

Home Delivery Guidance



This guidance is designed to provide reassurance to convenience store retailers who want to carry out local grocery deliveries to support people self isolating. There are regulations that can easily be followed through normal business practice, including on how you:

- **Take orders and payments**
- **Manage data**
- **Keep food safe**
- **Physically deliver products**

This guidance explains what these regulations are, and provides simple advice on conducting deliveries in a way that best promotes good hygiene and limits the risk of passing on Covid-19 and other viruses when doing so.

How do you take an order?

You can receive an order on the phone, through your own website or another online platform, for example Whatsapp, email, text, a Twitter direct message or a Facebook message.



Whichever approach you use, there are some important principles to consider:

- If you're providing a shopping list or order form, make sure it's clear what you're selling, the quantity and food allergen information.
- If you're taking generic orders, try to confirm specific details eg brand, quantity; it is acceptable to make a reasonable substitution.

You can promote that you are offering a temporary delivery service for customers using the CSNA template poster for your store and on your social media platforms. ([Download the poster here](#))



Contactless card payments



Cash is perfectly acceptable and for best hygiene practice you should separate handling of cash and food preparation



You can offer credit at your discretion but you cannot add on a fee or a charge interest. This will allow customers to take delivery of goods and pay you at a later date.



Use a virtual terminal provider like Paypal or Worldpay and other online systems

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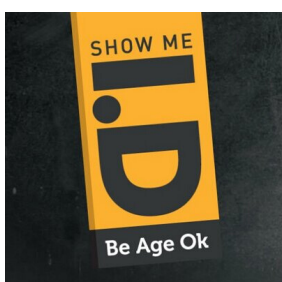


How to deliver to customers?

- Check your vehicle insurance. Standard car insurance policies may not cover the use of the vehicle for business purposes and you may need to update your policy. Contact your insurance provider/broker to check if they can extend your business and vehicle insurance to cover home delivery
- Chilled food can be kept at ambient temperature for a **maximum of four hours** in one continuous period, so you do not have to have chilled compartment or box for a short journey. However, if a chilled product is kept at a temperature of more than 8°C for more than four hours, it should be destroyed.
- Courtesy to other residents and drivers should be considered when making deliveries, and this sign can be printed and placed on your dashboard.
Download the sign from the CSNA website [here](#)

How to operate a collection service

All of the guidance on making deliveries will also apply to offering a collection service for customers, their neighbours or family, and local volunteers.



Age Restrictions

All product age restrictions apply to age restricted products

Reduce the risk of spreading Covid-19

You should minimise the risk of spreading infection from Covid-19 or any virus. Good practice that should be followed at all times includes:



Adopt sensible measures to minimise risk especially when delivering to people who have stated they are self isolating, notably by leaving deliveries at the front door. Do not enter their home or directly hand the delivery to them



Cleaning on a regular basis surfaces you regularly touch, including phones, car steering wheels, bicycle handles and car handles.



Avoiding shaking hands or direct contact with customers and others when delivering products.



Washing hands for a minimum of 20 seconds every time you return to the store, and at least every two hours.