restaurant association of new zealand

Thought for Food

contactless delivery & pick-up programme for level 3

guidelines for the hospitality industry

www.restaurantnz.co.nz

Version date 1 May, 2020

Guidelines for operating your food business during Alert Level 3

The following information is intended to provide guidance for food and beverage businesses, for operating at Alert Level 3.

The guidance is for all food and beverage businesses, including those within accommodation providers and those without premises typically open to customers – such as coffee carts and food trucks.

The Association's health & safety guidance is available and, in all cases, refer to Ministry of Health and MPI guidelines for safe food practices and food safety.

This guidance was created in collaboration by the Restaurant Association of New Zealand, Hospitality New Zealand, Ministry of Business, Innovation and Employment (MBIE) and other Government agencies. WorkSafe New Zealand has assessed this guidance and is satisfied that it meets their expectations for management of COVID-19-related risks in the workplace.

WORKSAFE

Dated 2 May 2020

Phil Parkes
Chief Executive
WorkSafe New Zealand

Note: WorkSafe does not accept any responsibility or liability to you, whether in contract, equity or tort, or under any other legal principle, for any direct or indirect losses or damage of any kind arising from use of this document. This includes any action taken as a result of reading, or a reliance placed on WorkSafe as a result of having read, any part or all of, the document.

Without limiting the above, you are advised that:

1. The information provided is of a general nature only, and is not intended to address specific circumstances of any particular individual or entity.
2. WorkSafe makes no warranties, guaranties or undertakings as to results that may be obtained from use of the document this endorsement applies to. Information provided is not professional or legal advice. Specific advice should be sought from qualified professionals prior to relying solely on any information in this document.

The information provided is not in substitution for or in any way an alteration to the laws of New Zealand or any official guidelines or requirements.

Contents

The guidelines have been split into the following sections:

SECTION 1: General Principles 4

SECTION 2: What to consider before you open at Level 3 6

SECTION 3: Managing Orders 11

SECTION 4: Food Preparation 12

SECTION 5: Getting the order to the customers 15

Pick-up 15

Delivery 17

Drive-thru 17

SECTION 6: Looking after your employees and the workplace 18

Staff requirements & health 18

Other business considerations at Level 3 19

SECTION 7: Sample checklists 22

SECTION 8: Alcohol 24

Frequently Asked Questions 25

Central Govt Contacts 26

SECTION 1: General Principles

The Alert Level 3 status means:

Most, but not all businesses can open under Alert Level 3.

- Businesses must take health measures to keep their workers safe - maintain physical distance between workers, recording who is working together, limiting interaction between groups of workers, disinfecting surfaces, and maintaining high hygiene standards.
- Hospitality businesses can operate under Alert Level 3 for contactless delivery and pick-up (including drive-through) of pre-prepared food and beverages. Customers cannot enter your premises.
- People are still instructed to stay home unless for essential personal movement. Essential personal movement is for activities such as accessing local services and businesses, recreation or work and school.

Why are there still restrictions at Alert Level 3?

New Zealand moved to COVID-19 Alert Level 4 to ensure that measures were taken to eliminate COVID-19 by severely minimising interactions between people. This reason remains the same in Alert Level 3. However, to allow some economic activity to resume, some of the Level 4 restrictions have been softened.

The primary focus of the Government is to eradicate the disease, to protect New Zealander's health and ensure our health system can cope and look after New Zealanders who become sick.

The Government wants to hit this hard, so hopefully we can recover as a country, and as an economy sooner.

Leadership and engagement

Leadership

The expectations of customers, the community, staff, and regulators is that workplaces will meet the highest possible standards and that managers, supervisors, and individual staff actively manage adherence to the safety measures and expectations. We expect all involved to demonstrate leadership and appropriate self-supervision to ensure that these standards are met and that they are looking out for the health and safety of their colleagues and community while at work.

Engagement

Generally, you will develop more effective plans and practices that staff will follow if you involve your people in their development. This is also likely to give your people more confidence that they will be safe at work and are doing their bit to keep their communities safe. Workplaces must engage with employees (as individuals or representatives) in any decision making for changes to work practices. Any staff consultation and/or feedback should be an ongoing process so that workplaces are able to improve practices and learn lessons to continuously improve management and safety.

SECTION 2: What to consider before you open at Level 3

The following list outlines some of the considerations to step you through the process of implementing your contactless delivery and pre-ordered pick-up programme. Further guidance is provided throughout this guide.

1. **Assess whether this is a viable option for your business.** Can you successfully adapt your business model to implement delivery and/or pick-up? What is the profit margin on a more limited takeaway menu? Does your current menu adapt well to delivery and takeaway, or will you need to develop a new one? How will this impact your rent abatement (if you have one in place) or other items such as insurance?

2. **Consider the health & safety obligations** for your workplace, including the requirement to consult with workers and prepare a Safety Plan for Covid-19 (see Health & Safety information below).

3. **Food safety requirements** – if you are adding takeaway and delivery, when you didn't have these offerings before, will need changes to the business' Food Control Plan (see Food Safety information below).

4. **Consider if you are going to use a third party delivery partner** (eg Menulog etc), or if you are going to manage the delivery within your business.

