

COVID 19 & TAKEAWAY FOODS

WHAT YOU MUST DO TO HELP SAVE LIVES

The Government has introduced new legislation to ensure some food businesses such as restaurants are closed, but Food delivery and takeaway can remain open and operational.

HOWEVER, there are strict guidelines on what you must do to prevent the spread of the virus and ensure that your staff and customers stay safe:

Where you remain open you **MUST** adhere with social distancing rules during the delivery of foods to customers and when customers collect foods. Please adhere to the following:

- Encourage home deliveries where possible.
- No orders should be taken in person on the premises – Encourage customers to order via telephone or online. Communicate this to your customers – Put a sign/notice at the entrance and keep your door closed to avoid walk ins. (example on reverse).
- Insist on card payments over the phone when orders are placed – No cash payments.
- Customers must not be allowed to congregate inside your shop.
- Stagger collection times to avoid customers arriving at the same time.
- Discourage customers from entering your premises until their food is ready.
- Ensure customers and staff keep 2m apart. Use tape to mark a 2m line from the counter.
- Have a '1 customer at a time rule' – place a sign at the entrance to advise of this.
- Discourage crowding of customers outside of your premises – Where possible have a queue system to maintain 2m separation distance – You can use tape on the floor to mark out 2m distances.
- Delivery drivers to stay 2m from customer. Leave food on doorstep, knock on the door and step back 2m.
- Provide personal protective equipment to staff where appropriate (i.e. gloves/masks).
- Ensure you have enough hand sanitizing products for staff and customers.
- Make sure your staff keep 2m apart during their work activities.

BE VIGILANT.

Officers from Merton Council Environmental Health Department are carrying out regular patrols to ensure that food businesses are complying with the legislation.

IF YOU ARE FOUND TO BE NON-COMPLIANT – WE WILL SERVICE PROHIBITION NOTICES AND/OR SERVE FIXED PENALTY NOTICES UPON YOU.



CUSTOMER NOTICE COVID 19

**Delivery and Pick up Service Only
(pre card-payment only – No cash taken)**

**No orders can be taken in person on the
premises.**

**Please telephone us and pay for your
order then return to collect it.**

**If you are collecting your order –
Only 1 customer at a time in the shop
only.**

Keep 2m Apart from staff and customers.

