

Dear Customers

### **COVID-19 – CORONAVIUS UPDATE – LEVEL 3**

The owners and team at Health House and Zealand Health Manufacturing want to extend our kind thoughts to you and your family at this difficult time.

The supply of natural products for your health and wellbeing is essential. Now that we have reached level 3 lockdown we have brought many of our staff back on site to operate our production facility at the normal level but they still must follow our strict on-site access procedures.

Our retail outlet remains closed and will do so until we reach Level 2.

All higher risk staff will remain at their homes. Our regular staff members are back answering calls, but those employees who can work from home, continue to do so. We are not yet at full capacity so please bear with us.

We are following all Ministry of Health guidelines re personal protective clothing, hand washing, sanitising and maintaining safe distances.

As you will appreciate sourcing overseas ingredients and achieving normal delivery timeframes is still rather challenging and although we will try to maintain our normal high standard of delivery service, at times this may not be possible. Courier volumes are very high under Level 3 and NZ Post has asked you to wait an extra day before chasing parcels.

Our thoughts are with you during this difficult time, please take care of yourself and your family.

Kind regards

The Team at Health House and Zealand Health Manufacturing