

20 November 2020

## NOTICE TO ALL CLIENTS

### WAREHOUSE AND FREIGHT UPDATE - December 2020 / January 2021

The information below relates 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
- 🕒 Co-ordination of additional collections from our warehouses, tied into the above
- 🕒 Online team prioritising 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 attached table regarding warehouse operational hours:

#### Freight Cut-Offs for deliveries prior to Christmas

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

Transport Network	
Ex Auckland to North Island	Friday 18th December
Ex Auckland to South Island	Thursday 17th December
Ex Christchurch to North Island	Thursday 17th December
Ex Christchurch to South Island	Friday 18th December

Courier Network	
Ex Auckland to North Island	Monday 21st December
Ex Auckland to South Island	Friday 18th December
Ex Christchurch to North Island	Friday 18th December
Ex Christchurch to South Island	Monday 21st December

**International Network:**

<b>Carrier &amp; Service</b>	<b>Australia</b>	<b>US, UK, Europe &amp; Asia</b>	<b>Rest of World</b>
<b>NZ Post – Air</b>	30 November	27 November	25 November
<b>NZ Post – Courier</b>	07 December	04 December	02 December
<b>NZ Post – eParcel</b>	12 December		
<b>DHL Express</b>	21 December	18 December	11 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).

Please contact your Site Manager if you have any queries regarding this message.

Thank you for your co-operation throughout this period.

SEASONAL OPERATIONAL HOURS	AUCKLAND						CHRISTCHURCH								
	FREIGHT PLACE 1 & 2			SAVILL DRIVE & JOSEPH HAMMOND PLACE			PORT HILLS ROAD 1, 2 & 3			KENNAWAY ROAD 1 & 2			CAERPHILLY PLACE & MACES ROAD		
	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	OPENING TIME	FINAL ORDER CUT-OFF	CLOSING TIME
Friday, 11 December 2020	STANDARD OPERATING HOURS														
Saturday, 12 December 2020	CLOSED - SATURDAY														
Sunday, 13 December 2020	CLOSED - SUNDAY														
Monday, 14 December 2020	8:30am	2.00pm	5.00pm	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, 15 December 2020	8:30am	2.00pm	5.00pm	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, 16 December 2020	8:30am	2.00pm	5.00pm	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, 17 December 2020	8:30am	2.00pm	5.00pm	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, 18 December 2020	8:30am	2.00pm	5.00pm	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, 19 December 2020	CLOSED - SATURDAY														
Sunday, 20 December 2020	CLOSED - SUNDAY														
Monday, 21 December 2020	8:30am	2.00pm	5.00pm	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, 22 December 2020	8:30am	2.00pm	5.00pm	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, 23 December 2020	8:30am	2.00pm	5.00pm	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, 24 December 2020	8:30am	11.00am	1.30pm	8:30am	11.00am	1.30pm	8:30am	11.00am	1.30pm	8:30am	11.00am	1.30pm	8:30am	11.00am	1.30pm
Friday, 25 December 2020	CLOSED - CHRISTMAS DAY														
Saturday, 26 December 2020	CLOSED - BOXING DAY														
Sunday, 27 December 2020	CLOSED - SUNDAY														
Monday, 28 December 2020	CLOSED - BOXING DAY (OBSERVED)														
Tuesday, 29 December 2020	8:30am	12.00pm	3.00pm	8:30am	12.00pm	3.00pm	8:30am	12.00pm	3.00pm	8:30am	12.00pm	3.00pm	8:30am	12.00pm	3.00pm
Wednesday, 30 December 2020	8:30am	12.00pm	3.00pm	8:30am	12.00pm	3.00pm	8:30am	12.00pm	3.00pm	8:30am	12.00pm	3.00pm	8:30am	12.00pm	3.00pm
Thursday, 31 December 2020	8:30am	11.00am	1.30pm	8:30am	11.00am	1.30pm	8:30am	11.00am	1.30pm	8:30am	11.00am	1.30pm	8:30am	11.00am	1.30pm
Friday, 1 January 2021	CLOSED - NEW YEARS DAY														
Saturday, 2 January 2021	CLOSED - NEW YEARS HOLIDAY														
Sunday, 3 January 2021	CLOSED - SUNDAY														
Monday, 4 January 2021	CLOSED - NEW YEARS HOLIDAY (OBSERVED)														
Tuesday, 5 January 2021	8:30am	12.00pm	3.00pm	8:30am	12.00pm	3.00pm	8:30am	12.00pm	3.00pm	8:30am	12.00pm	3.00pm	8:30am	12.00pm	3.00pm
Wednesday, 6 January 2021	8:30am	12.00pm	3.00pm	8:30am	12.00pm	3.00pm	8:30am	12.00pm	3.00pm	8:30am	12.00pm	3.00pm	8:30am	12.00pm	3.00pm
Thursday, 7 January 2021	8:30am	12.00pm	3.00pm	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, 8 January 2021	8:30am	12.00pm	3.00pm	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, 9 January 2021	CLOSED - SATURDAY														
Sunday, 10 January 2021	CLOSED - SUNDAY														
Monday, 11 January 2021	STANDARD OPERATING HOURS RESUME														