



# Staying Ahead of Food Safety with Retail Technology Critical to The Henderson Group

Henderson Group Leverages Upshop Solutions to Ensure Legal Compliance & Nail Operational Efficiency



**4k+**

Ingredients hosted

**3k+**

Recipes hosted

**100+**

Locations



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—Darren Nickels,  
Head of Henderson  
Technology

## The customer

Since its founding in 1897, the Henderson Group has expanded into four independent entities: Henderson Wholesale (owning retail brands, SPAR, EUROSPAR and VIVO in Northern Ireland), which is complemented by subsidiary companies Henderson Technology and Henderson Print; Henderson Retail; Henderson Foodservice; and Henderson Group Property.

The 300-store SPAR chain has been delivering convenience retailing in Northern Ireland for over 60 years.

## The roadblock

Natasha's law presented an operational challenge for foodservice retailers across the UK. This legislation called for all food items produced and packed for sale to clearly display correct allergen and ingredient information.

## The solve

Upshop's Recipe Management and Label Printing solutions ensured Henderson Group Stores were fully compliant with EU1169 regulations and Natasha's Law. Correctly displaying allergen information and automating recipe processes helped streamline The Group's operations and significantly reduced associated labor.

## The impact

Upshop provided Henderson Group Stores seamless scalability, integration, and solution adoption. Eliminating manual processes and providing user-friendly technology has positively impacted store associates and internal processes. Guaranteed legal compliance and automated recipe systems lends the stores confidence in foodservice production and excitement for future Upshop innovations.

# Seeking Total Compliance

The Henderson Group needed a comprehensive compliance solution—and fast. On October 1st, 2021, Natasha’s Law came into full effect in the UK. This legislature required all food items produced and packed for sale to clearly display complete allergen lists as part of an effort to increase ingredient transparency, protecting both customers and businesses.

The introduction of Natasha’s law meant retailers under The Henderson Group – which operate convenience and forecourt stores under a number of brands including SPAR, EUROSPAR, VIVO and VIVOXTRA – needed a complete compliance solve, quickly. Total ingredient transparency is a massive undertaking that requires simple, smart, and connected technology able to synchronize labeling operations across locations. How does a foodservice business complete this task to scale?

With Natasha’s Law on the horizon, The Henderson Group entered the market seeking a solution for labeling. Enter Upshop.

The complexity of compliance on several scales is simple for a technology provider experienced in working with multiple-scale customers—Upshop was there with Label Printing to ensure legal compliance.

## Easy, Efficient Adoption

Beyond legal compliance, any solution The Henderson Group invested in needed to understand and address the complexities of c-store foodservice to make systems more efficient from the get-go. Manual ordering and recipe processes were a challenge to maintain compliance and automating with Upshop’s Recipe Management solution streamlined recipes and labeling for both the business and—perhaps more importantly—the team in store.

Darren Nickels, Head of Henderson Technology, emphasizes the importance of employee adoption when investing in retail technology.





We need to ensure [technology is] as efficient as possible,” he comments, noting that the technology “has to be slick for adoption, it has to be simple.”

Integrating Recipe Management into foodservice made processes immediately more efficient, thanks to Upshop’s ease of adoption. User-friendly interface allowed associates to easily do away with manual recipe-building processes and integrate automation into their foodservice systems—saving precious cost and time. Simple store deployment and an interface designed to The Henderson Group’s unique specifications created critical efficiency.

## A Roadmap for the Future

Beyond Natasha’s Law compliance and Recipe Management, The Henderson Group liked the future they saw with Upshop. “What really struck me was the roadmap of everything else that we could do,” says Nickels. “I didn’t want just a labeling solution—I wanted to know that once we had compliance [figured out], that there was then a path toward bringing efficiency to the business as well.”

Other service providers couldn't supply ways to grow down the line—Upshop was ready and willing to provide a roadmap of future solutions that would address operational challenges, enhance operational efficiency, and add to net profit.

So, what’s next for Upshop and The Henderson Group?

Production Planning is the next step in the journey, and Nickels says he’s also interested in exploring eCommerce fulfillment automation as this area of operations grow. “We need to [continue] understand[ing] data from our stores to ensure our continued growth and success,” Nickels points out. With a simple, smart, and connected cache of Upshop solutions in the foodservice areas of store operations, Henderson Group stores—and any store—can gain the historical and current data necessary to produce even more efficient operations.



**To learn more:**  
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<https://upshop.com/>

Upshop has been building store operations technology for 30+ years to provide simplified, smarter, more connected SaaS-based solutions for retailers and associates. Upshop has formed a singular platform that delivers end-to-end visibility, increased sales, major waste reduction, and streamlined labor efficiencies. 150+ retail chain accounts trust our software in over 30k+ stores, 9 countries, and 3 continents.