

## TAKEAWAY GUIDANCE – TOP TIPS POSTER

### Food Preparation

- ✓ Prevent cross contamination – use separate equipment.
- ✓ Cook/reheat all foods to 75°C for 30 seconds or equivalent.
- ✓ Cool quickly within 2 hours to 20°C.
- ✓ Keep cold food cold below 8°C and hot food hot above 63°C

### Cleaning

- ✓ Use 2 stage cleaning with soapy water and a sanitiser/disinfectant.
- ✓ Regularly clean food and hand contact surfaces and customer touch points

### Monitoring & Due Diligence

- ✓ Continue to monitor and record due diligence temperature records as normal, such as:
  - Incoming deliveries
  - Fridges & freezer temperatures
  - Cooking/reheating temperatures
  - Bulk cooking and cooling
  - Hot & cold holding etc.
- ✓ Use your usual due diligence forms or Food Alert COVID-19 Takeaway Daily Checks.

### Personal Hygiene

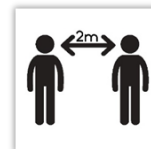
- ✓ Wash hands regularly for at least 20 seconds with soap and hot water.
- ✓ Ensure colleagues are aware of symptoms:



**Do not leave home if you or someone you live with has either:**

- a high temperature
- a new, continuous cough

- ✓ Stay 2m apart



- ✓ Follow up to date government advice

## Allergens

- ✓ Review ingredients lists- they may be different if suppliers cannot source usual products.
- ✓ Review allergy information and create allergy information for any new menu items.
- ✓ Publish up to date allergen information e.g. online.
- ✓ ALWAYS ask customers if they have any food allergies prior to taking their order.
- ✗ Do **NOT** take Allergy orders you cannot safely fulfil.
- ✓ Keep a record of allergy orders – you can use the Food Alert Customer order form.
- ✓ Communicate allergy orders effectively to the kitchen team
- ✓ Label allergy orders to prevent confusion.



## Packaging

- ✓ Wash hands between packing each customer's meal.
- ✓ Use cardboard and paper bags if possible.
- ✓ Transport in insulated containers to help maintain temperature control.
- ✗ Do NOT place hot and cold food in the same container.



## Ordering & Collections

- ✓ Restrict ordering to online and email/phone
- ✓ Encourage debit/credit card payments.
- ✓ Advise customers of the approximate time their food will be ready for collection.
- ✓ Customers must remain at least 2 metres apart – use floor markings.
- ✓ Display Food Alert COVID-19 Stop Poster to ensure safe collections.
- ✓ Check if the customer is self isolating due to symptoms and advise delivery staff.



## Contact-free Delivery

- ✓ Where possible use a 3rd Party Delivery company.
- ✗ Delivery staff must NOT enter kitchens
- ✓ Delivery staff should wait in a designated area and keep 2m away from customers and staff.
- ✓ Limit deliveries to a 30 minute radius.
- ✓ Advise delivery staff to leave food on a doorstep and step back a safe distance for customers to collect the order.



## Health & Safety

- ✓ Delivery staff must have a charged mobile phone.
- ✓ Provide delivery staff with the customers full address and any self-isolating information.
- ✓ Delivery staff must wear appropriate safety gear such as helmets and high vis clothing.
- ✗ Delivery staff must NOT enter customer homes.
- ✓ All vehicles must be road worthy, fully insurance, taxed and MOT'd.
- ✓ Drivers must have business insurance.
- ✗ Staff must NOT work alone during opening hours.
- ✓ Beware of legionella risks - run the taps in little used areas on a weekly basis in addition to the usual legionella checks such as sentinel taps etc.