

30 August 2021

Dear Building Partner,

With the news that all of NZ located south of the Auckland border is able to move to alert Level 3 from this Wednesday, 1st September, we wanted to let you know how we'll be operating our branches to support your business getting back onsite and building again. We're all about safety, so it's important that we all take appropriate steps to minimise the risks for all of us.

## CURRENT ALERT LEVEL WORKING PROTOCOLS

### GETTING BACK ONSITE

Before heading back to site, check the latest COVID-19 Construction industry protocols which have been recently updated [here](#).

You may require signage as part of your Site H&S plan. You can download a copy of suitable site signage [here](#) to have printed at your local printer.

Other useful information can be found on the [Building Performance website](#) or [WorkSafe](#).

### TRADING FOR DELIVERIES OR CLICK & COLLECT ORDERS

We encourage you to [order in advance for delivery or contactless collection](#), as we can't accept walk-ins to our showrooms, bulk stores or yards at this time.



#### Delivery is our preferred method for getting products to you.

While we will be doing everything we can to maximise this service, please be mindful as we get back up to speed processing orders there may be some delays.

#### Contactless collection

You can expect to see someone on the gate at most branches controlling the traffic. Follow the signage and team's instructions once you arrive.

#### You will need to:

- Scan with the QR code app – we'll have it easily visible or hold it up to your window.
- Wear a face covering.
- Stay in your vehicle & keep windows closed where possible.
- Keep 2m physical distance.
- Call ahead to make sure the team are expecting you – some branches may be operating booking times.

## CONTACTLESS COLLECTION AREA



Please follow  
staff instructions

### DELIVERY TO SITE

Our delivery services to site will operate with a couple of changes for safety. Please share in advance 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. There is a backlog of orders which they'll be working hard to take care of in the first few days, plus we expect there will be a delay with inwards goods and domestic freight to our branches, so plan with this in mind.

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 that have been exposed to the elements.

### OUR TEAM

Where team members can work from home as recommended, 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 to keep each other safe.

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

Regards,

Mike Guy  
Chief Executive