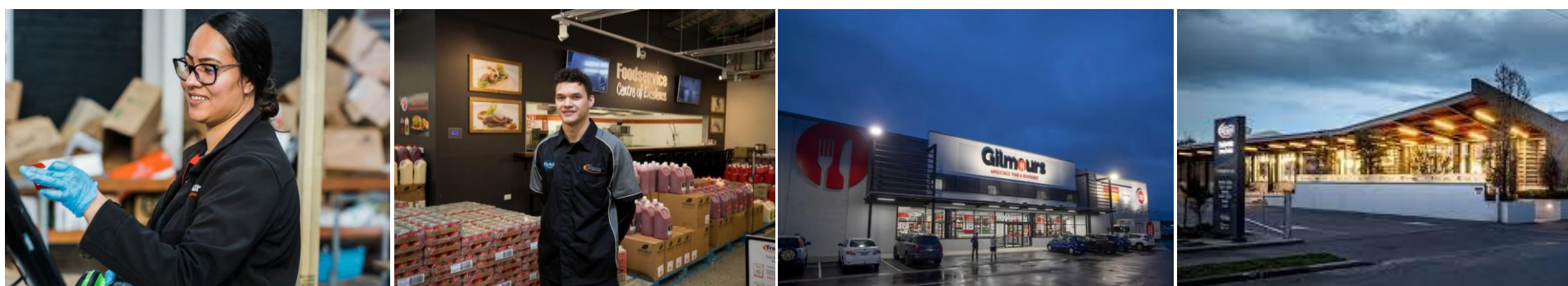


# Internal Model Schools & Kura Onboarding Pack

## Your Foodservice Partner

- Gilmours is part of the larger Foodstuffs Co-op
- In the South Island, our delivery partner is Trents
- The offer to Internal Model school and kura includes:
  - Fresh Produce, Butchery and Seafood
  - Grocery and Dry Ingredients
  - Chilled and Frozen Foods
  - Packaging
- Pricing is loaded each school term. Customer will receive our pricing or the latest promotional price being offered by our Gilmours/Trents store.
- Ordering is via Online, Email, Customer Services.
- Delivery information detailed on slide 6 of this pack



# Contact us

**Gilmours National Operations Lead / Project Manager – Tayla Hook**

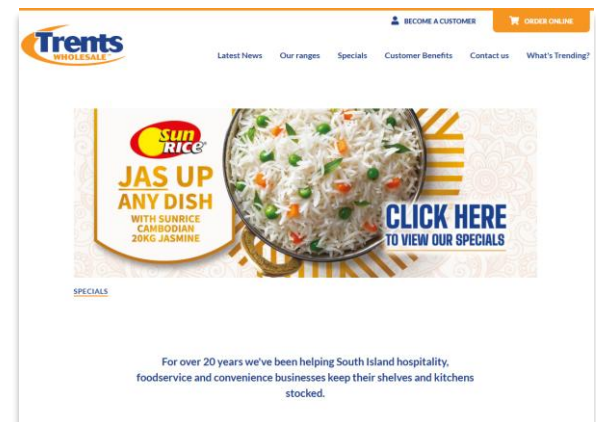
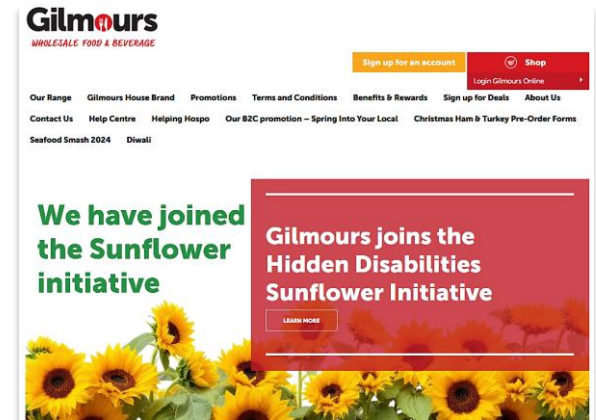
**Email:** [KaOraKaAko@Foodstuffs.co.nz](mailto:KaOraKaAko@Foodstuffs.co.nz)

