppliers. The airlines dictate who the suppliers are in order to achieve high volumes and competitive pricing.</p> <p>The type of cuisine is international and varies by airline. Some airlines carry both ethnic and international menu options. The production unit is Halal certified.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>Gate Gourmet Ireland seeks an innovative, problem solving relationship with their suppliers.</p> <p>Gate Gourmet Ireland sources fruit and vegetables, sandwiches and limited meat, fish and dry goods from local Irish suppliers.</p>
<b>Purchasing policy and supplier requirements</b>	<p>The main driver in Gate Gourmet Ireland's purchasing policy is a competitive product pricing. Suppliers must have daily 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 supplier 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>
<b>Distribution providers</b>	<p>Gate Gourmet Ireland deals with producers directly (particularly for fresh food and meat) and also via distributors. The main distributor is Pourshins UK.</p>
<b>Advice to new suppliers</b>	<p>Potential suppliers should e-mail the Purchasing Manager in the first instance to be included in future tenders.</p> <p>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>If applicable suppliers/ producers should consider including a Halal product offering.</p>

<b>Other information</b>	Credit terms are a 30 day direct payment policy.  There is little freedom for the promotion of brands as it is customer-specific and depends on the preferences of the airline.
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## HMShost Ireland Ltd

Address: Main Terminal Building, Cork Airport, Cork

Website: [www.hmshosteurope.com](http://www.hmshosteurope.com) Phone: 021 432 8852 Email: [maggie.finnegan@hmshost.net](mailto:maggie.finnegan@hmshost.net)

<b>Company Profile</b>	<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.</p> <p><b>Cork Airport</b></p> <ul style="list-style-type: none"> <li>• Red Bar (traditional Irish bar with traditional food).</li> <li>• Food Market (market style free flow restaurant offering a local flavour).</li> <li>• Lir Café (local branded coffee and chocolate concept with hot and cold snacks).</li> <li>• Last Call (bar combined with a hot and cold food menu).</li> </ul> <p><b>Shannon Airport</b></p> <ul style="list-style-type: none"> <li>• Limestone Restaurant (free flow style restaurant offering a local flavour).</li> <li>• Sheridan Pub (traditional Irish pub with traditional food).</li> <li>• Atlantic Coffee Company (local branded coffee concept with hot and cold snacks).</li> <li>• Segafredo Coffee Unit (branded coffee concept with hot and cold snacks).</li> </ul> <p><b>Dublin Airport</b></p> <ul style="list-style-type: none"> <li>• Harvest Market (market style free flow restaurant offering a local flavour).</li> <li>• Irish Meadows (local branded coffee concept with hot and cold snacks).</li> <li>• Lavazza (branded coffee concept with hot and cold snacks).</li> <li>• Puro Gusto (branded coffee concept).</li> <li>• Java Pod (local branded coffee concept).</li> </ul>
<b>Relevant purchasing contacts</b>	<p>Assistant Purchasing Manager: Maggie Finnegan          Email: <a href="mailto:maggie.finnegan@hmshost.net">maggie.finnegan@hmshost.net</a>          Phone: 021 432 8852</p>
<b>Product mix</b>	<p>Selection of locally sourced products, with a mix of some international brands.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>Although a global company, HMShost fully supports local suppliers and producers where possible.</p> <p>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 national and international coffee brands.</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>
<b>Purchasing policy and supplier requirements</b>	<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>
<b>Distribution providers</b>	<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>
<b>Advice to new suppliers</b>	<p>Contact Maggie Finnegan for Ireland via email in the first instance.</p>
<b>Other information</b>	<p>The company uses a mix of Irish and international brands at each of its locations. It has both chilled and frozen storage facilities.</p>

## Irish Ferries

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

Website: [www.irishferries.com](http://www.irishferries.com)

Phone: 01 607 5700

Email: [info@irishferries.com](mailto:info@irishferries.com)

<b>Company Profile</b>	<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 2014 the company carried 1.643 million passengers, up 1.4% from 2013.</p> <p>Irish Ferries operate galleys on all their services and are significant players in the foodservice market. The fleet is summarised below:</p> <p>Motor Vessel (MV) <i>Isle of Inishmore</i> serves the Rosslare to Pembroke route and caters for up to 2,200 passengers per single trip.</p> <p>MV <i>Oscar Wilde</i> serves the Rosslare to Cherbourg and Rosslare to Roscoff routes and caters for up to 1,600 passengers per single trip.</p> <p>MV <i>Epsilon</i> is the latest vessel to join the Irish Ferries fleet. The vessel operates on the Dublin Holyhead route (Tuesday to Saturday) and offers a direct Dublin to Cherbourg route each weekend. The “economy” styled vessel caters for up to 600 passengers and their cars.</p> <p>MV <i>Ulysses</i> serves the Dublin to Holyhead route and caters for up to 1,900 passengers per single trip. It is the largest passenger ferry in the world, as a result of its large vehicle carrying capacity.</p> <p>High Speed Craft (HSC) <i>Jonathon Swift</i> serves the Dublin to Holyhead route and caters for up to 800 passengers per single trip.</p> <p>A wide range of customers purchase food on the company’s ferries, with more meal purchases taking place on the Ireland – France routes.</p>
<b>Relevant purchasing contacts</b>	<p>Purchasing Manager: Alan Markey  Email: <a href="mailto:alan.markey@irishferries.com">alan.markey@irishferries.com</a>  Phone: 01 607 5700</p>
<b>Product mix</b>	<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.</p> <p>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>MV <i>Epsilon</i> has one food outlet which serves hot and cold meals.</p> <p>The MV <i>Oscar Wilde</i> has three food outlets. A waiter service restaurant, a steak house, and a cafeteria type restaurant that caters for families (serving pizza, chicken, chips, fish, burgers, sausages etc).</p> <p>The MV <i>Ulysses</i> has a carvery service restaurant for the public and a second carvery service restaurant for commercial drivers.</p> <p>The HSC <i>Jonathan Swift</i> has one main food outlet on board which includes a carvery offering.</p> <p>All vessels serve healthy and vegetarian options.</p>
<p><b>Opportunities for Irish food and drink suppliers</b></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><b>Purchasing policy and supplier requirements</b></p>	<p>A template is maintained of all the products and quantities purchased. This template is sent out to relevant suppliers who are invited to tender for the business.</p> <p>Suppliers should contact the Purchasing Manager to establish the next tender date. After quality, price and the ability to meet the delivery windows are the key criteria in making a purchasing decision.</p> <p>The ships are supplied directly by suppliers. Thus suppliers can only deliver whilst the ships are in port. The delivery windows change with the seasons and current docking times can be checked via the company's website.</p> <p>Irish Ferries reserve the right to conduct a HACCP audit of all suppliers. This audit is conducted by Irish Ferries and there is no charge.</p>

	<p>The ships email their orders to the Purchasing Department which inputs the orders into the company's ordering system and forwards the orders on to suppliers via email.</p> <p>Purchasing is centralised through the Purchasing Manager. The supply base is constantly under review.</p> <p>Irish Ferries does not have preferences for the packaging of the foodstuffs supplied. The only labelling requirements are that the labels conform to the law.</p> <p>Items with a long shelf-life are preferred, resulting in a preference for frozen over chilled products. Chilled food products are not used, except for milk, dairy products and spreads. Deliveries of fresh vegetables are required twice a week as a minimum.</p>
<b>Distribution providers</b>	<p>Both direct supply to the ships and supply via a distributor are possible. All of Ireland's leading distributors supply Irish Ferries. As distributors are subject to change, current distribution options should be discussed with the Purchasing Manager.</p>
<b>Advice to new suppliers</b>	<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>
<b>Other information</b>	<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](http://www.railgourmet.com) Phone: 087 6561891 Email: [t.mcbride@railgourmetuk.com](mailto:t.mcbride@railgourmetuk.com)

<b>Company Profile</b>	<p>RG 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 550 rail services in Ireland per week.</p> <p>Rail travellers constitute the target market.</p>
<b>Relevant purchasing contacts</b>	<p>Key Account Manager: Trevor McBride  Email: <a href="mailto:t.mcbride@railgourmetuk.com">t.mcbride@railgourmetuk.com</a>  Mobile: 087 656 1891</p>
<b>Product mix</b>	<p>There are four types of services provided on-board, as follows:</p> <ul style="list-style-type: none"> <li>- Trolley only service which is provided on all trains, except for commuter services.</li> <li>- Trolley service in addition to a hot buffet and dining car.</li> <li>- Trolley service and hot buffet in addition to a cooked breakfast to order offer (selected morning services).</li> <li>- Trolley service and cooked breakfast in addition to an all day gastro menu (selected services).</li> </ul> <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>
<b>Opportunities for Irish food and drink suppliers</b>	<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>The product range is predominantly sourced through Irish suppliers and therefore there are little or no opportunities for import substitution.</p>
<b>Purchasing policy and supplier requirements</b>	<p>The company has a preference to buy Irish. 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 Key Account 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 the industry standard.</p> <p>There are chilled and frozen storage facilities at the service centres. Supplier brands are welcome.</p>
<b>Distribution providers</b>	<p>The majority of suppliers deliver directly, with some product distributed through Musgrave and Pallas Foods.</p> <p>All suppliers deliver direct to the Heuston and Connolly stations with some delivering direct to Kent station, Cork.</p>
<b>Advice to new suppliers</b>	<p>Suppliers should contact the Key Account Manager 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>
<b>Other information</b>	<p>Credit terms are 50 days.</p> <p>Rail Gourmet has long term agreements with a number of key suppliers.</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>

## Retail inMotion

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

Website: [www.retailinmotion.com](http://www.retailinmotion.com)

Phone: 01 445 1212

Email: [info@retailinmotion.com](mailto:info@retailinmotion.com)

<b>Company Profile</b>	<p>Retail inMotion specialises in providing products for in-flight catering. It is a Total Food Solutions provider for Buy-on-Board. Products range from freshly prepared products to ambient snacks and meals to hot drinks.</p> <p>The range of products has been designed with the airline travel in mind and packaging is designed to maximise the use of on-board space. The company aims to produce delicious food at the highest quality.</p> <p>Retail inMotion is constantly looking to develop new products and forge new relationships to best service an ever evolving travel sector landscape.</p> <p>Retail inMotion focuses on delivering the best product at the right quantities and at the best price.</p>
<b>Relevant purchasing contacts</b>	<p>Product Specialist: Aoife Ryan Email: <a href="mailto:aoife.ryan@retailinmotion.com">aoife.ryan@retailinmotion.com</a></p>
<b>Product range</b>	<p>The company provides a comprehensive range of global branded products at highly competitive prices including fresh, frozen and ambient foods. It caters for a demographically broad customer base with a wide range of confectionery and snack foods.</p> <p>The company works with some of the biggest global consumer brands – Coca Cola, Red Bull, Lindt, Heineken, Diageo, Nestlé, Mars and Heinz. It has its own brand of crisps, ‘Boxerchips’ and a range of shelf-stable snacks and meals that were specially developed for in-flight catering.</p> <p>Retail inMotion has an active R&amp;D department, developing new products to suit client requirements.</p>
<b>Sectors served</b>	<p>The company specialises in in-flight catering at all price levels.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>Retail inMotion has a significant client base, including Ryanair, in the travel retail market across Europe and beyond.</p> <p>Its products are stocked on both legacy and low cost carriers across the globe with a reach of over 350 million passengers annually.</p> <p>It is also a partner with LSG SkyChefs, a global in-flight services supplier to over 300 airline partners in 52 countries globally.</p> <p>There are excellent opportunities for Irish suppliers in extended shelf life products and products that re-heat well, while maximising space available on-board.</p>

	<p>Retail inMotion seeks an innovative, problem solving relationship with their suppliers.</p> <p>As part of its Global Procurement Initiative, the company continuously strives to promote sustainability and environmentally friendly products.</p>
<b>Purchasing Policy</b>	<p>Retail inMotion’s goal for every purchasing transaction is to obtain the best value possible. Best value is determined by evaluating many factors (such as price, delivery capabilities, quality, past performance, training, financial stability, service capabilities, ease of ordering, and reliability of payment) and selecting a vendor that offers the best combination of those factors. It encourages strategic partnerships with suppliers and promotes early supplier involvement in all product research and development.</p> <p>All procurement is managed centrally. The supply chain is managed from two strategic central distribution centres located in the UK, and Milan, Italy via 3PL providers. Supply chain optimization is managed by an in-house and industry specific ERP (Enterprise Resource Planning) system ‘<i>Vector</i>’ that provides customers with an ‘end-to-end’ in-flight retail management solution.</p> <p>HACCP and BRC are minimum requirements and Retail inMotion also carries out its own hygiene and health and safety audits. All suppliers must be registered with the Food Safety Authority of Ireland (FSAI). Audits required to achieve certification must be paid for by the supplier.</p> <p>Packaging and labelling is extremely important to Retail inMotion. Labels must include an EU licence number where appropriate (e.g. for meat) and must also include nutritional and allergen information. Within a tender process for product categories, Retail inMotion tries to involve as many local companies as possible.</p> <p>From a purchasing and supply chain point of view, Retail inMotion likes to combine multiple suppliers into one overall distribution network. This is to help reduce the number of deliveries into each airport. Retail inMotion aims to use one distributor for most stock items.</p> <p>Agreement of terms is done as part of the tender process where the three parties (Retail inMotion, producer and distributor) agree on financials, fees, stocking etc. All financials are taken into account in a tender round. All contact is through the Purchasing Manager.</p>
<b>Supplier requirement and ordering procedure</b>	<p>All suppliers need to be able to manage the logistics of deliveries into the central distribution centre in the UK and should price efficiently for volume orders.</p>
<b>Other Information</b>	<p>Retail inMotion uses a mix of both Irish and international brands at each of its locations. It has both chilled and frozen storage facilities.</p>

## SSP Ireland

Address: 10-12 LinkBuilding, Mezzanine level, Terminal 1, Dublin Airport, Co. Dublin

Website: [www.foodtravelexperts.com](http://www.foodtravelexperts.com) Phone: 01 852 8800 Email: [purchasing@ssp.uk.com](mailto:purchasing@ssp.uk.com)

<b>Company Profile</b>	<p>SSP (Ireland), The Food Travel Experts, is the leading dedicated operator of food and beverage brands in travel locations worldwide, with operations in 140 airports and 300 railway stations in 32 countries.</p> <p>Since its takeover of catering facilities at Dublin airport in 1984, SSP now serves approximately 55,000 of Dublin's passengers per week through its eight outlets across both terminals.</p>
<b>Relevant purchasing contacts</b>	<p>Purchasing Director: Greg Woodland          Email: <a href="mailto:purchasing@ssp.uk.com">purchasing@ssp.uk.com</a> (preferred method of contact).          Local contact at Dublin Airport: Bogdan Avramenko          Phone: 01 852 8800</p>
<b>Product mix</b>	<p>SSP's franchise operations in Dublin Airport include the following:</p> <p><b>Burger King (T1 &amp; T2)</b>          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><b>Soho Coffee Co (T1)</b>          Soho Coffee Co is dedicated to serving organic, fair-trade coffees from around the world along with fresh food.</p> <p><b>Starbucks (T1)</b>          Coffee experts.</p> <p>SSP own brand operations in Dublin Airport include the following:</p> <p><b>Upper Crust (T1)</b>          Baguettes baked fresh throughout the day and offering a wide selection of fillings.</p> <p><b>Slaney Bar (T2) and Angel's Share Bar (T1)</b>          Modern bar offering full range of beers, wines, spirits, tea and coffee in addition to breakfast and bar food throughout the day.</p> <p><b>Flutes Bar (T2)</b>          Champagne, wine and tapas food offerings.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>In response to the changing needs of passengers, SSP Ireland, in conjunction with EnviroSell and Clear, conducted global food travel research. The key finding showed that 66% of passengers perceive food and beverage to be a priority when in an airport.</p> <p>With this in mind, SSP Ireland is continually seeking ways in which to add value to the passenger experience. Nowhere has this been more prevalent than at Dublin airport.</p> <p>Potential suppliers should thoroughly research the menus of existing outlets and approach SSP with products that fit the branding of these outlets, providing a wider choice of food offerings.</p>

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





## **INSTITUTIONAL (COST) CHANNELS**



## **BUSINESS & INDUSTRY (B&I)**

## Aramark Ireland

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

Website: [www.aramark.ie](http://www.aramark.ie) Phone: 01 816 0700 Email: [sales@aramark.ie](mailto:sales@aramark.ie)

<b>Company Profile</b>	<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 nearly 4,000 people across over 1,000 sites throughout the island of Ireland, Aramark Ireland is headquartered in Dublin, with regional offices in Cork, Limerick and Belfast.</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. In 2009 Aramark Ireland acquired the Varis group of companies which held market leading position in Facilities Management, Environmental and Property Services.</p> <p>Aramark is one of the largest US multinational employers in Ireland with a turnover of over €200 million. Last year, Aramark Ireland spent over €80 million in buying Irish goods and services from local suppliers.</p>
<b>Relevant purchasing contacts</b>	<p>Foodservice Buyer: Niall Carroll          Email: <a href="mailto:carroll-niall@aramark.ie">carroll-niall@aramark.ie</a>          Phone: 01 816 0700</p>
<b>Product mix</b>	<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 use ‘ready to cook’ vegetables e.g. broccoli, carrots and onions and meat is bought, cut and portion controlled, ‘ready to cook’.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<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. 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>
<b>Purchasing policy and supplier requirements</b>	<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 &amp; grown 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 Department.</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 Department 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 through an on-line ordering system or by phone, fax or e-mail. With the exception of high volume suppliers, distribution through a distributor is preferred. Both chilled and frozen storage facilities are available on each site.</p> <p>Aramark 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>
<b>Distribution providers</b>	<p>Pallas Foods are the preferred Distribution Partner for all food and related consumable items. This provides local producers with limited coverage the ability to access all Aramark locations.</p> <p>Small “direct to store” suppliers are also accommodated, however they need to meet specific requirements in terms of Food Safety, Insurance and Invoicing.</p>
<b>Advice to new suppliers</b>	<p>Suppliers should put together a proposal on why a product will work and what it will add.</p>

	<p>Suppliers should also think through distribution options and be prepared to work with a distributor. The proposal should be emailed to the Purchasing Group at <a href="mailto:purchasing@aramark.ie">purchasing@aramark.ie</a></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>
<b>Additional information</b>	<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>

## BaxterStorey Ireland

Address: 3015 Lake Drive City West Campus, Dublin 24

Website: [www.baxterstorey.com](http://www.baxterstorey.com)

Phone: 01 500 6220

Email: [info@baxterstorey.com](mailto:info@baxterstorey.com)

<b>Company Profile</b>	<p>BaxterStorey 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 85 sites in ROI with annual turnover of over €35 million.</p> <p>The company has a strong focus on sustainable growth.</p> <p>BaxterStorey currently serves staff restaurants and caters generally for corporate hospitality, though educational sites are also serviced in addition to this.</p> <p>Of the 85 sites operated in the ROI, 75% of business is in Dublin. The remaining 25% of business is nationwide with outlets in Carlow, Cork, Galway, Limerick etc. The company employs over 700 people nationally.</p>
<b>Relevant purchasing contacts</b>	<p>Purchasing Manager: Connie Greally Email: <a href="mailto:cgreally@baxterstorey.com">cgreally@baxterstorey.com</a></p> <p>Executive Development Chef: Audrey Crone Email: <a href="mailto:acrone@baxterstorey.com">acrone@baxterstorey.com</a> (preferred method of contact)</p>
<b>Product mix</b>	<p>The type of eating occasions catered for focus on Fresh, Locally Sourced and Seasonal produce.</p> <p>The types of cuisine catered for are quite diverse as the company focuses on staff 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>
<b>Opportunities for Irish food and drink suppliers</b>	<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 who have new innovative products that compliments their existing offers. They are eager to be contacted by those who produce their own high quality produce. Current key area of growth are Gluten Free Products and also an emphasis on International Food Trends..</p> <p>BaxterStorey 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><b>Purchasing policy and supplier requirements</b></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 BaxterStorey, 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, BaxterStorey 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. 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 or online.</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><b>Distribution providers</b></p>	<p>Frozen foods are mainly supplied by BWG Foodservice and Pallas Foods. Meats are supplied by Hicks, O'Mahony's, Heaney Meats and Pallas Foods. Fresh fruit and vegetables are provided by Keelings and Curley's Fruit and Vegetables.</p>
<p><b>Advice to new suppliers</b></p>	<p>Email is the preferred method of contact for potential new suppliers and they should make contact the Executive Development Chef or Purchasing Manager.</p> <p>Potential suppliers should have a strong focus on local produce and offer competitive prices.</p>
<p><b>Other information</b></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>Both chilled and frozen storage facilities are available.</p>

## Compass Group Ireland

Address: 3<sup>rd</sup> Floor, 43a Yeats Way, Parkwest Business Park, Dublin 12

W: [www.compass-group.ie](http://www.compass-group.ie) Phone: 01 629 6150 E: [commercialsupportline@compass-group.ie](mailto:commercialsupportline@compass-group.ie)

<b>Company Profile</b>	<p>Compass Group Ireland is part of Compass Group PLC, the largest contract foodservice company in the world with operations in over 50 countries. Compass Group Ireland is Ireland's leading food and support services company serving over 100,000 meals a day and operates over 240 units across a number of sectors.</p> <p>Key statistics: Compass Group Ireland</p> <ul style="list-style-type: none"> <li>• In Ireland since 1987</li> <li>• 5,000 employees</li> <li>• Approximately 240 contracts across Ireland</li> </ul> <p>Compass' business in Ireland is split 90% foodservice (break down below) and 10% support services (including cleaning and security).</p> <p>Foodservice breakdown:</p> <ul style="list-style-type: none"> <li>• 70% Business &amp; Industry</li> <li>• 15% Education</li> <li>• 10% Sports &amp; Leisure</li> <li>• 5% Healthcare</li> </ul>
<b>Relevant purchasing contacts</b>	<p>Commercial Director: Mark Lee          Email: <a href="mailto:commercialsupportline@compass-group.ie">commercialsupportline@compass-group.ie</a>          Contact by email is the preferred method of communication.</p>
<b>Product mix</b>	<p>Serving over 100,000 meals a day across multiple sectors means Compass Group Ireland requires a diversified and varied range of products that work across all client types from hospitals to fine dining. Fresh, local and seasonal produce and locally sourced dairy, meat, poultry and fish are all an important part of their offering.</p> <p>Additionally, the company offers a wide range of retail impulse and grab &amp; go items from cold drinks, crisps, snacks and confectionery to healthier options such as fruit, nuts, seeds and other innovative snacks.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>Compass is committed to working with Irish suppliers. Opportunities exist for those suppliers who can deliver a proposition demonstrating added value.</p> <p>Current opportunities are available for Irish food suppliers that can offer convenience goods or a 'Grab &amp; 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><b>Purchasing policy and supplier requirements</b></p>	<p>HSE (Health, Safety &amp; Environmental) is Compass Ireland’s number one priority. It is imperative that any potential supplier is in a position to demonstrate their own HSE credentials.</p> <p>Compass employs independent, external auditors such as EIQA to audit all current and potential food suppliers. Following this, buying policy is a balance between quality, pricing, health and wellbeing and consistency.</p> <p>All commercial contracts, product approval and pricing negotiations are centralised and managed by the Commercial Manager. Potential products are reviewed by a panel of senior chefs, the buyer, marketing and operations. Reviews are conducted on quality, taste and commercial potential on a regular basis.</p> <p>Compass utilises an efficient, single distribution platform through 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><b>Distribution providers</b></p>	<p>All suppliers must deliver into a central distribution depot in Parkwest, Dublin.</p>
<p><b>Advice to new suppliers</b></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"> <li>1. Demonstrate HSE credentials</li> <li>2. Propose a mechanism for driving sales growth</li> <li>3. Promote local provenance</li> <li>4. Identify the opportunity based on market trends</li> </ol>
<p><b>Additional information</b></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](http://www.ccsl.ie) Phone: 065 683 7300 Email: [info@ccsl.ie](mailto:info@ccsl.ie)

