

Advice to restaurants, cafes and retailers who are providing takeaways and deliveries during to Covid-19 outbreak

We understand that businesses need to find different ways to serve their customers through this very difficult period. Scientific advice is that it is very unlikely that COVID-19 can be spread through food, but, if you are changing how you are used to operating then you should think through the hazards and ensure that you have control measures in place. A business will only be able to offer a delivery or takeaway service if they are registered as a food business with a Local Authority.

All foods must be delivered to consumers in a way that ensures that the food does not become unsafe or unfit to eat. The following advice should be followed:

- Remind staff about social distancing when delivering foods. Card payments over the phone are safer than cash at the door where possible. Staff should be provided with hand sanitiser;
- If you are doing more preparation of foods in advance, ensure that you can cool foods to below 5°C within 90 minutes (60 minutes for rice) and that you have enough refrigerator space to store the chilled food safely;
- If you will be holding food hot for over 2 hours, ensure that it is kept above 63°C;
- Obtain suitable food grade takeaway packaging;
- Ensure that the takeaway packaging is stored in hygienic conditions;
- Use insulated bags or boxes for deliveries for hot and cold foods;
- The vehicle used for deliveries must be kept clean inside;
- Good communication with customers about their dietary requirements, particularly allergies, is critical. Ensure that you brief delivery drivers so they can provide this information to customers. Takeaway food containers should be labelled so the right food goes to the right customer;
- If foods are supplied cold for reheating, provide adequate reheating instructions;
- Retailers delivering foods must transport chilled foods at or below 8°C or limit the delivery time so that the cold chain is maintained;
- Everything you do must be documented in your food safety management system. Review your documentation and make any amendments necessary to ensure that new activities such as deliveries are covered;
- If you are doing deliveries for the first time, ensure any vehicle is taxed, MOT'd, and insured for business use. All staff must be properly briefed for lone working, night work and dealing with aggressive customers.

The Food Standards Agency (FSA) have provided advice for business – 'How to manage a food business if you sell products online, for takeaway or for delivery: <https://www.food.gov.uk/business-guidance/distance-selling-mail-order-and-delivery>

The Government have issued guidance on COVID-19 for employees and businesses: <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>

The Government has announced a relaxation of planning rules to assist pubs and restaurants during the Coronavirus pandemic. For the next twelve months premises who were not previously, will now be able to operate as takeaways providing hot food and drink. Further information on relaxing planning rules can be found [on the Gov.uk website](#).

Emergency legislation has been introduced which lists the types of business that must close under The Health Protection (Coronavirus, Business Closure) (England) Regulations 2020. The list of businesses can be found at: <https://www.legislation.gov.uk/ukxi/2020/327/schedule/made>

If you need further advice please contact the Food and Safety Team at food&safety@westsuffolk.gov.uk 01284 757400