

Monday 16th March 2020

Dear Building Partner,

UPDATE: INFORMATION REGARDING MATERIALS SUPPLY RE: COVID-19

As your building supplies partner, we know that the current COVID-19 pandemic and the potential effects on businesses, organisations, and teams are top of mind for many of us right now. We wanted to provide you with an update in relation to ongoing materials supply and any potential disruptions that may occur in the future due to COVID-19.

Our dedicated team are meeting regularly to ensure we, as a merchant and employer, have a sound plan, including the latest information from health authorities, and are in a position to identify and evaluate any risk or interruptions as early as possible.

Key details:

We have been monitoring the situation and will continue to do so.

Our procurement team are receiving frequent updates from all suppliers to our business.

At this current time, there have not been any supply disruptions due to the outbreak.

However, as things continue to evolve and remain fluid, if we do receive any such notification about disruption to upcoming supply that may impact you, we will endeavour to communicate this.

If the supply of a certain product is delayed, CARTERS will be looking to provide alternative products where possible and ensure you are aware of these changes and/ or substitutions.

As always, we are also focussed on ensuring that the health and safety of you and your team, as well as our team, is a priority. Please let our local branches know in advance if you have concerns about the ability for us to make deliveries or visit your site. Our Trade

Portal online ordering system is now also available if you have an account and wish to make use of this – please speak to your branch or Account Manager to request access

You can stay up to date on health advice in NZ [here](#), or as a business, you might [need a plan](#) too? CARTERS will also issue all further communications via our website and email, www.carters.co.nz

If you would like to discuss anything in relation to the above or have any specific questions, please do give me a call.

Vince Locke

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