



Collection and Delivery Procedure

1. HMS would strongly recommend that all take-away premises only operate an order by phone and collect service only during the Covid-19 outbreak as it is very difficult to enforce social distancing in queues outside your premises.
2. Ensure all staff members are fit and well and have fully read the corona virus policy before commencing work.
3. Before food preparation commences, clean and sanitize all worktops and cooking equipment. Note that sanitizer must have a surface contact time of 2 minutes minimum. Use boiling water to sterilize utensils.
4. All staff members (including delivery drivers) must adhere to the personal hygiene policy in your HACCP manual at all times.
5. All staff must follow strict hygiene practices. Hands must be washed on entering the food production areas and regularly throughout the shift.
6. Ensure all wash hand basins have a constant supply of hot water, anti-bacterial soap and paper towel.
7. Foods should be kept covered at all time in the kitchen.
8. If a potwash is in place, the cycle should reach 82°C.
9. Ensure social distancing is practiced within your premises as well as outside when customers are arriving for collections. Customers should keep a space of 2 meters between them. Avoid as much interaction as possible with customers. Limit the amount of customers allowed into your premises – allow only one customer at a time.
10. Do not accept reusable keep cups for take away coffees etc.
11. It would be recommended to seal bags with a sticker to ensure the bags are not tampered with in the delivery process.
12. Food should be paid for over the phone when ordering or at the very least with contactless payment on arrival.
13. Ensure that any 3rd party delivery companies have a covid-19 policy in place for their staff members.
14. Delivery boxes should be cleaned and sanitised between use.
15. Aim for zero contact delivery. Delivery drivers should leave food deliveries on the doorstep if possible and should also carry hand sanitiser and disinfectant wipes for the vehicle. Vehicles should be cleaned regularly.