

Food Delivery

Support for businesses

Coronavirus support for businesses offering food delivery

This aims to support you if you currently offer or decide to offer food delivery.

It contains information on:

- Setting up a new food delivery business
- Health and safety guidance
- Customer orders
- Information relating to suppliers
- Food storage
- Food preparation
- Packaging
- Delivery
- Cleaning
- Allergen controls and labelling
- Waste
- Useful links

Advice for food businesses, and others offering food delivery

If you are planning on changing or extending your business model to offer food delivery in the community during the Coronavirus crisis, please ensure that good food safety practices are followed.

You may be delivering food to households who are self-isolating, which may include vulnerable groups and those who are immunocompromised. These groups could have reduced immune systems, which make them more vulnerable to foodborne infections.

If you deliver food, you should ensure safe hygiene practices are followed, from preparation to delivery. Consider all stages of your operation and control any risks to those receiving and consuming your food. Have enough hand washing facilities in place for all those involved in the service you are providing.

This document provides advice for you and your business during the current situation. If you are going to offer a service that is not covered by this advice, then please email foodandhealth@southglos.gov.uk or telephone 01454 868001.

New businesses

If you are setting up a new food business, download and complete our Food Business Registration form

<https://www.southglos.gov.uk/environment-and-planning/environmental-health/food-safety/food-businesses/>.

Customer orders

The steps below provide some guidance on how to handle customer orders. You should:

- Ask your customers if they are self-isolating due to suspected coronavirus when taking food orders.
- Arrange a suitable drop-off point with the customer, to avoid direct contact with them.
- Where possible, have customers pre-pay for their order over the phone by credit or debit card. This reduces the amount of physical money being handled (reducing the chance of infections being passed on).
- For all orders, you are advised to use **social distancing** (stay at least 2 meters away) where necessary when dropping off food to customers.
- When customers place their orders, check if they have any allergies or food intolerances.
- Ensure staff or helpers are trained in allergen awareness, and how to accurately identify and advise on orders where extra care must be taken. You can use labels to list the ingredients that are in your foods.

Suppliers

The steps below provide some guidance on how to deal with suppliers. You should:

- Make sure the ingredients you use come from reputable, properly registered food suppliers.
- Ask your suppliers to provide allergen information for any products they provide - this is particularly important if they are a supplier who you have not used before.
- Keep invoices from suppliers so you have the traceability details for ingredients - then you can contact them for any information about their products, or if they have to recall any.
- Check the packaging and temperature of perishable, high-risk foods (for example, meat and dairy products) on delivery, to ensure they have arrived at the correct temperature. Delivery temperatures for perishable high-risk foods should have been kept below 8°C.

Storing food

The steps below provide some guidance on how to store food. You should:

- Store food in pest-proof rooms, with easy to clean surfaces.
- Keep food covered or in lidded containers.
- Store raw meats away from ready-to-eat foods – if possible, store these in separate fridges and freezers., otherwise, keep raw foods below ready-to-eat foods.
- Keep ingredients containing any of the 14 allergens separate from other ingredients, and in labelled containers.
- Ensure food temperatures are maintained during storage, and regularly monitor these. Store perishable high-risk foods at 5°C (temperatures should not go above 8°C), and when frozen, store at colder than -18°C.
- Use a probe thermometer or temperature gauges inside fridges and freezers to check temperatures - keep probe temperatures regularly calibrated.
- Check you have enough cold storage available, and whether you may need more if demand increases. If you are using storage rooms in public houses or garages, you must ensure these are pest-free and you can routinely store high-risk food at safe temperatures.
- Restrict access to food handling and storage rooms for anyone not involved in food preparation or delivery.

Preparing food

The steps below provide some guidance on how to prepare food. You should:

- Avoid cross-contamination between raw and cooked or ready-to-eat foods during preparation, as bacteria from raw foods can cause serious food poisoning.
- Use separate surfaces and equipment (for example, separate chopping boards and knives).
- Use dedicated handling areas and separate equipment where possible to avoid any risk of cross-contamination, when preparing dishes for someone with an allergy. When this is not possible, you must thoroughly clean any surfaces and equipment you are going to use to prevent the cross-contamination of allergens.

Packing food

The steps below provide some guidance on how to pack food. You should:

- Clean and disinfect your vehicles before and after delivery rounds. This could also be done throughout the day at different times.
- Advise delivery drivers to use hand sanitiser during deliveries.
- Deliver food in fully covered packaging, using enclosed containers.
- Check food is being maintained at safe temperatures if you are delivering refrigerated food with a cool box or refrigerated vehicle. You can use a probe or internal thermometer inside cool boxes.

Cleaning

The steps below provide some guidance on cleaning. You should:

- Increase the frequency of cleaning and sanitising surfaces and equipment. Use hot, soapy water and a suitable cloth to wipe surfaces, and apply a disinfectant or sanitiser for the recommended contact time on the label (a 'two-stage clean'). Always use cleaning products according to the manufacturer's instructions.
- Prioritise cleaning of anything that comes into direct contact with foods and anything that is touched by hands.
- Use a two-stage cleaning process which is more effective at preventing the risk of cross-contamination between raw and ready-to-eat food handling tasks. It can also reduce the risk of foods being contaminated with allergens that wouldn't normally be present in the recipe.
- Try to include the most commonly touched items within your cleaning routine (for example, taps, kettles, coffee machines, electronic keypads).
- Other hand contact points (for example, light switches, door handles) should be sanitised at least daily, or when you suspect they may have been contaminated.
- Use disposable cloths or paper towels for wiping surfaces and equipment where possible. Re-usable cloths should be thoroughly washed and disinfected after use. Reusable cloths should be washed in a washing machine on a very hot cycle (at least 90°C).
- Ensure you have enough cleaning products available, and that you are using products suitable for the task.
- Use sanitiser products that carry the British Standards BSEN 1276 or BSEN 13697 codes. You can check for this by looking at the product label.

Allergen controls and labelling

The steps below provide some guidance on allergen controls and labelling. You should:

- Indicate what the ingredients of the product are if you are publishing a menu or taking orders online, specifically listing any allergens they may contain.
- Provide clear guidance on how customers can contact you or a member of staff who prepared or packed the food for further information about allergens.
- Make sure staff ask if anyone has a food allergy when taking orders by phone, and make sure they communicate that allergy to the chef.
- Clearly label all the ingredients and allergens in your foods. Those for delivery should have the correct allergen information provided with them.
- Clearly mark food containers for 'take-away' deliveries with allergen identification or information to ensure dishes are given to the right person.

Waste

The steps below provide some guidance on waste. You should:

- Dispose of any waste that is generated hygienically. Waste food must not be left to build up in storage areas or waste bins, as this can attract pests. Waste food can be recycled.
- Double bag domestic tissues and cleaning cloths from potentially infected households and mark them accordingly before collection. Do not put antibacterial wipes down the toilet.
- Make sure all waste is collected by a registered carrier. All businesses have a duty of care for any waste they generate.

Social media

Social media is a valuable tool at a time like this, but it can also contain misinformation and rumour, which isn't helpful. The following Twitter accounts will be regularly posting the latest factual advice and information related to COVID-19:

- Public Health England - [@PHE_UK](#)
- Department of Health and Social Care - [@DHSCgovuk](#)
- South Gloucestershire Council - [@sglosCouncil](#)
- NHS England - [@nhsENGLAND](#)
- Avon & Somerset Police - [@ASPolice](#)
- Avon Fire & Rescue Service - [@AvonFireRescue](#)

For updates about South Gloucestershire Council services as we respond to the Coronavirus COVID-19 visit www.southglos.gov.uk.

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