



**TOGETHER FOR SUCCESS**

WHO WE ARE | DUE DILIGENCE | SUSTAINABILITY

## **WE ARE TOTAL FOODSERVICE,**

WE LOVE WHAT WE DO AND WE THINK IT SHOWS.

We'd love to work together with you.

It's simple, really. A large selection of exceptional products, backed by buying power that keeps costs low. We take care in delivering exactly what you need, with regular delivery days, where you need it.

THE HEART TO GO THE EXTRA MILE

## **BECAUSE WE WANT TO**

And a passion for seeing your catering business, whether that's a restaurant, cafe bar, gastro-pub, coffee shop, golf club, school, care home (or anything in between), grow - because then we all benefit.

GOOD, HONEST FOOD STARTS WITH GOOD, HONEST PEOPLE

## **BOARD OF DIRECTORS**



**Simon Howarth**  
Managing Director/Owner



**Sue Howarth**  
Sales & Marketing Director



**Jason Sheard**  
Purchasing Director



**Katie Cuerden**  
Finance Director

## WHY CHOOSE US:

- We supply around 4,000 products. Including; ambient, chilled & frozen foods plus non-food & cleaning.
- Our products offer the variety and quality to meet varying tastes.
- 2 depots - Clitheroe & Huddersfield covering all of the North West & Yorkshire.
- We demonstrate the highest possible quality systems to make sure you get the very best products and service available.
- Fifth generation family owned & run business.
- We provide you with a regular, reliable and hassle-free delivery service right to your kitchen.
- We operate a realistic and competitive minimum order value.
- Constant, Innovative New Product Development for your market sector.
- An Independent company specialising in the needs of our Independent Customers.
- Ambient, Chilled, Frozen, and Non-Food products delivered on one vehicle & on one invoice.



## YOUR TOTAL FOODSERVICE EVERY PRODUCT YOUR BUSINESS NEEDS

Big brands and own brand. Cost-controlling value lines and margin-expanding impulse buys. Artisanal and specialist products as distinctive as you are.

**WHOEVER YOU'RE CATERING FOR, MAKE US YOUR TOTAL FOODSERVICE.**



### LOVE THE FOOD

We love what we sell. We test whole ranges to find the two or three products worthy of joining our range. We experiment, sample and review so we can give caterers and chefs new ways of doing more for less.

You will see our love of food in the care we take to make sure it reaches our customers in the way it reached us. We never stop looking for new foods just waiting to be discovered.

### CONSTANT PRODUCT DEVELOPMENT

Just down the road from you there's a local producer with a product they'd love you to try. There's a major food and drink expo - and hidden somewhere amidst all the trade stands are a handful of products that could make a real difference to the way you work. It's our job to find them, so you don't have to. It's just one way we help you stay one step ahead of the competition.

### MAKE OUR BRANDS YOUR SECRET WEAPON

There are some brands we all love. But every additional brand name you stock is one less point of differentiation with your competitors. They tend to cost more too.

Our own brand ranges, and the Fairway brand exclusive to us as a Fairway member (see page 12), contain all the quality ingredients, exceptional taste and uncompromising standards of branded goods while offering you the potential for better margins. Our food is constantly benchmarked and outperforms competitors' own label ranges.

From confectionery to bread and cakes, ice creams to fresh fish, Asian and Oriental produce to gourmet meats and poultry, talk to us about products that help you profit in more ways than one.



## FROZEN FOOD

Fresh frozen fish, meat & poultry, the highest grade vegetables, tasty pies, artisan breads, desserts, confectionery, pre-prepared meals and so much more.



## CHILLED FOOD

The freshest fruit juices, dairy, speciality cheeses, sliced meats, deli and charcuterie you'll be proud to call your own.

## GROCERY

Ambient, dried, packed and canned. The stock ingredients that give your kitchen time, convenience, simplicity and some fabulous finishing touches.



## IMPULSE

Well known and own brands with the sort of inbuilt irresistibility that builds profit margins.



## NON-FOOD

The foils & films, disposable cups, cutlery, paper goods and accessories that no catering business can do without.



## CLEANING

Big brands, budget and environmental ranges all with one common feature; each possesses the cleaning power caterers need, inside and outside the kitchen.

