



Moped couriers will take parcels back to CollectPlus points

CollectPlus returns now on demand

CollectPlus has linked with Gett Delivery, the app-based on-demand delivery service, to provide on-demand returns.

In a six-month trial across central London, Gett Delivery's moped couriers will collect shoppers' returns from an address of their choice for delivery to the CollectPlus network of 6,000 stores within one hour.

Packages will be collected within 10 minutes of shoppers' requests and taken to the nearest CollectPlus point seven days a week, from 9am to 11pm.

CollectPlus is the UK's largest independent store-based delivery and returns network and was formed by Yodel and PayPoint.

Subway set on online ordering system

The chain is to create queue-busting in-store kiosks and a web portal

ANDREW DON

Subway, which has more than 750 franchises in UK and Ireland convenience stores, is working on a new high-tech queue-busting system for its sandwich outlets.

It is setting up a "globally-based" online ordering system and in-store kiosk ordering which Peter Dowding, country director for the UK and Ireland, said would be similar to MacDonal's.

"You walk into the front of the store, you can order via a flat-screen panel and then go to a collection point rather than stand in a queue," he said.

It will also have a web portal where customers can order and build their sandwich from wherever they are, then go to the store to collect it.

In addition, a delivery service is planned for later on in 2018 because "we've got a fair amount of work to do on that," Dowding said.

He said the caveat would be



Shoppers will be able to order online or via kiosks in the store and head to a collection point

whether all the convenience stores had the space, and there were some that wouldn't have room for the kiosk operation.

"Where there's the opportunity we will definitely look at it. It is one of those things we will offer out to franchisees and depending on the location within the store and the space available, it will be an option to fit."

The news came as Subway announced it would shortly open its 2,500th UK and Ireland store in Bristol and planned to add another 500 stores by 2020.

Subway is rolling out its new brand identity with eight pilots this year, and has "a lot of new product development going on" with its breakfast and evening offerings which will start filtering through to all of the shops towards the end of the year.

For more on food-to-go franchises, see feature on p18.

SGF IN ACTION

Pete Cheema



Do you think any of Food Standards Scotland's policies could work? Tell us your views on how to tackle obesity at www.conveniencestore.co.uk

Scottish retailers are tackling obesity and don't need further regulation, Pete asserts

“Scotland has well documented problems with diet-related ill health and obesity, and the Scottish government is currently considering a refresh of its diet and obesity strategy.

Into the debate has stepped Food Standards Scotland with a report which aims to transform the retail environment to enable healthier purchasing.

The report makes a series

of recommendations, many of which manage to both baffle and enrage at the same time.

There is a recommendation that grocery retailers should be subject to a licensing regime akin to alcohol licensing, where the store is expected to meet certain standards in relation to products, placement, price and promotion. Next - wait for it - is a recommendation that grocery stores be subject to restrictions in opening hours!

We then progress to calls for legislation to clamp down on promotions, and a call for the soft drinks levy to be applied to other categories.

What Food Standards Scotland needs to do is recognise the big steps forward industry has already taken. The SGF Healthy Living Programme goes from strength to strength and manufacturers have made big strides forward in reformulation, reducing pack

sizes, reducing trans fats and improved labelling. Meanwhile, the consumers' responsibility for what they eat continues to be ignored.

Food Standards Scotland is essentially an advisory body and has little power to implement any of this. It is a very useful indicator, though, of the landscape we are moving into. If you want to look into the future it sometimes pays to look over the border.