

## EASTER & ANZAC PUBLIC HOLIDAY DELIVERIES SOUTH ISLAND

1 April 2025

Dear Valued Customer,

As you will be aware from your own April planning processes, the Easter and ANZAC holidays fall close together this year (18/4/25 to 25/4/25), resulting in 3 public holidays across 6 working days. Volumes are also expected to increase in the short week leading up to Easter. We anticipate some bottle-neck pressure on our operations and the delivery network over the two short weeks from Mon 14/4/25 through Fri 25/4/25. In response, we will need to make some changes to our picking and delivery schedules over these short weeks which we have detailed below.

During the period, Mon 14/4/25 to Fri 25/4/25, we will move to a **delivery within 3 working days model from the relevant order cut-off (non-metro 6am ChCh metro 11am)**. This will enable us to smooth the volume bottle-necks across a couple of days within the constraints of our resources.

To assist you to plan your resources, **you will be sent an e-mail by Customer Services by midday after order cut-off** when your order was received to confirm delivery on **Day 1, Day 2 or Day 3** as detailed in the table below (i.e. an order received before 6am Mon will receive an email by midday Mon to confirm the Delivery Day to be Day 1 or Day 2 or Day 3).

Order Day Cut-Off 6am	Delivery Day Confirm via E-mail by 12pm of Order Day		
	Delivery Day 1	Delivery Day 2	Delivery Day 3
Monday 14th	Tues 15th	Wed 16th	Thur 17th
Thursday 17th	Tues 22nd	Wed 23rd	Thur 24th
Friday 18th	Easter Friday (no deliveries)		
Monday 21st	Easter Monday (no deliveries)		
Wednesday 23rd	Thur 24th	Mon 28th	Tues 29th
Thursday 24th	Mon 28th	Tues 29th	Wed 30th
Friday 25th	ANZAC Day (no deliveries)		

**Please help yourself and our network by ordering your larger orders early in April before the two short weeks commence. Your assistance is much appreciated!**

Thank you for your continued support.

Yours sincerely,

Phil Hughes  
**NATIONAL SALES MANAGER**