



Post-coronavirus start-up guidance: Takeaway and delivery services

Many restaurants and small fast food businesses are permitted to operate their premises providing takeaway or delivery services as part of the lockdown strategy.

In many cases business owners and staff have been operating successfully through the long period of shutdown, and continue to do so as various sectors begin to open up again. Other restaurants offering takeaway or delivery services may be planning to resume operations following lockdown.

The diversity within the sector is large, with businesses and outlets ranging widely in terms of their complexity, size, layout, staffing and training needs. Each business has had to adapt, individually undertaking their own risk assessment to establish their specific needs to suit their own circumstances.

These guidelines do not override any existing policy conditions.

The fact that a business is deemed essential, or is permitted to operate, does not mean its legal obligations are in any way relaxed or reduced. Indeed, in the present climate the duties owed to employees and others are enhanced. All activities must only be undertaken in line with the current guidance issued by HM Government.

All applicable health & safety legislation and regulations remain fully in force, including but not limited to:

- Health & Safety at Work Act 1974.
- Management of Health & Safety at Work Regulations 1999.
- Workplace (Health, Safety & Welfare) Regulations 1992.
- Fire Safety Regulatory Reform Order, 2005.

First and foremost, customer and employee safety are paramount.





Coronavirus Response

Risk management measures

Activities: It is important that a review of your working activities is undertaken before restarting any work, as this will form part of your Covid-19 Compliance risk assessment. You must carry out a suitable and sufficient risk assessment; this means looking at working areas and activities to enable your employees to successfully distance themselves from customers and colleagues and work safely. It may not be appropriate to carry out certain activities as you normally would, and / or you may need to consider supplying PPE equipment to certain employees. Please see the latest Government and HSE advice for updates on appropriate precautions.

Please remember that if some activities cannot be carried out safely, they should not be undertaken at all.

Risk assessments

You must reinduct your employees to ensure that they understand new restrictions, new rules and altered arrangements for using welfare facilities and you may need to operate out of hours and/or, introduce shift patterns in order to manage safely the social distancing elements of the Covid-19 guidelines.

Please click on the headings below for links to further information:

[HSE Coronavirus information](#)

[HSE Social Distancing Guidelines](#)

[Working safely during Coronavirus – Restaurants offering takeaway or delivery](#)

[HSE Working safely during Coronavirus](#)

[Sector Specific Business and Trade Association Guidance](#)





Coronavirus Response

Consultation

Employers should consult with employees and trade unions about the return to the workplace. In the meantime vulnerable staff should continue to work from home if they can.

Employers should keep up-to-date with the latest government guidance to help them plan ahead.

When planning to return to the premises, employers must:

- Consult with staff and employee representatives, including any trade union representatives and health and safety officials.
- Consider the risks of anyone being harmed in the workplace and carry out a suitable and sufficient risk assessment addressing the risks posed by Covid-19. This should be prepared in consultation with your employees and/or their representatives. Once prepared it should be shared with the workforce and if you have more than 50 employees it should be published on your website.
- Make the workplace as safe as possible for staff, customers and other visitors.
 - » Introducing staggered opening times may help spread customer footfall, ensuring the maintenance of the social distancing guidelines.
 - » If you need to provide transport to and from the workplace, social distancing must be observed. This may involve the use of more or larger vehicles, in either case with fewer passengers. Ensure all legal requirements are met.
 - » Providing additional staff car parking and/or cycle storage for employees using their own transport will reduce the need to use public transport.

Managing Covid-19 anxiety

Without doubt many employees may feel anxious about travelling and returning to work considering the Covid-19 outbreak, and the issues associated with this will be around for some time to come.

It is important that employers take due consideration of this, as it could impact the successful operation of your business.

There is further [guidance from the NHS on anxiety around Covid-19 issues](#).

Some employees may be anxious about their safety when returning to the workplace. Employers and employees should talk about any concerns and try to resolve them together. It can also help to signpost staff to any health and wellbeing support that is available, for example occupational health or mental health services.



Coronavirus Response

Cleaning – general guidance applicable to all locations

- Think about your building and the layout of your premises. You should only consider cleaning surfaces yourself if you have the correct protective equipment and materials to hand, or these are readily available.
- We also understand that you may wish to use a service delivery option to do this work ahead of opening.

Common and shared areas need to be managed, but it is important that you consult with other parties regarding cleaning and sanitising of these areas.

Prepare a schedule of cleaning steps covering the following:

- Access and egress routes – what could anyone have touched?
- Always work from clean to dirty areas, to avoid spreading any contamination.
- Door handles, letterboxes, keys, finger plates, keypads, glass surfaces and floors – these are just a few areas but may well differ from premises to premises.
- Washrooms, shower rooms and WCs should be subjected to a deep clean and increased frequency of cleaning, especially if they are available for public use.
- Phones, PC's, keyboards, desks, vending machines and PIN pads.
- Kitchen areas, taps, fridges.
- Wear protective gloves and thoroughly sanitise door handles, keypads and hard surfaces – glass panels, mirrors etc that people may have touched.
- Although the Covid-19 virus cannot survive long on hard surfaces it is advised that these should be cleaned/sanitised thoroughly.
- Use a proprietary sanitiser/wipes where possible to clean before you open to employees and/or the general public.
- Kitchen extract hoods, canopies, plenums, filters/baffles, grease traps and ducting should be cleaned, as deposits of fats, oils and grease (FOG) are both a hygiene and fire hazard. Mould or fungus may have accumulated, necessitating a full clean – see further guidance in the 'Premises opening' section below.