## Customer Services – North Island (Gilmours)

- Phone: 0800 270 414
- Email: [orders@gilmours.co.nz](mailto:orders@gilmours.co.nz)
- Ethnic dedicated line: 中文热线电话: 0800 327 426
- Website: [www.gilmours.co.nz](http://www.gilmours.co.nz)
- Open Hours:  
Monday to Friday: 7am - 11pm  
Saturday: 8am - 3pm  
Sunday: 3.30pm - 11pm

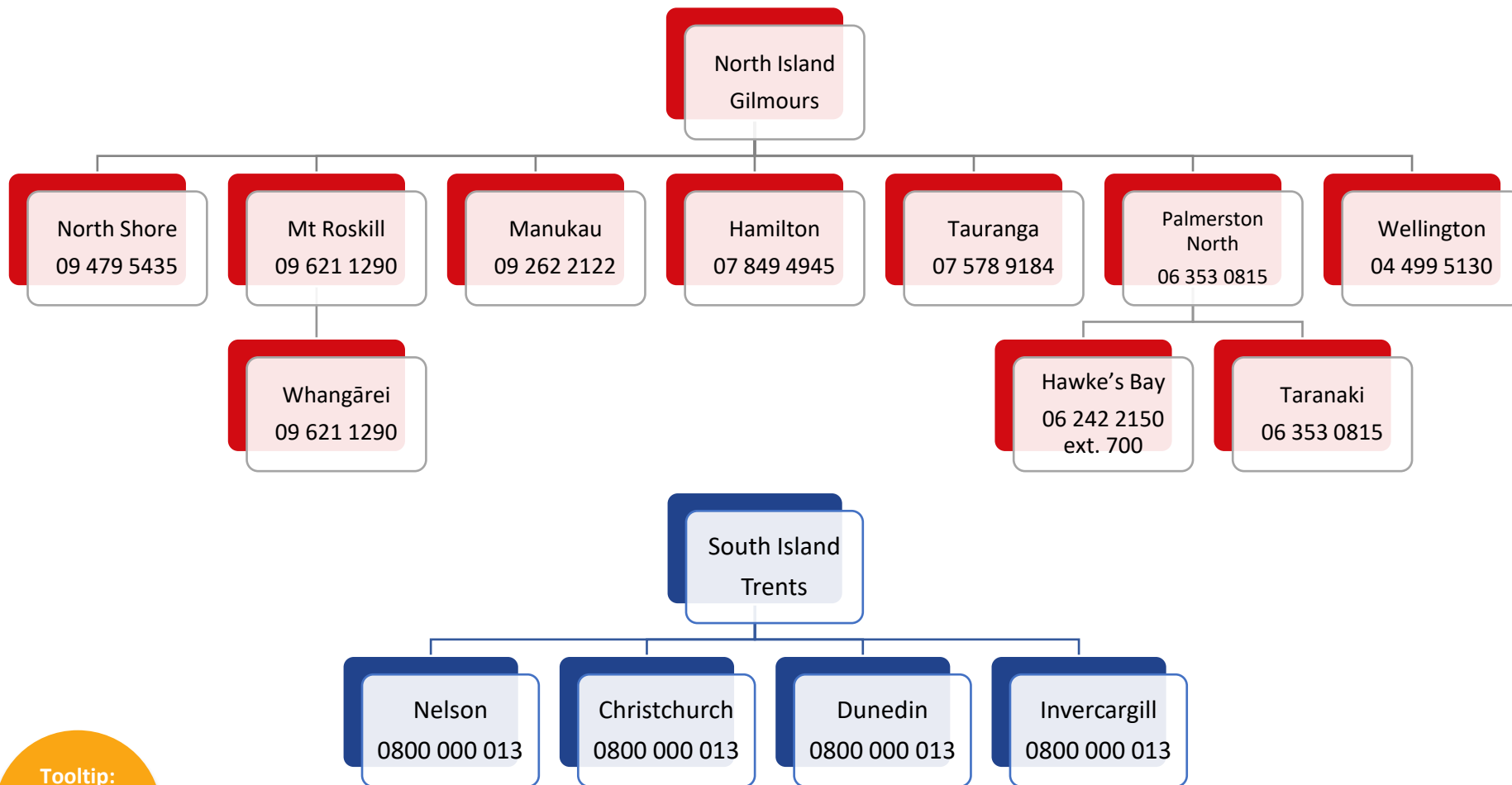
## Customer Services – South Island (Trents)

