

What does COVID-19 Level 2 mean for CARTERS Trade customers?

■ ORDERING

1. Are you offering your full range of products?

Yes, you can purchase products available through CARTERS just as you normally would.

2. How can I place an order?

Orders can be made online through our [Trade Portal](#) or [Trade App](#), or simply by phoning or emailing your Account Manager, our telesales teams or your local branch.

3. What if I can't find an item or price I'm looking for on CARTERS Trade Portal or App?

You can add it into the notes at the checkout, or use the estimate request form. You can also contact your Account Manager or local branch to check during business hours.

4. What information do you need from me when I place an order?

Please let us know:

- Are there any specific site H&S requirements for this site?
- Do drivers need to sign in via an app? If so, which one?
- Will anyone be on site at the time of delivery?
- Can the site ensure that a 2 metre zone is adhered to for the delivery?
- Are there any new hazards on-site? Ensure you have signage to direct the driver.
- What is your expectation on delivery/collection times? A member of our team will be in contact to confirm.

5. How will I know when my order is ready to collect?

A member of our team will be in contact to confirm your order and advise you.

■ IN-STORE

6. Do I have to wear a face covering onsite?

Yes, it is now mandatory for customers and staff to wear a face covering at Level 2.

7. Can I walk around the branch showroom, yard or bulk store?

Yes, under level 2 guidelines you can come onto our sites again but numbers may be limited to allow for 2 metres distancing. All branches have signage to help guide you.

8. Do I have to scan or sign in? You must scan our QR code with the COVID-19 Tracer app or sign in so we can record your details for contact tracing requirements and maintain 2 metres physical distancing with our teams.

9. When I am in the showroom, can I select product and take it to the trade counter?

Yes, you can - providing you follow the signage and directions.

10. How should I pay or make a purchase at the counter?

We'll ask you to step forward and place the product on the counter, then step back to the barrier while we process your sale. Then you can step forward to collect your items and make payment once the transaction is ready.

■ DELIVERIES

11. What processes does CARTERS have in place when you deliver my order?

Our delivery drivers have a checklist and process in place to ensure they can make a safe delivery to your site. Drivers are undertaking a daily health check, cleaning and sanitising their hands and high-touch points on their vehicles and equipment, recording all sites visits, maintaining 2 metres physical distancing and getting clear information before making the delivery.