## 1881

The Howarth family started out in the food industry in 1881



## 1920

## 1980

Howarth Foodservice Ltd was established. New premises at Cross Green Road in Dalton, Huddersfield was purchased and still exists as Total Foodservice's current operating premises to this day.

## 2002

Howarth Foodservice Ltd merged with Lawsons Ltd and began trading under the new name Total Foodservice Solutions Ltd.

## 2009

Foundations laid on Ribble Valley Enterprise Park, Clitheroe for Total Foodservice's new Depot



**1965**

Within five years  
Richard had  
modernised the  
shop through his  
own labours.

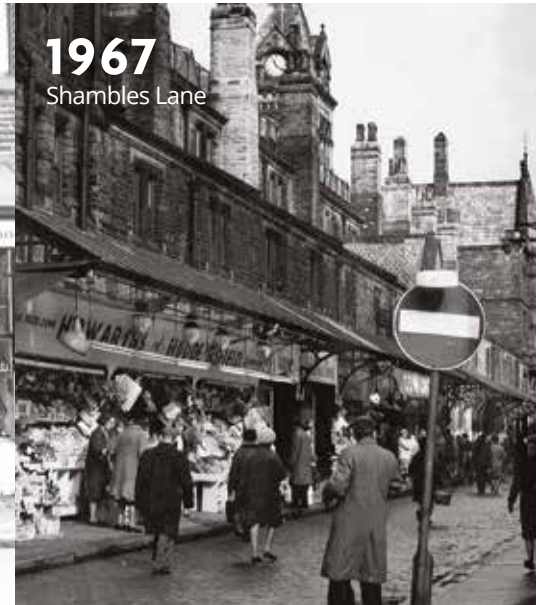


**1960**

Richard Howarth outside the Moldgreen shop

**1967**

Shambles Lane



**2016**

Simon Howarth, Managing Director  
Sue Howarth, Sales & Marketing Director  
and Eve Howarth, Simon & Sue's Daughter.



**2011**

Lancashire operations moved and Total Foodservice Clitheroe Depot  
started trading from the new site at Ribble Valley Enterprise Park

## COMPANY VALUES

### OUR BRAND HOLDS FOUR KEY VALUES AT ITS CORE



#### TRUST

When you are launching or growing your business, it helps to have the support of people who have been there, done it and deliver what they promise.

Total Foodservice has been doing just that for over 100 years. Founded by George Henry Howarth in 1881 as a fruit & potato merchant, Total Foodservice is now a fifth generation family foodservice business, with a sixth generation already hoping to take the reins in years to come! And after more than a century of growth, we remain as committed as ever to putting our customers' business at the heart of ours.



#### QUALITY

To us, quality is having an eye for perfection in everything we do.

We care passionately about the end result. It's the difference between saying we stock around 4,000 lines and actually stocking them. It's the difference between supplying the ingredients for your new menu and helping you design it. It's the reassurance of knowing that, from supplier due diligence and temperature control through to environmental responsibility, there's no aspect of our business (or yours) that we don't take seriously.



#### RELIABILITY

Always the same. It's what makes us different.

There's a lot to be said for 'the same'. When the same person calls to take your order they can remind you about the things you sometimes forget. One same, single supplier allows you to place one order, get one delivery, one invoice and one great price. The same delivery day each week makes staffing and stock management easier. And the same passion for everything we do means that, whether you're looking for ingredient inspiration or a last minute order, you know we are able to help.



#### VALUE

We create value, add value and help you deliver value for your customers. But we understand that delivering great value means so much more than just price. Every time you speak with us we want you to feel that we've made a difference. This vision is communicated to all of our staff as an integral part of our daily work - something that we aim to demonstrate daily to all our internal and external stakeholders.

## QUALITY

It is the policy of Total Foodservice Solutions Limited to not only meet the requirements of our customers for product and service, but to meet these requirements in a way which is consistent with the values defined in our customer charter.

The Company's commitment to its legal obligations relating to the quality of product and service is demonstrated through the effective implementation of its Quality Management System covering all aspects of business operations. This system includes a fully functional HACCP System, externally audited to the Foodservice Industry, and a recognised SALSA accreditation for both our depots.