- Phone: 0800 000 013
- Email: [orders@trents.co.nz](mailto:orders@trents.co.nz)
- Website: [www.trents.co.nz](http://www.trents.co.nz)
- Open Hours:  
Monday to Thursday: 6:30am - 9:00pm  
Friday: 6.30am - 8:30pm  
Saturday: 6:30am - 2:00pm  
Sunday: 12:30pm - 8:30pm



## Store Contacts

Click on the required store below for contact information



**Tooltip:**  
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open in new  
tab

## Joining the Programme

- All schools and Kura are required to set up an account to join the School Lunch Collective programme.
- If you already have an account set up with Gilmours and/or Trents – please note you will still need to set up a separate account for Ka Ora, Ka Ako.
- **Next steps:** click on the button for your area below and complete the account form & accompanying details.
- **Please return your completed application forms to [KaOraKaAko@Foodstuffs.co.nz](mailto:KaOraKaAko@Foodstuffs.co.nz)**
- Once you have registered, we will complete credit checks, set up your account, and send you a confirmation email with your username and password, to begin ordering.
- You will also receive an updated list of products at this time.
- Payment is invoiced fortnightly; however, schools can be invoiced weekly if this suits your finance arrangements.
- Payment via Direct Debit is available also.

### North Island Gilmours Forms

[North Shore](#)[Mt Roskill](#)[Whangārei](#)[Manukau](#)[Hamilton](#)[Tauranga](#)[Palmerston North](#)[Hawke's Bay](#)[Taranaki](#)[Wellington](#)

### South Island Trents Forms

[Trents](#)

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# Online Ordering and Delivery

Ordering will be done via Gilmours Online

[www.online.gilmours.co.nz](http://www.online.gilmours.co.nz) or [www.online.trents.co.nz](http://www.online.trents.co.nz)

- Delivery will be done in temperature-controlled vehicles.
- Delivery frequency will be dependent on:
  - Existing delivery routes
  - Kura and schools' distance from delivery areas
  - Geographical location and our ability to service (some will require an additional discussion for a dedicated drop point).
- Delivery is free for orders over \$250.00
- \$20.00 delivery for orders under \$250.00

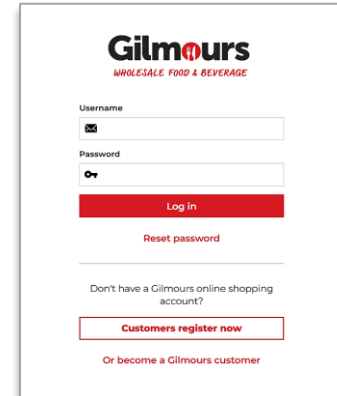
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Gilmours Online  
Ordering Instructions



Trents Online  
Ordering Instructions



**Gilmours**  
WHOLESALE FOOD & BEVERAGE

Username

Password

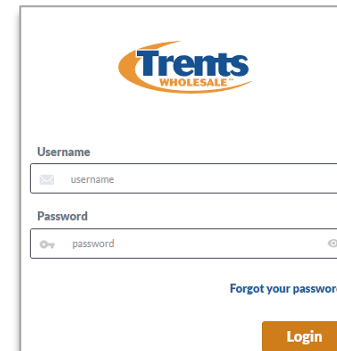
**Log In**

[Reset password](#)

Don't have a Gilmours online shopping account?

[Customers register now](#)

[Or become a Gilmours customer](#)



**Trents**  
WHOLESALE

Username

Password

[Forgot your password?](#)

