

The logo for CARTERS, featuring the word "CARTERS" in white, bold, uppercase letters on a dark green rectangular background, with a small red square to the right of the text.

Your **Building** Partner

The logo for CARTERS, featuring the word "CARTERS" in white, bold, uppercase letters on a dark green rectangular background, with a small red square to the right of the text. Below it, the text "Your Building Partner" is written in white, with "Building" in red.

BUSINESS UPDATES

Friday 17 April 2020

Dear Building Partner,

A photograph of a construction worker wearing a white hard hat and safety glasses, carrying a long wooden beam on his shoulder. The background shows a construction site with scaffolding and other workers.

GETTING BACK TO THE BUSINESS OF BUILDING

With anticipation of the lockdown being over and moving to alert Level 3 soon, we wanted to let you know the ways we plan to support your business getting back onsite and back building again. The key here for your safety and ours, is that we take appropriate steps to minimise the risks.

Here are some solutions we plan on implementing as we begin to re-commence trading again. Things will not be the same as they once were, so please bear with us as we adapt and make changes where necessary.

A photograph of a delivery worker wearing a high-visibility orange vest and a white hard hat, loading a yellow box onto the back of a white van. The van is parked in a lot with other vehicles.

TRADING FOR DELIVERIES OR CLICK & COLLECT ORDERS

We intend to re-open our branches under alert level 3 with our model shifting to a delivery or click & collect operation in accordance with the Government's advice.

Delivery is our preferred method for getting product to you. While we will be doing everything we can to maximise this service, as with any business changes to standard operations at this time, please be mindful as we get up to speed trading under the 'new normal'.

Please check in with your [local branch](#) as to how they will be working to facilitate click & collect orders with contactless pickup onsite.

ORDER IN ADVANCE



Placing an order from your couch, site or office is the best option.

- We encourage you to use [CARTERS new Trade Portal](#) to place your orders online. If you haven't had a login set up yet, please contact your Account Manager or branch to get started.
- Phone our telesales team or local branch to place an order.
- If you are used to emailing your orders, please continue to do this.
- Contact your Account Manager with any queries you may have.

Please be clear when placing your order if it is for delivery or collection. We will keep you informed of ETA's when confirming your order with you.

DELIVERY TO SITE



Our delivery services to site will operate with a couple of changes. Please share in advance when placing your order any special procedures you have in place which we will need to comply with on arrival.

- We won't be asking you to sign paper documents, but our drivers will ask for your name or take a photo of your delivery instead.
- Please be mindful of physical distancing and remain 2m apart from your driver where possible.

PRODUCT SUPPLY



We've been keeping in contact with our key product suppliers. They have re-assured us that they will be re-opening their businesses and able to supply us with product under Alert Level 3.

If you are undertaking site checks when returning, please refer to the supplier's guidance if you have any doubts with the performance of products which have been exposed.

OUR TEAM



We've also put in place a few checks to make sure our teams who will be working in-branch are fit and healthy to come to work each day. They will be completing a daily health assessment and monitoring their wellness.

Where team members can work from home as recommended by the alert level guidance, they will continue to do so. Please feel free to phone or email your CARTERS representatives as you normally would.

Thank you for supporting our business and helping with keeping each other safe. We'll be in touch again next week with an update following the Government's announcement on Monday 20th.

We trust this assists with your planning and preparation for a safe return to work. For more information, please email CartersFeedback@carters.co.nz or visit our website <https://www.carters.co.nz/business-updates>.

Regards,

Your CARTERS Team