

NOTICE TO ALL CLIENTS

Issued: Wednesday 17 November 2021

WAREHOUSE AND FREIGHT UPDATE - December 2021 / January 2022

The information below relates to seasonal factors that may impact your business. Please share this information 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 clients.

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

- 🔗 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 your business with planning through the holiday season, please see the attached table regarding our warehouse operational hours.

Freight cut-offs for deliveries prior to Christmas

Our latest advice from our courier and freight partners recommending the last day for Christmas dispatch for both domestic and international consignments is also attached.

We have been advised that for both transport and courier consignments, it would be prudent to allow at least 1-2 extra days for unforeseen delays (card left, rural delivery, transit delays etc). This is in addition to the current Covid related backlogs.

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

Thank you for your co-operation throughout this period and we wish you and your team a relaxing festive season.

Warehouse Operational Hours

| SEASONAL OPERATION HOURS | FREIGHT PLACE | | | SAVILL DRIVE & JOSEPH HAMMOND PLACE | | | PORT HILLS ROAD | | | KENNAWAY ROAD | | | 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, 17 December 2021 | Standard hours of Operation | | | Standard hours of Operation | | | Standard hours of Operation | | | Standard hours of Operation | | | Standard hours of Operation | | |
| Saturday, 18 December 2021 | CLOSED - SATURDAY | | | CLOSED - SATURDAY | | | CLOSED - SATURDAY | | | CLOSED - SATURDAY | | | CLOSED - SATURDAY | | |
| Sunday, 19 December 2021 | CLOSED - SUNDAY | | | CLOSED - SUNDAY | | | CLOSED - SUNDAY | | | CLOSED - SUNDAY | | | CLOSED - SUNDAY | | |
| Monday, 20 December 2021 | 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, 21 December 2021 | 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, 22 December 2021 | 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, 23 December 2021 | 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 | 11.00am | 5.00pm |
| Friday, 24 December 2021 | 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 |
| Saturday, 25 December 2021 | CLOSED - CHRISTMAS DAY | | | CLOSED - CHRISTMAS DAY | | | CLOSED - CHRISTMAS DAY | | | CLOSED - CHRISTMAS DAY | | | CLOSED - CHRISTMAS DAY | | |
| Sunday, 26 December 2021 | CLOSED - BOXING DAY | | | CLOSED - BOXING DAY | | | CLOSED - BOXING DAY | | | CLOSED - BOXING DAY | | | CLOSED - BOXING DAY | | |
| Monday, 27 December 2021 | CLOSED - CHRISTMAS DAY (OBSERVED) | | | CLOSED - CHRISTMAS DAY (OBSERVED) | | | CLOSED - CHRISTMAS DAY (OBSERVED) | | | CLOSED - CHRISTMAS DAY (OBSERVED) | | | CLOSED - CHRISTMAS DAY (OBSERVED) | | |
| Tuesday, 28 December 2021 | CLOSED - BOXING DAY (OBSERVED) | | | CLOSED - BOXING DAY (OBSERVED) | | | CLOSED - BOXING DAY (OBSERVED) | | | CLOSED - BOXING DAY (OBSERVED) | | | CLOSED - BOXING DAY (OBSERVED) | | |
| Wednesday, 29 December 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, 30 December 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, 31 December 2021 | 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 |
| Saturday, 1 January 2022 | CLOSED - NEW YEARS DAY | | | CLOSED - NEW YEARS DAY | | | CLOSED - NEW YEARS DAY | | | CLOSED - NEW YEARS DAY | | | CLOSED - NEW YEARS DAY | | |
| Sunday, 2 January 2022 | CLOSED - NEW YEARS HOLIDAY | | | CLOSED - NEW YEARS HOLIDAY | | | CLOSED - NEW YEARS HOLIDAY | | | CLOSED - NEW YEARS HOLIDAY | | | CLOSED - NEW YEARS HOLIDAY | | |
| Monday, 3 January 2022 | CLOSED - NEW YEARS DAY (OBSERVED) | | | CLOSED - NEW YEARS DAY (OBSERVED) | | | CLOSED - NEW YEARS DAY (OBSERVED) | | | CLOSED - NEW YEARS DAY (OBSERVED) | | | CLOSED - NEW YEARS DAY (OBSERVED) | | |
| Tuesday, 4 January 2022 | CLOSED - NEW YEARS HOLIDAY (OBSERVED) | | | CLOSED - NEW YEARS HOLIDAY (OBSERVED) | | | CLOSED - NEW YEARS HOLIDAY (OBSERVED) | | | CLOSED - NEW YEARS HOLIDAY (OBSERVED) | | | CLOSED - NEW YEARS HOLIDAY (OBSERVED) | | |
| Wednesday, 5 January 2022 | 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, 6 January 2022 | 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, 7 January 2022 | 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, 8 January 2022 | CLOSED - SATURDAY | | | CLOSED - SATURDAY | | | CLOSED - SATURDAY | | | CLOSED - SATURDAY | | | CLOSED - SATURDAY | | |
| Sunday, 9 January 2022 | CLOSED - SUNDAY | | | CLOSED - SUNDAY | | | CLOSED - SUNDAY | | | CLOSED - SUNDAY | | | CLOSED - SUNDAY | | |
| Monday, 10 January 2022 | Standard hours of Operation | | | Standard hours of Operation | | | Standard hours of Operation | | | Standard hours of Operation | | | Standard hours of Operation | | |

Freight cut-offs for deliveries prior to Christmas

| CARRIER | ORIGIN | DESTINATION | CUFF-OFF FOR DELIVERY PRIOR TO CHRISTMAS |
|-----------------------|-------------------------|--------------|--|
| DHL Express | Auckland & Christchurch | Australia | 20/12 – Urban Deliveries |
| | | | 17/12 – Rural Deliveries |
| NZ Post International | Auckland & Christchurch | Australia | 13/12 – Urban Deliveries |
| | | | 08/12 – Rural Deliveries |
| NZ Post Domestic | Auckland | North Island | 23/12 – On priority |
| | | South Island | 21/12 – On Economy, 23/12 - On priority |
| NZ Post Domestic | Christchurch | South Island | 23/12 – On priority |
| | | North Island | 21/12 – On Economy, 23/12 - On priority |
| Post Haste | Auckland | North Island | 23/12 – On priority |
| | | South Island | 21/12 – On Economy, 23/12 - On priority |
| | | | <i>Plus 1 day for Residential</i> |
| Post Haste | Christchurch | South Island | 23/12 – On priority |
| | | North Island | 21/12 – On Economy, 23/12 - On priority |
| | | | <i>Plus 1 day for Residential</i> |
| Owens Transport | Auckland | North Island | 20/12 (To Businesses) |
| | | South Island | 15/12 (To Businesses) |
| Owens Transport | Christchurch | South Island | 20/12 (To Businesses) |
| | | North Island | 17/12 (To Businesses) |
| Mainfreight 2 Home | Auckland | North Island | 13/12 |
| | | South Island | 10/12 |
| Mainfreight 2 Home | Christchurch | South Island | 13/12 |
| | | North Island | 10/12 |

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