

## Important information regarding our re-opening in line with government guidelines

Following close monitoring of government guidelines and a stringent safety assessment of our own ways of working, we are now commencing a phased re-opening of our branches in order to fulfil more orders for our customers.

The safety and wellbeing of our staff and valued customers remains our top priority, so our re-opening is subject to the introduction of new safe working practices in order to keep our entire supply chain safe.

The following branches are currently operating with a reduced team to fulfil demand:

Ashford	Gloucester
Basildon	Harmondsworth
Belvedere	Leeds
Birmingham	Liverpool
Borehamwood	Manchester
Bristol	Manchester East
Cardiff	Newcastle
Carlisle	Northampton
Colchester	Nottingham
Crawley	Peterborough
Croydon	Portsmouth
Didcot	Reading
East Kilbride	Scunthorpe
East London	Sheffield
Edinburgh	Southampton
Exeter	Wandsworth
Glasgow	West London

To check if your local branch has re-opened, please use the [branch locator](#) tool on the CCF website

You can read all about the ways we are working to protect our staff and customers below, in addition to how we will be taking orders:

**What type of projects will CCF be supporting?**

Our branches will be prioritising the fulfilment of orders for the construction of essential projects such as hospitals and care facilities. However, as more branches come on board we will be working to fulfil a wider scope of projects..

**What are the re-opening times?**

Opening hours of branches will be 08:00-17:00

**Can I visit a branch and how do I place an order?**

To keep staff and customers safe, all orders must be placed over the phone via your local branch or online by [creating an account](#).

Trade Counters will remain closed and will not be open for ordering purposes.

Orders collected from a branch will be made contact-free, meaning a safe 2-meter distance will be maintained at all times and orders placed in a pick-up area for customers. Full details of our Customer Collection Social Distancing Guidance can be found [here](#).

**Can I place an order for delivery?**

Yes, please [contact your local branch](#) to enquire about ordering for delivery.

All deliveries will be made contact-free, so it is important that the site being delivered has a suitable off-loading area, keeping a safe 2-meter distance from others at all times.

CCF drivers will make the final decision about whether it is safe to complete a delivery. To make sure that your delivery goes ahead safely and as planned, please refer to our [social distance deliveries guidance document](#).

**I have more questions, who do I contact?**

Please visit our [COVID-19 Information Page](#) or contact your local branch for any questions relating to products, availability and ordering.

You can also follow CCF on Twitter [@CCF\\_UK](#) and on [LinkedIn.com/company/ccf](#)