



12 August 2020

Dear Customer,

At midday on Wednesday 12th August, the Auckland Region moved back into COVID Alert Level 3 and the rest of New Zealand moved to Alert Level 2.

At all times, the health and safety of our employees, customers, supply partners and the community is, and will continue to be, our number one priority. At the same time, we maintain our commitment to provide high quality products and services to our customers in compliance with all government restrictions and requirements.

As in previous Level 3 periods, we have safe work plans to help limit the spread of COVID-19 through social distancing and hygiene controls for our production staff and drivers. These are located on our website [here](#).

Holcim also expects that our customers will have certain procedures in place during Level 3 for delivery of our products to sites in line with the [New Zealand COVID-19 Construction Protocols](#). To help us plan for this period, any information you can provide us about the site access controls at your site/s would be greatly appreciated.

Holcim's key instructions to drivers arriving at customer sites include:

- At all times, drivers are required to practice a high level of hygiene including regularly washing/sanitising hands, use of gloves and wearing a face mask when outside the truck cabin, and
- Maintain social distancing of at least 2 metres

To obtain a copy of the dispatch docket while social distancing:

- If a customer would like a copy of the dispatch advice/docket upon delivery, the driver can provide them with the customer copy or can suggest the customer take a photo of the slip whilst maintaining social distancing of 2 metres
- Alternatively, dispatchers/coordinators will send a DNZ docket copy to customers on the following day

Please continue to use the 0800 Holcim (0800 465 246) number for supply enquiries.

For further assistance, don't hesitate to reach out to the contacts below:

Cement Sales (Auckland) : Lucy York (027 966 6665)

Distribution, deliveries and depot and terminal operations: Jason Savage (021 674 433)

Holcim New Zealand has adequate stocks of cement and cement products to continue to support the building and construction supply chain.

We recognise this is a challenge for all of us, but I can assure you that the Holcim New Zealand team and I are fully committed to working closely with our partners to help limit the spread of COVID-19 whilst continuing to supply high quality products and services to our valued customers. I know that through close collaboration we will overcome our current shared challenges, as an industry and as a community.

Keep healthy and keep well.

Warm regards

A handwritten signature in blue ink, appearing to read 'Kevin Larcombe'.

Kevin Larcombe
Executive General Manager
Holcim New Zealand