

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



Gilmours
WHOLESALE FOOD & BEVERAGE

Trents
WHOLESALE™

Contact us

Gilmours Senior National Account Manager – Kirsty MacLean

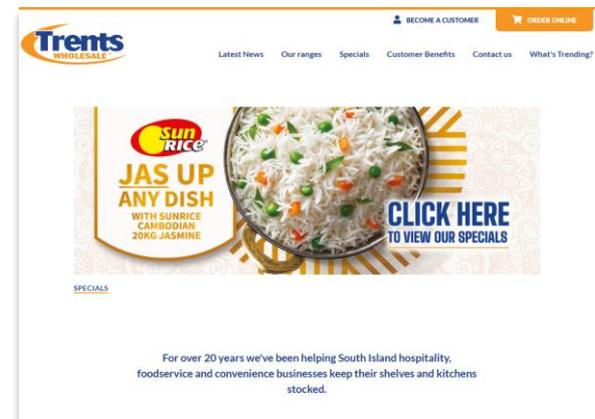
Email: KaOraKaAko@Foodstuffs.co.nz

Customer Services – North Island (Gilmours)

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

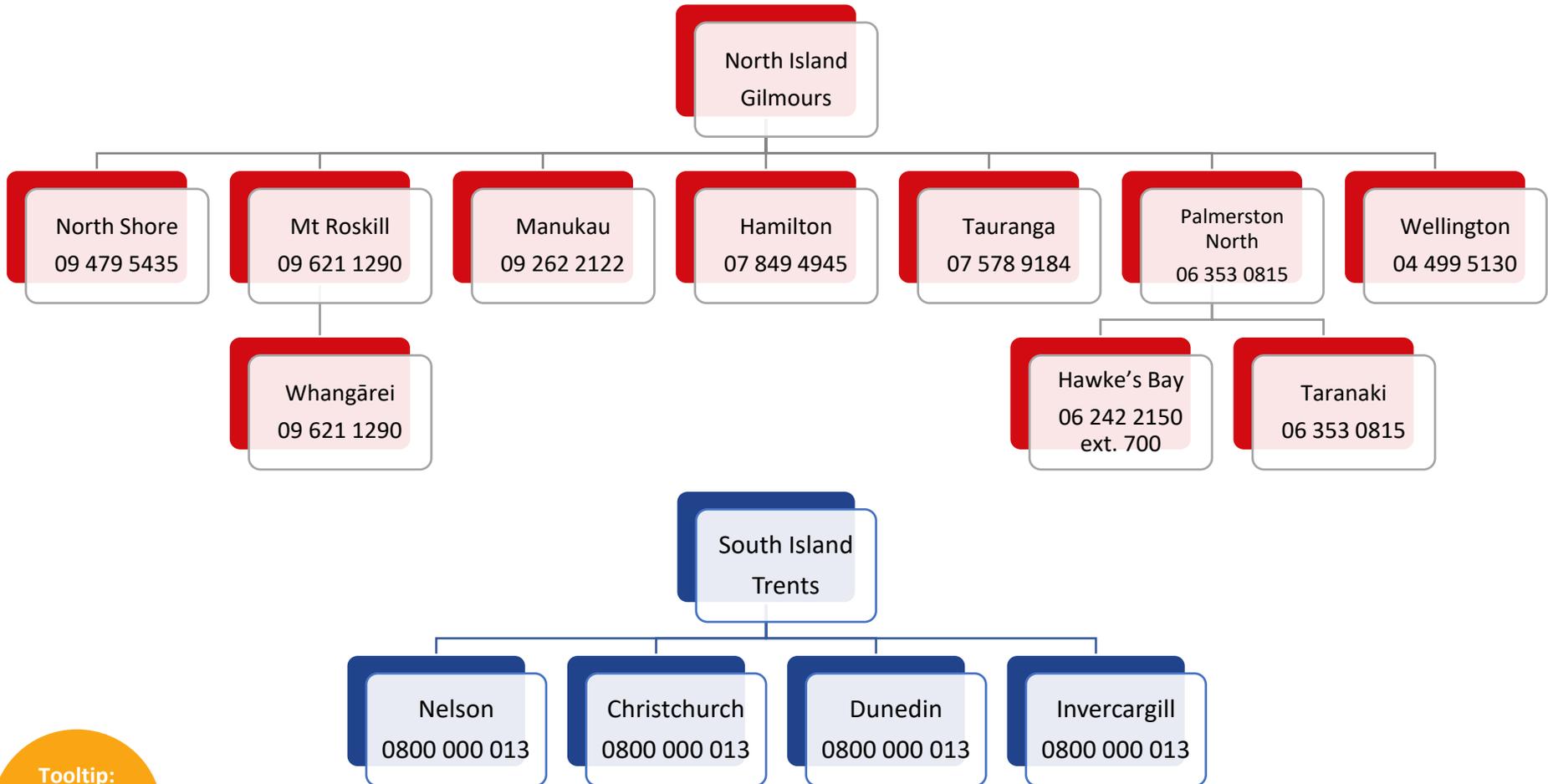
Customer Services – South Island (Trents)