To further demonstrate that customer and product are at the centre of our business, our Quality Management System encompasses other aspects of our business. This focuses on seeking out customer feedback on product, service and measurement of business performance, and measured KPI's against business objectives in all customer-facing activities. This is with the intention of identifying how and where the Company can improve in any aspect of the quality of our product and service.

The aims and objectives of our business regarding quality are regularly reviewed and communicated to all staff using a variety of methods. With training and development and employee engagement activities at the heart of the business, employees work together to create a positive working environment.

Through fostering this positive working environment and a desire to continually improve all aspects of our business, all staff are encouraged to produce the highest standard of work, striving to:

**GET IT RIGHT,  
FIRST TIME.**



## DATA PROTECTION

Total Foodservice Solutions Limited is committed to ensuring its compliance with the Data Protection Act 1998 and General Data Protection Regulations 2018. We recognise the importance of personal data to our business and the importance of respecting the privacy of individuals.

Total Foodservice operates with a full and detailed Data Protection Policy, setting out the principles which we apply to our processing of the data in accordance with the law.

All Total Foodservice employees are fully aware of, trained in and work in accordance with the principles laid out in the Policy.

A copy of our Privacy Policy is available at [www.totalfoodservice.co.uk](http://www.totalfoodservice.co.uk) and a full copy of our Data Protection Policy can be made available on request.

## CUSTOMER SERVICE

When speaking to our Customer Sales Representatives, please be aware that in order to train our staff and improve our service we may listen in on calls from time to time, so as to assure we are giving you the best possible service.

## MARKETING

We will not sell, distribute or lease your personal information to unrelated third parties unless we have your permission or are required by law to do so.

From time to time Total Foodservice may share marketing and customer information with our suppliers and related third parties, such as research companies or mailing houses, working on our behalf in order to improve on our service and products offered to you.

We may use this information to inform you of our latest products, services, special offers and news.

We may occasionally send you a questionnaire to see how we're doing. Your feedback is invaluable in helping us to improve our service and ensure you are receiving the very best from us.

## BRIBERY ACT

Total Foodservice Solutions Ltd. is committed to preventing bribery and corruption in all forms. Such commitment is evidenced through company procedure and staff training at all levels within the organisation. The given measures assist us in protecting both our own business and your business too.

## OUR DATA PROTECTION POLICY IS SET OUT IN ACCORDANCE WITH THE GENERAL DATA PROTECTION REGULATIONS 2018

There are 6 principles, these specify that personal data must be:

- Processed fairly and lawfully
- Obtained for a specific, explicit and legitimate purpose
- Adequate, relevant and not excessive
- Accurate and kept up to date
- Not kept any longer than necessary for the purpose
- Securely kept

## ANTI-SLAVERY POLICY

Total Foodservice Solutions Limited has zero tolerance to slavery and human trafficking and is committed to ensuring that there is no place for modern slavery or human trafficking in our supply chains or in any part of our business.

We do not knowingly trade with or support any business involved in these practices.

## OUR PROMISE TO YOU

- We will work with, create & nurture the best people in the industry to be passionate about putting customer success at the heart of our business.
- We will put our customers and product at the centre of our business.
- We will seek innovative, exciting and practical products, offering our customers, wherever possible, unique and niche products to help them give their own businesses a point of difference.
- We will work professionally and efficiently to meet customer needs in a timely manner.
- We will deliver when we promise to.
- We will be flexible in our approach and portray a can do attitude. Where there's a will (and a customer) there's a way.
- We will look for value in our pricing without compromising on quality or service.
- We will manage our stock carefully to ensure our products are accessible to our customers.
- We will be discreet in handling of customers and always sensitive to data protection.
- We will treat all our stakeholders with dignity and respect.
- We will listen to and react wherever possible to feedback from our peers, colleagues, suppliers and customers.
- We will always keep in mind the social responsibility we have to our customers, suppliers, colleagues and all stakeholders as well as the wider environment.
- We will complete every task with purpose.

## COMPLAINTS

We hope that you never have to complain to us. Our Quality Policy is in place to ensure that customer complaints are rare, but in the event that you do have a complaint, we have procedures in place that mean all complaints are followed up and resolved as quickly as possible.

