

# Safe Deliveries

## Limiting Covid-19 transmission risk

### Delivery

#### Social distancing

- Social distancing is necessary between delivery drivers and food production staff as well as between drivers and those taking in the delivery.
- As a starting point food production staff should pack completed dishes in suitable containers, then place them in a plastic bag. Bags should be placed in clean, insulated delivery containers, at the required temperature.

**N.B:** The exact temperature will be identified in the Businesses' Food safety Risk assessment (within the DD Food safety Management system)

- The insulated containers should then be placed in a suitable pick up area so that delivery drivers can collect them whilst maintaining a distance of 2 metres from others.
- On arrival at the delivery address the driver should remove the order, in its plastic bag, from the insulated box and take it to a pre-agreed delivery point e.g. a front doorstep.
- Once placed at the delivery point the driver should step back and alert the customer of its arrival e.g. by phone call, text, WhatsApp etc.
- Payment should not be taken at the door and where possible should be taken electronically at the order stage. Suitable PPE, hand washing facilities and training should be implemented in the case of cash handling to avoid all possible contamination by money.

### Personal hygiene of delivery drivers

- Drivers must be trained in good handwashing. When arriving to pick up a delivery they should thoroughly wash their hands and dry them. The Business may choose to require drivers to wear gloves as customers may appreciate this.
- If gloves are worn drivers must be trained in putting them on, after hand washing, and taking them off, after the final delivery, so that they avoid transferring any potential contamination to themselves.
- Even if gloves are worn social distancing must still be maintained and drivers must still avoid touching their face.
- On return to base hands must be washed after glove removal if they have been worn.
- If gloves are not worn the business should provide drivers with an alcohol hand sanitiser (with an alcohol content of at least 60+% ) and train them in how and when to sanitise their hands e.g. immediately before a delivery and straight after a delivery.