<b>Company Profile</b>	<p>Corporate Catering Services Limited (CCSL) is Ireland's largest, independent contract catering company with a diverse portfolio of clients across many sectors including staff catering and hospitality, business and industry, healthcare, education and transport.</p> <p>CCSL has diversified into new areas of catering activity such as trains, prestigious training centres and on-site bars. The diversity of their client base inspires their staff by exposure to different styles of cooking. This inspiration is also drawn from food fairs, innovative retailers and a very active food forum where new ideas are developed and circulated.</p> <p>Food quality and integrity is very important to CCSL and they only deal with reputable local suppliers who can provide the flexible, frequent service they demand. Confidence in 'quality' is high on their customers' agenda. Their customers need to know that the product is not only good for them, but increasingly, has minimal impact on the environment.</p> <p>Established in 1991 by Mary Healy, and still very much owner-managed, the company takes a 'hands on' approach to doing business. Each catering operation is different to reflect the culture, ethos and needs of the client.</p> <p>Simplicity is at the core of everything the company does, from the style of food, to the company's open and honest accounting policies.</p>
<b>Relevant purchasing contacts</b>	<p>Procurement and Purchasing Manager: Mary King          Email: <a href="mailto:info@ccsl.ie">info@ccsl.ie</a>          Phone: 065 683 7300</p>
<b>Product mix</b>	<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><b>Opportunities for Irish food and drink suppliers</b></p>	<p>CCSL is always looking for innovative, creative ideas for new products from its suppliers. They are interested in products for ‘out of hours’ services, such as vending machines. These products need to reconstitute to a quality product and packaging needs to be of a high quality. The most popular and versatile type of dish for this purpose would be chicken.</p> <p>The company is particularly interested in healthy Irish sourced products with an emphasis on low salt, fat and sugar content to support its <i>Nutrition Matters</i> healthy eating initiative. CCSL menus are designed to give customers a nutritious and balanced diet while never compromising on taste, flavour and quality. During food preparation, CCSL’s chefs substitute salt and sugar with healthy alternatives.</p> <p>Working to tight profit margins in a challenging and competitive market sector, cost is always a consideration, but quality remains a key factor in any purchasing decisions made.</p> <p>Seasonality is also important. The company’s policy is to use local suppliers wherever possible. This offers quality Irish food and drink producers an opportunity to supply and support its portfolio of clients throughout Ireland, from Wexford to Belfast and from Dublin to Sligo.</p>
<p><b>Purchasing policy and supplier requirements</b></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>

<b>Distribution providers</b>	All of CCSL's purchasing is direct with suppliers and handled in-house.
<b>Advice to new suppliers</b>	<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>
<b>Other Information</b>	<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>

## Gather & Gather

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

W: [www.gatherandgather.com](http://www.gatherandgather.com) Phone: 087 929 5903 E: [alan.russell@gatherandgather.com](mailto:alan.russell@gatherandgather.com)

<b>Company Profile</b>	<p>Gather &amp; Gather is the catering business within Mitie, a strategic outsourcing company, operating across Ireland and the UK, created to bring people and food together.</p> <p>Gather &amp; Gather delivers a range of catering services from in-house dining and coffee brew bars, to hospitality and Director dining, as well as vending and event catering.</p> <p>Although the company is large, the regional structure of procurement means that suppliers can be small.</p>
<b>Relevant purchasing contacts</b>	<p>Director of Catering: Alan Russell  Email: <a href="mailto:alan.russell@gatherandgather.com">alan.russell@gatherandgather.com</a>  Mobile: 087 929 5903</p> <p>Head of Supply Chain: Doug Gilchrist  Email: <a href="mailto:doug.gilchrist@gatherandgather.com">doug.gilchrist@gatherandgather.com</a>  Phone: +44 (0)117 322 1523</p>
<b>Product mix</b>	<p>The company offers a full range of catering options to its clients including foodservice management; staff dining; fine dining and hospitality; event catering; hospital and healthcare catering and vending.</p> <p>The range of products purchased includes:</p> <ul style="list-style-type: none"> <li>▪ Fresh fruit, vegetables and salads</li> <li>▪ Dairy and chilled products</li> <li>▪ Fresh meat and fish</li> <li>▪ Ambient products</li> <li>▪ Coffee and tea</li> <li>▪ Soft drinks and confectionery</li> <li>▪ Frozen food products</li> <li>▪ Non-food products</li> </ul> <p>In Ireland, key clients include: Sky, Primark, Intel, Eircom, Marsh &amp; McLennan and Capita.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>Gather &amp; Gather operates regional sourcing across both Ireland and the UK. It is keen to source both ingredients and supplies from sustainable and ethical producers across Ireland in line with this policy.</p> <p>Opportunities for Irish suppliers include mainly ‘niche’ products, such as specialist ice-cream, yogurt, flavoured water and specialist teas. Gather &amp; Gather is actively seeking ‘different’ products with a USP from its Irish suppliers.</p>

<p><b>Purchasing policy and supplier requirements</b></p>	<p>The company operates a regionalised supply policy to ensure freshness and flexibility. There are eight regions in Ireland and the UK. The Republic of Ireland is one region and Northern Ireland is another.</p> <p>In particular, in Ireland the company is seeking high quality artisan foods that can conform to the company’s strict quality and traceability standards, as well as ethical financial and business sustainability checks.</p> <p>All direct suppliers of food and beverage products are required to hold third party food safety accreditation in line with the company’s Catering Supply Chain Assessment and Approval criteria. The criteria and schemes used by the company are: BRC, IFS, Salsa, STS Public Sector Standard, Bord Bia certification, EIQA Q Mark for Hygiene and Food Safety, NSF Due Diligence Standard, ISO 22000 and FSSC 22000.</p> <p>For Ireland the main quality assurance standard applied to food producers is the EIQA Q mark.</p> <p>Supply is based on the company’s standard terms and conditions and in agreement with the procurement team.</p> <p>Supplier’s delivery schedules must be in line with agreed windows.</p> <p>Monthly information on provenance, source or manufacturer will be required, where relevant for product traceability.</p> <p>The company prefers suppliers to use e-trading if possible via the ‘e-P2P portal’ and this may well be a condition of supply. Help is available to suppliers to assist them in accessing and using the supply portal. Suppliers should contact Alan Russell (see above) to arrange this.</p>
<p><b>Advice to new suppliers</b></p>	<p>In the first instance, new suppliers are advised to contact Alan Russell by email or telephone for a discussion of their product offering.</p> <p>They can also register an interest in trading with Gather &amp; Gather via <a href="http://www.mitiesourcing.com">www.mitiesourcing.com</a></p> <p>Suppliers should research the company before contacting it to find out as much as possible regarding its requirements. Artisan suppliers are welcome, but should have the potential to expand, possibly even to export level, so that they can supply regions other than their own.</p>
<p><b>Other information</b></p>	<p>Full details of terms and conditions for supply to both ROI and the UK are available at <a href="http://www.mitiesourcing.com">www.mitiesourcing.com</a></p>



## KSG

**Address:** McKee Avenue, Finglas, Dublin 11

**Website:** [www.ksg.ie](http://www.ksg.ie)

**Phone:** 01 814 0600

**Email:** [info@ksg.ie](mailto:info@ksg.ie)

<b>Company Profile</b>	<p>KSG is the fastest growing restaurant, at-work catering and hospitality service provider in Ireland. Founded in 1920 KSG remains a 100% Irish owned company, reflected in its commitment to supporting domestic farmers and food producers. KSG's brand formats are:</p> <ul style="list-style-type: none"><li>• <i>KSG Catering Services</i> provides commercial/contract catering in 110+ unit's nationwide, serving fresh food daily to major Irish corporations, colleges, hospitals and government departments.</li><li>• <i>Two and You</i> is KSG's premium dining and hospitality offering, developed in partnership with Michelin-starred restaurateur Patrick Guilbaud. It is designed for clients who have significant executive dining/hospitality as well as employee dining as part of their overall catering service.</li><li>• <i>KSG</i> operates a number of retail concepts which are located in the countries high streets and shopping centres.</li></ul> <p>KSG currently employs over 1,000 employees, serving market-fresh food to more than 12 million customers annually. KSG plans to roll out more of its new retail concepts in 2015/16.</p>
<b>Relevant purchasing contacts</b>	<p>Group Procurement Manager: Sarah-Jane Keating Telephone: 01 814 0600 Email: <a href="mailto:sarah-jane.keating@ksg.ie">sarah-jane.keating@ksg.ie</a></p>
<b>Product mix</b>	<p>KSG provides a range of public and at-work dining experiences. From its roots as operators of a national chain of restaurants and cafés, the company has expanded into commercial catering, satisfying corporate clients' food and nutrition needs with bespoke at-work restaurants and tailor-made hospitality.</p> <p>KSG at-work units are operated as independent restaurants, the majority with unique branding and customised menus. They specialise in breakfast, hot lunches, sandwiches, salads and confectionery. All food is prepared fresh by trained chefs using produce they source daily from Irish farmers and food producers. Many of the units feature bean-to-cup coffee bars run by trained baristas.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>KSG are committed to using fresh, seasonal, Irish produce in its restaurant and hospitality menus.</p> <p>The company works closely with a trusted network of specialist suppliers and places great importance in getting to know their farmers and growers. Food Innovation is key to the business, as a result of which they are open to adding exciting artisan ranges, particularly those with strong local ties.</p>

	<p>KSG works with suppliers who can prove that:</p> <ul style="list-style-type: none"> <li>• They can consistently deliver the very best quality products;</li> <li>• They can stand over the full traceability of their produce;</li> <li>• They can deliver the best value for money;</li> <li>• They can ensure nationwide coverage.</li> </ul> <p>KSG keeps its staff, clients and diners informed about food provenance using “fresh &amp; local” restaurant boards that showcase our food and beverage suppliers.</p> <p>The Food Development Team will continue to introduce new work and retail dining concepts in 2015/16, creating fresh opportunities for local produce and artisanal suppliers.</p>
<p><b>Purchasing policy and supplier requirements</b></p>	<p>KSG believes its customers should enjoy fresh, local and seasonal produce at competitive prices.</p> <p>Quality and transparent provenance of its ingredients is paramount.</p> <p>The Group works closely with a small network of Irish suppliers with the objective of synchronising the harvesting and delivery of produce with the menu cycles of its restaurants.</p> <p>KSG also source from a series of provincial artisan food producers that are located in proximity to their restaurants. In addition to guaranteeing fresh produce, this also provides opportunities for the company to support local communities.</p> <p>KSG’s Procurement Department and Quality, Food Safety and Health &amp; Safety Department are responsible for supplier appraisals, quality approval and on-going monitoring.</p> <p>Meats and vegetables are sourced from Bord Bia Quality Assured farms in Ireland and delivered by suppliers approved under the Bord Bia Quality Assurance Schemes. Fish and seafood products are sourced in accordance with BIM Quality Assurance Schemes. All food sources must be HSE approved and HACCP is a minimum requirement. BRC accreditation is generally sought as standard.</p> <p>KSG operates a just-in-time delivery system and hold minimal stock levels. Microbiological testing checked by The Department of Environmental Health is used to determine the shelf life of fresh produce and pre-packaged products. Expiry dates are checked systematically as part of the company’s HACCP system.</p>
<p><b>Advice to new suppliers</b></p>	<p>KSG welcomes contact from potential suppliers.</p> <p>Contact should initially be made via email to Sarah-Jane Keating at <a href="mailto:sarah-jane.keating@ksg.ie">sarah-jane.keating@ksg.ie</a></p>
<p><b>Other information</b></p>	<p>Credit terms are 60 days from month end.</p>

## Mount Charles Group

Address: Ascot House, 24-31 Shaftsbury Square, Belfast BT2 7DB

W: [www.mountcharles.com](http://www.mountcharles.com) Phone: 028 90 32 00 70 E: [purchasing@mountcharles.com](mailto:purchasing@mountcharles.com)

<b>Company Profile</b>	<p>The Mount Charles Group was initially founded in 1988 by owner and Chairman Trevor Annon as a catering company. 27 years later and employing in excess of 1800 people, it is now one of Ireland's largest indigenous support service organisations, providing a range of services including catering, vending, cleaning, security and support services.</p> <p>The Group is divided into autonomous divisions, namely: Business and Industry; Education; Healthcare; Cleaning and Support Services; Retail and Licensed; Vending and Security.</p> <p>Our brands in the catering sector include <i>We Make Cafe</i> coffee shops (which also serve light food), <i>Pango</i>, <i>Real Good Food</i>, <i>Moka Independent Coffee</i> plus the 'Fed and Watered' cafés for 'grab and go' products, breakfasts, mains and light bites.</p> <p>The Group service a wide ranging client portfolio in the Republic of Ireland, Northern Ireland and England.</p> <p>It has been named as one of Ireland's 'Best Managed' companies in the Deloitte Best Managed Companies Awards Programme for the fifth year in a row.</p>
<b>Relevant purchasing contacts</b>	<p>Group Procurement Manager: Margaret Allen  Email: <a href="mailto:purchasing@mountcharles.com">purchasing@mountcharles.com</a>  Phone: +44 28 90 32 00 70</p>
<b>Product mix</b>	<p>All types of meals, beverages and snacks are catered for. The product mix required is diverse due to customer profiles in each specific catering contract. These range from 'value offer' to 'fine dining'.</p> <p>The frequency of menu change depends on the customer profile.</p> <p>Mount Charles Group supplies breakfast, lunch, evening meals, hospitality, snacks, speciality hot beverages and branded vended products.</p> <p>All meals are prepared from fresh at each location.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>The Mount Charles Group sources 'as much produce as possible' from local farmers and growers to minimise food miles and reduce carbon footprint. This also meets clients' demands for local produce.</p> <p>The company tries to maximize its use of high quality, locally sourced and seasonal food. This is in line with the company's focus on sustainability and support for the local economy.</p>

<p><b>Purchasing policy and supplier requirements</b></p>	<p>Before making new purchasing decisions, the company identifies products or product ranges required. It then identifies a minimum of three suppliers asked to prepare a quotation for this business.</p> <p>The size of the proposed new purchase will determine whether an official tender will be issued (for large values), alternatively current and new suppliers may be approached directly and asked to quote for the business.</p> <p>In both cases, a brief is prepared and provided to the suppliers detailing:</p> <ul style="list-style-type: none"> <li>• Product or services required</li> <li>• Potential Quantities</li> <li>• Quality Specification</li> <li>• Distribution Requirements - number of sites to be serviced, locations and possible frequency of deliveries.</li> <li>• Timescale for return</li> <li>• Weighted Criteria (if applicable)</li> </ul> <p>Quotations are evaluated with quality, service, provenance and value for money being key factors in the evaluation process.</p> <p>Contracts are continually monitored to ensure full compliance post contract award.</p> <p>All suppliers must comply with the company’s Quality Assurance and Health, Safety and Environmental requirements to maintain the standards required, including conformity with the relevant BRC standard.</p> <p>Mount Charles Group aims to source locally and procure from family operated businesses where possible. The Group has a policy of displaying ‘supplier stories’ in its outlets to ensure customers are aware of the provenance of the food and the company’s ethos.</p> <p>The company promotes the use of EDI (Electronic Data Interchange).</p>
<p><b>Distribution providers</b></p>	<p>The Mount Charles Group procures from a mix of distribution partners and small local suppliers.</p>
<p><b>Advice to new suppliers</b></p>	<p>Potential suppliers should make contact via <a href="mailto:purchasing@mountcharles.com">purchasing@mountcharles.com</a> in the first instance.</p> <p>This should be done after ensuring that the offering meets with the company’s requirements.</p> <p>The company’s key criteria are quality, price and service.</p>
<p><b>Other information</b></p>	<p>Long Term Supplier Agreements are currently in place and LTA discounts are expected for large volume supplies.</p>

	<p>Credit terms vary dependant on the specific requirement.</p> <p>The annual company turnover is Stg £28 million.</p>
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## Premier Dining

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

Website: [www.premierdining.ie](http://www.premierdining.ie)

Phone: 01 662 4341

Email: [info@premierdining.ie](mailto:info@premierdining.ie)

<b>Company Profile</b>	<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>
<b>Relevant purchasing contacts</b>	<p>Managing Director: Anne O’Neill          Operations Director: Mary Kennedy (responsible for menu planning, innovation and day to day operations)          Email: <a href="mailto:info@premierdining.ie">info@premierdining.ie</a>          Phone: 01 662 4341</p>
<b>Product mix</b>	<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>
<b>Opportunities for Irish food and drink suppliers</b>	<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>
<b>Purchasing policy and supplier requirements</b>	<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, approved food quality management system in place, and Bord Bia Quality Assurance (where appropriate). Full traceability for suppliers of fresh food is also a pre-requisite.</p> <p>Supplier Audits are carried out once a year by the Operations Director. 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>
<b>Distribution providers</b>	<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>
<b>Advice to new suppliers</b>	<p>New suppliers should send an introductory email to the Managing Director via the e-mail address <a href="mailto:info@premierdining.ie">info@premierdining.ie</a></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>
<b>Other information</b>	<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)

Address: Unit 1, No. 5 St. Galls Gardens South, Dublin 14

Website: [www.qcafe.ie](http://www.qcafe.ie) Phone: 01 207 9044 Email: [info@qcafe.ie](mailto:info@qcafe.ie)

<b>Company Profile</b>	<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>
<b>Relevant contacts</b>	<p>Business Development &amp; Head of Operations – Laura Olson Tel: 01 207 9044 Email: <a href="mailto:l.olson@qcafe.ie">l.olson@qcafe.ie</a></p> <p>Quality Assurance Manager - Natalie O'Brien Tel: 01 207 9044 Email: <a href="mailto:n.obrien@qcafe.ie">n.obrien@qcafe.ie</a></p>
<b>Product mix</b>	<p>The Company caters for high class executive dining including canapés, breakfast, lunch, evening tea, hot and cold deli's and salad bars. Beverages, snacks and a range of speciality tea and coffee are also provided.</p> <p>In line with the specific needs of their clients and customer requirements, The Q Café Company places a major emphasis on locally sourced artisan-style food in order to deliver freshness and innovation in menu choice and to support sustainability through local purchasing.</p> <p>All types of cuisine are provided within the business with a high emphasis on healthy eating, nutrition, foods and snacks that deliver customer benefits at cost effective prices. The company tailors menus to each outlet and customer requirement.</p> <p>Food is prepared fresh onsite by individual Chefs.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>The Q Café Company is proud of its Irish ownership and is committed to providing customers with the highest quality seasonal Irish produce, even where the cost of Irish or locally sourced products differs from imported alternatives.</p> <p>The Company is ISO 14001 certified and works towards reducing their carbon footprint on the environment.</p>



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

	The Q Café Company currently use BWG Foods, Tallons Ready Chef and other smaller local suppliers as their primary suppliers.
<b>Advice to new suppliers</b>	<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>
<b>Other information</b>	<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](http://www.sodexo.ie) Phone: 01 283 3654 Email: [ken.oriordan@sodexo.com](mailto:ken.oriordan@sodexo.com)

<b>Company Profile</b>	<p>Sodexo Ireland is a leading provider of food and facilities management services, delivering on-site service solutions to clients in business and industry, education, financial services and healthcare. The company employs 2,000 staff based in 220 client locations in ROI and NI.</p> <p>Sodexo offers an integrated facilities management solution to existing and prospective clients, depending on their needs and requirements.</p> <p>As well as catering, the company provides a wide range of support services which includes reception, mailroom, waste management, cleaning services, helpdesk, security, grounds maintenance and in-house gym management.</p>
<b>Relevant purchasing contacts</b>	<p>Buying Manager: Ken O’Riordan  Email: <a href="mailto:ken.oriordan@sodexo.com">ken.oriordan@sodexo.com</a>  Email is the preferred method of contact.</p>
<b>Product mix</b>	<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>
<b>Opportunities for Irish food and drink suppliers</b>	<p>The core list of ingredients tends to remain unchanged with variety and flair introduced via the company’s Executive Chef and craft development team. Chef forums are organised on a regular basis, at which new recipe ideas and best practices are shared with chefs from the various sites.</p> <p>These forums provide an opportunity for the development chefs to demonstrate new products that have been approved by the Buying Manager. Inclusion of products in a chef forum can be arranged via the Buying Manager.</p> <p>There is an ongoing drive to buy Irish and the company sources as much product as possible from local suppliers and artisan producers. 72% of food ingredients used is of Irish origin including 100% Irish Beef, Lamb, Eggs, and Milk products. Opportunities exist for sourcing high quality fresh seasonal vegetables.</p>

<p><b>Purchasing policy and supplier requirements</b></p>	<p>Key elements of Sodexo’s purchasing policy are taste, price and food safety standards. All new products of interest are first reviewed by the company’s taste panel headed by the Craft Development Chef.</p> <p>If the product passes this test, then pricing is reviewed. The next step in the purchasing process is a food safety audit of the supplier by Sodexo Safeguard, the company’s food safety division. The audit criteria are set by Sodexo and a charge applies for this.</p> <p>Purchasing is centralised through the 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>
<p><b>Distribution providers</b></p>	<p>Pallas Foods is the largest distributor, delivering all of Sodexo’s red meat and speciality product requirements including ambient, frozen and chilled foods, pork, poultry and bacon.</p> <p>Aryzta 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>
<p><b>Advice to new suppliers</b></p>	<p>All approaches should be directed to the Buying Manager via email.</p>
<p><b>Other information</b></p>	<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>

## Urban Picnic

Address: 79, Moyne Road, Ranelagh, Dublin 6

Website: [www.urban-picnic.ie](http://www.urban-picnic.ie)

Phone: 087 621 3091

Email: [gavin@urban-picnic.ie](mailto:gavin@urban-picnic.ie)

<b>Company Profile</b>	<p>Urban Picnic is a Dublin based ‘boutique catering company’ that also operates one restaurant. It provides catering for in-house restaurants, offices and individual bespoke catering for events and parties.</p> <p>The company also operates the Urban-Picnic restaurant on South Great George’s Street, Dublin 2.</p>
<b>Relevant purchasing contacts</b>	<p>General Manager: Gavin Prendergast  Email: <a href="mailto:gavin@urban-picnic.com">gavin@urban-picnic.com</a>  M: 087 621 3091</p> <p>Executive Chef: Adrian Roche  Email: <a href="mailto:adrian@urban-picnic.com">adrian@urban-picnic.com</a></p>
<b>Product mix</b>	<p>Urban Picnic offers a range of catering options. Menu offerings include breakfast, main courses, desserts, finger foods, canapés, delivered meals, cold buffets, salads and vegetarian options.</p> <p>Target customers are professional and corporate clients, particularly those in the ‘high tech’ sector in the Dublin area. Existing clients include Facebook, Zynga, Twitter, LinkedIn, Communicorp, Cartrawler, Hubspot, Airbnb, AIG, Salesforce and AWAS.</p> <p>The company has a ‘healthy eating’ philosophy and promotes a high proportion of fresh fruit and vegetables daily, with minimum amount of dairy products and practically no cream used in cooking.</p> <p>All of the food served in the catering outlets (including bread, bread products and confectionery) is cooked fresh daily. Some of the food is cooked at the company’s central facilities in Ranelagh.</p> <p>For restaurant and canteen catering for larger clients, the food is cooked on the clients’ premises.</p> <p>The company does not use pre-prepared ingredients, except for a small amount of frozen pastry.</p> <p>The company makes very little use of branded items, except for some condiments and yogurts.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>The company deals with trusted Irish suppliers and is always amenable to offers of fresh, Irish produce and products.</p> <p>The company is not developing any new offerings presently, but frequently adapts its menus to meet clients’ requirements.</p> <p>As far as possible, except for items such as tropical fruit, all the produce and ingredients used by Urban Picnic are Irish and fresh.</p>

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



## **GOVERNMENT CONTRACTS**



## Office of Government Procurement *NEW\**

Address: Office of Government Procurement, 3 Spencer Dock, North Wall Quay, Dublin 1

Website: [www.procurement.ie](http://www.procurement.ie) Phone: 076 100 8000 Email: [support@ogp.gov.ie](mailto:support@ogp.gov.ie)

<b>Company Profile</b>	<p>The Office of Government Procurement (OGP) commenced sourcing operations in 2014 and, together with four key sectors (Health, Defence, Education and Local Government), is taking responsibility for sourcing all goods and services on behalf of the public service.</p> <p>These operations are putting in place contracts and framework agreements so that public bodies can buy goods and services, thereby eliminating duplication and taking advantage of the scale of public procurement to best effect. In addition, the OGP has responsibility for procurement policy and procedures, sourcing systems and data analytics.</p> <p>These reforms are in line with best practice in the public and private sector and are part of the continuing public service reform programme being driven by the Department of Public Expenditure and Reform.</p>
<b>Relevant purchasing contacts</b>	<p><a href="mailto:support@ogp.gov.ie">support@ogp.gov.ie</a>  <a href="http://etenders.gov.ie">http://etenders.gov.ie</a></p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>All OGP procurement activity is conducted through the eTenders platform, <a href="http://www.etenders.gov.ie">www.etenders.gov.ie</a>, where all relevant information is available.</p> <p>The eTenders site (<a href="http://www.etenders.gov.ie">www.etenders.gov.ie</a>) displays on a daily basis, all Irish public sector procurement opportunities currently being advertised in the Official Journal of the European Union (OJEU), as well as other lower-value contracts uploaded to the site from awarding authorities.</p> <p>At any given time it will contain all open opportunities in the form of Tender Notices, Prior Indicative Notices (PIN) and Contract Award Notices (CAN). It also provides associated tender documents that can be downloaded from the site.</p> <p>In order for suppliers to submit responses for these public sector procurement opportunities, they must be registered on the eTenders website. Once registered, suppliers can setup business email alerts for recently published tenders. These business alerts are based on the Common Procurement Vocabulary (CPV) codes to reference different categories of goods and services.</p> <p>The following URL link provides a quick guide that will assist suppliers in the registration process and to complete their company profile correctly.  <a href="http://etenders.gov.ie/Media/Default/SiteContent/LegislationGuides/OGP_Brochure_Quick_Guide_Sept_2014.pdf">http://etenders.gov.ie/Media/Default/SiteContent/LegislationGuides/OGP_Brochure_Quick_Guide_Sept_2014.pdf</a></p>
<b>Purchasing policy and supplier requirements</b>	<p>Each procurement opportunity will have specific requirements detailed within the tender documents.</p>

**Advice to new suppliers**

Log onto [www.etenders.gov.ie](http://www.etenders.gov.ie) and register as a supplier, complete your company profile and setup business alerts.