- We will deal with your complaint professionally, quickly and fairly.
- We will do our best to replace products where possible.
- Please keep all original packaging to allow us to trace a batch number.

### PRODUCT / DELIVERY COMPLAINT

Should you have a complaint relating to a product or delivery, please contact your usual customer sales department immediately, explaining what the problem is.

### SERVICE COMPLAINT

If you have a complaint regarding the service you have received, please contact our Customer Service Manager by emailing [quality@totalfoodservice.co.uk](mailto:quality@totalfoodservice.co.uk).

## A SUSTAINABLE WORKPLACE

### TRAINING AND PROGRESSION

Many of our team have developed and progressed through the business during their time with us. We have a dedicated training budget and encourage promotion and progression from within.

We work hard to ensure that all of our employees are treated as an important part of the business, which is a key element in guaranteeing our success.

We are a member of the British Safety Council providing online training to our staff.

As a company we use our own bespoke management training programmes in conjunction with outside training providers such as; Allsafe, Dale Carnegie, RoSPA, Lancashire Chamber of Commerce, Eversheds, Benchmark, Forbes solicitors and Q1tum.

### STAFF FEEDBACK

Staff feedback is encouraged through accessible leadership, as well as a more formal appraisal structure. The views of our team are important and often just a small idea has made a big difference.

### REINVESTMENT

Total Foodservice has always reinvested back into the company to develop and grow. Such developments include the purpose-built warehouse and office premises, into which we moved our Lancashire operations in 2011. We also extended our Huddersfield depot to include a dedicated sales and marketing suite, complete with a customer demonstration kitchen. In addition we have invested significantly towards environmental practices and technology, as detailed in our Environmental Policy.

### EMPLOYEE HEALTH AND WELL-BEING

The health and wellbeing of our team is important and we offer a number of health initiatives to employees, including gym membership, access to a health scheme, cycle to work scheme and access to professional counselling. In addition we promote campaigns such as Stop Smoking's Stoptober to encourage staff to make change.

### WORKPLACE AWARDS

Total Foodservice is proud to have earned a number of awards and accreditations, including:

- Safe and Local Supplier Approval (SALSA)
- Quality Management System Accredited with LRQA to ISO9001:2015 Standard.
- British Safety Council certified training provider.
- British Safety Council International Safety Award winner: 2011, 2012, 2013, 2014, 2015, 2016.
- British Safety Council award: Sword of Honour winners 2017.
- British Safety Council Health and Safety Champion 2013.
- RoSPA Occupational Health and safety Silver Award 2014, 2015, 2016.
- RoSPA Guardian Angel 2015.



## INDUSTRY SUSTAINABILITY

IT IS IMPORTANT FOR US TO SUPPORT THE INDUSTRY THAT WE WORK IN, BOTH FOR TODAY AND FOR THE FUTURE.

### TRAINING TOMORROW'S INDUSTRY STARS

Every year we work alongside Kirklees College to support catering students, running competitions and challenges which meet criteria in their curriculum and giving the students an experience which will stand them well for their future careers. Such projects have included competitions to create gluten free dessert ideas and a brief to create three course menus with a selection of predetermined ingredients, each being designed to challenge their creativity.



### OUR FACILITIES

Our Clitheroe Depot has a fully fitted kitchen which is light and spacious with a homely feel, giving you and your team plenty of room to experiment with the food. Or sit back and let us demonstrate for you in our adjacent presentation room with viewing/serving window – comfortable for 8 people and opens up to accommodate 16.

At our Huddersfield Depot we have a fitted training & demonstration kitchen. Join us and let us demonstrate our products and inspire you with new ideas for your menus. We also have a cosy space for you to sit and relax.



## GARY SCHOFIELD

CURRICULUM AREA MANAGER FOR HOSPITALITY AND CATERING

Kirklees College are proud to partner with Total Foodservice. Not only as a supplier of high quality ingredients but also in supporting our Hospitality & Catering Students through their studies by giving them their expert product and systems knowledge which directly links to their qualifications. Total Foodservice currently sponsor and support our end of year competition "Totally Hells Kitchen" which brings together learners and local employers giving our learners a high quality, relevant vocational experience.



