FOOD DELIVERY & TAKE-AWAY HYGIENE GUIDELINES

SARS-CoV-2 (Coronavirus and COVID-19 Disease)

General guidance for contactless food delivery & take-away



No orders should be taken in person on the premises - only online or by telephone

A contact-free collection zone to be set up by the restaurant, separate from the kitchen, with no contact between the persons preparing the meal and the delivery person





All staff to follow the basic protective measures (including frequent hand washing for 20 seconds. maintaining 2 meter social distancing & greeting without touching)

Instructions for delivery person

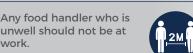


All staff to follow the basic protective measures (including frequent hand washing for 20 secs, maintaining 2 meter social distancing & greeting without touching)



unwell should not be at work.

> follow government advice and stay at home



If they have any symptoms, they should When waiting in front of the restaurant, the delivery person should ensure that social distance of at least 2 meters is respected

> The following products are recommended to help ensure appropriate cleaning

and hygiene measures



The delivery person warns the customer of his/her arrival and leaves immediately or keeps a minimum distance of 2 meters from the door, before the door is opened by the customer



The delivery equipment must be regularly cleaned, particularly the areas in contact with hands, by using disinfectant wipes or a cloth and a cleaning/ disinfection product



Wipes

Disinfectant



Bleach



Domestos

Persil Hygiene Antibac



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Customers whose orders are ready should enter one at a time to collect their order and make contactless payments if possible

2M

Discourage crowding outside the premises and use queue management systems with 2 metres separation

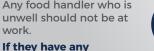


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The containers and bags containing the meals must be properly closed

Use staggered collection

times - no customers

order is ready

should enter until their



The delivery person deposits his open bag and the restaurant staff places the meal directly in the bag

Particular attention should be paid to cleaning and disinfecting all surfaces and utensils in contact with food