## Defence Forces

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

Website: [www.military.ie](http://www.military.ie) Phone: 01 804 6098 Email: [rory.esler@defenceforces.ie](mailto:rory.esler@defenceforces.ie)

<b>Company Profile</b>	<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 17 military locations nationwide including Air Corps in Baldonnel Aerodrome and Naval Service in Haulbowline, Co. Cork.</p> <p>In 2014, about 725,000 meals were prepared by the Defence Forces.</p> <p>The value of food purchased annually is approx. €3.25 million.</p>
<b>Relevant purchasing contacts</b>	<p>Tenders for supplies to the Defence Forces are made via the website <a href="http://www.etenders.gov.ie">www.etenders.gov.ie</a> 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 is Commandant Rory Esler Email: <a href="mailto:rory.esler@defenceforces.ie">rory.esler@defenceforces.ie</a></p>
<b>Product mix</b>	<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 (<a href="http://www.etenders.gov.ie">www.etenders.gov.ie</a>).</p> <p>Virtually none of the food offerings are purchased in ‘ready to cook’, or ‘ready to heat’ format.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>Suppliers should monitor the public procurement e-tenders website (<a href="http://www.etenders.gov.ie">www.etenders.gov.ie</a>) for upcoming tenders and/or supply larger distributors as routes to supply.</p> <p>The requirements of the Defence Forces purchases are largely for fresh, unprocessed products. Changes to the existing purchasing pattern are not anticipated.</p>

	<p>The majority of food supplied to the Defence Forces is sourced from Irish suppliers.</p> <p>The pre-prepared ‘Operational Ration Pack’ is not 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>
<b>Purchasing policy and supplier requirements</b>	<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>
<b>Distribution providers</b>	<p>Distributors such as Kildare Farm Foods, Johnston Mooney and O’Brien, Glanbia, Total Produce and Vestey Foods are used at present and these may offer a route to market for potential suppliers.</p>
<b>Advice to new suppliers</b>	<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. 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>

<b>Other information</b>	<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>
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## Health Service Executive

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

Website: [www.hse.ie](http://www.hse.ie)

Phone: 01 620 6280

Email: [joe.redmond@hse.ie](mailto:joe.redmond@hse.ie)

<b>Company Profile</b>	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.
<b>Relevant purchasing contacts</b>	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 <a href="mailto:joe.redmond@hse.ie">joe.redmond@hse.ie</a>
<b>Product mix</b>	<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>
<b>Opportunities for Irish food and drink suppliers</b>	<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>
<b>Purchasing policy and supplier requirements</b>	<p><b><u>Foodservice Category Strategy</u></b></p> <ul style="list-style-type: none"> <li>- Planned, proactive and continuous engagement with the internal customer and supply communities.</li> <li>- Determine opportunities in the supply market to reduce costs and improve service levels.</li> <li>- Conduct a robust competitive process in line with HSE Procurement Policy and EU Procurement Directives.</li> </ul> <p><b><u>How to do Business with the HSE</u></b></p> <ul style="list-style-type: none"> <li>- The main route for new business is through the Irish Public Sector Procurement website <a href="http://www.etenders.gov.ie">www.etenders.gov.ie</a>.</li> <li>- Register your company interest by category of product and receive notification of new tender opportunities as they arise.</li> <li>- Engage with HSE Procurement through Portfolio &amp; Category Management and Logistics and Inventory Management.</li> </ul>

	<p><b><u>Things to consider when tendering to the HSE</u></b></p> <ul style="list-style-type: none"> <li>- Is the requirement clear? If not, seek clarification in line with the communications protocol specified in the tender documents.</li> <li>- Answer all the questions as fully as possible, give examples and reference previous relevant experience.</li> <li>- Be clear and concise.</li> <li>- Follow the requested format and instruction to tenders.</li> <li>- Attach all requested documentation.</li> <li>- Make sure to get your tender in on time and to the correct address.</li> </ul> <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>
<b>Distribution providers</b>	<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>
<b>Advice to new suppliers</b>	<p>Seek to achieve effective marketing and communications with HSE Portfolio &amp; Category Management and Logistics and Inventory Management. Cover the main channels of product traceability, quality, innovation and value for money.</p>

## Irish Prison Service

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

Website: [www.irishprisons.ie](http://www.irishprisons.ie)

Phone: 043 333 5100

Email: [info@irishprisons.ie](mailto:info@irishprisons.ie)

<b>Company Profile</b>	<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: <a href="http://www.etenders.gov.ie">www.etenders.gov.ie</a></p>
<b>Relevant purchasing contacts</b>	<p>Central Procurement Unit: Angela Kenny          Email: <a href="mailto:axkenny@irishprisons.ie">axkenny@irishprisons.ie</a>          Phone: 043 333 5133</p>
<b>Product mix</b>	<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>
<b>Opportunities for Irish food and drink suppliers</b>	<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>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.</p> <p>IPS sources food products from Ireland if the products are strictly in line with the tender specifications.</p>
<b>Purchasing policy and supplier requirements</b>	<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.</p>



	<p>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>
<b>Distribution providers</b>	<p>The main distribution providers to the Irish Prison Service, by region, are as follows:</p> <p><b>Bread products:</b> Pat the Baker</p> <p><b>Cooking Oil:</b> Frylite</p> <p><b>Dairy Products:</b> Glanbia Consumer Foods</p> <p><b>Dry Goods:</b> Hendersons Foodservice</p> <p><b>Flour:</b> Leydens Ltd</p> <p><b>Frozen Goods:</b> Brake Bros Foodservice</p> <p><b>Fruit and Vegetables:</b> Richardson Foods Ltd, Total Produce and Meadowfresh</p> <p><b>Meat Products:</b> Pallas Foods</p>
<b>Advice to new suppliers</b>	<p>Suppliers can tender directly to the IPS as advertised on <a href="http://www.etenders.gov.ie">www.etenders.gov.ie</a></p> <p>Contracts are awarded for 2 years, with an optional third year.</p>
<b>Other information</b>	<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**

## Artisan Foods Ltd.

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

Website: [www.artisanfoods.ie](http://www.artisanfoods.ie) Phone: 01 620 4984 Email: [sales@artisanfoods.ie](mailto:sales@artisanfoods.ie)

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

<p><b>Marketing support and services provided</b></p>	<p>A catalogue and price list is available to customers of Artisan Foods on the secure section of the newly revamped website <a href="http://www.artisanfoods.ie">www.artisanfoods.ie</a>. 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><b>Advice to new suppliers</b></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](http://www.asiamarket.ie) Phone: 01 677 9764 Email: [orders@asiamarket.ie](mailto:orders@asiamarket.ie)

<b>Company Profile</b>	<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 in 1982 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>
<b>Relevant contacts</b>	<p>Email: <a href="mailto:orders@asiamarket.ie">orders@asiamarket.ie</a>                  Phone: 01 677 9764</p>
<b>Product range</b>	<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>
<b>Sectors served</b>	<p>The sectors served are predominantly restaurants, hotel groups and foodservice industry suppliers.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<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>

<b>Purchasing policy</b>	<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>
<b>Supplier requirement and ordering procedure</b>	<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>
<b>Geographical spread</b>	<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>
<b>Fleet size</b>	<p>The Asia Market has over 12 chilled multi-temperate trucks for fresh, frozen and ambient products.</p>
<b>Marketing support and services provided</b>	<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>
<b>Advice to new suppliers</b>	<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](http://www.bdfoods.ie)

Phone: 047 88008

Email: [sales@bdfoods.ie](mailto:sales@bdfoods.ie)

<b>Company Profile</b>	<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>
<b>Relevant purchasing contacts</b>	<p>Managing Director: Paul Bowe  Sales Manager: Paul Horisk  Email: <a href="mailto:sales@bdfoods.ie">sales@bdfoods.ie</a>  Phone: 047 88008 ROI Phone: 028 87726586 NI  Fax: 047 88011</p>
<b>Product range</b>	<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>
<b>Sectors served</b>	<p>The company focuses on the foodservice market. Their customers are mainly hotels, restaurants, cafes and delicatessens.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<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>
<b>Purchasing Policy</b>	<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>
<b>Supplier requirement and ordering procedure</b>	<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>
<b>Geographical spread</b>	<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>

<b>Fleet size</b>	The company runs a fleet of 14 vehicles, all of which have chilled and frozen compartments.
<b>Marketing support and services provided</b>	<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>
<b>Advice to new suppliers</b>	<p>Potential suppliers should contact the Managing Director by telephone and make an appointment. Please bring samples and pricing.</p> <p>Any potential supplier should be able to demonstrate how their product will add not only to the BD Foods current range, but also how it will benefit their customers.</p>



## Blake Brothers Ltd.

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

Website: [www.blakebrothersltd.ie](http://www.blakebrothersltd.ie) Phone: 01 409 7460 Email: [sales@blakebrothers.ie](mailto:sales@blakebrothers.ie)

<b>Company Profile</b>	<p>Blake Brothers is a family owned business in operation for over 25 years. The company distribute frozen, chilled and ambient products in the Leinster region, with plans to expand the business nationally in the future.</p> <p>Blake Brothers stock an extensive range of products, comprising too over 1800 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>
<b>Relevant purchasing contacts</b>	<p>Managing Directors: Noel Blake and Sean Blake Email: <a href="mailto:noel@blakebrothers.ie">noel@blakebrothers.ie</a> or <a href="mailto:sean@blakebrothers.ie">sean@blakebrothers.ie</a> Phone: 01 409 7460</p> <p>General Manager: Sandra Malone Email: <a href="mailto:sales@blakebrothers.ie">sales@blakebrothers.ie</a> Phone: 01 409 7460</p> <p>Sales Manager: Peter Connolly Email: <a href="mailto:peter@blakebrothers.ie">peter@blakebrothers.ie</a> Phone: 086 784 5587</p>
<b>Product range</b>	<p>Blake Brothers carry a complete range of products across chilled, frozen and ambient, catering for all sectors of the foodservice industry</p> <p>Currently frozen products account for up to 50% of the business with the remaining 50% being split between chilled and ambient foods.</p> <p>Blake Brother's stock major brands such as Big Al's, Maple Leaf, Silver Pail, Patisserie Royal, Stafford's Bakeries, Premier Gold, Lutosa, Lamb Weston, Shannon Vale Poultry and Ardo Vegetables.</p>
<b>Sectors served</b>	<p>Key customer sectors serviced include schools, hospitals, colleges, hotels, deli bars, butchers, catering contractors, outdoor caterers and independent distributors.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>Blake Brothers Food Service is open to approaches from Irish producers and is committed to support Irish producers wherever possible, thereby increasing their Irish product offering. The company currently purchases from over 50 Irish suppliers.</p> <p>The company 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>
<b>Purchasing Policy and Supplier requirements</b>	<p>HACCP compliance is a minimum supplier requirement.</p> <p>Delivering quality products is of the utmost importance to Blake Brothers Food Service.</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>
<b>Geographical spread</b>	<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>
<b>Fleet size</b>	<p>Blake Brothers has a total fleet size of eight trucks. All vehicles are multi-temperate i.e. they can carry chilled, frozen and ambient products.</p>
<b>Marketing support &amp; services provided</b>	<p>Blake Brothers Food Service 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 four sales representatives.</p>
<b>Advice to new suppliers</b>	<p>New suppliers are encouraged to contact the Managing Directors by email or telephone and arrange to showcase their product.</p>
<b>Other information</b>	<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](http://www.boynevalley.com) Phone: 041 987 0300 Email: [info@boynevalley.com](mailto:info@boynevalley.com)

<b>Company Profile</b>	<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, Erin, Chivers and Boyne Valley Honey.</p> <p>There are three strands to the Boyne Valley business:</p> <ol style="list-style-type: none"> <li>1. Manufacturing: Primary manufactures of honey, home baking, household and personal care products.</li> <li>2. Global Sourcing: Source both food and non-food products under Boyne Valley own brands, both globally and in Ireland.</li> <li>3. Partnerships: Local partners for major multinational brands e.g. Bonne Maman, Koka and Campina.</li> </ol> <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>
<b>Relevant purchasing contacts</b>	<p>Commercial Director: Paul Kinch  Email: <a href="mailto:pkinch@boynevalley.com">pkinch@boynevalley.com</a>  Phone: 041 987 0300  Foodservice/Wholesale Channel Manager: Graham Kelly  Email: <a href="mailto:gkelly@boynevalley.com">gkelly@boynevalley.com</a></p>
<b>Product range</b>	<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 McDonnells, Chivers, Boyne Valley Honey, Don Carlos, Erin Soup, Homecook, Lakeshore, Lifeforce, Panda, Bonne Maman, Koka Noodles, Yazoo, Harvest Fare, Giovanni Di Firenze, Killeen &amp; Irish Breeze.</p> <p>The company portfolio is broken down as 93% ambient and 7% chilled.</p>
<b>Sectors served</b>	<p>Within the foodservice sector, the Boyne Valley Group supplies the market through various national and regional distributors such as Musgrave Foodservices, BWG Foodservices, Stonehouse and other independents. Boyne Valley has a dedicated foodservice sales team of eight people covering the country.</p>

<p><b>Opportunities for Irish food and drink suppliers</b></p>	<p>The Boyne Valley Group is actively seeking to develop its foodservice business by increasing market penetration of its existing product range.</p> <p>The group welcomes proposals from producers, in particular for products that are new to the market and have a point of difference; they are also seeking regional artisan products.</p> <p>They are willing to speak to any manufacturer who can help strengthen their existing portfolio.</p>
<p><b>Purchasing policy</b></p>	<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>
<p><b>Supplier requirement and ordering procedure</b></p>	<p>Producers are expected to have food safety standards of BRC accreditation. Producers are audited by the group's auditors against set criteria. Suppliers bear the cost of audits.</p> <p>Producers are expected to be fully compliant from a packaging and labelling perspective.</p> <p>Terms are agreed by the Commercial and Purchasing Director. Orders are placed via the Purchasing Department by email.</p> <p>Deliveries can be agreed for any time to the warehouse in Drogheda, on a delivery slot basis.</p>
<p><b>Geographical spread</b></p>	<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>
<p><b>Fleet size</b></p>	<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>
<p><b>Marketing support &amp; services provided</b></p>	<p>A price list with images is updated regularly. There is also a foodservice brochure. No fee applies for inclusion in this brochure.</p> <p>When a new product is listed, presentations are made to the group's customers. The group's sales representatives introduce the product to customers. Stock promotions are encouraged to develop the sales of new products.</p> <p>Supplier support includes product education, samples, images, stock and possibly some direct involvement with product sales.</p>

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

## Brakes

ROI Address: 18 Park West Road, Park West, Dublin 12

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

W: [www.brake.eu](http://www.brake.eu) Phone: 01255 8787 E: [sales@brake.eu](mailto:sales@brake.eu)

<b>Company Profile</b>	<p>Brakes Ireland is an all island business servicing all sectors of the foodservice industry. The company is part of the Brakes Group who are leading suppliers to the foodservice industry in Europe, with operations in Ireland, the UK, France and Sweden. Brakes have annual sales in Ireland of €90 million.</p> <p>Brakes also export a number of locally sourced products to other businesses within the group.</p> <p>Brakes have expanded their operation in Ireland to include a fully stocked 70,000 square foot distribution centre in Park West, Dublin.</p>
<b>Relevant purchasing contacts</b>	<p>Purchasing Director: David McLelland Email: <a href="mailto:david.mclelland@brake.eu">david.mclelland@brake.eu</a></p>
<b>Product range</b>	<p>At present, the product category split is 41% chilled, 23% frozen, 31% ambient and 5% non-food.</p>
<b>Sectors served</b>	<p>Brakes supply all sectors of the foodservice market.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>Brakes are committed to supporting Irish suppliers. The company is open to product opportunities across all categories. Key growth areas include delicatessen products and the non-food category.</p> <p>Brakes fully understand the importance of supporting Irish suppliers and the impact on the economy. 60% of all product sold is sourced from Irish suppliers. The company currently has over 150 Irish suppliers and a network of Irish producers that export their product to the Brakes Group across Europe.</p>
<b>Purchasing policy</b>	<p>The wider management team including purchasing, sales and marketing influences purchasing decisions.</p> <p>Brakes purchasing policy centres around quality of the product, integrity of supply chain, value for money, provenance and levels of innovation.</p>
<b>Supplier requirement and ordering procedure</b>	<p>The company conducts supplier audits and ensures its suppliers conform to industry supplier regulations. A charge may apply for this.</p> <p>Orders are placed by EDI and by phone. The company receives supplier deliveries into Dublin and Lisburn, five days per week from 7am to 5pm.</p> <p>Packaging, Labelling, specification and image requirements are specific to each product category and set out in liaison with the technical department.</p>

<b>Geographical spread</b>	The company has depots in Dublin, Cork, Galway, Lisburn and Strabane. Supplier deliveries are received into Dublin and Lisburn.
<b>Fleet size</b>	The company fleet consists of 80 multi-temperature trucks.
<b>Marketing support and services provided</b>	<p>Brakes annual product catalogue currently comprises circa 6,500 products across chilled, frozen, ambient and non-food categories.</p> <p>Suppliers are encouraged to work in conjunction with the company to provide support for monthly offers. Monthly promotions and key product launches are highlighted within a promotional leaflet and supported by telesales and field sales activity.</p> <p>Brakes welcome suppliers presenting to their sales team to introduce new products. Selected suppliers may accompany field sales representatives in their territories to support the introduction of new products by arrangement.</p> <p>The company provides sales support throughout the island of Ireland with 30 telesales representatives and 25 field sales representatives.</p>
<b>Advice to new suppliers</b>	<p>New suppliers should contact the Purchasing Director via email with details of their proposal. If a market opportunity is identified, samples should then be submitted along with pricing.</p> <p>Suppliers must demonstrate key points of difference in their products, along with value for money and quality.</p>

## BWG Foodservice

Address: Greenhills Road, Walkinstown, Dublin 12

Website: [www.bwgfoodservice.ie](http://www.bwgfoodservice.ie) Phone: 01 409 0300 Email: [orders@bwg.ie](mailto:orders@bwg.ie)

<b>Company Profile</b>	<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>
<b>Relevant purchasing contacts</b>	<p>Commercial and Trading Manager: Ricky O'Brien Email: <a href="mailto:robrien@bwg.ie">robrien@bwg.ie</a> Phone: 01 409 0300</p> <p>Category Buyer for Ambient Goods and non-food items: Susan Davy Email: <a href="mailto:sdavy@bwg.ie">sdavy@bwg.ie</a> Phone: 01 409 0300</p> <p>Category Buyer for Chilled and Frozen :Karla Murray Email: <a href="mailto:kmurray@bwg.ie">kmurray@bwg.ie</a> Phone: 01 409 0300</p>
<b>Product range</b>	<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 400 items available in the range.</p>
<b>Sectors served</b>	<p>All sectors of the foodservice sector are served both public and private. Customers include hotels, hospitals, quick serve restaurants, sandwich bars, fine dining restaurants, hospitals, defence forces schools, contract caterers, travel companies and hot and cold delis.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>BWG Foodservice has expanded its 'Chef's Kitchen' range 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>
<b>Purchasing policy</b>	<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>
<b>Supplier requirement and ordering procedure</b>	<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>
<b>Geographical spread</b>	<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>
<b>Fleet size</b>	<p>The dedicated foodservice fleet consists of 28 multi temperature vehicles, with unlimited access to further fleets based on demand.</p>

<p><b>Marketing support &amp; services provided</b></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 <a href="http://www.bwgfoodservice.ie">www.bwgfoodservice.ie</a></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><b>Advice to new suppliers</b></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><b>Other information</b></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.

