



BUSINESS UPDATES

6th April 2020

Dear Building Partner,

As we are now approaching two weeks on lockdown and although it is a challenging time for us all, we hope you are adjusting to home-life, wherever that may be in New Zealand, and keeping in touch with those that matter most.

We're also keen to stay in contact with you through this time to support your business.



MATERIALS SUPPLY FOR ESSENTIAL SERVICES CONTINUES

We have had various requests across the country for those undertaking [essential services work](#). CARTERS will continue to assist where we can with materials for this purpose, with some branches on restricted hours to provide this service. Please note some products may be in limited supply. You can contact your local CARTERS representative to facilitate this as required.



YOUR CARTERS TEAM

As a business, the impact of COVID-19 has not escaped us either, but we are continuing to remain committed to our customers, suppliers and of course our staff. CARTERS teams across the country have been working from home where possible since the 23rd March on full pay.

However, we thought you should be aware that we have asked any staff not facilitating essential services work or detailing designs to take paid leave from the 9th April to 22nd

April to assist getting through this period. This includes sales, estimating, manufacturing, distribution and National Support Office. Be assured, teams will remain available to provide product to those undertaking essential work.

PRODUCT SUPPLY UPON RE-OPENING



In our first announcement on the 16th of March, we advised that we are monitoring our stock levels. CARTERS branches were well stocked prior to the lockdown and we continue to work closely with our supply partners who have stocks available. In the event that we all return to work at once, there will be some constraints on the delivery supply chain for all industries. We expect it to take around a week for things to resume some normality and for suppliers' backorders to clear. Perhaps take this into account with your planning.

FINANCIAL



We're all in this together seems apt for this topic as it's a tricky situation for most. If you have any questions or concerns, please do speak to us. The Government has made various business support available. Please check out <https://covid19.govt.nz/government-actions/financial-support/> for more details.

CONSTRUCTION TRADE COVID-19 INFORMATION



We have set up a place for trade related information during this time to keep you informed and provide easy access to key sources for updates, learning and more.

View it here: <https://www.carters.co.nz/trade-leader-online>

TRADE LEADER MAGAZINE APRIL/ MAY ISSUE ONLINE NOW



Our Trade Leader magazine is available now online, due to current printing restrictions. There are some handy articles to keep up your LBP knowledge, view it here:

<https://www.carters.co.nz/trade-leader-magazine>

We look forward to letting you know when we are able to re-commence trading again across all of our branches and getting back to the business of building New Zealand with you.

If you have any questions please don't hesitate in contacting us via CartersFeedback@carters.co.nz or check the updates on our website, <https://www.carters.co.nz/business-updates>.

Regards,

Mike Guy

Chief Executive