



22 September 2021

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

We are delighted to be able to return to work, albeit under strict protocols. Being in lockdown for five weeks means we all have a lot of catching up to do!

#### **Manufacturing and Distribution**

Our factory and warehouse activities will be in full operation as of Wednesday 22 September 2021, working in accordance with the Government's Alert Level 3 guidelines. We'll immediately commence production and despatch of orders that were not permitted to be processed during Alert Level 4 restrictions.

As at today's date estimated dispatch dates for your orders due between 18<sup>th</sup> August 21<sup>st</sup> September will be the ***original confirmed due date plus 26 working days***. We will operate overtime to the extent that we can do so safely while still maintaining Covid protocols, and expect to have eliminated the backlog by the end of October.

Our default position for the backlog is to complete all work in the promised order, but we recognise that your situation will have changed over the last five weeks too.

- If you are outside of the Auckland region you may need orders fulfilled sooner than the 5 weeks delay. Please contact your Sales Estimator at NZ Fire Doors to begin discussion about how we might help with rescheduling.
- If you are inside the Auckland Covid boundary and delays to your door requirements are greater than 5 weeks please let us know so we can help others in need. We also have very limited finished goods storage space for delayed deliveries.

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

Crated product will be fork lifted onto trucks by our staff while your driver stays distanced and masked after sign-in. "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. We thank you for your support.

David Miller  
**General Manager**