

2 September 2021

Good afternoon,

Now that it's been confirmed Northland will move to Level 3 tonight at 11:59pm, we're looking forward to re-opening our below branches in the region tomorrow so you can get your supplies sorted, safely and easily.

**Kaitaia | Kerikeri | Dargaville | Whangarei | Mangawhai | Maungaturoto**

Here's a quick re-cap on how we'll be operating 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

You can read more about this in our trading under Level 3 update [here](#).

## 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).



## 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

All manufacturing sites around NZ are now back up and running, except for Auckland. Our teams 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

With Auckland still at Level 4, 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 <https://www.carters.co.nz/business-updates>.

Regards,

Mike Guy  
Chief Executive

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