

Advice for Food Businesses



This advice is intended to assist food business operators who have adapted their existing operation as a result of the COVID-19 pandemic. In particular, it considers the introduction or increase in take away and delivery options, which are likely to be in greater demand at this time.

Registration

If you make any changes to the activities carried out in your food business you must notify this Service. If you are an existing food business and intend to alter the activities on site please contact us at EnvironmentalHealth@eastrenfrewshire.gov.uk so that we can provide you with appropriate advice and update our records to reflect the changes.

Food Safety Management System

The Food Safety Management System for the premises will require to be reviewed and reflected to update the changes to the activities. If you use **Cooksafe** this will mean:

- updating the Flow Diagram to include any new process steps
- updating your House Rules and
- introducing any new records which are required

Some specific issues you will need to consider are:

Allergens

If you are introducing new ingredients or products make sure that you know what allergens they contain so that customers can be given accurate allergen information. Ensure that 'free from' allergy meals are appropriately labelled and packed to avoid cross contamination from other foods when collected or delivered.

Storage Capacity

If you are increasing the quantity of food on the premises make sure that you have sufficient storage space to store food at the correct temperature and prevent cross-contamination between raw and or dirty and ready to eat foods.

Cross Contamination

If you introduce raw/dirty foods, or increase your handling of these, you will need to ensure that you have adequate storage and preparation space to prevent cross contamination of ready to eat foods.

Temperature Control

If you are offering a delivery service you will need to ensure that hot foods are kept above 63°C and foods requiring refrigeration are kept cold. This may involve using insulated boxes, cool bags etc. and keeping journey times short. The controls you use will require to be documented in your House Rules.

Health & Safety

If there are any changes to routine activities which are covered by existing risk assessments, ensure that these are reviewed. Any new risks introduced require to be suitably assessed, this includes Coronavirus risk.

Infection Control

There is increased emphasis on infection control at this time, particularly considering deliveries may be made to households which are self-isolating in accordance with Government guidance.

The following measures should be considered:

- Avoid cash payments at the point of delivery. Take payments over the phone or internet where possible
- Establish at the point of ordering whether a household is self-isolating
- Clean and disinfect hand contact surfaces routinely
- Provide delivery staff with hand sanitiser if available and ensure they are aware of **Government Guidance** on preventing the spread of infection
- Limit contact at the point of delivery by leaving deliveries at the door
- Document your infection control policy and ensure staff are aware of this

Food Fraud

Be extra vigilant at this time to food fraud activities as we are aware that prices of your raw ingredients will be increasing. Do not be tempted to accept food from out with your normal supply chain or suppliers. If you are offered food from unknown sources, please try and take as many details about the supplier as possible and pass it, in total confidence, to Environmental Health at EnvironmentalHealth@eastrenfrewshire.gov.uk

Take-Away Collections by the Public

Good practice would be to stop customers entering the premises. A member of staff could take orders at the door or place a phone number on the door so customers can phone in orders from their car, pass these to the kitchen and then hand over the food at the door when ready. If you feel there is suitable separation within the premises then allow a customer or customers into the premises, remember the social distancing 2 metre separation rule when considering how many are allowed in. If customers are to wait outside it would be a good idea to remind them to stay 2 metres apart and a sign stating that on your window or door would help reinforce this.

Additional Resources

Food Standards Agency

[Distance Selling, Mail Order and Delivery: 'How to manage a food business if you sell products online, for takeaway or for delivery'](#)

Health Protection Scotland

[COVID-19 – guidance for non-healthcare settings](#)

The World Health Organisation

[Coronavirus Disease \(COVID-19\) Outbreak: Rights, Roles and Responsibilities of Health Workers](#)

The Government

[Coronavirus \(COVID-19\): What you need to do](#)

The NHS

[Advice for everyone: Coronavirus \(Covid-19\)](#)

Food Standards Scotland

[Questions and Answers: COVID-19](#)



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