

CARTERS
Your **Building** Partner

BUSINESS UPDATES

TRADING UNDER LEVEL 3

22nd April 2020

Dear Building Partner,

Following our recent communication on Friday last week, and since the Prime Minister has made her announcement, we are prepared and ready to support you as you begin returning to the worksite from next Tuesday 28th April.

We are following the government's guidance for level 3 and will be operating for deliveries or contactless collection of orders only as previously advised. [Read more about this here.](#)

CARTERS TRADE PORTAL

Our new [CARTERS Trade Portal](#) will be the easiest way to place orders online if you're a trade credit account holder. Speak to your Account Manager or local branch if you have not yet been set up with a login.

BRANCH OPENING TIMES

FROM TUESDAY 28TH APRIL

CARTERS Branches will be opening as per our [normal opening hours](#) from Tuesday 28th April. Our showrooms will be closed except to those undertaking essential services.

- Delivery is our preferred method for getting product to you.
- If you wish to make a collection, please place an order in advance via the Trade Portal, email or phone prior to arriving on site, that will make life a lot easier for everyone. Check with your local branch on how they will operate this service.

DELIVERY TO SITE

We appreciate you may have specific requirements of us when we deliver to your site. Please help us to understand these when you place an order.

We have developed a document for our delivery drivers which they can share with you to advise of our processes on arrival, plus our telesales will ask you specific questions when you call to place an order. The main point is we will maintain the 2m physical distancing practices when dropping off product.

MAKING A CONTACTLESS PICK-UP



Entry to our sites will be carefully managed for your safety and that of our teams to limit face-to-face contact, as recommended. We'll undertake a check as you arrive to see if you've placed an order, take your name and details to support contact tracing if necessary and let you know any new site procedures.

Our aim is to facilitate a contactless collection, so we will not be asking you to sign any paperwork during this time.

Thorough cleaning and sanitation measures have also been put in place, as well as a staff health check assessment so we can ensure we minimise any risk and adhere to best practice guidelines.

INDUSTRY RESOURCES



Construction Standards

On our [website you can find information](#) on how to keep everyone safe on your sites and develop your own Return to Work plans. On the [CHASNZ site](#) there is a useful guidance document which has been developed in conjunction with several industry bodies to assist with this process.

Product Information

If you have concerns about product which may have been exposed onsite during the last few weeks, we have collated [information sheets on our website](#) for you to download as you begin to address this.

SITE SAFETY SIGNS



As part of the construction standards, you may require signage for your sites as part of your Return to Work H & S plan. [You can download a copy of suitable site signage here](#). The signage files are ready for you to have printed at your local printer in order to save time as we understand you might need these for operating on day one.

ADVANTAGE REDEMPTIONS



For our Advantage Loyalty members, under level 3 any orders you have placed already or upcoming orders you may make via the [Advantage rewards website](#) will be able to be shipped. Please contact info@cartersadvantage.co.nz if you have any queries.

If you have any concerns about heading back to business, please let us know. We are here to partner with you and make getting back onsite as easy as possible. Thanks for sticking to your bubble, sticking with us and keeping NZ safe.

For more information, please email CartersFeedback@carters.co.nz or visit our website <https://www.carters.co.nz/business-updates>.

Regards,
Your CARTERS Team