**Login**



**Gilmours**  
WHOLESALE FOOD & BEVERAGE


**Trents**  
WHOLESALE™

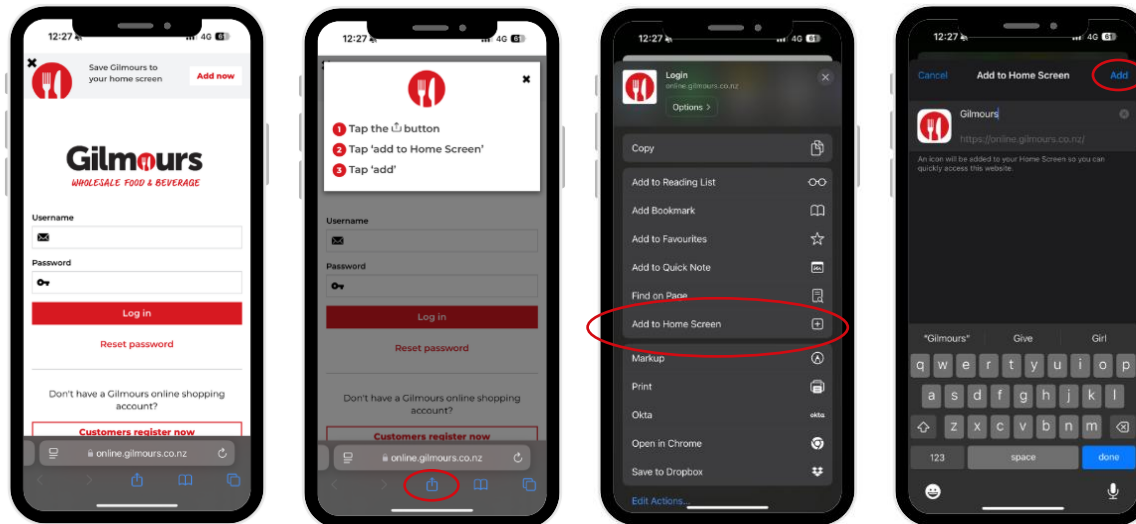
# Online Ordering and Delivery

## Gilmours Progressive Web Application

- iOS can add a short-cut to the home screen – screenshot instructions shown below.
- Note: Android users can “install” an app from the browser. Instructions are similar to the below.

### How To:

1. Click on the ‘add new’ prompt on the top right-hand side of the screen
2. Click on the  button
3. Click on the ‘add to Home screen
4. Click on ‘add’
5. Find the Gilmours icon and you can now launch Gilmours straight from your home screen



Feature not available for Trents Online users

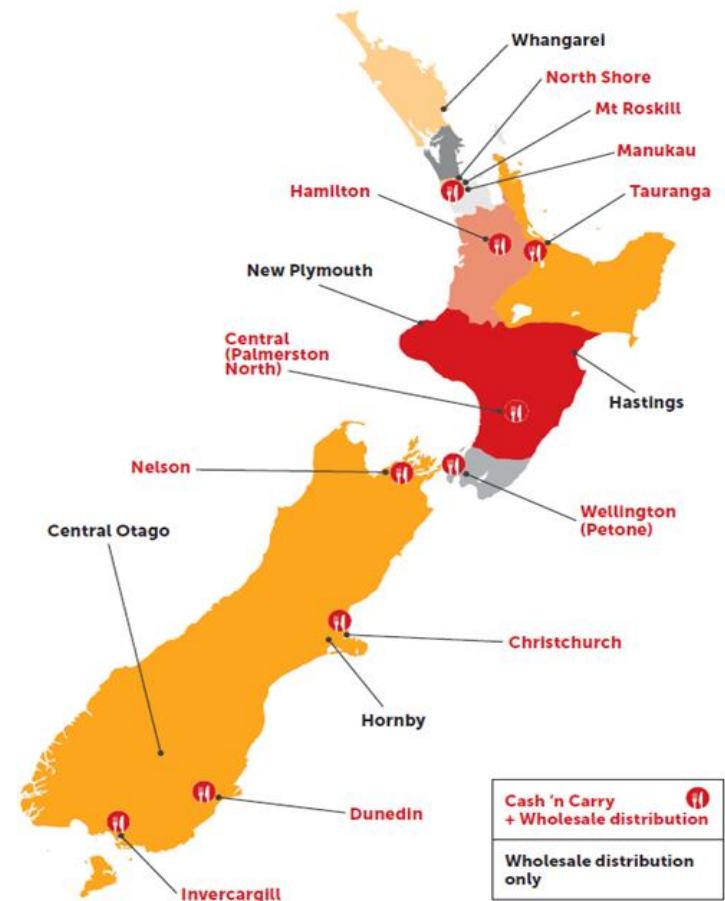


# Service Delivery Lead Times and Schedules

- **Delivery frequency** – Current delivery frequency will be observed, schools and kura wanting an increased frequency can work with their local Gilmours/Trents store to work through this.
- We will endeavour to meet both kura, schools and our operational requirements, in some cases this may mean a pickup from a central location closer to existing routes and customers.
- This may be a Four Square, New World, PAK'nSAVE or a place of mutual choice. Your local Gilmours/Trents store will be able to advise you exactly what we can offer.

