

COVID-19 Fact Sheet

Customer collection from store



In addition to home delivery services, an effective way of reducing social contact whilst maintaining your retail business is to introduce customer collection from your store. By adapting your processes and minimising social interaction, you will reduce the risk of transmission of Coronavirus to both your customers and your staff.

Store collection reduces social contact by:

- Minimising the time customers spend in your store. If orders are placed over the phone or online, then picked and packed on site by your staff, it decreases the amount of time customers will be in the shop and potentially coming within two metres of other customers or staff restocking shelves.
- Avoiding the need for transactions at the till. If customers pay online or via telephone card payments prior to arriving at your shop, they can simply collect their items and leave again without coming into direct contact with staff.
- If collection times are staggered, it will allow you greater control over the number of customers entering your premises at any one time and will reduce queueing times outside your shop.
- Reducing the number of people touching food items or equipment within your store, such as shopping baskets, bags and tongs.

In order to maintain safe food practices, you should:

- Update your HACCP, Safer Food Better Business, or equivalent food hygiene plan to include the measures taken to maintain safe food practices whilst carrying out store collection services.
- Ensure any staff picking and packing the orders abide by the government's advice for good hygiene practice – regularly washing hands using soap and hot water for at least 20 seconds.
- Try to stick to pre-packaged foods where possible, but if any food handling must occur, ensure staff wear gloves and decant products into disposable, lidded containers.
- Encourage customers entering your shop to use hand sanitiser, if possible, with a designated area and signage set up for this near the entrance.
- Designate a separate, low risk area for handover of the food. If possible, items should be labelled and left in a signposted area of the shop for customers to collect without any physical contact with staff.
- Regularly sanitise this area and any other touchpoints in your shop, including door handles, telephones, card machines and surfaces.
- Encourage customers who have not already placed an order over the phone or online to leave the premises in order to do so, returning only during their designated collection slot. Orders should not be taken in person, if avoidable.

For further information on store collection and detailed food safety advice, visit:

Cornwall Council's Business Regulatory Support page: www.businessregulatorysupport.co.uk

Delivery guidance produced by the Chartered Institute of Environmental Health (CIEH):
www.cieh.org/media/4070/covid-19-food-delivery-and-takeaway-guidance.pdf