



29 October 2021

COVID-19 update: NZ Fire Doors Operations at Alert Level 3

Manufacturing and Distribution

Our factory and warehouse activities have been in full operation since Wednesday 22 September 2021, working in accordance with the Government's Alert Level 3 guidelines. Apart from some minor niggles with outsourced component processing we have caught up with the lockdown backlog and are completing orders on or before the promised dates.

Please note: We have very limited facility for storage of finished orders, so if you require delayed delivery please contact us two weeks prior to the promised date to discuss whether it is better to reschedule your production orders, or for us to arrange third party warehousing on your behalf.

Contactless customer collections are available from our warehouse *by appointment only*.

The following protocols apply:

- Masks must be worn
- Scan QR Code
- Contactless forehead temperature scan
- Sign in on visitor register
- Keep 2 metres separation from our staff
- Follow the directions given by our staff

Crated product will be fork lifted onto trucks by our staff while your driver stays distanced and masked. "Loose" product will be left outside for you self-load onto your vehicle after sign-in. Our staff cannot assist you with manual handling.

All employees who can work from home will continue to do so, but remain available to assist you. We have skeleton staff in the office so may not always catch all phone calls to the office number as promptly as we would like to. Covid protocols are putting some pressure on our ability to respond to RFQs and Tenders with the efficiency levels we prefer, and we thank you for your patience under those imposed constraints.

We thank you for your continuing and valued support.

David Miller
General Manager