- Phone: 0800 000 013
- Email: orders@trents.co.nz
- Website: 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:
Ctrl+click to
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 the Healthy School Lunches programme.
- **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**
- 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](#)

Tooltip:
Ctrl+click to
open in new
tab

Gilmours
WHOLESALE FOOD & BEVERAGE

Trents
WHOLESALE™

Online Ordering and Delivery

Ordering will be done via Gilmours Online
www.online.gilmours.co.nz or 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

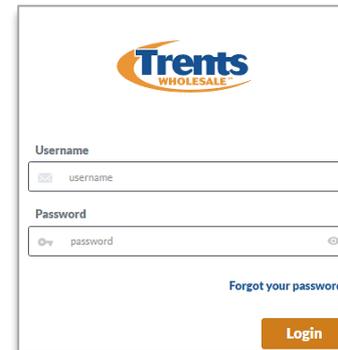
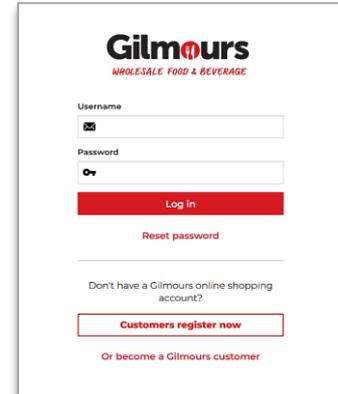
Tooltip:
 Ctrl+click to
 open in new
 tab



