



## **Delivery and No Contact Delivery Advice**

### **Already Offer Deliveries.**

If you already offer deliveries to your customers and are looking to reduce contact for your staff, then think about the following –

- If you have a payment option on your website advertise on social media and encourage customers to order through the website.
- If not and you decide to take payments over the phone, consider setting a limit and only deliver to the address the card is registered to.
- Think about offering free delivery to those in vulnerable groups or those who are self-isolating.
- Can you mitigate costs and offer a better service by joining with another business such as a local greengrocer?

### **Planning to offer local delivery.**

- Make sure foods are well wrapped and robust enough to withstand extra handling.
- Ensure packaging materials used are not a source of contamination.
- Ensure separation between raw meat and ready-to-eat products.
- Keep RTE foods below 8°C
- NB. Refrigerated transport is not essential if 8°C can be maintained
- Monitor temperatures and keep a record.
- Fresh meat does not have to be kept chilled but you may prefer to do so to maintain quality.
- Ensure vehicles and containers are kept clean and are not a source of contamination.
- We do not consider that a butcher offering a few local deliveries is a major change to operations and therefore there is no need to advise your local authority.
- However, if the service does well and does become a substantial part of your business going forward you will need to let them know at an early stage.

### **No Contact Delivery & Cardholder Not present payments.**

We do recommend that you practice no contact delivery wherever possible to protect your staff and respect the government advised social distancing and possible self-isolation of your customers.

Whilst we do not recommend taking payments over the phone in normal circumstances due to the increased risk to your business, we do understand it may be necessary at this time.

- Limit these transactions to £50 or under
- Only deliver to the address the card is registered to.
- Keep a record of the full name and address (this is classed as necessary to the business and allowable under GDPR)