

# ALBION FINE FOODS

# The Digest

July 2025



Alongside my team, we look after our website, app, I.T. and the critical systems that keep our business running day to day, everything from how orders are placed, to how they're picked, packed and delivered to you.

Since launching our app in February, we've been excited to see so many of you using it. You can place orders, track deliveries, check stock availability, and view past orders, and our swipe-to-order function (yes, it's a little like *that* dating app) is proving especially popular! Just a quick reminder, our order cut-off is 11pm, but if you order via the website or app, you've got until midnight.

We're also proud to have recently achieved Cyber Essentials Plus certification, which means our systems meet the highest government-backed standards for data security, giving you extra confidence that your information is safe with us.

Looking back briefly to last year, March 2024 marked a huge milestone for us as we went live with our new operational systems.

While not without teething issues (thank you for bearing with us!), they've laid strong foundations, bringing improvements to how we manage stock, streamline picking and replenishment, as well as enabling tighter integration between customer orders, stock systems, and deliveries.

Looking ahead, we're working on adding the ability to allow you to make payments directly on the accounts portal, with automatic updates feeding straight through to your account, even out of hours. This will be especially useful for customers close to their credit limit, making it easier to place orders whenever suits you.

As always, thanks for your continued support, it's a genuine pleasure to work with so many forward-thinking chefs and purchasers. If you haven't tried the app yet, give it a go — we think you'll like it 😊



Scan &  
Download the  
App Today

Kate Barrett

[kate@albionff.co.uk](mailto:kate@albionff.co.uk)



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## The Cherry On Top

July sees us picking up one of our favourite fruits from local growers with the cherry season. This year the fruit has benefitted from the great weather we have had recently and we're seeing big, juicy fruit almost every day.

Most of our cherries come from Kent grower, Loddington Farm and one of our drivers collects from the farm on their way back to Crossways after they've finished their deliveries. This means we are collecting fruit in the afternoon that was picked that same morning.

**SKU:CHERRYFRMERCH**



## Slice, Slice Babyyy

Simon and our prep team have taken delivery of and commissioned their new horizontal slicer – this fantastic machine means we can laterally slice lots of different vegetables in 7mm and 12mm thickness with perfect slices every time.

First production runs on aubergines and courgettes have been great and if you're looking for a simple way of reducing prep work and increasing yield, this is a great solution. Save time and we'll deliver perfectly sliced veg, ready for chargrilling and lots of other uses.

**SKU: AUBERGINEFRSTR**

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**teapigs.**

Teapigs' mission today is the same as it was back in 2006: to get everyone drinking top quality, whole-leaf, great-tasting tea.



**All natural. No nasties.**

**BIG leaf = BIG flavour. Simple!**

Teapigs only source the best quality tea leaves, berries, herbs and spices. 100% natural with no artificial flavourings.

They source from sustainable estates and are always looking for the most environmentally friendly packaging options available.

Teapigs give back to the communities that bring them their tea and their local community in Brentford. They have their own ethical scheme that gives back to vulnerable young people in Gisenyi, Rwanda. We stock Teapigs popular varieties from the classic 'Everyday Brew' to the refreshing 'Mao Feng Green Tea'. A flavour for everyone!

**SKU: TEAPIGCHAM , TEAPIGEARLG , TEAPIGENGBRDC , TEAPIGEVERYDAY , TEAPIGLEMGIN , TEAPIGMAOFENGR , TEAPIGPEPP , TEAPIGSUPFRUIT , TEAPIGMIXED**

## Say Cheese: Cubetti Edition

We sell a lot of mozzarella – grated, blocks, fresh, pearls, buffalo – you name it, we've got you covered. One gap we found was the perfect cubetti mozzarella you often see Italian pizzerias using. We're happy to say we have filled that gap with a 2.5kg tray which is easy to use in busy kitchens, a handful gives the perfect amount for pizzas. The cheese itself has the right moisture content and so it melts perfectly without burning. Definitely a square peg to fill a mozzarella shaped hole in our range.