Unit D3, 9 Ferguson Drive, Knockmore Hill Business Park, Lisburn, B282EX, Northern Ireland  
 Website: [www.capitolfoods.com](http://www.capitolfoods.com) Phone +44 28 926 34558 Email: [info@capitolfoods.com](mailto:info@capitolfoods.com)

<b>Company Profile</b>	<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>
<b>Relevant contacts</b>	<p>Sales Director: Colm Collins          Email: <a href="mailto:colmcollins@capitolfoods.com">colmcollins@capitolfoods.com</a> Phone: 087 250 2173</p> <p>Operations Director: Edwin Addison          Email: <a href="mailto:edwinaddison@capitolfoods.com">edwinaddison@capitolfoods.com</a> Phone: 0044 776 422 2540</p>
<b>Product range</b>	<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>
<b>Sectors served</b>	<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 and Market Place outlets. In NI, the company has coffee dispensers in Centra, Supervalu outlets and Spar outlets.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<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>
<b>Purchasing policy</b>	<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>
<b>Supplier requirement and ordering procedure</b>	<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>
<b>Geographical spread</b>	<p>Distribution is available across all 32 counties. Customers are serviced between three and six days per week. Capitol also offers a seven day nationwide breakdown service on all its equipment with a full team of directly employed engineers.</p>
<b>Fleet size</b>	<p>Transport is outsourced.</p>
<b>Marketing support and services provided</b>	<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>
<b>Advice to new suppliers</b>	<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>
<b>Other information</b>	<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 vary by supplier.</p>

## Catering Suppliers

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

Website: not available. Phone: 021 435 3145 Email: [cateringsuppliers@eircom.net](mailto:cateringsuppliers@eircom.net)

<b>Company Profile</b>	<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>
<b>Relevant purchasing contacts</b>	<p>Managing Director: Noel Murphy          Email: <a href="mailto:cateringsuppliers@eircom.net">cateringsuppliers@eircom.net</a>          Phone: 021 435 3145</p>
<b>Product range</b>	<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>
<b>Sectors served</b>	<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>
<b>Opportunities for Irish food and drink suppliers</b>	<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>
<b>Purchasing Policy</b>	<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>
<b>Supplier requirement and ordering procedure</b>	<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>
<b>Geographical spread</b>	<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>
<b>Fleet size</b>	<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>
<b>Marketing support and services provided</b>	<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>
<b>Advice to new suppliers</b>	<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>
<b>Other information</b>	<p>Credit terms are payment 14 days from month's end.</p> <p>The company does not have Long Term Agreements (LTAs) with suppliers. The company has not seen any change in the proportions of chilled and frozen foods that it supplies.</p>

## CJ O’Loughlin Quality Foods

Address: Courtown Demesne, Gorey, Co. Wexford

Website: [www.cjoloughlin.ie](http://www.cjoloughlin.ie) Phone: 053 9425 157 Email: [info@cjoloughlin.ie](mailto:info@cjoloughlin.ie)

<b>Company Profile</b>	<p>CJ O’Loughlin Quality Foods was established in 1964 and is a key foodservice provider in Ireland. The company offers a complete catering solution, supplying products in the chilled, frozen, ambient and non-food categories. CJ O’Loughlin Quality Foods stocks an extensive product range, comprising of over 2,000 lines.</p> <p>The product range consists of locally sourced products (including our 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>
<b>Relevant purchasing contacts</b>	<p>Managing Director: Charlie O’Loughlin  Sales Director: Jack O’Grady  Phone: 053 9425157  Email: <a href="mailto:info@cjoloughlin.ie">info@cjoloughlin.ie</a></p>
<b>Product mix</b>	<p>CJ O’Loughlin Quality Foods offer an extensive range of over 2000 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>
<b>Sectors served</b>	<p>Key sectors served include hotels, restaurants, deli bars, butchers, schools, hospitals, colleges, catering contractors, outdoor caterers and independent distributors.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>C J O’Loughlin Quality Foods is committed to sourcing Irish produce and is actively seeking to substitute products currently being imported with competitive Irish products of equivalent quality. Products of Irish origin currently account for about 45% of the range and the company is keen to develop their business further with Irish suppliers.</p> <p>The company has identified opportunities in the following categories: confectionery, gluten free products, charcuterie, and par-baked artisan breads.</p>
<b>Purchasing Policy</b>	<p>The company has a preference to source local produce, providing it is competitive in terms of price and quality.</p> <p>Key purchasing policy criteria are price, quality and service. The company operates from an approved supplier list. Deliveries to foodservice customers are up to 6 days per week.</p>

<b>Supplier requirement and ordering procedure</b>	<p>HACCP is a minimum requirement of suppliers.</p> <p>Supplier audits are undertaken with all existing suppliers.</p> <p>All product specification and labelling must be legally compliant, meeting all existing EU and Irish Legal requirements and Department of Agriculture requirements.</p> <p>All terms are agreed directly with the Managing Director and purchasing decisions are also influenced by the sales team.</p> <p>Deliveries are accepted Monday to Friday into both Wexford and Kilkenny depots.</p> <p>All orders are placed via email or fax.</p>
<b>Geographical spread</b>	<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>
<b>Fleet size</b>	<p>CJ O' Loughlin Quality Foods operates a fleet of 16 vehicles compartmentalised to facilitate the distribution of ambient, chilled, frozen and non-food products.</p>
<b>Marketing support &amp; services provided</b>	<p>There is an annual catalogue launch every February/March and our product range is also listed on our website, <a href="http://www.cjoloughlin.ie">www.cjoloughlin.ie</a>.</p> <p>The company alerts customers to new products through its team of field sales representatives and telesales.</p> <p>Suppliers are encouraged to support promotions via the company's monthly promotion flyer.</p> <p>Orders are gathered via the telesales team, email and the sales team.</p> <p>CJ O'Loughlin encourages suppliers to make presentations to their sales team and also to visit their customers direct.</p>
<b>Advice to new suppliers</b>	<p>The Managing Director is the first point of contact. Supplier criteria will be discussed directly with the Managing Director.</p>



## Clona West Cork Foods

Address: University Hall Industrial Park, Sarsfield Road, Wilton, Co. Cork  
 Website: not available      Phone: 021 434 5915      Email: [john.buckley@clona.ie](mailto:john.buckley@clona.ie)

<b>Company Profile</b>	<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.</p> <p>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>
<b>Relevant purchasing contacts</b>	<p>Sales Manager: John Buckley                  Email: <a href="mailto:john.buckley@clona.ie">john.buckley@clona.ie</a>                  Phone: 021 434 5915</p>
<b>Product range</b>	<p>The product categories supplied to the foodservice sector are dairy (including bulk cheese, Irish farmhouse cheese, Dubliner cheese, and yogurts), cooked meats, breakfast ingredients, salads and dry goods (including rice, soups, oils, pastas and condiments), in addition to the <i>Rich Sauce</i> range of mayonnaises and sauces.</p> <p>Chilled product accounts for 75% of sales, the remaining 25% being ambient.</p> <p>Many locally produced brands are carried such as Dubliner cheese, Follain, Irish Yogurt, Ballymaloe Relish, Coolmore and Gubbeen Farmhouse Cheese.</p>
<b>Sectors served</b>	<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 Londis ADM, BWG, Gala and Barry's of Mallow.</p>
<b>Opportunity for Irish food and drink suppliers</b>	<p>The company was initially founded to service the needs of local producers and is a strong supporter of these producers.</p> <p>The company welcomes approaches from producers of new products with a point of difference. It is interested in sourcing gluten free products and is looking to expand its offerings of these types of products.</p> <p>The company sources some Irish produced charcuterie products, however these tend to be niche products.</p> <p>There are no obvious opportunities for new products, nor are there clear opportunities for import substitution.</p> <p>The company deals almost exclusively in Irish products, except where they cannot be obtained in Ireland, e.g. tuna fish.</p>

<p><b>Purchasing Policy</b></p>	<p>The company has a preference to source local produce. The purchasing policy is to serve the needs of its customer base with as much locally produced foods as possible.</p> <p>When assessing a new product, Clona West Cork Foods will ask the potential supplier to visit a selection of their customers with samples of the products. The feedback received from the customer base is then taken into account in making a purchasing decision.</p> <p>Purchasing decisions are made by the Sales Manager and are heavily influenced by the wishes of the customers and the prices they are prepared to pay.</p>
<p><b>Supplier requirement and ordering procedure</b></p>	<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>
<p><b>Geographical Spread</b></p>	<p>The company's depot is located at Wilton, Cork and handles ambient and chilled food products, but not frozen.</p> <p>All of the counties of Munster are served with at least one delivery per week, though most customers receive two deliveries per week.</p>
<p><b>Fleet size</b></p>	<p>The fleet consists of 10 refrigerated trucks, which range in size from 16 feet to 24 feet long.</p>
<p><b>Marketing support &amp; services provided</b></p>	<p>There is no annual catalogue. A price list detailing the entire range is issued monthly and there is no charge to suppliers for inclusion in this.</p> <p>The business operates a system of van sales i.e. the truck carries stock of all items and takes a customer's orders on calling at the customer's premises.</p> <p>Suppliers are encouraged to visit the distributor's customers to generate sales and also to educate the sales representatives regarding their products. Suppliers can obtain information on the sales performance of their products by customer from the Sales Manager.</p> <p>There is one sales representative on the distributor's team.</p>

	Producers are encouraged to make presentations to the sales representative and the Sales Manager.
<b>Advice to new Suppliers</b>	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.
<b>Other information</b>	<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](http://www.completecuisine.com) Phone: 061 210 300 Email: [sales@completecuisine.com](mailto:sales@completecuisine.com)

<b>Company Profile</b>	<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 such as HSE, Colleges, Restaurants, Pubs, Fast Food Diners, Fast Food Take-away and secondary schools, Complete Cuisine distributes to deli counters in the retail trade, predominantly the symbol groups.</p> <p>Complete Cuisine provides a food-to-go system concept in Spar, Mace, Costcutter, Londis and Gala stores under the Complete Cuisine Brand. In 2013 the company introduced its <i>Nom Nom Subs</i> Franchise, catering for the increasing trend for food on-the-go. <a href="http://www.nomnomsubs.ie">www.nomnomsubs.ie</a></p> <p>The company's website has information that would be useful to suppliers in advance of making contact.</p>
<b>Relevant contacts</b>	<p>Purchasing Manager: Dave Hanrahan  Email: <a href="mailto:sales@completecuisine.com">sales@completecuisine.com</a>  Phone: 061 210 300  Sales Director: Dermot Hanrahan</p>
<b>Product range</b>	<p>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>
<b>Sectors served</b>	<p>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>
<b>Opportunities for Irish food and drink suppliers</b>	<p>Chicken is a very competitive product category and Complete Cuisine are always 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.</p>

	<p>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>
<b>Purchasing policy</b>	<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>
<b>Supplier requirement and ordering procedure</b>	<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>
<b>Geographical spread</b>	<p>There are two depots and a distribution hub.</p> <p>The depots are located in Raheen Business Park, Limerick and Complete Cuisine, Blanchardstown, Dublin. Both depots have storage, distribution and office facilities and are multi-temperate.</p> <p>The hub is located in Oranmore, Co. Galway.</p> <p>The geographical area currently serviced is the Republic of Ireland.</p>

	Frequency of service out is up to six days per week.
<b>Fleet size</b>	The company has 14 vehicles, five of which are multi-temperate.
<b>Marketing support and services provided</b>	<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>
<b>Advice to new suppliers</b>	<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>
<b>Other information</b>	<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 Food Products

Address: Kiltullagh, Athenry, Co. Galway

Website: [www.cfp.ie](http://www.cfp.ie)

Phone: 0818 22 7000

Email: [info@cfp.ie](mailto:info@cfp.ie)

<b>Company Profile</b>	<p>Corrib Foods Products (Corrib Foods) is a long established food distribution company, which provides chilled, ambient and frozen distribution service across the 32 counties. Corrib Foods is a full service foodservice distributor and stocks products across all categories.</p> <p>As well as operating out of its base in Athenry, the company has depots in Dublin and Cork.</p>
<b>Relevant purchasing contacts</b>	<p>Managing Director: Stan Lawless  Purchasing Manager: John Lawless  Email: <a href="mailto:info@cfp.ie">info@cfp.ie</a> Phone: 0818 22 7000</p>
<b>Product range</b>	<p>The product range is broken down into four categories – chilled, frozen, ambient and catering consumables. The company’s catalogue may be viewed online at <a href="http://www.cfp.ie">www.cfp.ie</a>.</p> <p>The range includes fresh potato products, fresh and frozen poultry, fruit and vegetables, fresh and frozen meat, fish products, frozen bread, confectionery, pizza, finger food, desserts, herbs, spices, cleaning products and catering consumables</p>
<b>Sectors served</b>	<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>
<b>Opportunities for Irish food and drink suppliers</b>	<p>Corrib Foods will consider all new Irish producers, but the product must have market potential. Since the company offers a broad product range there is no particular product type they are looking for.</p> <p>Corrib Foods is still rarely contacted by Irish producers and is more likely to be approached by European producers.</p>
<b>Purchasing policy</b>	<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>
<b>Supplier requirement and ordering procedure</b>	<p>All suppliers are required to have a HACCP system in place.</p> <p>The company conducts quality and food safety audits of suppliers. These audits are paid for by Corrib Foods.</p>

	<p>Legal packaging and labelling requirements are required. In addition, the inclusion of outer barcodes on cases is an essential requirement for all suppliers.</p> <p>The terms of purchase and the orders are placed by the Managing Director.</p> <p>Orders may be made by phone, email or fax. There is no use of EDI.</p> <p>Producers may deliver directly to the Galway or Dublin distribution centres or, in many cases, Corrib Foods will collect from the producers' premises. The company does not backhaul.</p> <p>Delivery frequency to the distribution centres depends on the product type and shelf life and is agreed specifically with the buyer.</p>
<b>Geographical spread</b>	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.
<b>Fleet size</b>	The fleet consists of 40 multi-temperature vehicles.
<b>Marketing support and services provided</b>	<p>All producers are encouraged to run promotions throughout the year and there is an opportunity for producers to buy formal advertising space in the catalogue. However, producers that do not avail of these adverts will still be featured in the catalogue and there is no charge for this. The cut-off date for the catalogue is "February-March" each year.</p> <p>A monthly flyer is issued and distributed to every customer where there is a section dedicated to new products. New products are also featured on the company website.</p> <p>The company does most of the sales promotion activities via the catalogue and its sales force. It requires suppliers to submit their 'best price' on the basis that Corrib Foods will look after promotional activities.</p> <p>Orders from customers are gathered by Telesales Staff</p> <p>Most customer communication takes place directly via Corrib Foods, but in some cases customers will also talk directly to producers.</p> <p>Sales information is not shared with suppliers.</p> <p>At present there are seven sales representatives. Producers can make representations to the sales team.</p>
<b>Advice to new suppliers</b>	<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>



<b>Other information</b>	<p>Payment terms are either 15 days or 30 days after the end of month of invoice, depending on what has been agreed with the producer.</p> <p>Pricing is based on a net/net basis with no requirement for LTAs.</p> <p>Case sizes are determined on an individual basis, depending on the product type.</p> <p>Changes in the amount of chilled or frozen foods sold is mainly weather dependent. There has been no noticeable change in the proportion of chilled vs frozen food sales.</p>
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## Cross Fine Foods T/A Cross Distribution

Address: Cross, Cong, Co. Mayo

Website: [www.crossdistribution.ie](http://www.crossdistribution.ie) Phone: 086 822 0603 Email: [paraic@crossdistribution.ie](mailto:paraic@crossdistribution.ie)

<b>Company Profile</b>	<p>Established in 2002, Cross Distribution is a regional chilled and ambient distributor servicing the region west of the river Shannon.</p> <p>Foodservice accounts for up to 60% of sales, retail accounts for 20% and supply to butchers makes up the remaining 20%.</p> <p>90% of customers are supplied twice weekly. Systems are continually updated to ensure customers can avail of the best product range.</p> <p>In 2014, an updated HACCP and full traceability system was put in place, operated by an internal computer system. 2014 also saw investment in an updated temperature control system to ensure continuous monitoring of warehouse and deliveries.</p>
<b>Relevant purchasing contacts</b>	<p>Managing Director: Paraic O'Malley          Email: <a href="mailto:paraic@crossdistribution.ie">paraic@crossdistribution.ie</a>          Mobile: 086 822 0603          Phone: 094 954 5664</p>
<b>Product range</b>	<p>Chilled product constitutes 90% of the range 5% is ambient product and 5% frozen. The product range includes breakfast meats, desserts, beverages, yogurts, salads, soups and soya milk.</p> <p>Rosderra meats, Muller yogurts, Cully &amp; Sully soups, Clonakilty black pudding and Loughnane's Sausage and Pudding for both Retail and Catering these are some of the brands distributed.</p>
<b>Sectors served</b>	<p>Within foodservice, the company supplies Hotels, Restaurants, Cafes, Deli counters 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>
<b>Opportunities for Irish food and drink suppliers</b>	<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>
<b>Purchasing policy</b>	<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>

<b>Supplier requirement and ordering procedure</b>	<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>
<b>Geographical Spread</b>	<p>From the company's depot in Cross, Co Mayo, a region from Castlebar down to Ennis and over to Ballinasloe, along with counties Clare and Galway.</p> <p>About 90% of customers are serviced twice per week.</p>
<b>Fleet size</b>	<p>The company has four multi-temp trucks and two vans.</p>
<b>Marketing support and services provided</b>	<p>The company does not have an annual catalogue, but the price list is constantly updated.</p> <p>New products are introduced to customers by the van sales team with the details of all new lines on a promo flyer that's produced every month. Products are promoted post-launch once sales have stabilised.</p> <p>Some orders are captured in advance to help the van sales system that is in place. Producers are encouraged to speak to customers to develop sales. Information on the sales performance of a supplier's own products is available.</p> <p>The company has a team of five sales representatives on the trucks and vans, with a Sales Supervisor promoting sales. Prospective suppliers can make presentations to the sales team.</p>
<b>Advice to new Suppliers</b>	<p>Potential producers should contact the Managing Director by phone and make an appointment to discuss their proposal and present a 12 month promotional plan to drive sales.</p>
<b>Other information</b>	<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 2013 was approx. €3.7m.</p>

## Curley's Quality Foods

Address: Castlebrowne, Castlegar, Galway, Co. Galway

W: [www.curleysqualityfoods.com](http://www.curleysqualityfoods.com) Phone: 091 753 064 E: [johncurley@eircom.net](mailto:johncurley@eircom.net)

<b>Company Profile</b>	<p>Curley's Quality Foods was established in 1970. It is a distributor of fresh, locally sourced produce and freshly prepared food and catering products. It is also 'one of the largest', privately owned fruit and vegetable distributors in Ireland.</p> <p>The company sources from members of the Bord Bia Horticulture Quality Assurance Scheme, holds a National Potato Quality award and uses HACCP throughout. It has BRC accreditation for its factory where it prepares and packages its 'hyrdo-cooled' products for its chilled supply chain.</p>
<b>Relevant purchasing contacts</b>	<p>Director: John Curley          Email: <a href="mailto:sales@curleysqualityfoods.com">sales@curleysqualityfoods.com</a>          Phone: 091 753 064 / 091 753 066 / 091 771 717</p>
<b>Product range</b>	<p>The company distributes a wide range of fresh fruit and vegetables, freshly prepared food, catering products and longer life products such as preserves, sauces, soups, cooking wine and vinegar.</p> <p>As of 2015, the company lists a range of about 200 fresh and freshly prepared fruits and vegetables. The list also includes a wide range of fresh and freshly prepared salads.</p> <p>Specialist food products for the foodservice sector include pre-packed, ready-to-cook fresh vegetables, fruits, exotics and fresh herbs. There is also a range of packed and ready-to-eat salads and fruits and a speciality ready-to-cook potato range.</p> <p>Curley's also distribute Wiberg dried herbs and spices, Artisan desserts, Pidy pastry products, sauces, cooking wine and vinegar and preserves.</p> <p>The pastry products comprise a full range of ready to fill products for the foodservice sector including savoury and sweet pastry. The range also includes fillable shells made of sugar in addition to frozen éclairs and Genoese pastry.</p> <p>The range of sauces carried includes Kraft mayonnaise, Rich Sauce, Artisan Food Factory salad dressing and Mediterrani Vegetable oil.</p> <p>The company also distributes Mediterrani red and white cooking wine and vinegar, along with the Mediterrani range of preserves (strawberry, raspberry, blackcurrant and marmalade).</p>
<b>Sectors served</b>	<p>The company serves the retail and foodservice sectors.</p> <p>Foodservice clients include hotels and restaurants, contract and event caterers and institutions.</p>

	Key customers in the foodservice sector include: Sodexo, Compass Catering, Masterchefs Hospitality, hospitals and universities, in addition to the Radisson and Sweeney hotel groups.
<b>Opportunities for Irish food and drink suppliers</b>	<p>The main growth areas for suppliers to Curley's are in fresh, local vegetables, fruit and salads, particularly those supplied out of the main season (including traditional vegetables such as cabbage, strawberries and rhubarb). There are also opportunities for more 'baby vegetables'.</p> <p>The company is also interested at looking at any innovative products outside of the Fruit &amp; Veg category.</p>
<b>Purchasing Policy</b>	<p>The company prefers to buy fresh, locally sourced, fruit, vegetables and salads. It uses overseas suppliers for citrus and tropical produce.</p> <p>The main purchasing criteria, in order of importance, are quality, service and price.</p> <p>Billing and purchasing is centralised at the company's depot at Carrowbrowne, Headford Road, Galway.</p> <p>Purchasing decisions are made by the Director (John Curley), Purchasing Manager (Alan Connolly) and General Manager (Cyril Curley).</p>
<b>Supplier requirement and ordering procedure</b>	<p>Detailed purchasing criteria are set out in the contracts that the company makes with suppliers. The company is BRC (British Retail Consortium) accredited and requires suppliers to use the BRC standards appropriate to the product they supply.</p> <p>Suppliers normally supply directly to the company's depot in Galway, although there are three loading yards in Cork, Dublin and Limerick.</p> <p>As a policy, the company does not engage in backhauling. Very occasionally some product may be backhauled from a distant supplier.</p>
<b>Geographical spread</b>	Distribution is nationwide.
<b>Fleet size</b>	The company uses a fleet of 40 vehicles.
<b>Marketing support &amp; services provided</b>	Marketing efforts are supported by promotional offers and via the website and brochure. The company is currently up-grading its website to make on-line ordering and billing easier.
<b>Advice to new suppliers</b>	<p>The main advice to potential new suppliers of fruit, vegetables and salads is not to grow produce that is already well supplied. New suppliers should look to what is imported and see if it can be replaced. High quality, out of season replacements for out of season produce is what is required.</p> <p>For other products, potential suppliers should examine the company's existing list and consider if they could supply what is not currently on offer. Potential suppliers should also consider import substitution.</p>

## Dairyland Cuisine

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

Website: [www.dairylandcuisine.com](http://www.dairylandcuisine.com) Email: [sales@dairylandcuisine.com](mailto:sales@dairylandcuisine.com)

<b>Company Profile</b>	<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 500 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>
<b>Relevant purchasing contacts</b>	<p>Managing Director: Martin Kiernan          Email: <a href="mailto:martin@dairylandcuisine.com">martin@dairylandcuisine.com</a>          Phone: 087 258 7667</p>
<b>Product range</b>	<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, sauces and selected meat products.</p>
<b>Sectors served</b>	<p>Hotels, Restaurants, Coffee Shops, Nursing Homes, Contract Caterers, Delicatessens and Sandwich Bars.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<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>
<b>Purchasing Policy</b>	<p>The company is committed to sourcing the majority of its products within the Republic of Ireland.</p>
<b>Supplier requirement and ordering procedure</b>	<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. 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>
<b>Geographical spread</b>	<p>Depots are located in Dublin and Carlow.</p>

	Dairyland Cuisine cover the Leinster region, they also work with partners in all regions to give national distribution.
<b>Fleet size</b>	The company's fleet consists of 17 chilled vehicles.
<b>Marketing support and services provided</b>	<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 and a monthly newsletter. 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>
<b>Advice to new suppliers</b>	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.
<b>Other information</b>	<p>Credit terms are 30 days at month end.</p> <p>Dairyland Cuisine does not have Long Term Agreements with suppliers; however existing agreements are reviewed twice per year.</p>

## Delicatessen Meat Supplies Ltd.

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

Website: [www.delimeats.ie](http://www.delimeats.ie)

Phone: 01 626 1706

Email: [info@delimeats.ie](mailto:info@delimeats.ie)

<b>Company Profile</b>	<p>The company was established in 1981 by Leo and Martin Walsh. The company services a wide and varied customer base in both foodservice and retail sectors across a range of categories.</p> <p>Delicatessen Meats has grown to become a recognised leading provider of quality goods to the foodservice sector.</p>
<b>Relevant contacts</b>	<p>Purchasing and Sales Manager: Martin Walsh          Email: <a href="mailto:martinw@delimeats.ie">martinw@delimeats.ie</a>          Phone: 01 626 1706</p>
<b>Product range</b>	<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 70% chilled, 20% 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>
<b>Opportunities for Irish food and drink suppliers</b>	<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>
<b>Purchasing policy</b>	<p>Where possible, the company has a preference to source local produce. The vast majority of their suppliers comprise of Irish manufacturers, both large and small.</p> <p>The company has an extensive range of freshly prepared Irish produce in their range.</p> <p>The company's sales team will bring samples to a range of existing customers to sample, before making a purchasing decision. If there is a good reaction to the samples, coupled with the ability to offer good quality and value to the customer, then the product will then be listed.</p>
<b>Supplier requirement and ordering procedure</b>	<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>



	Purchase terms are agreed by the Purchasing and Sales Manager. Orders are placed via phone or email.
<b>Geographical spread</b>	<p>All products are delivered to the company's headquarters in Dublin 10. Leinster and Munster are serviced by the van sales team. The West and North are serviced through a telesales team and delivered directly by the company's own fleet.</p> <p>The frequency of service is one to three times per week.</p>
<b>Fleet size</b>	The company currently has a fleet of 16 trucks and vans. All of the fleet have now been converted to multi-temperature vehicles.
<b>Marketing support and services provided</b>	<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 sales team consists of 4 Sales Reps and Business Developers and 12 Van Sales personnel.</p>
<b>Other information</b>	The company is always looking to source new and innovative products to add to and enhance their existing range of chilled, frozen and ambient products.
<b>Advice to new suppliers</b>	Potential suppliers can contact the Purchasing and Sales Manager direct via telephone or email.

