

## ADVICE FOR FOOD BUSINESSES DURING THE COVID-19 PANDEMIC

We have received several queries regarding the provision of food to communities and vulnerable people during the ongoing COVID-19 (coronavirus) pandemic and understand that businesses may wish to diversify during this uncertain time. The following advice is for those businesses that are looking to make provision for introducing takeaways and home deliveries where they have not done so before.

**A business will only be in a position to do this if they are registered as a food business with West Oxfordshire District Council.**

### Temperature Control

All foods whether hot or cold, must be delivered to consumers in a hygienic way that ensures that the food does not become unsafe or unfit to eat. Foods that require refrigeration must be kept cool (at or below 8°C) while they are being transported and may need to be packed in an insulated box with ice packs, a coolant gel or in a cool bag.

If you are transporting hot food it should always be kept hot, above 63°C.

It is also recommended to keep distances short and times limited to with 30 minutes.

The Food Standards Agency (FSA) has provided advice for business – ‘How to manage a business if you sell products online, for takeaway or for delivery’:

<https://www.food.gov.uk/business-guidance/distance-selling-mail-order-and-delivery>

### Allergens

Consideration must also be given to the provision of allergen information. 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>

### Hygiene, safety & social distancing

Limiting contact when delivering orders is imperative and will help to keep everyone healthy. Consider leaving deliveries at the door of your customer rather than handing it over to them. Take payments over the phone or internet and avoid taking cash payment. Hand washing facilities or hand sanitiser should also be provided.

Employees must be provided with clear instructions on any infection control policy in place. Any person showing symptoms of COVID-19 should STOP WORK IMMEDIATELY AND report their illness and symptoms, and any further relevant information to their employer. Both employees and employers should follow the guidance that the Government has issued guidance on COVID-19 for employee, employers and businesses:

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>

Please contact Environmental and Regulatory Services (ERS) at West Oxfordshire District Council (details below) to discuss any new food takeaway or delivery operations you are planning to provide to ensure that the correct procedures and control measures are in place before you commence.

**Email: [ers@publicagroup.uk](mailto:ers@publicagroup.uk) Tel: 01993 861000**

We are more than happy to provide advice/information during this difficult time.