



IMPORTANT NOTICE – LEVEL 4 LOCKDOWN

Dear Retailers,

As per the Government announcement last night that **ALL** of New Zealand moves directly to a Level 4 Lockdown as of 11.59, below are details of our plan for these days.

Firstly, Ovato Retail Distribution remains operational and will continue invoicing, packing & dispatching. We have been preparing for this and are able to operate for Essential Services under Level 4 Health and Safety requirements following an independent “Impact Review Simulation” undertaken earlier this year by our business.

So here we go again – in a Level 4 Lockdown (which we are monitoring closely, so we can update as required if extended past the set days). In the meantime, this is how we plan to operate:

- Essential Service stores (Supermarkets, Diaries & Petrol Stations) will be business as usual, stock will be allocated, invoiced, packed & despatched unless otherwise notified
- All Other stores **will** be placed on TEMP HOLD – stock will **not** be allocated, invoiced, Packed or Despatched*

*If you operate a ‘Click & Collect’ or ‘Front of Store’ service at Level 3, you can request via an email to our Call Centre that we keep your account operational. We will allocate, invoice, pack and hold stock in our warehouse (for delivery at Level 3). But please note we will continue to invoice **ALL** titles, regardless of frequency & the length of the lockdown to your account and returns processing of all held stock remains your responsibility.

Delivery for Onsale Thursday 19th August has already left our warehouse (please see the below table of the guidelines of how Courier Post will proceed)

Situation	Courier Post Action
If there is a secure location for deliveries to be placed	Delivery will proceed*
If there is a shared location (such a mall inwards area) and they are accepting deliveries	Delivery will proceed*
If delivery is normally an unsecured drop-off	Delivery will proceed*
If there is a shared location (such as a mall inwards area) and they are NOT accepting deliveries	Delivery will be returned to our warehouse**
If delivery is normally dropped off into store	Delivery will be returned to our warehouse**

*will be available for you to access when next in store

**will be held in our warehouse for re-despatching once we return to Level 3 (if you are a ‘Click & Collect’ store or Level 2 for all other stores)

Other important info for you:

- Our offices are closed, all office staff are working remotely
- Our Call Centre team is available via email only (thecallcentre@ovato.co.nz)
- Please ensure you continue to process returns - remember there is a 21-day cut off for processing, we recommend you do this regularly in order to stay on top of your returns and not get caught out if your store is unexpectedly closed.....
- And we suggest at least 1 team member has access to the website and your store logon details, so they can process remotely, and you don't get caught out
- Remember we have been here before and if we work together we can learn from that experience to make this one easier
- We understand All non-essential retailers are now closed
- All Supermarkets, Service Stations, Pharmacies and Dairies can remain open as essential services with a 2-metre social distancing in place

Stay well & keep safe and be kind,

Regards,

The team at Ovato Retail Distribution