## Derrynaflan Foods Ltd

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

Website: [www.derrynaflan.com](http://www.derrynaflan.com)

Phone: 021 463 6450

Email: [info@derrynaflan.com](mailto:info@derrynaflan.com)

<b>Company Profile</b>	<p>Derrynaflan Foods was established in 1987 and is currently a leading distributor of chilled, frozen and ambient products to the retail and foodservice industries. Nationwide distribution is provided via a fleet of multi temperature vehicles.</p> <p>In addition to its retail business, the company serves all sectors of the foodservice market.</p>
<b>Relevant purchasing contacts</b>	<p>Sales Director: Paul Skinner  Email: <a href="mailto:paulskinner@derrynaflan.com">paulskinner@derrynaflan.com</a>  Mobile Phone: 086 829 6233</p> <p>Managing Director: John Ryan  Email: <a href="mailto:johnryan@derrynaflan.com">johnryan@derrynaflan.com</a>  Phone: 021 463 6450</p>
<b>Product range</b>	<p>The company deals in high quality raw meats, cooked meats, breakfast products, pizzeria ingredients, continental salami, bulk and speciality cheeses, butters, sauces, tinned pizza products, frozen, breads, desserts, meats and potato products.</p> <p>In 2015 Derrynaflan agreed distribution partnerships with the following Irish &amp; Continental companies:</p> <ul style="list-style-type: none"> <li>• Patisserie Royale</li> <li>• Ina's Bakery</li> <li>• Goodness Grains Gluten free bakery</li> <li>• Riverview Eggs</li> <li>• Fedipat France</li> <li>• Aviko Holl</li> </ul> <p>Many continental and Italian brands are carried including Agnesi pasta and Sant Anna Italian water, Ambrosi Cheese.</p>
<b>Sectors served</b>	<p>In addition to the major supermarket chains, Derrynaflan supplies all segments of the foodservice sector, including SSP Dublin Airport and Dunnes Stores Restaurants. The company also has many independent customers in the hotel, restaurant, bar, café, sandwich bars, delicatessens, butchers, pizzerias and fast food sectors.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>The company is supportive of Irish producers.</p> <p>The company believes that there are opportunities for quality convenience foods for the food-to-go and take home market.</p>
<b>Purchasing policy</b>	<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. The sales team bring feedback to the Sales Director who works with the Managing Director to source what the market requires.</p>

	<p>In the current market, much of the feedback is that price is critical.</p> <p>Derrynaflan is listed for central billing with Dunnes Stores, Musgraves, BWG, Stonehouse 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>
<b>Supplier requirement and ordering procedure</b>	<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 email. Deliveries are accepted five days per week up to 2 p.m.</p>
<b>Geographical spread</b>	<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.</p> <p>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>
<b>Fleet size</b>	<p>The fleet consists of 27 trucks, six vans and two articulated trucks. All vehicles are multi temperature refrigerated units.</p>
<b>Marketing support and services provided</b>	<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). Derrynaflan is currently rolling out a full tele sales offering to all our customers.</p> <p>The company has a team of 26 sales representatives who are available to develop sales on behalf of suppliers. The company is open to producers making presentations direct to their sales team.</p>

	The role of the sales team includes product range development and new business development.
<b>Advice to new suppliers</b>	Make contact with the Sales Director via phone or email and make an appointment for a meeting. Bring product samples.
<b>Other information</b>	<p>The company 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 end of month paid by EFT.</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 Derrynaflan will provide any additional sales support required.</p>

## Dublin Food Sales

Address: Glasnevin Business Park, Ballyboggan Road, Dublin 11

Website: [www.dublinfoodsals.ie](http://www.dublinfoodsals.ie) Phone: 01 830 3833 Email: [info@dublinfoodsals.ie](mailto:info@dublinfoodsals.ie)

<b>Company Profile</b>	<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>
<b>Relevant contacts</b>	<p>Managing Director: Martin Kernaghan          Email: <a href="mailto:martin@dublinfoodsals.ie">martin@dublinfoodsals.ie</a>          Phone: 01 830 3833</p>
<b>Product range</b>	<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, fresh yeast and dairy.</p>
<b>Sectors served</b>	<p>Within the foodservice sector the company predominantly supplies restaurants and hotels. Customers include The Merrion Hotel, Shanahans on the Green, TGI Fridays, Café Mao and various golf clubs. The company also supplies a number of company canteens and bakeries.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>The company has not noticed any key growth areas for new product offerings.</p> <p>Apart from Tipperary Water, DP Connolly Crisps and Juices and Savur Bouillons, most of their range of ambient food and drinks 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>
<b>Purchasing policy</b>	<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>
<b>Supplier requirement and ordering procedure</b>	<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 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 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>
<b>Geographical spread</b>	<p>The company is based in Glasnevin, Dublin 11, from where all customers are serviced. Delivery is to the greater Dublin area.</p> <p>A next day delivery service is provided five days per week.</p>
<b>Fleet size</b>	<p>The company fleet consists of six vehicles, four of which have chilled compartments.</p>
<b>Marketing support &amp; services provided</b>	<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 request.</p> <p>The company does not charge for a listing in its catalogue or on its website.</p> <p>Customers are alerted to the arrival of new products by the sales representative. The company facilitates introductory offers proposed by producers.</p> <p>The company promotes products through ‘special offers’ and reduced prices on its product listing. It is sometimes supported by suppliers in this.</p> <p>Although some orders are taken by the company’s sales representative, the majority of orders are phoned or emailed in by customers.</p> <p>The distributor encourages producers to speak to its client base and sales information on the performance of products is available to producers.</p> <p>The company has one sales representative. Producers can make presentations to the company’s sales team.</p>
<b>Advice to new suppliers</b>	<p>Potential suppliers should contact the Managing Director via phone to arrange a meeting. The Managing Director will then contact relevant customers, advising them to expect a visit from the potential supplier with samples.</p> <p>If customers are interested in buying the product, the company will arrange to stock and distribute it.</p>
<b>Other information</b>	<p>Credit terms are ‘to the 25<sup>th</sup> 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>

## Dunnes Farmhouse Foods

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

W: [www.dunnesfarmhousefoods.com](http://www.dunnesfarmhousefoods.com) Phone: 01 824 1111 E: [info@dunnesfarmhousefoods.com](mailto:info@dunnesfarmhousefoods.com)

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

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



## Epicure Select Foods *NEW\**

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

W: [www.epicureselectfoods.co.uk](http://www.epicureselectfoods.co.uk) Phone: 028 9066 3647 E: [sales@epicurefoods.net](mailto:sales@epicurefoods.net)

<b>Company Profile</b>	<p>Operating from a 6,000 square foot frozen and chilled cold-store on the outskirts of Belfast, Epicure's fleet of four temperature-controlled vehicles serve a range of outlets from the five star hotel through to the gastro pub, coffee shop or fast food outlet.</p> <p>Epicure offers a next day delivery service throughout the greater Belfast area. Outlying areas can expect delivery no later than 2 days guaranteed from the time an order is placed.</p>
<b>Relevant contacts</b>	<p>Managing Director: Dan Carlin          Email: <a href="mailto:dan@epicurefoods.net">dan@epicurefoods.net</a>          Mobile: 0044 7808 395812</p>
<b>Product range</b>	<p>Epicure Select Foods Ltd offer an extensive selection of chilled and frozen food products for the catering industry. With new products available on a monthly basis, they continually strive to offer the best selection of products to the NI and ROI catering industry. Stocking everything from raw meats through to sous-vide ready-to-serve meals.</p> <p>Products include ready meals, fresh meat, pizza and poultry, seafood, potatoes and vegetables, breads, desserts and ice cream, dairy products and sauces.</p> <p>The Company carries both leading and emerging brands including: Aviko, Kerrymaid, Paganini, Panesco, Uncle Bens, Dew Valley, Swift Fine Foods and Grove Farm.</p>
<b>Sectors served</b>	<p>The main sectors serviced by Epicure are hotels, pubs, coffee shops and fast food outlets.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>Epicure Foods are open to doing business with suppliers from all 32 counties and Republic of Ireland suppliers are prominent in their existing range.</p> <p>The company is in a position to arrange backhauls.</p>
<b>Purchasing policy</b>	<p>Epicure carries both a "High End" and a "Budget" offering for a number of product lines.</p> <p>The Company tries not to carry too many competing products.</p> <p>HACCP and a self-certified questionnaire are pre-requisites.</p> <p>High risk foods may be subject to an independent audit. Costs of any audit will be discussed in advance and will be shared fairly.</p>
<b>Supplier requirement and ordering procedure</b>	<p>The Company has quick turn-around in order to fulfil customer orders.</p>

	<p>Epicure prefers to work with independent, “can do” suppliers that will go the extra mile to deliver.</p> <p>The Company does not have strict rules regarding minimum orders or cut off times.</p>
<b>Geographical spread</b>	<p>The Company currently delivers throughout Northern Ireland.</p> <p>Epicure Foods delivers to customers daily, 7 days per week.</p> <p>The Company currently has some coverage in ROI and plans to expand this.</p>
<b>Fleet size</b>	<p>Four temperature controlled vehicles.</p>
<b>Marketing support and services provided</b>	<p>The Company is driven by personal contact.</p> <p>All orders are pre-ordered via the tele-sales team or personally via sales reps. No van sales are taken.</p> <p>Sampling and regular visits are necessary.</p>
<b>Advice to new suppliers</b>	<p>Understand the nature of the business i.e. bulk orders to the catering trade.</p> <p>A letter or email to the Managing Director followed by a phone call and the arrangement of a meeting with samples are the usual route to making contact with the Company.</p>
<b>Other information</b>	<p>Epicure Select Foods Ltd. is the preferred chilled and frozen food supplier to several larger organisations within NI. Volumes can be decent if listings are obtained by suppliers.</p>

## Food Co. *NEW\**

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

<b>Company Profile</b>	<p>Food Co. is an independent foodservice company and is a member of the Sterling Supergroup, giving access to thousands of suppliers across Ireland, the UK and Europe.</p> <p>Food Co. offers a six day delivery service (with the exception of bank holidays).</p> <p>Food Co. works closely with smaller suppliers that can deliver unique and bespoke products which help customer's menus and their businesses to develop. The emphasis is very much on top quality products that can be produced without hidden costs and big overheads, ensuring good value and a good experience for client's customers.</p>
<b>Relevant contacts</b>	<p>Director: Gary McIlroy          Phone: 0044 28 9267 0197          Email: <a href="mailto:gary@foodco.ie">gary@foodco.ie</a></p>
<b>Product range</b>	<p>Food Co. specialises in unique, speciality food products including Spanish, Asian, gluten free etc.</p> <p>The Company currently carries approx. 3,000 products.</p> <p>Products are split between 40% frozen, 40% ambient and 20% chilled.</p>
<b>Sectors served</b>	<p>Sectors served include pubs, gastro pubs, high end restaurants and hotels across Ireland, the UK and Europe.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>Any products that are suitable for the above mentioned sectors in foodservice that have a point of difference and are appealing to the Company's customer base. All new products must be relevant to customer's needs.</p>
<b>Purchasing policy</b>	<p>All products must be ethically produced with strict temperature controls and according to regulatory requirements. HACCP is a given.</p> <p>The Company has two depots, one in Ashbourne, Co. Meath and another in Lisburn, Co. Antrim.</p> <p>Purchasing decisions are made by the Company Director, Gary McIlroy who is influenced by client sampling and feedback.</p>
<b>Supplier requirement and ordering procedure</b>	<p>All orders are placed via email</p> <p>Suppliers must deliver on the allocated dates.</p>
<b>Geographical spread</b>	<p>The Company covers NI and currently as far south as Wicklow and Newbridge in ROI. Food Co. plans to expand its distribution network by mid-2016 to Galway.</p>

<b>Fleet size</b>	The Company has 16 multi-temperate trucks on the road.
<b>Marketing support and services provided</b>	<p>Food Co. produces an annual catalogue every January, the cut-off time for which is September. New products are then launched via sampling with target customers.</p> <p>The Company has three sales reps in NI and four in ROI. Their telesales team comprises five to six employees.</p> <p>Suppliers can make presentations to the Company's sales team.</p>
<b>Advice to new suppliers</b>	<p>Call or email the Company Director to arrange a meeting and bring samples for clients to trial.</p> <p>Products should be unique to foodservice and not available to clients elsewhere.</p>
<b>Other information</b>	Payments terms are according to industry standards.

## Glanbia Consumer Foods

Address: Glanbia Consumer Foods, 3008 Lake Drive Citywest, Co. Dublin  
 Website: [www.glanbia.com](http://www.glanbia.com) Phone: 01 488 1000 Email: [ssheridan@glanbia.ie](mailto:ssheridan@glanbia.ie)

<b>Company Profile</b>	<p>Glanbia Consumer Foods is the Republic of Ireland's (ROI) largest branded dairy food supplier, with over 4,000 customers and almost two million consumer products supplied each day. Avonmore is Ireland's <i>Most Chosen Brand</i> (Kantar) and 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>
<b>Relevant contacts</b>	<p>Channel Manager for Foodservice: Sandra Sheridan          Phone: 01 488 1000          Mobile: 086 687 7571          Email: <a href="mailto:ssheridan@glanbia.ie">ssheridan@glanbia.ie</a></p>
<b>Product range</b>	<p>Product categories are milk, cheese, butters, spreads, cream, yogurts, fresh soups, and juices.</p> <p>Brands include 'Avonmore', 'Premier', 'CMP.' 'Golden Vale', 'Kilmeaden', 'Snowcream', 'Petits Filous', and third party brands including Yoplait 'Innocent Smoothies and Juices.</p>
<b>Sectors served</b>	<p>Glanbia distributes to all sectors of foodservice, including contract catering, education, health, hotels, restaurants, cafés, bakery and third party distributors.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>Key growth areas are:</p> <ul style="list-style-type: none"> <li>• The “one stop chilled dairy solution”, giving customers the opportunity to source product from a single supplier.</li> <li>• Range extension e.g. dairy products, foods and drinks.</li> <li>• Broadening the geographical base and expanding into the wider UK and European markets.</li> </ul> <p>Opportunities for Irish suppliers include the provision of full product ranges that complement the current dairy offering provided by Glanbia's own brands e.g. menu items &amp; meal occasions complimentary to dairy and meal solutions. It is important that potential suppliers have prerequisite food production accreditations.</p>
<b>Purchasing policy</b>	<p>Glanbia has a strong preference to source local produce. Glanbia is a strong advocate of the National Dairy Council (NDC) and Love Irish Food campaigns. Glanbia has central billing with all of the key multiples and symbol groups.</p>
<b>Supplier requirement and ordering procedure</b>	<p>Supplier QA requirements are BRC and ISO standards. Glanbia has an in-house quality team that carries out audits of suppliers' premises.</p> <p>There may be charges for audits to suppliers' premises, and audits are typically annually.</p> <p>Orders may be placed via EDI.</p>

	The company does not backhaul product.
<b>Geographical spread</b>	Depots are all chilled & ambient and located nationwide.  The geographical area serviced is nationwide and frequency of service is 5/6 days per week.
<b>Fleet size</b>	Glanbia has close to 400 milk agents and company chilled vehicles, delivering product throughout ROI.  Glanbia also has a dedicated NI team.
<b>Marketing support and services provided</b>	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 (Inbound / Outbound), Fax, EDI and the van sales team.
<b>Advice to new suppliers</b>	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.
<b>Other information</b>	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](mailto:sales@gleneelyfoods.com)

<b>Company Profile</b>	<p>Gleneely Foods is a family run business that distributes ambient and chilled foods across the 32 counties of Ireland from its depot in Dublin.</p> <p>The company commenced trading in 1989 and it services both the foodservice and the retail sectors. The foodservice business and the retail business are equal in size.</p>
<b>Relevant contacts</b>	<p>Managing Director: Percy Covitz          Email: <a href="mailto:sales@gleneelyfoods.com">sales@gleneelyfoods.com</a>          Phone: 01 403 0300</p>
<b>Product range</b>	<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>
<b>Sectors served</b>	<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 &amp; Carry, Pizza Milano and Aer Lingus.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<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>
<b>Purchasing policy</b>	<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.
<b>Supplier requirement and ordering procedure</b>	<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>
<b>Geographical spread</b>	<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>
<b>Fleet size</b>	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.
<b>Marketing support &amp; services provided</b>	<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>
<b>Advice to new suppliers</b>	Contact either Percy, Michael or Grace Covitz to discuss your proposal. Submit pricing and samples.
<b>Other information</b>	<p>Credit terms are 30 days.</p> <p>The company does not generally operate Long Term Agreements with suppliers.</p>



## Gourmet Foodcraft Ltd

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

Website: [www.gourmetfoodcraft.eu](http://www.gourmetfoodcraft.eu) Phone: 01 413 3641 Email: [info@gourmetfoodcraft.eu](mailto:info@gourmetfoodcraft.eu)

<b>Company Profile</b>	<p>Gourmet Foodcraft was established in 2011. It has a central distribution unit in Baldonnell Business Park, Dublin and manufacturing facilities in Balbriggan and Poland.</p> <p>The company's main activity is distributing and manufacturing powder and paste food products such as bouillon, gravy, demi-glaze, and sauces. It manufactures gluten free and MSG (monosodium glutamate) "free-from" food products, sauces along with powdered bouillon, gravy and other sauces. The company's manufacturing facilities in Poland are BRC (British Retail Consortium) accredited and it expects the same of suppliers.</p> <p>The company partners with leading Foodservice distributors including, Lynas, Brake Brothers, Blake Brothers and Tallon Ready Chef.</p>
<b>Relevant contacts</b>	<p>Purchasing Manager: Dorota Rizi  Email: <a href="mailto:info@gourmetfoodcraft.eu">info@gourmetfoodcraft.eu</a>  Phone: 01 413 3641</p>
<b>Product range</b>	<p>The company specializes in the distribution and manufacture of stock cubes, gel stock pots, bouillons, sauces, curries, pot noodles, soups in sachets, spices and gravy granules.</p> <p>It distributes its own brand 'Gourmet' which is a registered trade mark, as well as well as some complementary brands and own label brands for Foodservice and Retail food offerings.</p>
<b>Sectors served</b>	<p>The company's main market sectors are colleges, hotels, pubs, coffee shops, hospitals, shops and wholesalers.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<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 Foodcraft 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 exist for organic and 'Halal' ingredients for bouillon.</p>
<b>Purchasing policy</b>	<p>When the price point and quality is right, the company's absolute policy is to buy Irish where possible.</p>
<b>Supplier requirement and ordering procedure</b>	<p>HACCP is an absolute must for suppliers. Representatives from the company will generally visit and audit the premises of new suppliers. There is no charge for this.</p> <p>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 manufactured under the 'Gourmet' brand.</p>

	Most orders are placed via email and telephone.
<b>Geographical spread</b>	<p>The company's depot is in Baldonnell, Dublin and it offers a 32 county delivery service through its Partners.</p> <p>Gourmet Food Craft is now successfully trading in the U.K and supplying bespoke food products exclusively for the United Nations contract.</p>
<b>Fleet size</b>	Transport is outsourced.
<b>Marketing support and services provided</b>	Extensive sales and marketing efforts are in place to support the 'Gourmet' brand.
<b>Advice to new suppliers</b>	<p>In advance of approaching the company, suppliers are advised to investigate the likely needs of Gourmet Foodcraft's customers and to look at market trends.</p> <p>Potential suppliers should emphasise how their offering will add value to the 'Gourmet' offering, e.g. by extending the product range.</p> <p>Potential new suppliers should contact the Purchasing Manager (see above) in the first instance.</p>
<b>Other information</b>	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](http://www.hannanmeats.com) Phone: 048 9261 9790 Email: [peter@hannanmeats.com](mailto:peter@hannanmeats.com)

<b>Company Profile</b>	<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 26 years.</p> <p>Chilled, ambient and frozen products are distributed.</p> <p>The company also owns a retail outlet <i>The Meat Merchant</i> in Moira town, which has been trading for five years.</p>
<b>Relevant contacts</b>	<p>Purchasing contacts: Jim Hannan or David Rosbotham          Email: <a href="mailto:jim@hannanmeats.com">jim@hannanmeats.com</a> or <a href="mailto:david@hannanmeats.com">david@hannanmeats.com</a>          Phone: 048 9261 9790</p>
<b>Product range</b>	<p>Product categories include fresh and speciality meats (beef, lamb, pork and poultry), 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>Major brands and suppliers carried by Hannan Meats are Moyallon produce (dry cured bacon, sausages and burgers), Glenarm Shorthorn beef, salt-aged beef, Givan's hams and Rockvale poultry.</p> <p>The company also distributes the <i>En-place</i> brand range of chutneys and oils.</p>
<b>Sectors served</b>	<p>Foodservice sectors serviced include hotels, restaurants, pubs and contract caterers.</p> <p>Key customers include Hastings Hotel Group, The Beannchor Group, Merchant Hotel Group, Hix Restaurants and Fortnum and Mason.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<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>Opportunities exist for the development of a range of Irish charcuterie and terrines and pates. Other foods that are currently imported and could be home-produced include confit duck leg.</p> <p>The company is interested in any new products that are innovative, and can demonstrate provenance. Opportunities exist for any product that can substitute an imported product, e.g. Grana Padano or Parmesan type cheese</p> <p>There is greater growth in chilled rather than frozen products.</p>

	The company is interested in artisan producers and welcomes approaches from new suppliers of any new products or ideas.
<b>Purchasing policy</b>	<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 and Ken Lightbody influence purchasing decisions and agree terms.</p>
<b>Supplier requirement and ordering procedure</b>	<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>
<b>Geographical spread</b>	<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>
<b>Fleet size</b>	The fleet size consists of six to seven multi-temperature vehicles.
<b>Marketing support and services provided</b>	<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>

## Henderson Foodservice

Address: 1 Hightown Avenue, Newtownabbey, BT36 4RT

W: [www.henderson-foodservice.com](http://www.henderson-foodservice.com) Phone +44 28 9034 2342 E: [info@henderson-group.com](mailto:info@henderson-group.com)

### Company Profile

Delivering to a wide customer profile including hotels, schools, restaurants, fast food outlets, hospitals, nursing homes, cafés and sandwich bars, Henderson Foodservice has one of the widest product portfolios on the island of Ireland. Investment in logistic solutions has meant that this now includes produce and fresh meat with a next day delivery service available.

Since their establishment in 1978, Henderson Foodservice has grown and developed their business, currently sourcing over 50% of their product from the island of Ireland. Henderson Foodservice work with companies ranging from local artisan producers to major producers and manufacturers.