GIVING BACK TO OUR COMMUNITY



WITH COMMUNITY AT HEART, OUR STAFF ORGANISE AND RUN MANY CHARITY EVENTS. THESE EVENTS HAVE RAISED SIGNIFICANT FUNDS FOR LOCAL CHARITIES.



We offer product and distribution for Huddersfield Town Foundation's 'Early Kick Off' breakfast club, which delivers breakfast to children in 30 schools local to our Huddersfield depot across the Kirklees area.

We have a nominated charities budget which is made available to support any employee's charity fund raising endeavours.

All of our professional services are provided by local companies, most of whom we have enjoyed long standing relationships with.

## OUR ENVIRONMENTAL POLICY PLEDGES TO:

- Reduce our emissions and carbon footprint through our distribution and utilities.
- Engage our staff with our Environmental Policy to encourage energy savings as a collective.
- Source products from sustainable sources and minimise food miles where possible.
- Encourage and promote waste reduction, recycling and good environmental practice at all levels of the foodservice chain.
- Reduce our own packaging on own brands and through distribution where commercially viable.
- Manage and reduce our own waste and help promote waste management to our customers.



## CARBON REDUCTION OF OUR FLEET / DISTRIBUTION

By consolidating all product ranges onto our multi-temperature vehicles, we minimise the time that our vehicles spend on the road, helping to keep any emissions through our delivery inventory to a minimum. Whilst this reduces the number of vehicles on the road, the nature of our vehicles is also considered to ensure they are operating a maximum environmental efficiency. Several tools and specifications have been employed to help us do this.

### VEHICLE TRACKING

We operate a vehicle tracking system which provides telemetrics for monitoring and improvement. This is installed on all commercial fleet and representatives' vehicles. With data on vehicle idling, harsh acceleration and braking, coupled with MPG information which is relayed in real time direct from the vehicle, we can monitor and improve fuel efficiency through staff training. Route planning is constantly reviewed for fuel efficiency along with constant monitoring of vehicle fill levels.

### FLEET SPECIFICATION

Each and every vehicle is built and bought to bespoke specifications, based on reporting for existing fleet inefficiencies and new technology to ensure maximum fuel and operational efficiency. All new fleet vehicles are Euro 6 specification. We use a mixture of engines and gearboxes depending on the vehicle's application to ensure that maximum fuel saving can be achieved. These gearboxes in particular are a mixture of As-tronic and semi-auto, as well as traditional manual. Currently we are seeing fuel saving of 5% with As-tronic gearboxes on DAF vehicles.

We work with both DAF and Jackson's truck bodies to ensure that the fleet is at the cutting edge of aerodynamic improvements. Some of the designs we use are completely unique builds at the forefront of multi-temperature vehicle design and have featured in Fleet magazine articles. But importantly they are also very user friendly for the driving team, as well as being a mobile advertisement for the company itself.

All company owned representative vehicles are low CO2 emissions, with a number of hybrid vehicles also running in our fleet, including one driven by Managing Director Simon. We have recently installed electric vehicle charging points at both depots to keep up with the introduction of more and more electric vehicles. We promote tyre replacement with "green" designs which typically have a high silica content and low rolling resistance, giving up to 3% improvement on overall mpg.

### **CONSOLIDATING DELIVERIES**

We encourage our customers to consolidate their orders into as few deliveries as possible. We focus on offering a twice weekly delivery schedule which accommodates most caterers' needs and helps everyone be a part of our greener way of life.

### **REFRIGERATION UNITS ON VEHICLES**

The refrigeration systems used on our distribution fleet is the latest, state of the art technology. We use a mixture of Eistechnik eutectic beam, Frigoblock and Hubbard systems to ensure that the fleet is operating with maximum efficiency in fuel costs, but also to ensure that our obligations regarding temperature control are met at all times.

The bodies of the vehicles in some cases can be used in five temperature formats, Ambient / Chilled / Frozen / Ambient and Chilled / Ambient and Frozen.

This maximizes the vehicle's loading platform. The eutectic beam wagons run on night time electricity supply, using off-peak electricity to minimise environmental impacts, they are also extremely reliable, resulting in far less down time and little chance of customer impact through a refrigeration failure.

