

28/02/2022

Dear Valued Customer

RE: OMICRON BUSINESS CONTINUITY UPDATE

As previously forewarned in our 17th Feb Omicron update, the expected disruptions to the supply chain are now a reality. Large numbers of workers across the Distribution and Transport sector are isolating severely limiting the capacity to move freight around New Zealand.

Through implementing best practice procedures in our Warehouses, we are keeping Covid out of our sites however we are now experiencing significant numbers of team members needing to isolate through community exposures. We expect this to continue over the coming weeks. Our Transport Partners are experiencing the same impacts and are advising delays of 3-4 days at present, particularly Auckland Metro, with the likelihood of this extending as the Omicron wave peaks.

It is now becoming increasingly more difficult to project when deliveries will be made as the issues become more complex. Our Customer Service team will update delays to picking and you will receive an invoice via email when shipped from our Warehouse. If your order is delivered via Toll you will receive email confirmation including the consignment note number and a tracking link. If you do not receive this e-mail please check your spam. To update your details email orders@tasmanliquor.co.nz

Single Bottle Pick Suspension

To remove complexity from the picking process **Single Bottle Picks** will temporarily be put on hold effective Wednesday 2nd March.

Customer Pick-Up Trial – Auckland Warehouse

To enable Auckland Metro Customers, who have the ability to collect their orders, we are opening scheduled time slots in our Warehouse to make this happen. At this time Christchurch Metro is not significantly impacted.

To arrange a collection please:

- Place your order before 6am the day before your intended collection.
- Email orders@tasmanliquor.co.nz with web portal number to receive booking time confirmation. You will receive a reply confirming a time between 2.00pm-3.30pm
- To ensure we maintain OH&S requirements, collections must be made in on appropriate vehicles only (Curtain-sider Truck, Flat Deck Truck, Van) and will be on a pallet loaded by a forklift, no hand stacking.
- Customer's Drivers must be fully vaccinated and provide their Vaccine Passport and wear a mask to enter the site.

Thank you for your continued support as we work through the coming weeks of the Omicron outbreak.

Yours sincerely



Phil Hughes

National Sales Manager