*Country Range* Group members since 2012, Henderson Foodservice have exclusivity on the island of Ireland for *Country Range* branded products which covers ambient, frozen, chilled and non-foods. The *Country Range* brand has been produced specifically for the foodservice market and Henderson Foodservice customers can take advantage of significant cost savings without the need to compromise on taste or quality.

Over the past 5 years, Henderson Foodservice has continued to invest and grow their field and telesales teams to one of the biggest on the island. Investment in new lorries, warehouse systems and facilities has resulted in a complete logistic solution.

Holding BRC and ISO accreditations as well as Investors in People, Henderson Foodservice achieved 'Deloitte Best Managed Companies' status in 2013 and 2014.

Henderson Foodservice is part of the Henderson Group which has been trading for over 100 years.

### Relevant contacts

Commercial Director: Peter McMeekin, responsible for the Trading, Marketing and Contract Sales functions for Henderson Foodservice.  
Email: [peter.mcmeekin@henderson-group.com](mailto:peter.mcmeekin@henderson-group.com)  
Phone: +44 28 9034 2342

Sales Director: Kiera Campbell, responsible for all independent trade customer enquiries.  
Email: [kiera.campbell@henderson-group.com](mailto:kiera.campbell@henderson-group.com)  
Phone: +44 28 9034 2342

Trading Controllers: Des Simpson and Tom McKenzie, responsible for all trading enquires.  
Email: [des.simpson@henderson-group.com](mailto:des.simpson@henderson-group.com), [tom.mckenzie@henderson-group.com](mailto:tom.mckenzie@henderson-group.com)  
Phone: +44 28 9034 2342

	<p>Marketing Enquiries: Sarah McKibbin  Email: <a href="mailto:sarah.mckibbin@henderson-group.com">sarah.mckibbin@henderson-group.com</a>  Phone: +44 28 9034 2342</p>
<b>Product range</b>	<p>One of the widest product portfolios on the island (6,500+ products) across ambient, chilled, fresh meat, produce, frozen and non-food ranges.</p> <p>Products are sourced from a combination of key industry players including Premier, Unilever and Nestlé, together with a focus on smaller, local suppliers from both NI and ROI.</p> <p>Where possible, Henderson Foodservice support local suppliers and encourage sales of local products. They recognise the importance of growth and development for local suppliers, improving the overall economy across the island of Ireland.</p>
<b>Sectors served</b>	<p>Henderson Foodservice pride themselves on being able to meet the needs of their customers, from product range and delivery service, to telesales and field staff.</p> <p>Henderson Foodservice supplies and delivers to over 5,000 customers across Ireland including hotels, schools, restaurants, fast food outlets, hospitals, nursing homes, cafés &amp; sandwich bars. Key contracts are also held in the Education and Healthcare channels with independent catering companies.</p> <p>Henderson Foodservice supplies the deli counters and food-to-go operations of the group owned and independent Spar, Eurospar and Vivo stores and has also secured several high profile distribution contracts for Mount Charles, the Irish Prison Service and Burger King.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>Key growth areas and opportunities for Henderson Foodservice are in all sectors, but particularly within hotels, restaurants, health boards, education, nursing homes, food-to-go, sandwich bars and the fast food sector.</p> <p>The company is always looking for new and innovative product offerings</p> <p>Local sourcing of Irish produce is a preference. The company has substantially increased its local sourcing over the last two years. Henderson Foodservice already deals with many manufacturers from ROI and is keen to grow this business.</p>
<b>Purchasing policy</b>	<p>Innovation and quality are the key benchmarks of Henderson Foodservices' purchasing policy. The company works with customers and suppliers to ensure they can deliver products to meet industry needs.</p>
<b>Supplier requirement and ordering procedure</b>	<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 auto fax or email.</p> <p>Supplier delivery windows are five days per week from 6.30 – 7 a.m. until 2 - 3p.m.</p>

	The company backhauls, for which charges are negotiated between the relevant parties.
<b>Geographical spread</b>	<p>Henderson Foodservice distributes nationwide to the island of Ireland from its main warehouse located in Mallusk, Belfast.</p> <p>With a number of hub depots, Henderson Foodservice delivers across the island of Ireland. The company also backhauls from the UK.</p>
<b>Fleet size</b>	Henderson Foodservice has over 50 multi-temperate vehicles on the road for chilled, frozen and ambient products.
<b>Marketing support and services provided</b>	<p>Henderson Foodservice has invested in a dedicated marketing resource, Sarah McKibbin, who joined the company in April 2014.</p> <p>As part of the <i>Country Range</i> Group, all Henderson Foodservice customers receive free copies of regular “Stir It Up magazine” which is dedicated to the foodservice sector. The <i>Stir it Up</i> website has a wealth of product and trend information.</p> <p>More information on Henderson Foodservice can be found at <a href="http://www.henderson-foodservice.com">www.henderson-foodservice.com</a>, @HendersonFoods on twitter and on their Facebook page.</p> <p>Follow their Managing Director on twitter @barrett_damien, Commercial Director @mcmeekin_peter and Sales Director @Kiera074.</p> <p>The company takes part in all key industry exhibitions including IFEX, Hospitality Exchange and CATEX, as well as organising their own in-house exhibitions throughout the year.</p> <p>Orders are placed via their website or via telesales.</p>
<b>Advice to new suppliers</b>	Potential suppliers are advised to contact one of the Trading Controllers.

## Ireland Food Limited

Address: Claregalway, Galway, Co. Galway

Website: [www.irelandfood.ie](http://www.irelandfood.ie)

Phone: 091 798 060

Email: [info@irelandfood.ie](mailto:info@irelandfood.ie)

<b>Company Profile</b>	<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>
<b>Relevant contacts</b>	<p>Managing Director: John Daly          Email: <a href="mailto:john@irelandfood.ie">john@irelandfood.ie</a>          Phone: 087 259 3813</p>
<b>Product range</b>	<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>A range of sauces were added in 2013 including <i>Whakey Wing Sauce</i>.</p> <p><i>Truly Irish</i> meats product range was also added in 2013.</p> <p>All food producers both large and small are welcome and catered for by Ireland Food.</p>
<b>Sectors served</b>	<p>Foodservice channels served include hotels, restaurants, delicatessens, cafés and bed and breakfasts.</p> <p>Key customers include Joyces food stores, a range of SuperValu in Galway and many leading foodservice.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>The company is continuously developing its product range and it is constantly seeking additional ranges to distribute. This presents an opportunity for producers who seek to work on a partnership basis.</p> <p>Distribution is via a delivery service where the producer invoices the goods and has a relationship with customers, but Ireland Foods handles all orders. Ireland Food can also take title of goods.</p> <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>



<b>Purchasing policy</b>	<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>
<b>Supplier requirement and ordering procedure</b>	<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>
<b>Geographical spread</b>	<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>
<b>Fleet size</b>	<p>The company has a fleet of 5 trucks and 3 vans.</p>
<b>Marketing support and services provided</b>	<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>
<b>Advice to new suppliers</b>	<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>
<b>Other information</b>	<p>Credit terms are 30 days.</p>

## La Rousse Foods

Address: 31 Park West, Nangor Road, Dublin 12

Website: [www.laroussefoods.ie](http://www.laroussefoods.ie) Phone: 01 623 4111 Email: [info@laroussefoods.ie](mailto:info@laroussefoods.ie)

<b>Company Profile</b>	<p>La Rousse Foods is an Irish company servicing customers nationwide, North and South.</p> <p>The largest sector for the company is foodservice, primarily hotels and restaurants, along with some retail and wholesale business.</p>
<b>Relevant contacts</b>	<p>General Food Manager: Colum Lanigan Ryan Email: <a href="mailto:colum@laroussefoods.ie">colum@laroussefoods.ie</a></p>
<b>Product range</b>	<p>La Rousse Foods supplies over 2,500 lines of fresh, ambient and frozen produce, with the largest proportion being in fresh product lines.</p> <p>La Rousse Foods has its own state-of-the-art butchery producing bespoke cuts and supplies fresh meat products sourced from members of Bord Bia Quality Assurance Schemes.</p> <p>There is also an on-site cheese maturing room offering the facility of ripening and cutting cheeses to customers' requirements.</p> <p>The company has its own chocolate laboratory and produces an exclusive range of handmade chocolates under the <i>Cocoa Atelier</i> brand.</p>
<b>Sectors served</b>	<p>The main sectors of the market served by La Rousse Foods are medium to high end restaurants, hotels and corporate catering.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>High quality innovative and / or artisan products that can be produced on a consistent basis are in demand in the foodservice market.</p> <p>The company is constantly looking to source innovative product lines.</p>
<b>Purchasing policy</b>	<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>
<b>Supplier requirement and ordering procedure</b>	<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>

<b>Geographical spread</b>	<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>
<b>Fleet size</b>	<p>The company has 38 vehicles on the road and they are all compartmentalised to facilitate the transportation of fresh, frozen and ambient products.</p>
<b>Marketing support and services provided</b>	<p>La Rousse Foods produces a biannual product brochure along with monthly product offerings.</p> <p>Customers are alerted to new products by the company and usually supported by some promotional activity.</p> <p>The Company's website <a href="http://www.laroussefoods.ie">www.laroussefoods.ie</a> features the online version of the brochure, keeps customers informed of the latest company and sector news and has a log-in portal to a bespoke online ordering system.</p> <p>Promotional activity is product dependent and the company actively encourages tastings and demonstrations.</p> <p>The company is open to producers making presentations to the sales team.</p>
<b>Advice to new suppliers</b>	<p>New potential suppliers should approach the company via Colum Lanigan Ryan, General Food Manager.</p>
<b>Other information</b>	<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](http://www.lynasfoodservice.com) Email: [admin@lynasfoodservice.co.uk](mailto:admin@lynasfoodservice.co.uk)  
 Tel: 048 7035 0600 (Freephone: 1 800 936 086)

<b>Company Profile</b>	<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 €130 million.</p> <p>The company currently employs over 300 people and delivers frozen, chilled and ambient food products across Ireland on a daily basis. The Company works in collaboration with Caterforce, a UK based buying and marketing consortium comprising of seven family-owned, foodservice companies in the UK.</p>
<b>Relevant contacts</b>	<p>Trading Manager: Karl Milligan                  Email: <a href="mailto:karl.milligan@lynasfoodservice.com">karl.milligan@lynasfoodservice.com</a>                  Phone: 048 7035 0600</p> <p>Initial contact should be made with Elaine Torrens 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: <a href="mailto:mark.kirwan@lynasfoodservice.com">mark.kirwan@lynasfoodservice.com</a>                  Phone: 087 633 6407</p>
<b>Product Range</b>	<p>The product range is split between ambient, chilled and frozen as follows:</p> <p>The ambient range accounts for 10% of sales The range includes dried and tinned foods, sauces, condiments, herbs, spices, beverages, biscuits, baking ingredients, breakfast cereals and an extensive non-food range.</p> <p>The chilled range accounts for 30% of sales The range includes fresh and cooked chicken, turkey, ham, a wide selection of cheeses, dairy products, fresh beef, pork, lamb, pre-prepared vegetables and mayonnaise.</p> <p>The frozen range accounts for 60% of sales. The range includes chips, vegetables, desserts, seafood and pastry products.</p> <p>Lynas Foodservice currently stocks over 6,000 product lines.</p> <p>Lynas Foodservice stocks all household brands in addition to Lutosa chips, Rangeland beef and McKeown's chicken.</p>
<b>Sectors served</b>	<p>All sectors of the foodservice market are served including fast food outlets, restaurants, sandwich bars, coffee shops, schools, hospitals and hotels.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<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>

<b>Purchasing policy</b>	<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>
<b>Supplier requirement and ordering procedure</b>	<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>
<b>Geographical spread</b>	<p>The main depot is in Coleraine, Co. Derry, which has over 65,000 sq ft of warehousing space incorporating 4,500 frozen pallet spaces and 2,500 chilled and ambient spaces. The overall site is 3 acres in size.</p> <p>There are sub-depots in Slane, Co. Meath, Tallaght and Galway where loads are split onto smaller temperature controlled lorries.</p> <p>Distribution covers all counties in Ireland.</p>
<b>Fleet size</b>	<p>The fleet consists of over 70 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>
<b>Marketing support and services provided</b>	<p>A product catalogue with images is published twice per annum. New products are introduced to the customer base via the telesales team and the company's team of 40 sales representatives.</p> <p>Promotions are encouraged to develop the sales of new products. A monthly leaflet highlighting special offers is produced.</p> <p>Orders are captured via telesales. The company's team of sales representatives is tasked with providing sales support for the entire range. Producers may accompany sales representatives on visits to customers by arrangement.</p> <p>Ordering online is a huge growth area and suppliers can gain significant exposure here. Producers who wish to develop their sales within the company's customer base are given indications as to where opportunities may exist.</p>

<b>Advice to new suppliers</b>	<p>Producers should contact Elaine Torrens by phone and then forward on details of their proposal by email. The producer will then be put in contact with the relevant buyer.</p> <p>Suppliers are advised to ensure that they have a good understanding of the foodservice sector and are aware of the need for high quality products. Branding is not necessarily required and larger case quantities are the norm.</p>
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## Michael Carr Foods

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

Website: [www.michaelcarrfoods.com](http://www.michaelcarrfoods.com) Phone: 096 70105 Email: [info@michaelcarrfoods.com](mailto:info@michaelcarrfoods.com)

<b>Company Profile</b>	<p>Michael Carr Foods is a family owned and managed food distribution company that has been established for over 25 years.</p> <p>Based in Ballina, Co. Mayo, it supplies cooked beef, pork, bacon, and frozen food, mainly to independent operators in the retail and foodservice sectors.</p>
<b>Relevant purchasing contacts</b>	<p>Managing Director: Michael Carr Phone: 096 70105 Email: <a href="mailto:info@michaelcarrfoods.com">info@michaelcarrfoods.com</a></p>
<b>Product range</b>	<p>Michael Carr Foods supplies a full range of meat and value added meat products.</p>
<b>Sectors served</b>	<p>The company serves both the retail and foodservice sectors. Retail clients include small local shops, butcher shops and supermarkets.</p> <p>Foodservice clients include pubs, clubs, restaurants, hotels and private catering.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>The company views the foodservice sector as the main growth area as conditions for suppliers to the retail sector are becoming increasingly difficult.</p> <p>Price competitiveness is becoming increasingly important.</p>
<b>Purchasing Policy</b>	<p>Suppliers are chosen on the basis of value. The larger selling product lines are not necessarily the cheapest, but the ones that offer the best value for money. Repeat business is very important, driven mainly by quality and consistency rather than price.</p> <p>Purchasing decisions are made by the Managing Director, Michael Carr.</p>
<b>Supplier requirement and ordering procedure</b>	<p>Supplier requirements vary with by products. Generally, Irish meat suppliers need to be conform with the Bord Bia Quality Assurance system and also be fully compliant with all legal requirements of the Department of Agriculture, Food and the Marine.</p> <p>The company audits all Quality Assurance and other legally required certification of suppliers. It also conducts product testing and requests audits of suppliers by third parties. Suppliers are not charged for these tests and audits.</p> <p>Ordering from suppliers is by 'phone, fax or email.</p>
<b>Geographical spread</b>	<p>The company operates from a chilled and frozen distribution facility at Primrose Hill, Ballina, Co Mayo.</p> <p>Mayo, Sligo, Leitrim, Roscommon and North Galway are serviced.</p>
<b>Fleet size</b>	<p>The company operates a fleet of six vans, all of which are divided into chilled and frozen compartments.</p>

<b>Marketing support &amp; services provided</b>	Regular promotions of different product lines take place in conjunction with suppliers. Suppliers are also encouraged to meet and communicate with customers.
<b>Advice to new suppliers</b>	New suppliers are advised to telephone the Managing Director and discuss their proposal. Required steps should be followed after this.



## Caffreys (Millbrook) Ltd t/a Millbrook Foods *NEW\**

Address: Millbrook, Oldcastle, Co Meath, Ireland

W: [www.millbrookfoods.com](http://www.millbrookfoods.com) Phone: 049 854 1133 E: [sales@millbrookfoods.com](mailto:sales@millbrookfoods.com)

<b>Company Profile</b>	Millbrook Eggs was first established in 1926 and this company has grown to be Millbrook Foods, a distributor of frozen, chilled and ambient food products to the catering, wholesale and food manufacturing sectors.
<b>Relevant contacts</b>	Head of Procurement: Josy Marshall Email: <a href="mailto:jmarshall@millbrookfoods.com">jmarshall@millbrookfoods.com</a> Phone: 049 854 1133
<b>Product range</b>	Millbrook Foods product range include oils, sauces and condiments, dairy and eggs, poultry, meat, seafood, vegetables, savoury and potato ranges, breads and patisseries, desserts and ice cream and grocery and non-food items.  Existing suppliers include Five Star Fish, Blenders, Boyne Valley, Capital Foods, Irish Country Cuisine, Doyle Bakery, Excellence, Glenhaven Foods, Granby of Dublin, JDS Foods, Kepak, Kerry Foods, Lakeland Dairy, Lamb Weston, Lutosa, Manor Farm, Meadow Vale Foods, Pan Euro Foods, Patisserie Royale, Darta, Manor Farm, Western Brand, Dew Valley, Grove Farm, G's Gourmet Jams and Fusco Foods Ltd.
<b>Sectors served</b>	The main sectors served include bars, butchers, canteens, caterers, coffee shops, delicatessens, fast food restaurants, food manufacturers, golf clubs, hotels, nursing homes, restaurants, schools, wholesalers and food markets.
<b>Opportunities for Irish food and drink suppliers</b>	Millbrook is looking to expand its product range across the board.  The Company is currently carrying 900 products in the range and has plenty of capacity for expansion. Millbrook is seeing more demand for local Irish products from its customer base.
<b>Purchasing policy</b>	There is a preference for Irish and local products.  For most customers, quality is first preference and price second, though there are those who are more price sensitive.  The Head of Procurement makes all purchasing decisions.
<b>Supplier requirement and ordering procedure</b>	Millbrook runs a detailed check on the quality standards of all of its suppliers and written certification of ISO accreditations and HSE approval are a requirement.  Some audits are carried out at no cost to the Supplier.  Orders are managed by an ERP system. All orders are placed by email by the purchasing team.  Delivery methods are a combination of suppliers delivering into the Millbrook depot and Millbrook backhauling from suppliers.

	<p>Millbrook delivers to customers six days per week.</p> <p>Millbrook does accept returns from customers, but doesn't charge suppliers for this.</p>
<b>Geographical spread</b>	<p>Although Millbrook's distribution covers the 32 counties, the main distribution network is Meath, North Dublin, Cavan, Monaghan, Louth, Kildare, Westmeath, Offaly and Northern Ireland.</p>
<b>Fleet size</b>	<p>14 vehicles with mixture of temperatures.</p> <p>Several of the vehicles carry both frozen and fresh produce.</p>
<b>Marketing support and services provided</b>	<p>Millbrook has an online catalogue and distributes hard copies to customers.</p> <p>The catalogue is updated every second year, with the next catalogue due to be launched in early 2017.</p> <p>New products are launched on a monthly basis and are promoted via the telesales team, sales reps and flyers.</p> <p>There are currently two fulltime and one part times sales personnel and 5 telesales personnel.</p> <p>There is the opportunity for produce tastings for the telesales team and sales reps. Presentations can be made to the sales reps.</p>
<b>Advice to new suppliers</b>	<p>Call the Head of Procurement to arrange a one-to-one meeting and bring product samples to the meeting.</p> <p>Samples also go out to the customer base for their feedback.</p>
<b>Other information</b>	<p>Millbrook signs contracts with some suppliers.</p> <p>The Company has seen an increase in demand for ambient products over the last two years</p>

## Musgrave Wholesale Partners

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

Website: [www.musgrave.ie](http://www.musgrave.ie) Phone: 01 883 5333 Email: [marketplace@musgrave.ie](mailto:marketplace@musgrave.ie)

<b>Company Profile</b>	<p>Musgrave Wholesale Partners services the foodservice sector through its national delivered offer and through its MarketPlace Cash and Carry's. Supplying all catering needs from everyday essentials to fine dining products.</p> <p>Musgrave Wholesale Partner's foodservice business services over 6,000 customers weekly. These include hotels, restaurants, pubs, nursing homes and other hospitality operators. Musgrave is part of the Fairway buying group in the UK.</p> <p>Musgrave Marketplace also offers a full online shopping solution to its retail and foodservice customers, where they have access to the full product range and can avail of a delivered or 'click and collect' service.</p> <p>There are separate listing requirements for Musgrave Retailer Partners Ireland division (SuperValu Centra).</p>
<b>Relevant contacts</b>	<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: <a href="mailto:anne.obrien@musgrave.ie">anne.obrien@musgrave.ie</a></p> <p>Mark Moriarty, Category Manager for Chilled and Frozen. Email: <a href="mailto:mark.moriarty@musgrave.ie">mark.moriarty@musgrave.ie</a></p> <p>Keith Heavey, Category Manager for Grocery i.e. liquor, tobacco, impulse purchases and confectionery. Email: <a href="mailto:keith.heavey@musgrave.ie">keith.heavey@musgrave.ie</a></p>
<b>Product range</b>	<p>Musgrave Wholesale Partners offers a complete range of over 6,000 ambient, chilled and frozen products as well as an extensive range of liquor and non-food products through its delivered business and over 12,000 products through the Cash and Carry branches, and are 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 bouillons, desserts, jams and preserves, tea, coffee and beverages, soft drinks and biscuits. In addition to this list there is a significant range of 'free from' offerings.</p> <p>Chilled and frozen product categories include fresh meat and poultry, frozen foods and dairy. This is in addition to a wide range of non-food items including food packaging, professional cleaning and catering equipment for the Caterer.</p>

<p><b>Sectors Served</b></p>	<p>Through the national delivered business, Musgrave MarketPlace service a wide variety of customer classifications with a greater focus on 3 and 4 star hotel groups, pubs which serve food and restaurants. In addition, Musgrave MarketPlace distribute to contract caterers, hospitals and nursing homes and most other channels of the foodservice market.</p> <p>Through Cash &amp; Carry, Musgrave MarketPlace services a wider range of foodservices customers that include fast food, deli, cafes/coffee shops, and workplace and event caterers.</p> <p>Pubs, fast-food restaurants and ethnic restaurants are a focus, but Musgrave MarketPlace is dedicated to servicing the entire foodservices customer base.</p>
<p><b>Opportunities for Irish food and drink suppliers</b></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>Within the ambient catering sector, the main growth areas are in dessert finishing products and speciality foods and enhanced coffee offering. As a result of the current climate, more and more foodservice customers are now looking for greater value as they come under increasing pressure to increase their gross profit. Private label or own brands will be a key growth area within ambient.</p> <p>There are also opportunities for new value products as there is tremendous growth in ‘value’ products and tertiary labels. Value continues to be a driver. Another growth area is ethnic ingredients across all categories, chilled, frozen, and ambient.</p> <p>Within the chilled sector, Musgrave Wholesale Partners is seeing growth in demand for fresh meat. Opportunities exist for fresh meat suppliers as fresh meat remains a key focus. In particular for fresh meat raw, cooked and value added product. Bakery and Ready Meals are also areas for development. Party foods are also an area where opportunities exist for the right products.</p> <p>The team are continuously looking for new and innovative products across the ambient and chilled sectors which can provide an opportunity for artisan producers.</p> <p>In the Cash &amp; Carry business, Asian products are currently trading well, with rice and sauces showing significant growth and recent expansion into Indian, Japanese and Thai products have widened the product ranges.</p> <p>Musgrave Wholesale Partners encourages suppliers to make contact regarding any products/product ranges or solutions they may have in the growth areas of Asian, fast food and pubs.</p>
<p><b>Purchasing policy</b></p>	<p>Musgrave Wholesale Partners has a preference to source Irish products, but recognises that the company is dealing in a global market which is very competitive.</p>

