



1 April 2022

Dear Valued customer

RE: OMICRON BUSINESS CONTINUITY UPDATE

As the Omicron wave has peaked throughout Auckland, we have seen fewer team members testing positive and isolating which has seen consistent numbers across warehouse shifts. This has allowed us to clear any backlogs and we are currently picking and dispatching to normal timeframes. While this is encouraging, we are not completely out of the woods and there could still be potential delays throughout April due to staffing levels and short weeks, where Easter and ANZAC will put pressure on operations and the wider Supply Chain.

Our Transport partners are also returning to normal however we could still experience some delays in situations where their Drivers are forced to isolate.

Based on the above, while we will continue to endeavour to maintain these more normalised service levels, in the interests of being prudent, please allow for the possibility that our despatch window throughout April may remain at 72 hours for some orders.

A reminder also, that our single bottle pick service has been reactivated.

Thank you for your patience and understanding over the past months as we worked through the complexities of dealing with Omicron and look forward to servicing your on-going needs.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Phil Hughes', is written over a faint circular stamp or watermark.

Phil Hughes

National Sales Manager