






FOOD DELIVERY & TAKE-AWAY HYGIENE GUIDELINES

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

YOUR GUIDE TO PROFESSIONAL CLEANING








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
-  Use staggered collection times - no customers should enter until their order is ready
-  Customers whose orders are ready should enter one at a time to collect their order and make contactless payments if possible
-  Discourage crowding outside the premises and use queue management systems with 2 metres separation

Instructions for restaurant staff

-  All staff to follow the basic protective measures (including frequent hand washing for 20 seconds, maintaining 2 meter social distancing & greeting without touching)
-  Any food handler who is unwell should not be at work. **If they have any symptoms, they should follow government advice and stay at home**
-  The containers and bags containing the meals must be properly closed
-  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

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)
-  Any food handler who is unwell should not be at work. **If they have any symptoms, they should follow government advice and stay at home**
-  When waiting in front of the restaurant, the delivery person should ensure that social distance of at least 2 meters is respected
-  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

www.proformula.com

© 2020 Diversey, Inc. All Rights Reserved. 83943 MASTER 3/20

The following products are recommended to help ensure appropriate cleaning and hygiene measures