	<p>The purchasing policy of Musgrave Wholesale Partners centres on quality, price and service.</p> <p>Flexibility is also important for new suppliers.</p> <p>Purchasing decisions are influenced by the Category Managers, Trading Managers and the Trading Director, Sheena Forde. The Category Managers and Trading Managers research suppliers through national and international trade shows and their own trends research.</p> <p>Information on potential new products and suppliers is also provided through feedback from the sales representatives who have direct contact with the foodservices customers and understand their requirements.</p>
<b>Supplier requirement and ordering procedure</b>	<p>For all product categories there is an Approved Vendor Questionnaire (AVQ) which must provide evidence of health board or other QA accreditations and approvals. If there are any discrepancies in the AVQ, then the suppliers are automatically audited. Most suppliers are audited either by Musgrave Wholesale Partners or MRPI (Musgrave Retail Partners Ireland).</p> <p>All suppliers must be compliant in terms of barcodes, EDI order and invoicing and agreed delivery procedures. In particular, packaging must be suitable for the Cash &amp; Carry environment with branding, bar codes and legal requirements clearly displayed on all packs.</p> <p>In addition all suppliers must engage with <i>Brandbank</i>, an online content management company, to share imagery and product information for the company's web shop.</p>
<b>Geographical spread</b>	<p><u>Delivered</u>  <i>Republic of Ireland</i>: Nationwide through cross dock network Dublin, Cork, Kerry, Limerick, Galway &amp; Waterford.</p> <p><i>Northern Ireland</i>: Through Belfast cross dock (via Dublin).</p> <p><u>Musgrave MarketPlace Cash &amp; Carry</u>  <i>Republic of Ireland</i> – seven sites in Dublin, (Ballymun, Robinhood and Sallynoggin), Cork, Galway, Limerick and Waterford.</p> <p><i>Northern Ireland</i>: three sites in Belfast (Duncrue Road), Derry and Lurgan.</p>
<b>Fleet size</b>	<p>Musgrave Wholesale Partners has over 100 vehicles offering tri-temp deliveries of ambient chilled and frozen products.</p>
<b>Marketing support and services provided</b>	<p>Musgrave Wholesale Partners publishes a foodservice brochure which is a showcase of the complete range of products available. There is an extensive range of products highlighted with 17 different categories. The brochure is available online and in print.</p> <p>The brochure is supported by monthly promotional flyers that list seasonal offers and showcase any new products that have been listed. The sales and telesales teams also alert customers to new products between catalogue publishing dates.</p>

	<p>Customers' orders for the Delivered business are placed via telesales or online. Sales figures and reports are made available to suppliers during meetings with their appointed Trading Manager.</p>
<p><b>Advice to new suppliers</b></p>	<p>Potential suppliers should approach the company via email to the relevant Category Manager.</p> <p>The Category Manager will then put the supplier in contact with the relevant Trading Manager.</p> <p>When meeting the Trading Manager (buyer), suppliers should come prepared with a PowerPoint or hardcopy presentation providing an overview of their business, the proposed product range and pricing. Samples should not be brought unless requested.</p> <p>If targeting the Cash &amp; Carry business, distribution solutions need to be provided outlining the product delivery schedule to the thirteen sites or alternatively confirming delivery to Musgrave MarketPlace central location.</p> <p>Musgrave Wholesale Partners are always interested in products that are different, unique and in particular if they offer exclusivity to the Musgrave Excellence brand.</p> <p>Promotional calendars aimed at Chefs need to be put in place in Cash &amp; Carry sites to help drive sales, together with training for the telesales team.</p> <p>Producers should research customers and end consumers to establish the potential interest in their products. This will give Musgrave Wholesale Partners a good idea of the market for the supplier's products.</p> <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](http://www.odaios-foods.com) Phone: 01 469 1455 Email: [info@odaios-foods.com](mailto:info@odaios-foods.com)

<b>Company Profile</b>	<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>
<b>Relevant contacts</b>	<p>Purchasing Manager: Guillaume Esquiro          Email: <a href="mailto:gesquiro@odaios-foods.com">gesquiro@odaios-foods.com</a>          Phone: 01 469 1455</p>
<b>Product range</b>	<p>30% of the products distributed are ambient, frozen accounts for 30%, and chilled accounts for the remaining 40%.</p> <p>Product categories distributed include breads, pastries, cakes, biscuits, vegetables, fresh meat, shellfish, charcuterie, cheese, dairy products, dry goods, chocolate, beverages and preserves.</p>
<b>Sectors served</b>	<p>Foodservice accounts for 80% of the company's turnover.</p> <p>Segments served within the foodservice sector include hotels, restaurants, cafés, institutions, quick serve outlets and contract caterers.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>A key growth area for the company at the moment is chilled foods. There are many opportunities for producers as the company is currently developing its chilled range.</p> <p>Producers should contact the company directly to discuss what product categories are not yet served.</p> <p>The company is a strong supporter of locally produced artisan food.</p>
<b>Purchasing policy</b>	<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>
<b>Supplier requirement and ordering procedure</b>	<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>
<b>Geographical spread</b>	<p>The company's depot is located in Citywest, Dublin. All 32 counties are serviced at least two to three times per week.</p> <p>A next day delivery service six days a week is provided to the greater Dublin and Belfast area.</p>

<b>Fleet size</b>	The company's fleet consists of 26 vehicles, all of which are multi temperature.
<b>Marketing support and services provided</b>	<p>A catalogue of all products supplied is produced in-house and is updated every February and September.</p> <p>Customers are alerted to the arrival of new products via email, mail-outs and customer visits. Samples of new products are distributed to the customer base and introductory price-off promotions are encouraged.</p> <p>Orders from customers are received by 'phone and 'fax.</p> <p>Producers are encouraged to visit the customer base to introduce their products. Sales information at a general sector level is shared with producers.</p> <p>There are 14 sales representatives on the sales team, with plans to expand the sales team again in 2015.</p>
<b>Advice to new suppliers</b>	<p>Contact the Purchasing Manager via email and telephone to make an appointment to review samples and discuss pricing.</p> <p>Provide sufficient samples for review by both company Directors, in addition to the Purchasing Manager.</p>



## Pallas Foods

Address: Newcastle West, Co. Limerick

Website: [www.pallasfoods.com](http://www.pallasfoods.com) Phone: 069 20 200 Email: [info@pallasfoods.com](mailto:info@pallasfoods.com)

<b>Company Profile</b>	<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.</p> <p>Pallas Foods is now part of Sysco (March 2009) and has a team of over 850 people dedicated to providing quality products and services to its customers. The company offers an extensive range of fresh, frozen, ambient and non-food products across the island of Ireland through its own delivery fleet.</p> <p>Pallas Foods supplies customers across the island of Ireland, operating from two distribution centres – Newcastle West, Co. Limerick and a new state of the art Foodservice Centre in Killamonan, Co Dublin.</p> <p>In addition to this the company also has a network of regional distribution centres across the country.</p>
<b>Relevant purchasing contacts</b>	<p>Purchasing Manager: Eddie Heffernan          Email: <a href="mailto:info@pallasfoods.com">info@pallasfoods.com</a>          Phone: 069 20 200</p>
<b>Product mix</b>	<p>Pallas Foods provides an extensive range of ambient, chilled and frozen foods, a complete café solution, a range of health and organic foods, a comprehensive retail range and an exclusive wine 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 Steak House Select, McCarrens Pork &amp; Bacon, Glin Valley Irish poultry, DeelVale Poultry, Portico Seafood, Block &amp; Barrel delicatessen, Pallas Green Produce, Salamander Fine Food, Salamander Patisserie and House Recipe.</p> <p>Other associate brands include Irish Nature Beef, Irish Hereford Prime Beef and Slaney Valley Irish Lamb, in addition to a comprehensive offering of exclusive and mainstream foodservice and grocery brands.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>Pallas Foods is committed to sourcing from Irish suppliers, both large scale manufacturers and artisan producers.</p> <p>The team of category managers is continuously looking for new and innovative products that can further extend the company's customer offering.</p>

	<p>Opportunities exist for Irish suppliers that can deliver a consistent supply of products at an agreed quality specification, while also being competitively priced and complying with labelling and Quality Assurance requirements.</p>
<b>Purchasing policy</b>	<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>
<b>Supplier requirement and ordering procedure</b>	<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>
<b>Geographical spread</b>	<p>An island-wide next day delivery service is provided.</p> <p>The company operates from two distribution centres in Newcastle West in Limerick and a new Foodservice Centre in Killamonan, Co Dublin with regional distribution centres across the island of Ireland.</p>
<b>Fleet Size</b>	<p>The entire fleet consists of 223 distribution vehicles, the majority of which have ambient, chilled, and frozen compartments.</p>
<b>Marketing support and services provided</b>	<p>The annual Food Book is launched every year. There are also annual books for Non Food (Hygiene, Packaging, Crockery, Cutlery, Glassware &amp; Light Equipment), Grocery, Wine &amp; Spirits, Health Food and Coffee categories.</p> <p>Pallas Foods produces a bi-monthly magazine and a cyclical grocery promotion sheet, in addition to seasonal and new product flyers.</p> <p>Pallas Foods exhibit at CATEX national trade show, in addition to hosting several regional shows across the country.</p>
<b>Advice to new suppliers</b>	<p>Potential suppliers should contact the Purchasing Manager via the Pallas Foods website, where they will be asked to fill out a supplier profile.</p> <p>If there is deemed to be a market opportunity, samples should be submitted with pricing. Producers need to confirm that they are in a position to deliver to Newcastle West, Co. Limerick or Killamonan, Co. Dublin, following which a meeting will be arranged.</p>

	<p>Producers need to make it as easy and efficient as possible for Pallas Foods to do business with them by responding to queries promptly and with due care, being fully prepared and knowing their potential customers, market position, price point and competitors.</p>
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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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## Plassey Foods

Address: Industrial Estate, Rathkeale, Co. Limerick

Phone: 069 63500 Email: [sales@plasseyfood.ie](mailto:sales@plasseyfood.ie)

<b>Company Profile</b>	Plassey Foods is a distributor of a wide range of ambient, chilled and frozen food products to the foodservice and retail sectors. It also distributes some non-food items. It is a family firm, founded in 1989 and serves clients in Munster and parts of Leinster and Connaught.
<b>Relevant purchasing contacts</b>	Company Directory: Tom Magner Email: <a href="mailto:t.magner@plasseyfood.ie">t.magner@plasseyfood.ie</a> Phone: 069 63500
<b>Product range</b>	<p>Products handled include meat (fresh and frozen), poultry (fresh and frozen), seafood (fresh and frozen), dairy, baking and confectionery, dry goods, sauces and oils, potatoes and vegetables, eggs, beverages, finger foods and packaging and hygiene products.</p> <p>The food range includes fresh and frozen prepared and unprepared items. Prepared items include frozen meat, poultry and fish products. The range includes some Halal meat products, in addition to gluten free bakery and confectionery.</p> <p>Brands carried include; Birdseye, HB, Kepak (Big Als burgers), Cuisine de France, Staffords Bakeries, O'Kanes, Paganini ice cream and desserts, Bandon Vale cheese, and Western Brand poultry.</p>
<b>Sectors served</b>	<p>Plassey Foods serve both the retail and foodservice sectors. Foodservice clients include hotels, restaurants, take-away restaurants, deli counters in retail outlets and event catering.</p> <p>The company also supplies beer and wine, including beer from microbreweries.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>Plassey Foods is committed to sourcing from both large scale and artisan Irish suppliers. They are always looking for new products that can enhance the existing range.</p> <p>Opportunities exist for Irish suppliers that can deliver a consistent supply of products at an agreed quality specification. Price is important, but secondary to quality.</p> <p>The company sees an opportunity for more high quality prepared foods.</p>
<b>Purchasing Policy</b>	<p>The company's policy is to purchase local Irish produce where possible and where the quality is good enough. Advantages of local products include shorter delivery lead times, more frequent deliveries, greater freshness and greater flexibility of supply.</p> <p>Irish products are substituted for imported ones where there are advantages of local manufacture and superior quality. The company will only stock and distribute what its customers demand.</p>

	<p>The company uses central billing and central purchasing. The operation is based at its headquarters and warehouse in Rathkeale, Co. Limerick.</p> <p>Purchasing decisions are made by Company Director, Tom Magner, who is influenced by client feedback and requirements.</p>
<b>Supplier requirement and ordering procedure</b>	Detailed specifications are included in the contract that is drawn up with each supplier (see ‘Advice to New Suppliers’ below).
<b>Geographical spread</b>	<p>The company has a single warehouse at Rathkeale and serves Munster, south Leinster and part of Connaught.</p> <p>The company often backhauls, which can be advantageous to suppliers if their location is convenient to the truck’s route on its return journey to Rathkeale.</p>
<b>Fleet size</b>	The company has a fleet of compartmentalised vehicles to include ambient, chilled and frozen foods. This enables a single drop at each customer.
<b>Marketing support &amp; services provided</b>	<p>The principle marketing support tool of the company is an annual ‘Catering Catalogue’, produced in a colour, spiral hard-back and cleanable format for the convenience of chefs.</p> <p>A monthly magazine, ‘The Menu’ is also circulated by the company. This contains details of new products and special offers.</p> <p>There is also a weekly promotional sheet carrying special offers.</p> <p>Trade shows form a part of the promotional effort. The company stages shows in locations such as Limerick and Kerry, where suppliers can exhibit their products.</p>
<b>Advice to new suppliers</b>	<p>New suppliers must first contact the company by ‘phone or email for a discussion about their product or product range.</p> <p>If the product appears to complement the company’s existing portfolio, the supplier may be invited to make a full demonstration including tasting, packaging and traceability.</p> <p>If the demonstration is successful, a contract will be entered into with the supplier. The contract will include details on all product features including delivery, packaging, shelf-life, traceability and other key specifications.</p> <p>New suppliers are advised to consult the company’s ‘Catering Catalogue’ and consider where their product may fit into, or enhance the range on offer.</p>

## Redmond Fine Foods

Address: Unit F1, Southern Link Business Park, Newbridge Road, Naas, Co. Kildare  
 Website: [www.redmondfinefoods.ie](http://www.redmondfinefoods.ie) Phone: 045 883 570 Email: [info@redmondfinefoods.ie](mailto:info@redmondfinefoods.ie)

<b>Company Profile</b>	<p>Established in 2005, Redmond Fine Foods is a purveyor and wholesale distributor of select food ingredients sourced in Ireland and globally.</p> <p>The customer base is made up of hotels, restaurants, catering companies, corporate accounts and retailers nationwide.</p>
<b>Relevant contacts</b>	<p>Purchasing Department          Phone: 045 883 570 or 045 883 573          Email: <a href="mailto:info@redmondfinefoods.ie">info@redmondfinefoods.ie</a></p>
<b>Product range</b>	<p>Redmond Fine Foods carries multiple product lines of chilled, ambient and frozen goods.</p> <p>Exclusive brand partners include John Stone (Irish beef &amp; lamb), Thornhill Duck, Vaughans of Liscannor (crab &amp; lobster), Taste Tradition (rare breed pork), Jan Van As (seafood), Shanagarry Smoked Salmon, Michel Van Tricht (cheeses), Cacao Barry (chocolate), Four à Idées (pastries), Shipton Mill (flours), Capfruit (fruit purees), Kitty O'Byrnes, Sosa (premium ingredients for gastronomy and pastry), Featherbed (ice-cream) and De Nootzaak Gotje (nuts).</p> <p>Redmond Fine Foods also offer a bespoke branding/packaging service on various products and a nut roasting and spicing service tailored to individual taste.</p> <p>For more information on product range see <a href="http://www.redmondfinefoods.ie">www.redmondfinefoods.ie</a></p>
<b>Sectors served</b>	Hotels, restaurants, catering companies, corporate accounts and retailers nationwide.
<b>Opportunities for Irish food and drink suppliers</b>	Redmond Fine Foods continuously seeks unique produce from artisan growers and producers from across Ireland.
<b>Purchasing policy</b>	The company's purchasing policy is to buy food products of exceptional quality with a strong focus on sourcing local and artisan products.
<b>Supplier requirement and ordering procedure</b>	<p>All suppliers are visited and audited. HACCP system and all other necessary accreditations and regulations must be in place.</p> <p>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>

<b>Geographical spread</b>	Centrally warehoused in Naas, Co. Kildare. Deliveries are made into the greater Dublin area from Monday to Saturday and nationwide deliveries outside the greater Dublin area are made on a pre-scheduled basis.
<b>Fleet size</b>	The company operates a fleet of multi-temperature controlled vehicles.
<b>Marketing support and services provided</b>	<p>The company produces an annual catalogue with a web-based version available online at <a href="http://www.redmondfinefoods.ie">www.redmondfinefoods.ie</a>.</p> <p>It has an active social media presence through which product and supplier updates are reflected, along with other key product events and knowledge sharing.</p> <p>Redmond Fine Foods alerts customers to new suppliers, products, availability and promotions monthly via mail campaigns and regular web updates.</p> <p>Producers are encouraged to speak directly with customers and to get involved in the marketing process. A partnership approach between the customer, the distributor and supplier is encouraged.</p> <p>A strong sales and marketing team work closely with both customers and producers.</p> <p>The sales team actively engage with producers and welcome scheduled site visits to the depot in Naas with product presentations and sampling.</p>
<b>Advice to new suppliers</b>	Redmond Fine Foods continue to seek artisan produce of exceptional quality and potential suppliers should make direct contact with the company.
<b>Other information</b>	The company continues to experience strong growth across ambient, chilled and frozen food sectors.

## Sheridans Cheesemongers

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

W: [www.sheridans.ie](http://www.sheridans.ie)

Phone: 046 924 5110

E: [info@sheridans.ie](mailto:info@sheridans.ie)

<b>Company Profile</b>	<p>Sheridan’s Cheesemongers was established in 1995 and operates a food distribution business in addition to four retail outlets – South Anne Street, Dublin; Churchyard St, Galway; Ardkeen Store in Waterford and in their HQ in Kells area, Co. Meath.</p> <p>Distribution is across the entire island of Ireland. Sheridans also export cheese to the UK and other European locations. Retail outlets specialise in artisan cheeses, delicatessen and fine dining foods.</p> <p>The distribution business accounts for approximately 70% of overall sales. Within the distribution business, one third of sales is derived from the foodservice sector, the remaining two thirds is from distribution to the speciality retail sector.</p>
<b>Relevant contacts</b>	<p>Wholesale Manager: Elisabeth Ryan Email: <a href="mailto:elisabeth@sheridans.ie">elisabeth@sheridans.ie</a> Phone: 046 924 5110</p> <p>Director: Kevin Sheridan Email: <a href="mailto:kevin@sheridans.ie">kevin@sheridans.ie</a></p>
<b>Product range</b>	<p>The range distributed by Sheridan’s covers the entire spectrum of speciality and artisan foods and wines. It includes Irish and European cheeses, with a very specific focus on farmhouse cheeses, Irish and European cured meats, cured fish, olives, anti pasti, condiments, oils, vinegars, pasta, sauces, chocolates and sweet and savoury biscuits. The focus of the product range is on highest quality hand-crafted foods. For Foodservice, Sheridans main area of speciality is across Farmhouse Cheeses, Irish and continental cured meats, olives and associated deli products.</p> <p>The company has developed a number of its own “Sheridans” products, working with small producers to create these foods. These include crackers, onion marmalade, chutney for cheese and duck confit. All are available in foodservice formats</p> <p>The company carries other brands, specialising in local Irish products, e.g. On The Pig’s Back, Achill Island Salt, Janet’s Country Fayre, Cookies of Character, Newgrange Gold Oils, David Llewellyn Vinegars and Con Traas Juices.</p> <p>The product range is approximately 70% chilled and 30% ambient. The company does not deal in frozen products.</p>
<b>Sectors served</b>	<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, consisting in the main of small independently owned outlets.</p>



	<p>Customers include: Jo'Burger Group, The Market Bar, Chapter One Restaurant, Mortons, Fallon &amp; Byrne, Avoca and Nolans of Clontarf stores in Dublin and local Supervalu stores and independent retailers nationwide. Selected Supervalu carry Sheridan's range of crackers.</p>
<p><b>Opportunities for Irish food and drink suppliers</b></p>	<p>There is still growth in cheese boards in the restaurant trade. Sheridan's has found that the current economic climate has led to a greater awareness of, and preference for, Irish products.</p> <p>Consumers are seeking out Irish products across all areas, but price is also very important.</p> <p>Growth areas and opportunities for Irish producers are in unique and modern foods across a wide variety of categories.</p> <p>The main scope for import substitution is in cured meats and meat products.</p> <p>Sheridan's sees openings for many products in various different markets which can succeed if the quality is right.</p>
<p><b>Purchasing policy</b></p>	<p>Sheridan's prefers to buy locally produced goods and deal only directly with the producers of same.</p> <p>In making a purchasing decision, quality and taste are the most important criteria. Consideration is also given to the saleability of the product, the price, the shelf life, packaging, availability of the product and the professionalism of the producer.</p> <p>Sheridan's is not listed for central billing with group organisations for wholesale sales.</p> <p>Purchasing decisions are influenced by all the sales staff along with the wholesale and retail managers.</p> <p>Sheridan's sourcing policy for taking on new products is to only deal with producers who wish to deal solely through Sheridan's distribution chain, in order for them to continue to offer unique products to their wholesale customers.</p>
<p><b>Supplier requirement and ordering procedure</b></p>	<p>All producers must comply with national legislation and are visited by a member of the Sheridan's team, who conducts a food safety audit using Sheridan's own criteria. There is no charge for this.</p> <p>Sheridan's do not have special individual product packaging or labelling requirements beyond what is required by law. The company does insist on the use of sturdy outer cases and the use of dividers for all glass products supplied.</p> <p>Terms of a purchasing agreement are agreed by the Financial Controller and the order is placed by the Purchasing Administrator.</p> <p>Orders are placed via phone and email.</p>

	<p>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>
<b>Geographical spread</b>	<p>Sheridan's has one depot at Pottlereagh, Kells, Co. Meath (at the end of the M3), from where a distribution service to the island of Ireland is provided. A next day delivery service is provided to the Dublin region and all other areas are serviced at least once per week.</p> <p>The company exports to the UK, the Netherlands, Scandinavia and Italy.</p>
<b>Fleet size</b>	<p>The fleet consists of three, four-tone chilled vans.</p>
<b>Marketing support and services provided</b>	<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>
<b>Advice to new suppliers</b>	<p>Potential suppliers should contact Kevin Sheridan or Elisabeth Ryan via email and follow up with a 'phone call to arrange a meeting. Unsolicited samples should not be sent.</p> <p>For local producers to one of the Sheridan's stores seeking a retail listing only, the Store Manager has autonomy over purchasing and should be contacted directly.</p> <p>Producers should ensure that they have done their research and established that there is a market for their products early on in the product development process. They should also familiarise themselves with Sheridans purchasing policy.</p> <p>The main criteria for a product to feature on Sheridan's distribution list is quality. Other factors are important, but secondary.</p>
<b>Other information</b>	<p>Company turnover is approximately €5 million.</p> <p>The company has Long Term Agreements (LTAs) with manufacturers of Sheridan's own brand products.</p>

## Simply Wild

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

Website: [www.simplywild.ie](http://www.simplywild.ie) Phone: 01 778 3300 Email: [gordon.kennedy@simplywild.ie](mailto:gordon.kennedy@simplywild.ie)

<b>Company Profile</b>	Simply Wild supplies natural, organic, artisan and speciality foods to the foodservice and retail sectors. The company deals with Irish and overseas suppliers and has 65 employees.
<b>Relevant purchasing contacts</b>	National Account Manager: Gordon Kennedy Email: <a href="mailto:gordon.kennedy@simplywild.ie">gordon.kennedy@simplywild.ie</a> Phone: 01 778 3300 or Mobile: 087 1631111 Purchasing Manager: David Morrin Email: <a href="mailto:david@simplywild.ie">david@simplywild.ie</a>
<b>Product range</b>	The range of products distributed by the company includes herbs, cereals, honey, preserves, speciality products, baked products and also cosmetics and toiletries. The company carries over 3,000 food lines, both Irish and imported. It distributes at ambient temperature and does not deal in chilled or frozen foods.  Brands carried include: <i>The Scullery</i> , <i>Keoghs Potato Crisps</i> , <i>Janet's Country Fayre</i> , <i>Mic's Chilli</i> and <i>The Jelly Bean Factory</i> . 'Hadji Bey' Turkish Delight, <i>Macroom</i> flour and <i>Slieve Bloom</i> preserves.
<b>Sectors served</b>	The company serves independent and multiple foodservice providers.  Key customers in the foodservice sector include: Compass Catering, Aer Lingus, Universities (including UCD and UCG), Institutes of Technology and Gather & Gather (formally MITIE).
<b>Opportunities for Irish food and drink suppliers</b>	The company sees potential for growth in the 'Health and Wellness', 'Benefit Foods', 'Healthy Snacking' and 'Gluten Free' sectors.  A particular new development in the foodservice sector is the emergence of 'Health Promoting' juice bars. These specialise in cold pressed fresh fruit and vegetable juices in addition to added proteins from certain grasses and other plants.
<b>Purchasing Policy</b>	Simply Wild has a policy of purchasing local Irish products where the quality and price are suitable. For ease of management, it tends to limit the number of products to no more than two in each product line.  The main purchasing criteria are quality and price, with an emphasis on considering the needs of the company's customers. The aim is to purchase products from suppliers that best meet the stated needs of the company's customers.  Purchasing, billing and payments are centralised.  Purchasing decisions are made by the Purchasing Manager, David Morrin. Minimum order size is €200.
<b>Supplier requirement and ordering procedure</b>	It is essential for suppliers to follow Food Safety Authority guidelines in their manufacturing process and to have HACCP in place.