Coronavirus Response

Vehicle delivery services

Home food delivery services

Offering home delivery is an area that carries with it significant potential motor and health & safety issues. The easiest and safest way to start home deliveries is through the services of one of the specialist internet based food ordering services, such as Deliveroo, Just Eats, Uber Eats etc – or one of the number of more specialist service providers. Another more ready-made alternative is to use a local courier or taxi service to deliver food on your behalf.

The final alternative that some businesses may consider is to ask employees or casual employees to deliver food using either the employer's or the employees' own vehicle.

You should consider the following issues:

Payment and delivery

- Decide how payment will be received – the best option is to take card payment over the phone or internet, though payment on delivery by contactless is also feasible. It is difficult to take cash payments at the customer's premises and still work within social distancing recommendations.
- Organise and explain a handover system which allows the food to be delivered without any direct customer contact.

If using external delivery services

- Please check that you have "Contingent Road Traffic Act" insurance for any liability arising out of any vehicle not belonging to you but, being used in connection with the business (normally standard cover under both Public Liability and Motor Fleet insurance policies).

If using own vehicles or 'employees' own vehicles

- Most standard private or business motor insurance policies do not cover home delivery of food as standard. You need to check that any policy covers business use and that the business use disclosed to the insurer includes 'Home food delivery'.
- For vans this will mean that the policy will need to include use in connection with "Carriage of goods for hire & reward".
- You will need to ensure that there are clear instructions not to use mobile devices for phone calls, internet or navigation whilst the vehicle is being driven (or that hands-free facilities are in place).
- You will need to carry out a risk assessment that takes into account that your employees will be working remotely and in isolation, and that they may be working unsocial hours or in areas they are unfamiliar with.

If employees are using their own vehicles

- You may need to seek to arrange "Occasional business use" cover for your employees whilst they are driving their vehicle on your business.
- You will have a responsibility for ensuring that the driver and vehicle are safe and appropriate for the work involved, including making checks that;
 - » The driver has an appropriate valid licence.
 - » The vehicle is safe, serviced and has a valid current MOT.



Coronavirus Response

Premises opening

Where the business is to resume operations following temporary full or partial shutdown, the following precautionary measures will assist in mitigating potential losses and further disruption:

- Undertake a thorough inspection of the perimeter security including fences, gates, doors, windows, shutters etc., to ensure they are undamaged and locking devices are serviceable.
- Inspect the building for any signs of damage or deterioration and arrange for remedial repairs as necessary.
- Fire alarm systems, access control, CCTV systems, intruder alarms, fire doors (including self-closers), fire extinguishers, fire dampers, emergency lighting should be checked and tested to ensure they are fully operational and, where required, arrange for a service or emergency visit to rectify faults.
- Review the alarm keyholders to ensure adequate coverage is provided and ensure the intruder and fire alarm system Alarm Receiving Centres are informed of any changes.
- Fixed automatic fire suppression systems, such as wet chemical systems to commercial cooking ranges, should be checked to ensure they are serviceable, and when in doubt arrange a service visit by the installer.
- Prior to start up and use, kitchen extract hoods, canopies, plenums, filters/baffles, grease traps and ducting should be cleaned as deposits of fats, oils and grease (FOG) can ignite resulting in severe fires. The cleaning can be undertaken by trained personnel, apart from the entire internal length of extract ducting, extraction motor and fan, which should be undertaken by a specialist contractor in accordance with TR19[®] Grease. Specialist contractors to undertake this work can be sourced from the Building Engineering Services Association (BESA) website: www.thebesa.com
- Where automatic fire sprinklers systems are installed, please refer to the separate detailed AXA Back to Business guide.
- Reinstating building services where they had been shut down (heating, air conditioning, power supplies etc) and restarting processes, plant and machinery should follow the OEM procedures by suitably trained and competent staff to ensure this is undertaken safely to minimise hazards and avoid damage or injury.
- Where the incoming water supplies have been isolated at the stopcock and systems drained, reinstating and refilling should be conducted in a slow controlled manner, checking for any leaks and to avoid water hammer which can cause damage to pipes, connections and fittings.
- Waste storage and removal should be carefully managed as part of general housekeeping on site. Frequency of waste collections may be less than necessary until normal services are fully resumed. Where additional arrangements are made to remove waste build-up, ensure you only use registered companies to avoid the potential risk of 'fly-tipping'.
- To check that a company is registered, go to the following website: <https://environment.data.gov.uk/public-registry/view/search-waste-carriers-brokers>
- Taking shortcuts when reinstating utility services or starting-up machinery that have been idle should be avoided, as this could lead to costly further disruption.