

Operating under *RED LIGHT*

Dear Retailer,

As we are now in 'RED LIGHT' under the Covid Protection Framework – we wanted to confirm for you that our business continues to operate and our deliveries will continue twice a week as normal, however we have put some changes in place in order to protect our teams and service to you:

The Call Centre has been split to two teams operating on separate days in the office

- The phone line remains open with reduced hours
(Monday – Thursday inclusive between 9am & 2.45pm)
- No-one will be in the office on Friday's, so email only on this day please

Email remains fully operational

Accounts Receivable will not be in the office, so contact is via Email only to adnzaccountsreceivable@aredirect.co.nz

We will continue to supply all stores, unless notified differently by you

- Should your circumstances change, and your business cannot operate - please notify us as soon as possible so we can place your account on hold, i.e. stop invoicing & supply to your store

Should the Omicron variant become prevalent in the community, we will likely need to adjust and adapt the current operating plan. We will continue to keep you informed as this occurs.

In the interim, please continue your normal magazine processes to ensure continuity of supply and the best sales opportunity for your store.

And please stay safe,

Regards,

The team at ARE Direct