

**NOTICE TO ALL CLIENTS**

**RE: WAREHOUSE OPERATIONAL HOURS**

Please review the below information relating to seasonal factors that may impact your business, and share these with your internal Teams/Departments as required.

*Seasonal Freight Volumes*

As seasonal freight volumes increase, we are focused on how our freight is managed, and therefore the service delivery through to our end customers.

There are a number of initiatives which we have implemented to ensure the best chance of avoiding delays over this critical period, such as:

- Supplier analysis of departure times from all depots to all destinations
- Coordination of additional collections from our warehouses, tied into the above
- Online team prioritizing orders to ensure earliest freight collections are achieved

*Warehouse Operational Hours*

To assist with the planning through the holiday season for your business, please see the below table regarding warehouse operational hours:

| SEASONAL OPERATION HOURS      | PORT HILLS ROAD 1, 2 & 3    |                     |              | JIPCHO ROAD & MACES ROAD |                     |              | KENNAWAY ROAD 1 & 2 |                     |              | CAERPHELLY PLACE |                     |              |
|-------------------------------|-----------------------------|---------------------|--------------|--------------------------|---------------------|--------------|---------------------|---------------------|--------------|------------------|---------------------|--------------|
|                               | OPENING TIME                | FINAL ORDER CUT-OFF | CLOSING TIME | OPENING TIME             | FINAL ORDER CUT-OFF | CLOSING TIME | OPENING TIME        | FINAL ORDER CUT-OFF | CLOSING TIME | OPENING TIME     | FINAL ORDER CUT-OFF | CLOSING TIME |
| Friday, 14th December 2018    | Standard hours of Operation |                     |              |                          |                     |              |                     |                     |              |                  |                     |              |
| Saturday, 15th December 2018  | CLOSED - SATURDAY           |                     |              |                          |                     |              |                     |                     |              |                  |                     |              |
| Sunday, 16th December 2018    | CLOSED - SUNDAY             |                     |              |                          |                     |              |                     |                     |              |                  |                     |              |
| Monday, 17th December 2018    | 8:30am                      | 2.00pm              | 5.00pm       | 8:30am                   | 2.00pm              | 5.00pm       | 8:30am              | 2.00pm              | 5.00pm       | 8:30am           | 2.00pm              | 5.00pm       |
| Tuesday, 18th December 2018   | 8:30am                      | 2.00pm              | 5.00pm       | 8:30am                   | 2.00pm              | 5.00pm       | 8:30am              | 2.00pm              | 5.00pm       | 8:30am           | 2.00pm              | 5.00pm       |
| Wednesday, 19th December 2018 | 8:30am                      | 2.00pm              | 5.00pm       | 8:30am                   | 2.00pm              | 5.00pm       | 8:30am              | 2.00pm              | 5.00pm       | 8:30am           | 2.00pm              | 5.00pm       |
| Thursday, 20th December 2018  | 8:30am                      | 2.00pm              | 5.00pm       | 8:30am                   | 2.00pm              | 5.00pm       | 8:30am              | 2.00pm              | 5.00pm       | 8:30am           | 2.00pm              | 5.00pm       |
| Friday, 21st December 2018    | 8:30am                      | 11.00am             | 1.30pm       | 8:30am                   | 11.00am             | 1.30pm       | 8:30am              | 11.00am             | 1.30pm       | 8:30am           | 11.00am             | 1.30pm       |
| Saturday, 22nd December 2018  | CLOSED - SATURDAY           |                     |              |                          |                     |              |                     |                     |              |                  |                     |              |
| Sunday, 23rd December 2018    | CLOSED - SUNDAY             |                     |              |                          |                     |              |                     |                     |              |                  |                     |              |
| Monday, 24th December 2018    | 8:30am                      | 11.00am             | 1.30pm       | 8:30am                   | 11.00am             | 1.30pm       | 8:30am              | 11.00am             | 1.30pm       | 8:30am           | 11.00am             | 1.30pm       |
| Tuesday, 25th December 2018   | CLOSED - CHRISTMAS DAY      |                     |              |                          |                     |              |                     |                     |              |                  |                     |              |
| Wednesday, 26th December 2018 | CLOSED - BOXING DAY         |                     |              |                          |                     |              |                     |                     |              |                  |                     |              |
| Thursday, 27th December 2018  | 8:30am                      | 12.00pm             | 3.00pm       | 8:30am                   | 12.00pm             | 3.00pm       | 8:30am              | 12.00pm             | 3.00pm       | 8:30am           | 12.00pm             | 3.00pm       |
| Friday, 28th December 2018    | 8:30am                      | 12.00pm             | 3.00pm       | 8:30am                   | 12.00pm             | 3.00pm       | 8:30am              | 12.00pm             | 3.00pm       | 8:30am           | 12.00pm             | 3.00pm       |
| Saturday, 29th December 2018  | CLOSED - SATURDAY           |                     |              |                          |                     |              |                     |                     |              |                  |                     |              |
| Sunday, 30th December 2018    | CLOSED - SUNDAY             |                     |              |                          |                     |              |                     |                     |              |                  |                     |              |
| Monday, 31st December 2018    | 8:30am                      | 11.00am             | 1.30pm       | 8:30am                   | 11.00am             | 1.30pm       | 8:30am              | 11.00am             | 1.30pm       | 8:30am           | 11.00am             | 1.30pm       |
| Tuesday, 1st January 2019     | CLOSED - NEW YEARS DAY      |                     |              |                          |                     |              |                     |                     |              |                  |                     |              |
| Wednesday, 2nd January 2019   | CLOSED - NEW YEARS HOLIDAY  |                     |              |                          |                     |              |                     |                     |              |                  |                     |              |
| Thursday, 3rd January 2019    | 8:30am                      | 2.00pm              | 5.00pm       | 8:30am                   | 2.00pm              | 5.00pm       | 8:30am              | 2.00pm              | 5.00pm       | 8:30am           | 2.00pm              | 5.00pm       |
| Friday, 4th January 2019      | 8:30am                      | 2.00pm              | 5.00pm       | 8:30am                   | 2.00pm              | 5.00pm       | 8:30am              | 2.00pm              | 5.00pm       | 8:30am           | 2.00pm              | 5.00pm       |
| Saturday, 5th January 2019    | CLOSED - SATURDAY           |                     |              |                          |                     |              |                     |                     |              |                  |                     |              |
| Sunday, 6th January 2019      | CLOSED - SUNDAY             |                     |              |                          |                     |              |                     |                     |              |                  |                     |              |
| Monday, 7th January 2019      | Standard hours of Operation |                     |              |                          |                     |              |                     |                     |              |                  |                     |              |

Tuesday 20<sup>th</sup> November 2018



*Freight Cut-Offs for deliveries prior to Christmas*

Our latest advice from our courier and freight partners recommend the last day for Christmas dispatch (Domestic) as follows:

Transport Network:

Ex Christchurch to North Island - Monday 17th December  
Ex Christchurch to South Island – Wednesday 19th December

Courier Network:

Ex Christchurch to North Island - Tuesday 18th December  
Ex Christchurch to South Island – Wednesday 19th December

We have also been advised that for both transport and courier consignments it would be prudent to allow at least one extra day for unforeseen delays (Card left, Rural delivery, Transit delays etc).

Thank you for your cooperation throughout this period. Please let our Site Managers know if you have any queries regarding this message, or alternatively please call David Crisp or Tom Green in our Southern Regional Office.