

COVID-19 UPDATE

WE ARE COMMITTED TO SUPPORTING YOU DURING THIS UNPRECEDENTED TIME.

To our Customers, Suppliers and Paint Community,

COVID-19 UPDATE: CONTACTLESS TRADING ONLY AT WATTYL PAINT CENTRES FROM TUESDAY 28.04.2020

We at Sherwin-Williams, home of Wattyl Paint in Australia and New Zealand, are concerned with the Coronavirus (COVID-19), which poses a worldwide health emergency. The health and safety of our employees, customers, partners and the communities we serve is our number one priority.

As the situation continues to evolve, we're closely following the most up-to-date guidelines from the [New Zealand Ministry of Health](#), and implementing their recommendations throughout our stores and workspaces.

Minimising the spread of germs is one of the most important preventative measures we can take. So, we have implemented new cleaning procedures throughout our stores and facilities. We're also actively educating employees, visitors and customers on the preventative measures provided by the NZMH.

We are now temporarily closing store fronts, and re-opening with contactless transactions only, to maintain continuity of supply to our valued customers. We are accepting orders over the phone and offering curbside pick-up. To take advantage of this service, simply call your [local Wattyl Paint Centre](#) to obtain expert project advice, and place your telephone order.

When arriving for pick up, phone your local store again, remain in your vehicle, and show identification through your driver window. Store staff will place your paint order curbside for you to transfer to your vehicle. Store fronts will be closed, but with service options provided via telephone and curbside with a minimum social distance of two metres.

Further policies include restricting the handling of cash in our stores, and temporary relaxing of the requirement for customers to sign account invoices. This is effective from 28 April 2020 until further notice. We will still accept account orders and credit cards, and we will be able to manually process your credit card transactions over the phone with proof of identification. We are implementing a policy of no public access to our Wattyl Paint Centres.

Please know that we will continue to monitor the situation on a global basis and use our best efforts to minimise risk in the supply chain. Sherwin-Williams is one of the largest paint and coatings manufacturers in the world and our diverse and flexible supplier base helps us leverage a unique contingency plan and minimize any potential supply disruption. We will keep you informed with updates as soon as they're available.

We are committed to helping you and your business navigate these challenging circumstances with everyone's safety as our top priority. While our stores currently remain open for contactless trading options only, we will be mindful of any local restrictions implemented moving forward. Up-to-date store hours can be obtained via contacting your local store.

We are doing everything we can to keep everyone in the Sherwin-Williams family and surrounding communities as safe and healthy as possible, including our suppliers.

Your Friends at Sherwin-Williams
Home of Wattyl Paint in Australia and New Zealand