### **SAFED TRAINING**

All commercial vehicle drivers within the company are SAFED (Safe And Efficient Driving) trained and this is reviewed when necessary. SAFED is a driver development course that aims to help commercial businesses reduce fuel and maintenance costs, reduce CO2 emissions and improve safety through enhanced driving techniques. All new commercial fleet drivers are put through SAFED training, which forms an essential part of our strategy for a safer and greener fleet.

In 2015 we worked with the training provider Fleetmaster to develop our own registered SAFED instructors.

These instructors are an integral part of driving down fuel costs as well as increasing road safety awareness for all fleet drivers.

## UTILITIES AND WATER CONSUMPTION

### UTILITIES

We operate from two regional distribution hubs. Both depots have been subject to improvements and refurbishments in recent years and as part of this we have installed energy efficient technology to minimise our environmental impact.

### RENEWABLE ENERGY

When we extended our dry goods storage capacity in the Huddersfield depot in 2009, we ensured the roof specification could accommodate Solar energy. In 2013 that enabled us to invest in a 25kW photovoltaic Solar Panel array. PV panels generate energy in daylight, including times of cloud cover, and do not require direct sunlight. Each year we have produced an average in excess of 22,000 kWh. These panels alone have reduced our CO2 emissions every year by an average of 12.3 tonnes.

### LOW ENERGY LIGHTING

Low Energy and LED lights are now common place. However we began our conversion to LED's with a carbon trust loan back in 2008. We concentrated on our coldstores & warehousing initially, where the benefits of low heat output, particularly in a coldstore, resulted in significant energy savings.

Additionally the increased lumen's provided brighter, whiter light and improved working conditions for staff. Picking errors also reduced, resulting in better service overall and leading us to implement low energy/LED lights in almost all areas of our property, including the warehouse, stores, offices and external yard areas.

As reliable smart lighting products became available we have incorporated them into our schemes, such as Microwave sensors which are now essential technology inside cold stores, as older infrared items do not function. Our store/warehouse aisles are controlled in this way, only illuminating the required areas where people are working.

Since 2014 our office lighting has also used sensing technology without physical switches, so it is no longer a person's responsibility to turn off lights when leaving.

The statistics for energy saving LED/Low energy compared to previous lighting for various areas are:

- Yard area: 80%-66% saving
- Coldstores (Chilled & Frozen): 66-55% saving
- Warehousing: 70-55% saving
- Offices: 80-66% saving





## WATER CONSUMPTION

Rainwater collection and recycling is in operation at both depots. The Lancashire depot was purpose built with a 42,000 litre collection tank and this water is used to wash our vehicles and flush our toilets. In our Yorkshire depot we collect rainwater via the warehouse roof into a 1,300 litre tank. It is then gravity fed, without the use of pumps or electricity, into our on-site jet wash which is used to clean our vehicles.

## REFRIGERATION SYSTEMS – STATIC CHILL & FROZEN STORES

As early adopters back in 1995 we installed 'Electronic Expansion Valves' to one of our stores. As opposed to fixed valves, this technology continually monitors and varies the cooling requirements. Our electricity saving was 23% in that particular coldroom.

Subsequently, all our older stores have been retrofitted with this Danfoss system and in any new build, including the 3 temperature controlled areas in Clitheroe (comprising 9 separate systems) or replacement systems, we always specify this optional technology. The considerable capital cost is absorbed over time and continues to reduce electricity usage and CO2 emissions.

The precise digital control offered by this system also ensures we maintain our frozen stores accurately between -20 to -21 degrees and chilled stores between 3 to 4 degrees. So not too cold, which unnecessarily wastes resources, but ensuring as part of our SALSA accreditation & our HACCP systems we comply with all current food legislation.

## STAKEHOLDER ENGAGEMENT

All our employees are encouraged to challenge themselves and share ideas for the business where commercially a greener option may be available to us. Staff have taken ownership for initiatives throughout the business, such as can and bottle recycling, and liaising with local food banks to donate food which we have not sold or which is nearing its use by date.

We offer our customers an incentive to recycle their waste cooking oil via our partner collection service.

## ELECTRONIC NUTRITIONAL INFORMATION AND PRODUCT SPECIFICATION

As a member of Fairway Foodservice, who created the Erudus database, we are able to offer customers access to its data. Erudus is working together with competitors in the UK to provide comprehensive FIC information.

