

**Following the government announcement last night, we are preparing to support you and your business as the Auckland region goes to alert Level 3 at 12pm today. The restrictions will be in place until midnight Friday 14th August, when there will be further notice from the Government.**

Your health and that of your family, friends, co-workers, the community and our country is important. The work we have all done during the previous lock down means we have good procedures in place to manage again this time around.

Below we've outlined what operating at level 3 will look like for you at our Auckland sites.

## AUCKLAND BRANCH OPENING TIMES

FROM THURSDAY 13TH AUGUST

**CARTERS Branches will be opening as per our normal opening hours from Thursday 13th August.** 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.

## CARTERS TRADE PORTAL

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. Or you can [click here to request a login now](#).

Attached [here](#) is a brief set of instructions to get the Trade Portal on your phone or tablet home screen to make shopping on the go easier.

## HEADING INTO OUR BRANCHES

If at some stage you do need to visit our branches to collect an order or make a purchase;

- **Check your health** – are you feeling sick? Please stay home.
- **Contact tracing** - Ensure you have downloaded the government app so you can sign in at the branch. [Click here to download](#).
- **Showroom space** - There may be limitations on the number of people allowed in branch at one time.
- **Observe the 2m rule** – for physical distancing and at the counter.
- **Wear a mask and use sanitiser before entering**, don't shake hands.
- **Follow guidance from our teams.**

## 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. Our delivery drivers have documentation 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. Please 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 the face-to face-contact, as per recommended guidelines. We'll undertake a check as you arrive to see if you've placed an order and let you know any new site procedures. You will not be asked to sign any paperwork during this time to ensure a contactless collection.

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.

## SITE SAFETY SIGNS

As part of the construction standards when operating your sites in Level 3, you may require signage as part of your Site 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 as soon as possible.

We've been through this once and we will get through it again. Stay safe and please don't hesitate to contact our team if you need support. We are here to partner with you to make this process as easy as possible.

We will be updating you over the next few days as the government releases more information.

If you have any questions please don't hesitate in contacting us via [CartersFeedback@carters.co.nz](mailto:CartersFeedback@carters.co.nz) or check the updates on our website, [www.carters.co.nz/business-updates](http://www.carters.co.nz/business-updates)

Regards,  
Mike Guy  
Chief Executive