

Advice to Food Business Operators who want to provide a delivery service

If you want to change your business model and provide a delivery or takeaway service, you must ensure that the proper controls are in place and food is produced and delivered hygienically and safely. You also **must** advise your local food authority (Environmental Health team) of this change, as these food activities can potentially be higher risk.

Please read the following guidance and contact your local authority for further clarification and advice:

1. Your business must already be registered as a food business with your local authority.
2. You must ensure that all food that you supply is safe and fit to eat at the point of delivery.
3. You must review your food safety management system to ensure you have identified critical control points involved in the production and delivery process.
4. High-risk food must be kept below 8°C, for example by using an insulated box with a coolant gel or a cool bag.
5. Hot food must be kept above 63°C.
6. You must monitor the controls that are in place, and record them when appropriate. You can use the Safe Food Better business diary sheets to do this <https://www.food.gov.uk/business-guidance/safer-food-better-business>. If you want to use the time exemptions allowed by the legislation you must demonstrate how you will do so and how you will monitor compliance how you are monitoring to ensure you are keeping within the time constraints.
7. You should only deliver locally, ideally within 30 minutes.
8. 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>
9. Allergens – There is a wealth of advice for businesses on allergen management on the FSA website at <https://www.food.gov.uk/business-guidance/allergen-guidance-for-food-businesses>
10. Those venues offering takeaway or delivery services must not include alcoholic beverages if they do not have premises licence issued under the Licensing Act 2003 that permits alcoholic sales off the premises.

Contact-free delivery

Current scientific advice suggests that it is 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.

11. Limiting contact when delivering orders will help keep everyone healthy, so you could consider leaving deliveries at the door of your customer, rather than handing it over to them. Knock on the door, then step back to the safe recommended distance and wait nearby for the customer to collect it. Please note the safe distance is continuously amended – ensure you visit the government COVID-19 website link below to obtain the current advice.
12. Take payments over the phone or internet rather than taking a cash payment.

Infection Control

13. Legally, you must ensure that all food handlers are fit for work. In addition you have a general duty to ensure the Health, Safety and Welfare of persons in your employment and members of the public.
14. Relevant staff must be provided with clear instructions on any infection control policy in place, and any person so affected and employed in a food business and who is likely to come into contact with food must immediately report the illness or symptoms, and if possible its cause, to the food business operator.
15. 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>