

Advice for Food Businesses: Adapting Takeaway and Delivery activities



This advice is intended to assist food business operators who wish to adapt their existing operation as a result of the COVID-19 pandemic. In particular, it considers the introduction or increase in take away and delivery options, which are likely to be in greater demand at this time.

Registration

If you make any changes to the activities carried out in your food business you must notify us. If you are an existing food business and intend to alter the activities on site please contact us at LESFoodSafety@glasgow.gov.uk so that we can provide you with the appropriate advice and update our records to reflect the changes.

Food Safety Management System

The Food Safety Management System for the premises will require to be reviewed and reflected to update the changes to the activities. If you use [Cooksafe](#) this will mean:

- updating the Flow Diagram to include any new process steps
- updating your House Rules and
- introducing any new records which are required

Some specific issues you will need to consider are:

Allergens

If you are introducing new ingredients or products make sure that you know what allergens they contain so that customers can be given accurate allergen information.

Ensure that 'free from' allergy meals are appropriately labelled and packed to avoid cross contamination from other foods when collected or delivered.

Storage Capacity

If you are increasing the quantity of food on the premises make sure that you have sufficient storage space to store food at the correct temperature and prevent cross-contamination between raw and ready to eat foods.

Cross Contamination

If you introduce raw foods, or increase your handling of these, you will need to ensure that you have sufficient storage and preparation space to prevent cross contamination of ready to eat foods.

Temperature Control

If you are offering a delivery service you will need to ensure that hot foods are kept above 63°C and foods requiring refrigeration are kept cold. This may involve using insulated boxes, cool bags etc. and keeping journey times short. The controls you use will require to be documented in your House Rules.

Health & Safety

If there are any changes to routine activities which are covered by existing risk assessments, ensure that these are reviewed. Any new risks introduced require to be suitably assessed, this includes Coronavirus risk.

Infection Control

There is increased emphasis on infection control at this time, particularly considering deliveries may be made to households which are self-isolating in accordance with Government guidance. The following measures should be considered:

- Avoid cash payments at the point of delivery. Take payments over the phone or internet where possible
- Establish at the point of ordering whether a household is self-isolating
- Increase cleaning and disinfection of hand contact surfaces
- Provide delivery staff with hand sanitiser if available and ensure they are aware of [Government Guidance](#) on preventing the spread of infection
- Limit contact at the point of delivery by leaving deliveries at the door
- Document your infection control policy and ensure staff are aware of this

[See our separate guidance document for employers on documenting an infection control policy.](#)

Additional Resources

Food Standards Scotland: <https://www.foodstandards.gov.scot/consumers/food-safety/coronavirus/questions-and-answers-covid-19>

Food Standards Agency: [Distance Selling, Mail Order and Delivery: 'How to manage a food business if you sell products online, for takeaway or for delivery'](#)

The World Health Organisation (https://www.who.int/docs/default-source/coronaviruse/who-rights-roles-respon-hw-covid-19.pdf?sfvrsn=bcabd401_0);

The Government (<https://www.gov.uk/coronavirus>); and,

The NHS <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Hand Washing Guide <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>