

# Coronavirus Advice

## This advice is for food businesses continuing to trade or introducing food takeaway and delivery options

The government has instructed all non-essential premises to close. A list of businesses to close under such guidance can be found [here](#).

Any public premises which are expected to remain open must ensure a distance of two metres between customers and shop assistants; and should let people enter the shop only in small groups, to ensure that spaces are not crowded. Queue control is required outside of shops and other essential premises that remain open.

We understand that businesses may be looking to diversify in order to maintain customers during this time. This may include offering a takeaway or delivery service where you have not done so before. If you are considering operating after 11pm then you must ensure that you have a premises licence. Only businesses registered as a food business with the City Council will be able to do this. On-line application can be made via the following [link](#). For further advice on premises licence applications e-mail [licensing@newcastle.gov.uk](mailto:licensing@newcastle.gov.uk)

If you are changing how you are used to operating, then you should think through the hazards and ensure that you have appropriate controls in place to ensure food safety. All food must be delivered to customers in a way that ensures that it does not become unsafe or unfit to eat.

Government guidance for food businesses on Coronavirus (COVID-19) can be found at <https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19>

## Important issues to consider

In addition to the current food safety controls you already have in place these are some additional issues you need to consider:

- **Suppliers** – You must ensure you continue to use reputable suppliers.
- **Cleaning** - Where suitable surface sanitisers are unavailable you must continue to adequately clean any food preparation surfaces and equipment using a two stage clean with hot soapy water and disinfectant.

- **Cross contamination** - Equipment used for raw and ready to eat foods must be separate if you cannot effectively clean and sanitise in-between uses with a suitable sanitiser due to them being unavailable.
- **Hand washing** - Regardless of the availability of hand sanitisers, all food handlers must regularly wash their hands using warm running water, hand soap (for at least 20 seconds) and dry them with disposable paper towels.
- **Temperature control** - Foods that need refrigerating must be kept cool during transportation. This may need to be packed in an insulated box with a coolant gel or in a cool bag. If you are transporting hot food, it should be kept hot. This may need to be packed in an insulated box or bag. It is recommended to keep travel distances short and times limited to within 30 minutes.
- **Allergens** - If you have made any changes to your menu ensure you have reviewed your allergy information. There is also a wealth of advice for businesses on allergen management on the [FSA website](#). Do not serve people with a food allergy or intolerance if you cannot guarantee that their food has not been contaminated with their specific allergen.
- **Vehicles** - All vehicles used to transport or deliver food must be kept clean, in good repair and condition and free from sources of contamination to protect food. All foods must be fully wrapped or packaged for transport or delivery to prevent contamination.
- **Contact-free delivery** - When customers place an order you need to ask if they are self-isolating, this is so that you limit contact when delivering orders to help keep everyone healthy. Social distancing needs to be adhered to even if someone is not exhibiting any symptoms. You could consider leaving deliveries at the door of your customer, rather than handing it over to them. Knock on the door, then step back at least 2 metres and wait nearby for your customer to collect it.
- **Social Distancing in Takeaways** - If available it is recommended that hand sanitiser is provided to customers. If this is not available due to the national shortage, then you should leave the entrance door open and clean and disinfect any potential hand contact surfaces regularly. You should limit the number of customers who enter the premises to order or collect food so that the 2 metres social distancing can be adhered to. The social distancing could be achieved with the use of floor markers or similar. Customers should only approach the counter when asked to do so by a member of staff. Customers should not wait by the service counter for their orders. There is also government guidance for social distancing. For details visit [GOV.UK - Guidance on social distancing](#)
- **Payment** - Orders should be paid for with contactless payment wherever possible, if this is not possible then hands need to be washed thoroughly after handling money.

- **Infection Control** - You have responsibilities to ensure food handlers are fit for work under the food hygiene regulations. In addition you have a general duty to ensure the health, safety and welfare of persons in your employment and members of the public. Relevant staff must be provided with clear instructions on any infection control policy in place, any person with illness or symptoms must report it to a person in charge. Ensure the Government's infection control policy in relation to coronavirus is followed. For details visit [GOV.UK - COVID 19: Guidance for Employees, Employers and Businesses](#).

For more information on how to sell products for takeaway or delivery visit the [FSA - Distance selling, mail order and delivery](#).