

Sunday 28th February 2021

Dear Building Partner,

With the announcement last night that the alert levels have changed as of 6:00am this morning for the next 7 days, CARTERS will be opening tomorrow with updated operating procedures in place. Our aim is to process your orders as efficiently as possible to keep things moving for you.

Since we did this recently, you'll most likely be familiar with how this works so we'll keep this brief. All branches will be opening as per our normal trading hours.

AUCKLAND BRANCHES - LEVEL 3

Our teams are ready to assist with your contactless orders, however please follow the below:

- **Showrooms are closed.** (Except to those undertaking essential services)
- **Order in advance** - Use our Trade Portal, contact your Account Manager, telesales or call your local branch.
- **Delivery is our preferred option where possible**
- **Contactless collection is available** - please specify at the time of ordering
- **Follow the guidance** – Scan in, observe the 2m rule and check your health beforehand.

All scheduled deliveries will still take place tomorrow morning from CARTERS Manufacturing. Please ensure you advise us if you require changes to your schedules.

REST OF NZ - LEVEL 2

Here's a quick cheat sheet on our [Level 2](#) procedures.

- **Observe the 2m rule** – for physical distancing and when paying at the counter.
- **Showroom space** - there may be limitations on the number of people allowed in branch at one time.
- **Follow the guidance** – Scan in, observe the 2m rule and check your health beforehand

EVENT UPDATES

A banner image showing a trade show or event. In the background, there are signs for 'TAKE OUR TRADE PORTAL' and 'CARTERS Your Partner'. People are seen interacting at a booth.

CARTERS were participating in the **CONZTRUCT event series** in Christchurch, Dunedin, Invercargill and Queenstown. None of these events will now take place this coming week. Back up-date options in April will be announced shortly.

CARTERS TRADE PORTAL

A banner image showing a person's hands typing on a laptop keyboard. The background is a blurred office or construction site.

[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 ordering on the go easier.

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 in the coming 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, <https://www.carters.co.nz/business-updates>.

Regards,

Mike Guy
CHIEF EXECUTIVE