Nutritional breakdowns and allergen information are easily accessed via customer's account page online or can be provided in spreadsheet format for all purchased products.

Fully detailed specifications can be obtained directly from the supplier maintained Erudus system.



## SUSTAINABLE PURCHASING

As a wholesaler we have to consider our impact on sustainability by analysing both our inbound and outbound service chain.

### CUTTING FOOD MILES

Cutting food miles is an important consideration at all levels of the foodservice chain. There is a fine balance between purchasing from several local suppliers and consolidating supply through a single supply chain and a single delivery vehicle. We work with many local and regional suppliers and look to source food as locally as possible. If we can buy a product of the same quality and value locally, we will.

We also minimise food miles through centralised purchasing and storage, such as via our membership of Fairway Foodservice.

Similarly our outbound food miles are reduced through our multi-temperature vehicles and one-stop-shop product offering.

### SUPPLIER STANDARDS

Our own suppliers must meet criteria through either an industry accreditation such as BRC, or our own supplier audit which is accredited by LRQA 9001:2015 and SALSA: The supplier's own sustainability initiatives are considered within this process.



### SUSTAINABLE ACCREDITATION IN PURCHASING

We always take into account Red Tractor and British Assured products in our sourcing, as well as being mindful of MSC approved fish and the MCS 'fish to avoid' list. We look to support customers trying to attain sustainable awards themselves, such as Food for Life Caterers Marks and Soil Association accreditations to name a few.

Many of our suppliers have these, and more, accredited products within their ranges. A list of what is available to purchase from Total Foodservice can be obtained simply by asking your Representative.



### ENVIRONMENTAL CLEANING PRODUCTS

We have also introduced and are continually expanding an environmental range of cleaning and washroom products, designed to minimise environmental impact from harsh chemicals and reduce paper wastage. This range has been enthusiastically supported by our own staff for use throughout the business, as well as by our customers who have found it to offer both environmental benefits and cost savings too.



## REDUCE, RE-USE, RECYCLE

Our waste management strategies have seen immediate results since their introduction. We have a dedicated approach to waste reduction company-wide, with paper recycling in all offices and recycling bins for cans and bottles in each depot.

### REDUCING FOOD WASTE

Reducing food waste is a good place to start and we carefully manage stock levels to minimise our own food waste. Short dated food, or food we have discounted and not sold, is often donated to local food banks.

### OIL COLLECTION

We also work in conjunction with a partner to offer our customers a waste cooking oil collection service. This oil is then converted into bio fuel, a greener alternative to petroleum diesel that reduces carbon emissions.

### RE-USE AND RECYCLING OF CARDBOARD

When splitting cases down to deliver individual units to customers, we need to keep individual items safe and protected during transit and so we re-use the boxes we receive from our suppliers and pack your single items neatly into these boxes. We can offer to collect these boxes from you on our next delivery and will reuse them again where feasible.

### ELECTRONIC COMMUNICATIONS

The introduction of electronic communication within the business over recent years has allowed us to take steps to reduce unnecessary paperwork within the business. Written internal communications are now distributed via our intranet or internal email. We have converted as many customers as we can onto email statements and actively encourage this with every new account.

Our online ordering system has increased in usage and integrates directly into our main stock/order system to minimise paper there too. All our field representatives carry tablets and present information to customers, such as images of product and promotional flyers, via their tablet with the option to email them directly - thus reducing our print quantities for marketing purposes.

We believe we are doing all that we can commercially to combine our environment, people and community to work sustainably together.



## VALUE

CREATING IT. ADDING IT. HELPING YOU DELIVER IT.

**THERE'S MORE TO GREAT VALUE THAN PRICE. DELIVERING GREAT VALUE MEANS SO MUCH MORE. EVERY TIME YOU SPEAK WITH US WE WANT YOU TO FEEL THAT WE'VE MADE A DIFFERENCE. THERE'S NO END TO THE WAYS WE AIM TO DO THAT, BUT HERE ARE SOME EXAMPLES...**

### MEET THE TEAM

It's time to develop a new menu. You're seeking inspiration. You want to put a new ingredient to the test. You have new GP targets to work to. Talk to Total Foodservice.