	<p>Suppliers must also include bar code labels on both the inner and outer packaging.</p> <p>Ordering from suppliers is by telephone or email.</p> <p>The company does not normally backhaul, except in the case of product recalls.</p>
<b>Geographical spread</b>	<p>The company distributes nationwide (26 counties).</p> <p>Deliveries to Dublin are normally made the next day if the order is placed before 12:00 noon. For other parts of the country, deliveries are normally made within 48 hours of ordering.</p>
<b>Fleet size</b>	<p>The company outsources its transport using independently owned vehicles. The fleet size varies between six and eight ambient temperature vehicles.</p>
<b>Marketing support &amp; services provided</b>	<p>Marketing support is provided by way of an illustrated bi-monthly catalogue containing promotional material for a selection of products.</p> <p>This is in addition to the standard products and prices listing, which has an illustrated promotional section at the front. Regular 'Special Offer' sheets are also produced.</p> <p>Irish products are highlighted by the use of a 'Product of Ireland' logo on product illustrations.</p> <p>Company representatives that regularly visit larger customers provide marketing and promotional support, as well as taking orders.</p>
<b>Advice to new suppliers</b>	<p>Prospective new suppliers to Simply Wild are advised to approach the company with a clear business plan, demonstrating clear aims and objectives.</p> <p>Suppliers should have completed as much as possible of the early development of product marketing, including product testing and test marketing before the product is brought to Simply Wild.</p> <p>As this distributor only has ambient distribution facilities, any new products must meet this requirement.</p>

## Stafford Lynch Ltd

Unit 101, Northwest Business Park, Ballycoolin, Dublin 15

Website: [www.staffordlynch.ie](http://www.staffordlynch.ie) Phone: 01 802 3100 Email: [lynchg@staffordlynch.ie](mailto:lynchg@staffordlynch.ie)

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

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

## Stonehouse Group

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

Website: [www.stonehouse.ie](http://www.stonehouse.ie) Phone: 01 296 6000 Email: [info@stonehouse.ie](mailto:info@stonehouse.ie)

<b>Company Profile</b>	<p>Established in early 2000, Stonehouse is the result of the merger between Keencost Centres (Ireland), trading since 1975, and the National Wholesale Groceries Alliance, established in 1961.</p> <p>Stonehouse has a network of 25 member companies (all family run businesses), totalling 30 warehouses nationwide. The group employs over 1,200 staff and maintains a turnover of approx €800 million per annum.</p> <p>The Stonehouse Group includes the Costcutter, Quik-Pik and Gala symbol groups and the Horeca (Hotels, Restaurants, Cafés) independent wholesale group of family owned Cash &amp; Carry outlets.</p> <p>Members of the Stonehouse Group all deliver to customers in addition to operating cash and carry operations.</p>
<b>Relevant purchasing contacts</b>	<p><u>Stonehouse Group:</u> Food Service and Alcohol Co-ordinator: Brian Elliott Phone: 01 296 6000 Email: <a href="mailto:belliott@stonehouse.ie">belliott@stonehouse.ie</a></p> <p><u>Horeca:</u> Contracts Manager: Shane O’Hanrahan Phone: 0818 361006 Email: <a href="mailto:info@horeca.ie">info@horeca.ie</a></p>
<b>Product range</b>	<p>Stonehouse Group primarily sells branded products, however it also carries its own retail brand ‘<i>Homestead</i>’ and its own foodservice brand ‘<i>White Hat</i>’.</p> <p>The family owned businesses that make up the group carry a full range of branded food and other non-food products across ambient, chilled and frozen categories.</p>
<b>Sectors served</b>	<p>The Stonehouse Group distributes to both the retail and foodservice sectors. It services a full range of foodservice customers, including hotels, restaurants and contract caterers.</p> <p>The Horeca group tenders for both public and private contracts.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>The company sees opportunities for producers in its retail symbol groups (over 400 stores) and in the foodservice sectors that it services.</p>
<b>Purchasing Policy</b>	<p>Stonehouse buys from Irish producers and distributors where possible, provided that the quality is high and the pricing competitive. It operates central billing within its symbol shops, as well as through its 30 warehouses.</p> <p>Purchasing is done both centrally and locally.</p>

<b>Supplier requirement and ordering procedure</b>	Supplier requirements and ordering procedures vary by member, supplier and product.
<b>Geographical spread</b>	The Stonehouse Group has depots in almost all counties of Ireland and has full nationwide coverage.
<b>Fleet size</b>	Companies in the Group have over 250 vehicles for distribution of ambient, chilled and frozen foods.
<b>Marketing support &amp; services provided</b>	Marketing and support services vary between the members in the group.
<b>Advice to new suppliers</b>	Be proud of your product and tell your story. Know your pricings, your customer and their margin expectations.



## Sunshine Juice

Address: Park Carlow, Co. Carlow

Website: [www.sunshinejuice.com](http://www.sunshinejuice.com)

Phone: 059 913 7630

Email: [sunshinejuice@eircom.net](mailto:sunshinejuice@eircom.net)

<b>Company Profile</b>	<p>Established in 1998 and now with over 30 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>Sunshine Juice has central listings with , Londis, BWG, Aldi, Lidl and Musgraves in the retail sector.</p>
<b>Relevant contacts</b>	<p>Paul Walshe, Managing Director Mobile: 086 810 9127 Email: <a href="mailto:paul@sunshinejuice.com">paul@sunshinejuice.com</a></p> <p>Declan Ryan, Sales Mobile: 086 389 0204 Email: <a href="mailto:declan.ryan@sunshinejuice.com">declan.ryan@sunshinejuice.com</a></p> <p>Eimear Connolly, Marketing/NPD Mobile: 086 414 3084 Email: <a href="mailto:econnolly@sunshinejuice.com">econnolly@sunshinejuice.com</a></p> <p>The Managing Director influences purchasing decisions.</p>
<b>Product range</b>	<p>Sunshine Juice distributes the following product categories: juices, smoothies, fruit salads, vegetable juice, dairy (yogurt and ice cream), eggs, poultry, soups, pies, baked goods, jams, compotes and desserts.</p> <p>Major brands and suppliers carried by Sunshine Juice include Walshe's, Veg Out, Glenisk and Lakeland Dairies.</p>
<b>Sectors served</b>	<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"> <li>• O'Briens Sandwich Bars</li> <li>• Bagel Factory</li> <li>• K-Club</li> <li>• Sheraton Hotels</li> <li>• Radisson Hotels</li> <li>• Maldron Hotels</li> <li>• O'Callaghan Hotels</li> </ul>
<b>Opportunities for Irish food and drink suppliers</b>	<p>The company sees growth in the area of vegetable and detox juices, which is becoming popular in the foodservice sector. With an emphasis on healthy eating, Sunshine Juice supplies products to fit this category.</p>
<b>Purchasing policy</b>	<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>
<b>Supplier requirement and ordering procedure</b>	<p>Sunshine Juice has BRC A Grade accreditation themselves and would prefer suppliers to have, or to be working towards, BRC accreditation.</p> <p>The company audits supplier's premises for which there is a €500 audit charge.</p> <p>There is no particular packaging or labelling requirements beyond what is required by law.</p> <p>Terms are agreed and orders are placed by the Managing Director.</p> <p>Orders are placed through EDI, fax, phone and email.</p> <p>Suppliers are expected to deliver products weekly or twice weekly depending on the shelf life of the product. More frequent supplies are preferred as the distributor holds a minimum amount of surplus stock in the warehouse.</p> <p>The company can backhaul for customers and there is a charge for this.</p>
<b>Geographical spread</b>	<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>
<b>Fleet size</b>	<p>The company has 10 temperature controlled vehicles.</p>
<b>Marketing support and services provided</b>	<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>

<b>Advice to new suppliers</b>	New potential suppliers should send an email to the Managing Director to make initial contact and arrange a meeting.
<b>Other information</b>	<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>

## Surdival Foods

Address: Belcarra, Castlebar, Co. Mayo

Website: none

Phone: 094 903 2223

Email: [surdival@eircom.net](mailto:surdival@eircom.net)

<b>Company Profile</b>	Surdival Foods is a privately owned and managed wholesale distributor of chilled, fresh and ambient food. It is based in Castlebar, Co. Mayo. The business was started in 1973 and in 2014 employed 12 staff.
<b>Relevant purchasing contacts</b>	John Surdival Junior Phone: 094 903 2123 Email: <u><a href="mailto:surdival@eircom.net">surdival@eircom.net</a></u>
<b>Product range</b>	Surdival Foods distribute a broad range of chilled, frozen and ambient food products. The main foods distributed at chilled temperature are cheese, pork and bacon and poultry products.  Brands distributed include: Birdseye, Britvic, Coca Cola, Cuisine de France, Fusco Foods, Glenhaven, Gourmet Foods, Kepak, Lutosa Potato Products, Manor Farm, McColgan Quality Foods, Nature's Own, Patisserie Royale, Pigalle, Silver Pail Dairy and Western Brand.
<b>Sectors served</b>	The company distributes to a wide range of users in the retail and foodservice sectors.  Customers include small retailers, supermarkets, hotels, restaurants, coffee shops, pubs, and institutions.
<b>Opportunities for Irish food and drink suppliers</b>	Main areas of opportunity and growth identified include ethnic foods, gluten free products, 'natural' Irish foods and other Irish and local.
<b>Purchasing Policy</b>	The company's policy is to purchase on the basis of quality with a due regard to price. As the company is small, it has central billing for customers and central payment to suppliers.  Purchasing decisions are made by the Managing Director, John Surdival following discussions with the supplier.
<b>Supplier requirement and ordering procedure</b>	The company does not have any specific purchasing requirements and does not, as a rule, back-haul.  Orders are placed by telephone or email.
<b>Geographical spread</b>	The company has a single depot at Belcarra, Castlebar.  Distribution is to counties Mayo, Galway, Roscommon, Longford, Sligo and Athlone.
<b>Fleet size</b>	The company operates a fleet of seven vans. Each is divided into ambient, chilled and frozen compartments.
<b>Marketing support and services provided</b>	The company has an active programme of promotions and supports the marketing of supplier's products. It encourages its suppliers to meet end customers so that their needs can be better met.
<b>Advice to new suppliers</b>	The company advises potential new suppliers to telephone the office in the first instance and talk to the Managing Director.

## Taste the View Ltd.

Address: Unit 5A, Block 513, Greenogue Business Park, Rathcoole, Co Dublin

Website: [www.tastetheview.ie](http://www.tastetheview.ie)

Phone: 087 645 9666

Email: [info@tastetheview.ie](mailto:info@tastetheview.ie)

<b>Company Profile</b>	<p>Taste the View Ltd. is a sales and distribution company focusing on Irish artisan food and drink. It sources quality products from producers all over Ireland and supplies speciality food shops and select catering outlets nationwide.</p> <p>Taste the View Ltd. was established by Ian Magowan and Stanley Lew in April 2011 and is based in Greenogue Business Park, Rathcoole in a modern food specification warehouse.</p>
<b>Relevant contacts</b>	<p>Managing Director: Ian Magowan          Email: <a href="mailto:ian@tastetheview.ie">ian@tastetheview.ie</a>          Mobile: 087 645 9666</p>
<b>Product range</b>	<p>The company supplies a wide range of ambient and chilled products including cereals, granola, porridge, chutneys and relishes, confectionary, cookies, crackers, crisps, popcorn, salt, seasonings, sea veg, pasta, flour, bread and cake mixes, jams, honey, juices, lemonade, meats &amp; charcuterie, rapeseed oils, vinaigrettes, pestos, olive pastes, sauces, coffee and teas. Many organic and gluten free lines are also on offer.</p>
<b>Sectors served</b>	<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.</p> <p>Retail customers include Avoca, Brown Thomas, Blarney Woollen Mills, Fallon &amp; Byrne and Kilkenny Design.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>The company considers that there are many opportunities for artisan food producers providing that the product is of a high quality and fairly priced. There are opportunities for innovative products in all the product categories it carries.</p>
<b>Purchasing policy</b>	<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 Director.</p>
<b>Supplier requirement and ordering procedure</b>	<p>A supplier will usually contact the Managing Director 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 Director.</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> <p>Product shelf-life varies with product and is agreed as part of the terms of the distribution agreement.</p>
<b>Geographical spread</b>	The company covers the whole of Ireland including some areas in Northern Ireland.
<b>Fleet size</b>	<p>The company currently has two vans involved in direct van sales.</p> <p>The company also uses a logistics partner for many deliveries.</p>
<b>Marketing support and services provided</b>	<p>The company does not produce an annual catalogue, it produces a product &amp; price list that is constantly updated and emailed to customers. There is no charge for entries to the list.</p> <p>Sales information can be provided. Advice on branding and packaging can be given.</p> <p>Producers can make presentations to the company sales representatives.</p> <p>The sales representatives and the company's principals participate in all sales development activities.</p>
<b>Advice to new suppliers</b>	<p>Contact the Managing Director by phone or email.</p> <p>Consult the company website and Facebook before making contact.</p>
<b>Other information</b>	<p>Credit terms are normally 60 days, but other credit terms can be agreed.</p> <p>The company does not have Long Term Agreements (LTAs) in place with suppliers.</p>

## Templetuohy Foods

Lisdaleen, Templetuohy, Thurles, Co Tipperary

Website: [www.templetuohyfoods.ie](http://www.templetuohyfoods.ie) Phone: 0504 53 101 Email: [info@templetuohyfoods.ie](mailto:info@templetuohyfoods.ie)

<b>Company Profile</b>	<p>Templetuohy Foods is a family owned and managed company that was set up in 1993. In 2014 it employed 20 people.</p> <p>The company supplies supermarkets, butchers, delicatessens, restaurants, hotels and take-aways.</p>
<b>Relevant purchasing contact</b>	<p>Managing Director: Kevin Everard          Email: <a href="mailto:kevin@templetuohyfoods.ie">kevin@templetuohyfoods.ie</a>          Phone: 0504 41839          Mobile: 086 264 5933          Email is the preferred method of initial contact for producers seeking a distributor for their products.</p>
<b>Product range</b>	<p>Products supplied by Templetuohy Foods include all types of meat and fish, as well as confectionery, pastries, desserts, French breads, ice-cream, potato products, cooking oil, cooking wines and sauces.</p> <p>The company also supplies its own '<i>Templetuohy Farm Fresh</i>' retail range of beef, chicken, lamb and pork, produced in the company's production facility.</p> <p>The company holds the Bord Bia Quality Assurance mark for beef, chicken, lamb and pork. Under this scheme it can only source product from Bord Bia Quality Assured Irish farms. Regular Quality Assurance inspections and audits are carried out by third party auditors.</p> <p>Chicken sold by the company is exclusively produced by Carton Bros. (Manor Farm brand) in Co. Cavan. Templetuohy Quality Assured beef and lamb is supplied by Dawn Meats and Tynan Meats, Johnstown, Co Kilkenny.</p> <p>Pork and bacon is exclusively supplied by Rosderra Meats, Edenderry, Co. Offaly. The company's sausages are produced by Loughnane's of Galway and Templetuohy is also an agent for Una O Dwyer's artisan produced sausages and puddings.</p> <p>Additional products carried include Murphy's homemade tarts, Ballymaloe Foods, Paganini ice cream., Golden Bake pastry products and Gourmet Foodcraft.</p>
<b>Sectors served</b>	<p>The company serves both the retail and foodservice sectors.</p> <p>Key customers include BWG, ADM Londis, The Barry Group and Gala.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>Main opportunities for suppliers lie in 'unique products' and in particular, unique butchery products i.e. products that a customer cannot easily source elsewhere.</p>

<b>Purchasing policy</b>	<p>Templetuohy Food's purchasing policy is to purchase quality Irish produce, with quality as the number one influence.</p> <p>There is central billing and purchasing. Purchasing decisions are made by the Managing Director. The main influencers are the Sales Team and customer requirements.</p>
<b>Supplier requirement and ordering procedure</b>	<p>The company inspects suppliers and Bord Bia Quality Assurance and British Retail Consortium (BRC) standards are applied where appropriate.</p>
<b>Geographical spread</b>	<p>Templetuohy Foods operates from its depot at Ballytarsna, Templetuohy in Co Tipperary.</p> <p>It distributes throughout the island of Ireland.</p>
<b>Fleet size</b>	<p>The company has a fleet of 12 trucks, each of which can accommodate both frozen and chilled products.</p>
<b>Marketing support and services provided</b>	<p>Templetuohy Foods has regular promotions for all product lines it distributes.</p> <p>It also encourages suppliers to meet the end customers. It does not currently produce a brochure, although one is planned.</p>
<b>Advice to new suppliers</b>	<p>The company advises email for the first contact.</p> <p>In relation to products, consistency and quality are paramount. Price is important, but is not the only criteria by which suppliers are selected.</p>



## Total Produce

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

W: [www.totalproducefoodservice.ie](http://www.totalproducefoodservice.ie) Phone: 042 933 5451 E: [info@totalproduce.com](mailto:info@totalproduce.com)

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

	<p>With regard to fruit and vegetables, all growers and producers in Ireland must be Bord Bia Quality Assured. There are also specifications per fruit and vegetable category that must be adhered to in terms of technical requirements.</p> <p>The supplier delivery windows into the Total Produce depots are daily and sometimes multi-daily.</p>
<b>Geographical spread</b>	<p>Total Produce has 11 depots in the country:</p> <p>Belfast; Dundalk; Beresford Street, Goldcity Produce; Sword; Kilkenny; Cork; Tralee, Galway; Sligo, Uniplumo (flowers).</p>
<b>Fleet size</b>	<p>Total Produce operates 120 vehicles, all with chilled and ambient storage facilities.</p>
<b>Marketing support and services provided</b>	<p>There is no catalogue as such, the sales team alert customers to new products. Discount price promotions and volume discounts are conducted to get product moving.</p> <p>Orders are gathered via tele-sales and the sales teams.</p> <p>Total Produce prefers all communications to customers to go through the sales teams and account executives. Sales reports are made available to suppliers.</p> <p>There are several sales representatives and account executives on the team, located nationwide.</p>
<b>Advice to new suppliers</b>	<p>New potential suppliers should contact the General Manager in the first instance and be conscious that quality produce at a competitive price is required.</p>
<b>Other information</b>	<p>The global turnover for the Group for 2013 was in excess of €3.175bn</p> <p>The payment terms varies from customer to customer.</p> <p>Promotional support is sometimes requested from suppliers.</p>

## Wild Orchard

Address: Enterprise Centre, Hospital Village, Co. Limerick

Website: [www.wildorchard.ie](http://www.wildorchard.ie)

Phone: 061 383 930

Email: [info@wildorchard.ie](mailto:info@wildorchard.ie)

<b>Company Profile</b>	<p>Established in 2001, Wild Orchard is a manufacturer of 100% fruit smoothies, juices and natural sparkling lemonades, while also distributing chilled and ambient foods across all of Munster, Galway and the greater Dublin metropolitan area.</p> <p>The company has a strong focus on foodservice, but also caters to the retail market. The breakdown is about 70% foodservice and 30% retail.</p> <p>Wild Orchard provides a distribution service for many artisan producers e.g. Killowen Yogurts, Sams Cookies, Kooky Dough, D.P. Connolly and Sons, The Apple Farm and On the Pig's Back.</p>
<b>Relevant contacts</b>	<p>Managing Director: Diarmuid Crowley          Email: <a href="mailto:diarmuid@wildorchard.ie">diarmuid@wildorchard.ie</a>          Phone: 061 383930          Mobile: 087 967 7495</p>
<b>Product range</b>	<p>75% of the product distributed is chilled and the remaining 25% is ambient. The range includes juices, smoothies, yogurts, ready meals, water, crisps, lemonades, cakes and cookies.</p>
<b>Sectors served</b>	<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 Applegreen.</p>
<b>Opportunities for Irish food and drink suppliers</b>	<p>The company believes there is some growth in high quality snacks and food-to-go. These sectors offer opportunities for producers.</p> <p>Wild Orchard sees a great opportunity for good quality Irish suppliers who can compete on a price basis with imported produce. It sees an opportunity for a high quality Irish mineral water which can compete with imports at the upper end of the mineral water market.</p> <p>The company believes that retailers and foodservice operators are currently more inclined to support Irish producers.</p>
<b>Purchasing policy</b>	<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>
<b>Supplier requirement and ordering procedure</b>	<p>All producers must complete a supplier questionnaire and supply specifications for all their products.</p> <p>Producers are visited for a general factory tour. There is usually no charge for this.</p>

	<p>There are no particular packaging requirements; however the company suggests that local producers include reference to the ‘artisan story’ on their labels, where applicable. All produce must be securely packaged and comply with EU regulations.</p> <p>Delivery windows are flexible and producers may deliver at any time during the working day as long as it is by prior arrangement.</p> <p>Orders are placed via phone and email.</p> <p>The company often collects products from producers’ premises or a mutually convenient pick up point can be agreed. At present there is no charge for this service. Products with a minimum shelf life of 21 days are preferred.</p>
<b>Geographical spread</b>	<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>
<b>Fleet size</b>	<p>The fleet consists of three vans.</p>
<b>Marketing support and services provided</b>	<p>The company does not produce an annual catalogue. It produces a listing with prices each January. It updates this list as required. There is no charge for inclusion on the list.</p> <p>Customers are alerted to the arrival of new products by email, telesales and van sales teams and product literature is circulated with invoices.</p> <p>Wild Orchard works with suppliers to implement introductory offers and other promotions.</p> <p>Some customers’ orders are captured by telesales and the rest of the customer base is serviced by van sales. An online ordering option is also available on <a href="http://www.wildorchard.ie">www.wildorchard.ie</a>. Producer visits to selected customers can be arranged. Sales information is available to producers to facilitate sales development.</p> <p>Both the van sales drivers and the Managing Director work on sales development. Producers can make presentations to the sales team.</p> <p>Suppliers are encouraged to engage in continuous marketing activity and to support sales efforts as much as possible. Producers are the best sales representatives for their own products.</p>
<b>Advice to new suppliers</b>	<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>

<b>Other information</b>	<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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