

MOVING TO FOOD DELIVERY / TAKEAWAY?

Key hygiene and safety considerations to assist decision-making in your food business

NSF

To help food businesses transitioning from a standard dine-in model to a delivery/takeaway option, we've put together some key considerations and tips.

1 TEAMS

- > Make your teams aware of symptoms of COVID-19, what to do if they develop symptoms and how they protect others from the coronavirus
- > Wherever possible, colleagues must maintain a 2-metre distance from each other
- > Ensure all colleagues fully understand what they need to do to protect themselves and others at work



2 TRAINING

- > Ensure all teams are aware of your new ways of working, the controls you have introduced and why you created them
- > Make teams aware of what they need to do if they suspect they have COVID-19
- > Reinforce previous training teams may have received on personal hygiene practices, cleaning and disinfection, and other food hygiene and safety practices, including allergen control
- > Document any additional training you have provided for teams



3 ALLERGIES

- > Ask customers at the point of ordering if they have any allergies you should be aware of
- > Record the customer's allergies carefully and ensure all teams communicate effectively on this critical issue
- > Clearly label the meal of the customer that has the allergy – large bold text or stickers to distinguish the meal from others
- > If you cannot prepare an allergy-free meal safely in your premises, do not offer one



4 TEMPERATURES

- > Cook all foods to suitable core temperatures (e.g. 72° C for 2 minutes, or equivalent)
- > Chill foods, as quickly as possible, to 3° C if you are preparing food to reheat at a later time
- > Reheat foods so that they are piping hot in the centre (e.g. 72° C for 2 minutes, or equivalent) and serve as quickly as possible
- > If food is being stored hot, ensure it is kept above 65° C and is regularly monitored



5 CLEANING & DISINFECTION

- > Practice two-stage cleaning as regularly as possible to reduce surface contamination
- > Focus on regular cleaning of hand contact surfaces throughout your business
- > Check effectiveness of cleaning chemicals against viral contamination (contact chemicals supplier if unsure)
- > Implement suitable cleaning practices for all equipment/surfaces likely to be touched by customers (counters, delivery bags, etc.)



6 HANDWASHING

- > COVID-19 can be effectively controlled by regular, effective handwashing
- > Encourage regular handwashing (at least 20 seconds) amongst all food handlers and delivery drivers
- > Keep adequate handwashing facilities available at all times (anti-bacterial soap, warm running water and hygienic drying facilities, e.g. paper towel)
- > Managers must demonstrate best practice handwashing at all times, your team will follow!



7 TAKEAWAY

- > Encourage cashless payments to minimise need for direct/close interaction with customers
- > Implement a process for safe and hygienic collection of orders if customers collect e.g. 1 customer entry at a time into store
- > Advise queuing customers to maintain physical distancing of 2 metres – signage and floor markings will assist
- > Identify a low-risk area of your business where orders can be collected by delivery drivers



8 DELIVERIES

- > Choose appropriate insulated containers/bags that can be easily cleaned in between use
- > Limit deliveries to a 30-minute travel radius
- > Ensure all drivers and riders have appropriate insurance for business use
- > Advise drivers to leave food orders on doorstep and wait for customer to take receipt before leaving the customer's address
- > Leave a message on the food delivery bag advising customers to wash their hands immediately before eating, and to disinfect all surfaces where the bag has been placed