Our team has a wealth of experience, including chefs, event caterers, hospitality managers and bakers. They have run successful businesses. They know what it takes to create menus that deliver taste and innovation, simplicity and profit. Set them to work on your next challenge.

### ALLERGENS & NUTRITIONAL INFORMATION

Food legislation is tightening and allergies are on the rise. That's why we offer all our customers FREE access (worth £19.99 per month) to a market leading source of accurate allergy, nutritional and technical product data, populated by the food industry, Erudus.

As well as a search feature giving you all the product knowledge you need, Erudus also provides Menu Planning and Recipe Building platforms. Ask us for more information.



### MARKETING SUPPORT

If you need assistance blowing your own trumpet then let us help. We can offer support in producing and printing menus, and even provide menu templates for you to download and use yourself for special events. If you need help marketing any aspect of your business, talk to our team and we will do all we can to help.

### PASSING COST SAVINGS TO YOU

Our own warehousing facilities mean we can buy in bulk and pass on any savings to you.



In 1984 we co-founded Fairway Foodservice to create a buying group that gave us (and you) the collective bargaining power to compete with the big corporates. Today, Fairway's network of independent foodservice members comprises 20 companies operating from 30 depots across Europe. It's a scale and scope that means you can access more choice for less, including the exceptional quality range of Fairway Assured and Fairway Excellence own label products.



## **TIM BILTON** CHEF

Being a chef from the North of England Total Foodservice have always delivered the highest quality, from telesales and the delivery to the produce itself. If there's anything that I need that is not stocked they will go above and beyond to source a product. And this is why I have always relied on Total Foodservice for my frozen and dry good needs.

I would recommend Total Foodservice to any hospitality establishment chef or restaurateur you really don't need to look anywhere else.



## **SPENCER BURGE** DIRECTOR

Crow Wood have always found Total Foodservice to have a top quality customer service that goes above and beyond, whilst sourcing quality products.

The distribution and delivery of goods is a smooth well oiled machine that keeps our business moving, without delays. Consistency is very important us, and Total Foodservice have been consistently reliable for a number of years now.



## **TOM TRUELOVE** DIRECTOR

The 3 Acres have had a relationship with Total Foodservice for over 8 years.

Within this time the level of service has always exceeded our expectations. The products they source for us are of excellent quality and consistent.

We have developed a strong partnership with the Total Foodservice team.



## **JOE PENNEY** HEAD OF VISITOR ENGAGEMENT

Yorkshire Sculpture Park have worked with Total Foodservice for over 10 years. They are without doubt the number one supplier we work with in the foodservice areas of our business. The core product selection they offer is fantastic and they are always happy to research and suggest new and innovative products to the team. The sales team support is also very good, both in terms of forming relationships and understanding our business needs. I would highly recommended Total Foodservice as the best wholesale food supplier in the business.



## CUSTOMER SERVICE CHARTER

WE WILL WORK WITH, CREATE & NURTURE THE BEST PEOPLE  
IN THE INDUSTRY TO BE PASSIONATE ABOUT PUTTING  
**CUSTOMER SUCCESS AT THE HEART OF OUR BUSINESS**

- We will put our customers and product at the centre of our business.
- We will seek innovative, exciting and practical products offering our customers, where ever possible, unique and niche products to help them give their own businesses a point of difference.
- We will work professionally and efficiently to meet customer needs in a timely manner.
- We will deliver when we promise to.
- We will be flexible in our approach and portray a can do attitude. Where there's a will (and a customer) there's a way.
- We will look for value in our pricing without compromising on quality or service.
- We will manage our stock carefully to ensure our products are accessible to our customers.
- We will be discreet in handling of customers and always sensitive to data protection.
- We will treat all our stakeholders with dignity and respect.
- We will listen to, and react where ever possible to feedback from our peers, colleagues, suppliers and customers.
- We will always keep in mind the social responsibility we have to our customers, suppliers, colleagues and all stakeholders as well as the wider environment.
- We will complete every task with purpose.

### North West:

Tel Sales: 01254 828 330  
Tel Admin: 01254 828 340

### Yorkshire:

Tel Sales: 01484 536 688  
Tel Admin: 01484 558 500

### Total Foodservice Solutions Limited

Registered office:

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