

Dear Building Partner

Following the government announcement last night, we are preparing to support your businesses as we change alert levels.

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 set out what how we'll operate within your area.

We will be reinstating the procedures of Level 2, but most importantly we ask you maintain 2m physical distancing when visiting our branches.

HEADING INTO OUR BRANCHES

Under the guidelines, of level 2 we can still allow customers to shop in-store. **We will have several measures in place, particularly around the showroom to keep everyone safe;**

- **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.**

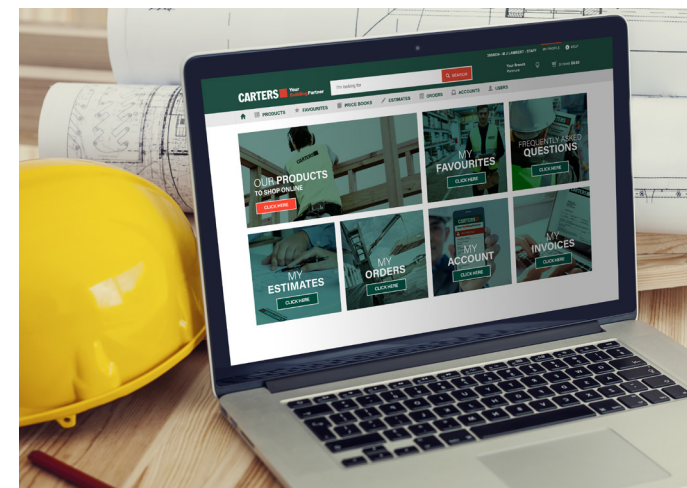
PAYING IN-STORE

If you choose to pay for your goods at the counter in-store, we will ask you to step forward and place the product on the counter, then step back to the barrier while we process your sale. Then you can step forward to collect your items and make payment once the transaction is ready.

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.



SITE SAFETY SIGNS

As part of the construction standards when operating your sites in Level 2, 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 or check the updates on our website, www.carters.co.nz/business-updates

Regards

The CARTERS Team