

COVID-19 Fact Sheet

Delivery services



Whether you've recently established an e-commerce platform, or you're looking to support those most vulnerable in your community, there are a few key things to consider before embarking upon a home delivery service. It is a great way to reach customers despite social distancing regulations, and if you can continue to serve your community during this time of crisis, they are likely to remember that you were there to help.

When setting up a home delivery service, 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 deliveries.
- Consider how you're physically going to deliver the products. If the service is available to your immediate local community only, using bikes is a great way to get up and running quickly and provides a green and sustainable way of getting your products from A to B.
- Think about the quantity of products you are able to deliver in one go. If you cannot safely carry the delivery on your bike, you may need to invest in a cargo bike or trailer. Maintain the cold chain throughout the delivery process by using appropriately insulated boxes, sanitised between deliveries.
- If you need to use a vehicle in order to carry out deliveries, try to group them as best as you can into delivery slots. Plan your routes out sensibly – it is recommended to limit to within 30 minutes – and communicate to your customers which slot their order falls under, to manage expectations.
- Check your vehicle insurance policy covers home delivery and that the driver is covered under business insurance – if not, contact your provider to upgrade.
- Make sure you establish a secure payment method prior to beginning deliveries, whether online, via telephone card payments or portals. It is advisable to avoid cash payments as far as possible, but if necessary, ensure this can be done safely and avoiding physical contact.
- Be aware of age restricted products and maintain all of the usual procedures of the Challenge 25 policy.
- Keep both staff and customers safe when conducting deliveries. Try to avoid food handling as far as possible and ensure all staff receive the appropriate food hygiene training.
- Drivers should stay out of food preparation and packing areas, with in store staff placing deliveries in a designated area for the driver to pick up.
- All staff should maintain regular hand washing, use gloves and ensure touchpoints are sanitised, such as delivery boxes and bags, steering wheels and handlebars between delivery runs.
- Respect your customer – particularly if you are aware that they are self-isolating. Leave deliveries at the end of the drive or by the front door to avoid direct contact and ask them to do the same with cash.
- Be sure to promote your new home delivery service via all of your usual marketing channels to ensure your customers know that it's available.

By delivering direct to your customers' homes, you will be offering an invaluable service to your community. This is your opportunity to extend your customer base to include loyal locals, giving them the chance to form new shopping habits going forward.

For further information on home deliveries, including data security, food safety procedures and hygiene measures, visit the ACS website: acs.org.uk or Cornwall Council's Business Regulatory Support page: www.businessregulatorysupport.co.uk