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All Internal Schools





# Pricing and Offer

- Products may differ between North and South Island dependent on availability and best price.
- Fresh Produce and Protein (Butchery lines with the exception of Deli Meats) will be priced monthly and shared with sites accordingly.
- Remainder of basket will be priced for full term to assist with menu planning.
- Pricing will be loaded to accounts two weeks prior to term go-live for any buying ahead of term needed.
- Majority of products will be “core ranged” in stores, however forecasts will need to be worked with stores to ensure surety of supply.
- Supply on products such as fresh bread may differ based on geographical location (to be discussed with store representative).

**Please note – pricing is indicative only as this stage.**

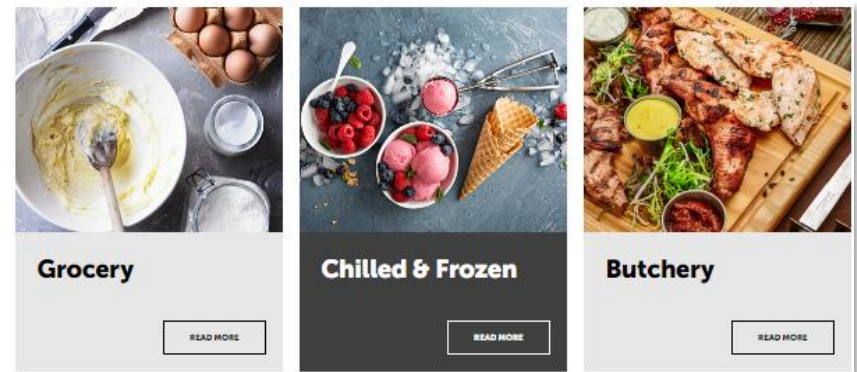
**As we build towards 13 January 2025, we will have defined pricing. As schools and kura come on board, we build scale which can refine pricing even further.**

Gilmours Product  
List (pdf)

Trents  
Product List (pdf)



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# Food Safety and Quality Management

## Food Safety Programme

Gilmours products are managed within the Foodstuffs Approved Supplier Programme and Food Safety Programme (FSP) in accordance with the agreement Foodstuffs has with the Ministry for Primary Industries. All suppliers we work with must comply with the NZ Food Safety laws and standards.

## Foodstuffs hold the following accreditations and memberships

- New Zealand Food Safety Authority certification
- HACCP
- Registered Risk Management programme (Government's Food Safety programme)
- MPI Risk Management programme
- MPI approved transitional facility
- Members of GS1, the body governing compliance and product recalls for food products
- The Food and Grocery Council.

## Food labelling, MLOR, NIPs & PIFs

- All Gilmours products have clear labelling showing dates, batch numbers and any allergen information.
- Products supplied with a minimum three-day shelf life, including the day of delivery
- PIFs and NIPs are available on request and are included on our online platform

## Recall process

Gilmours have policies and processes in place for the management of product recalls which acknowledges the level of the recall and the timelines, to make sure that product is recalled safely and disposed of appropriately. If a recall of product is required, contact will be made and instruction given at the time of recall.



# Here for New Zealand

**HereforNZ is our commitment to our communities, our people and our environment. It's our call to action and how we ensure we're acting in a way that will support future generations to thrive.**

## How do we achieve this?

- We get involved in community events and sponsorship for local teams, schools, kura, and not for profit organisations.
- We have partnerships with food banks, food rescue and community organisations that provide food and other services in their regional areas.
- We partner with community groups to set up social supermarkets to help those who are struggling in our communities.
- We work closely with our people, our suppliers, waste management partners and expert stakeholders to make sure being HereforNZ benefits our customers and communities.
- We empower our stores with the knowledge on where they can make the most difference
- We take steps to improve our ESG and transparency from our carbon footprint to packaging and procurement.
- We are leaders in sustainability.

Click here to learn more about  
**HereforNZ** and our sustainability  
journey

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**Gilmaours**  
WHOLESALE FOOD & BEVERAGE



**For more information or queries, please  
contact:**

**[KaOraKaAko@Foodstuffs.co.nz](mailto:KaOraKaAko@Foodstuffs.co.nz)**