**SKU: MOZZCUBE2**

## Our Staff Top Pick

Jodie Gadd -  
E-Commerce Co-ordinator

Whether you're firing up the BBQ or tossing together a quick salad, gherkins are the ultimate all-rounder you didn't know you needed more of. Available in both whole and sliced, these zesty little flavour bombs are a staple for:

- 🍔 Burgers – Add the perfect crunch and tang
- 🌭 Hot Dogs & BBQs – A must-have topping
- 🥗 Salads & Pasta Dishes – Brighten up any bowl
- 🧀 Cheese Boards & Sandwiches – The ideal savoury sidekick



**SKU: GHERPICK & GHERPICKSL**

Crisp, tangy, and versatile, gherkins bring that extra pop of flavour to almost anything. A true pantry (and picnic!) essential — no summer spread is complete without them.



## Beef Brief: Wagyu Edition

**SKU: BURGERFRBEEFW180**

The butchery team here are busy adding to our in-house production range - welcoming the latest development, Albion's Wagyu Burger.



Made using only British beef from our friends at Highland Wagyu, their cattle are raised on their 25,000 acre farm in Perthshire, Scotland.

Produced fresh every day, our team mix and mince the right cuts to give a juicy burger every time.

## Join the Tribe: Tribe Bars

Tribe is the latest brand to join the Albion offer; premium, healthy snacks made only with natural ingredients; plant based so suitable for vegans, this range ticks a lot of boxes.

Crammed with wildfarmed, regenerative oats, real fruit pieces and whole nuts combined to make for a delicious and healthy addition to our range.







# Behind the Tech Curtain

## Meet the Digital Operations Team

We're a small team working across all things digital and tech for the business:

- **E-commerce** – Lucy Brown and Jodie Gadd
- **Systems** – Helen Brook-Watson and Lucy Donnelly
- **IT** – Frank Vorstenburg
- **Digital Ops Manager** – Kate Barrett



We work across departments to keep the systems running smoothly - from placing your order through to delivery and beyond. Our goal is to make your experience as seamless, efficient and hassle-free as possible.

### Small Wins, Big Impact

We know the details matter, especially when things don't go to plan. Our focus is on building systems and automations that reduce those hiccups and help make us more reliable and efficient.



- **E-Commerce App** - Launched in February, the app brings all the functionality of the website into a simple, easy-to-use format. You can swipe to reorder, track deliveries, and check your order history. We release updates monthly to make browsing and ordering as smooth as possible.
- **Fewer delivery-related credits** - If something isn't available at the point of delivery, the system now waits an hour before issuing the invoice. This gives time to capture any item-level changes reported by the driver. As a result, we expect fewer credit notes and fewer queries for you to chase.
- **Smoother operations behind the scenes** - We've developed internal tools that reduce paperwork, improve stock accuracy, and help our teams get real-time insights from order picking to driver checks. That means less admin, faster turnaround and greater accuracy.
- **Smarter buying decisions for Fruit 'n' Veg** - We've built a central tool for our fruit and veg buyers to review the ever shifting market data, helping them make the best produce buying decisions every week.
- **Coming soon...Online Payments** - Soon, you'll be able to settle your account balance via the accounts portal. This will instantly update your account, even after hours, so if you need to place a last-minute order and are close to your credit limit, you won't have to wait.



We always welcome your feedback. If there's something you love, or something you think we could do better, we'd love to hear from you. Every suggestion helps us improve the service and systems that support you day to day.



## Bringing Our Albion Family Together

At Albion, we believe strong teams build even stronger communities — and that includes celebrating the people behind the scenes who help bring our products and services to life.

This July, we are opening our doors for a Family Fun Day, welcoming the families of our amazing team members for a day of laughter, food, and celebration.

### The day's plan includes:

- 🍷 **A bouncy castle for the kids (and a few brave adults!)**
- 🍔 **A BBQ feast to keep everyone smiling**
- 🎯 **Fun games and activities**
- 🏆 **Fantastic prizes, generously donated by our valued partners and suppliers**

It will be a heartfelt reminder that behind every great company are great people — and their families.

Thank you for being part of the wider Albion journey.

We love sharing moments like these that keep our team motivated, connected, and ready to serve you even better.

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issues?  
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**[help@albionff.co.uk](mailto:help@albionff.co.uk)**

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