Gilmours Online
 Ordering Instructions



Trents Online
 Ordering Instructions



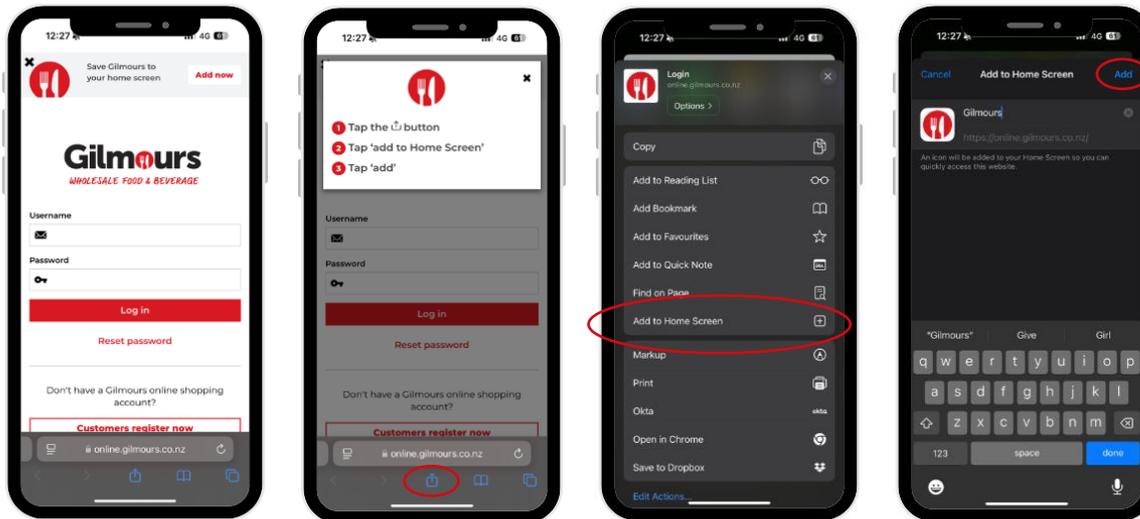
Online Ordering and Delivery

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

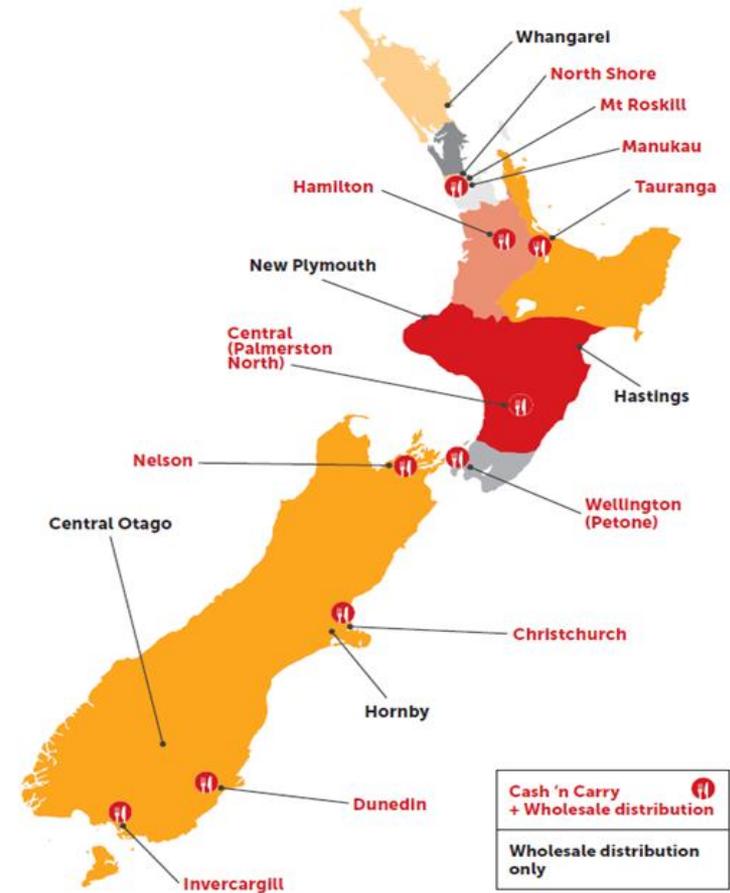
Service Delivery Lead Times and Schedules

- **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.

Tooltip:

Ctrl+click to
open in new
tab

All Internal Schools

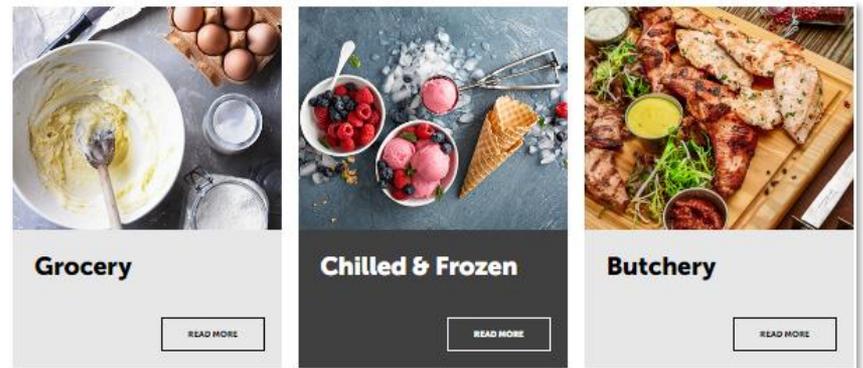


Gilmours
WHOLESALE FOOD & BEVERAGE

Trents
WHOLESALE™

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).
- Termly product prices are available on the [Gilmours](#) & [Trents](#) website as well as the [Ministry of Education website](#).



Gilmours
WHOLESALE FOOD & BEVERAGE

Trents
WHOLESALE™

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

Tooltip:
Ctrl+click to
open in new
tab



Gilmours
WHOLESALE FOOD & BEVERAGE



For more information or queries, please contact:

KaOraKaAko@Foodstuffs.co.nz