

20 September 2021

Good afternoon,

Now that it's been confirmed Auckland will move to Level 3, we're looking forward to re-opening the below branches for delivery or contactless collection on Wednesday 22 September so you can get your supplies sorted, safely and easily.

**Warkworth | Whangaparaoa | Albany | Glenfield | Henderson | St Lukes  
Onehunga | Panmure | East Tamaki | Papakura | Pukekohe | Drury**

#### **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.

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## **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](#).

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Here's a quick re-cap on how we'll be operating in Auckland at Level 3:



**Contactless delivery or collection available**

**Order in advance online**

**Scan in using the NZ Covid Tracer App**

**Call or email ahead to arrange a collection time**

**Wear a face covering**

**2m physical distancing**

**Stay in your vehicle**

**Follow our team's instructions**

**No walk-up customers at this time**

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## ORDERING IN ADVANCE

Get your ordering sorted easily using our online partner tools – CARTERS [Trade App](#) or [Trade Portal](#). If you need a login, request one online [here](#). For online support, call [0800 227 889](tel:0800227889), or email [tradeportalsupport@carters.co.nz](mailto:tradeportalsupport@carters.co.nz).



## CONTACTLESS COLLECTION AREA



Please follow staff instructions

### 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:

- Call ahead to make sure the team are expecting you – some branches may be operating booking times
- Scan with the QR code
- Wear a face covering
- Stay in your vehicle & keep windows closed where possible
- Keep 2m physical distance



### DELIVERY TO SITE

If you have special procedures we need to follow when making a delivery, remember to let us know when you place your order.

We won't be asking you to sign paper documents. Our drivers will ask for a name or take a photo of your delivery instead.



### F & T MANUFACTURING

Along with our other manufacturing plants, our Auckland site is back up and running again. The Auckland team will be working through rescheduling deliveries due to take place prior to lockdown and forward work to provide an update for your jobs as soon as we can.



## PRODUCT SUPPLY

After the lockdown, there may be some temporary supply constraints. We encourage you to talk to your local team about your jobs so we can work with you to understand your requirements.

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## OUR TEAM

Please feel free to phone or email your CARTERS representatives as you normally would, however, some of them might still be working from home as recommended.

Thanks again 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 [www.carters.co.nz/business-updates](http://www.carters.co.nz/business-updates).

Regards,

Mike Guy  
Chief Executive

**CARTERS**  Your  
Building Partner