   If you are going to manage this within your business, you will need to consider items like the training, insurance, rostering, and Employment Agreement changes. It is recommended that you seek employment advice about this. You will also need to implement clear Policies and Procedures for this. MPI have further guidance on transporting food (see Food Safety information below).

   If you are using a third party, you will need to satisfy yourself that the way the third party will interact with you will keep your staff, business and the community safe. You and your third-party provider must share their Covid-19 safety plans.

5. Either contact the third party delivery provider, or establish your own group of delivery drivers. (The Industry Associations have templates and policies, and can provide advice, if you are considering to redeploy some of your staff temporarily as delivery drivers.)

6. **Set up your takeaway delivery/pick-up menu** (see Menu Development tips below). We recommend no more than 15 food items on the takeaway menu. A curated drinks menu should be considered.

7. **Consider how customers will order online** - if using a delivery partner this is taken care of for you, however if you are organising delivery yourself, or providing a takeaway service, ideally the whole system will need to be enabled to order and pay for online. Alternatively, if this is not possible, set up your takeaway menu online and ask customers to order by phone. (If order is made via phone, again ideally payment details should be made over the phone as well, to maintain a fully contactless system.)

8. **Consider your rostering and any requirements to reorganise the kitchen layout** to manage physical distancing. It is recommended that where possible a distance of 2 metres (or more if possible) between staff is maintained. It is recognised that this may be difficult in small kitchens and food trucks, therefore in a controlled workplace environment if risks can be managed, for instance through the use of personal protective equipment such as masks and gloves, a minimum of 1 metre distance may be acceptable. Employers should have measures in place to minimise the amount of time that employees are working at distance of less than 2 metres.

   The Industry Associations can provide some suggestions on rostering management. Guidance is also provided in Section 6 of this guide).

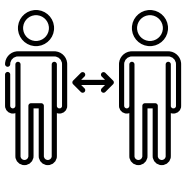
9. **Consider the process for delivery and pick up** and how both the delivery and pick up will be made – these guidelines outline the process. Businesses must ensure that food and drinks are able to be delivered to the customer safely, maintaining food safety and health and safety requirements.

10. **Ensure that a customer register is maintained** for every customer at the point of ordering - following Ministry of Health guidelines - and have a process for collecting information for contact tracing.

11. **Complete a marketing plan** to ensure that your customers and the general public know you are open for contactless delivery and pick-up and measures you have in place to ensure safety.

12. **Complete a complaints process policy**. How will you ensure that orders are correct before being received by the customer. How will you manage complaints and rectify any wrong orders etc?

Health & Safety



Before you reopen you should self-assess your ability to operate safely at Alert Level 3. Businesses are obliged to eliminate transmission risks where possible, and where not possible to eliminate, to substitute work practices or provide as higher level of control as possible to minimise risk.

Worksafe expect that businesses maintain, or create new, practices that meet or exceed the Ministry of Health guidelines as they are updated. This includes thinking about how you're going to manage risks and protect workers and customers under Alert Level 3. You need to document this thinking in a **Covid-19 Safety Plan**.

You also need to discuss and share the plan with everyone at work – including workers, contractors, and suppliers – before the work starts.

The key controls that have been decided as necessary to minimise the risk of passing on the COVID-19 virus at work are:

- supporting people with flu-like symptoms to self-isolate
- ensuring separation distances
- disinfecting surfaces
- maintaining good hygiene, particularly hand hygiene and good cough/ sneeze etiquette
- keeping records to facilitate contact tracing.

The purpose of planning is to ensure:

- effective implementation of COVID-19 controls, and
- the health and safety of workers and other people isn't put at risk from changes that are made to work arrangements because of this pandemic.

Covid-19 Safety Plan Content

To ensure you are minimising the risk of COVID-19 appropriately, and that your business can continue to operate safely, you need to consider the following questions. Your plan is a record of how you will achieve this.

1. Are there any risks arising from restarting your business or a business activity that has been shut down during Alert Level 4, and how will you manage these?
2. How will you ensure all workers know how and are able to keep themselves safe from exposure to COVID-19?
3. How will you gather information on the wellness of your workers to ensure that they are safe and well to work?
4. How will you operate your business in a way that keeps workers and others safe from exposure to COVID-19?
5. How will you manage an exposure or suspected exposure to COVID-19?
6. How will you evaluate, and continuously review, whether your work processes or risk controls are effective?
7. How do any changes impact on the risks of the work you do?

More information and guidance on helping to answer the above questions, and a WorkSafe Template Covid-19 Safety Plan template can be found here: https://worksafe.govt.nz/managing-health-and-safety/novel-coronavirus-covid-19/your-covid-19-safety-plan/

Food Safety

Food businesses getting up and running again after COVID-19 Level 4 closure must take steps to ensure food is safe and suitable, and additional requirements are needed. If you want to make changes to the way you operate, such as adding delivery. Key information is available on the MPI website here.

Steps to consider:

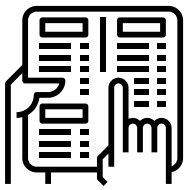
1. **Check your existing Food Control Plan** (or National Programme) to see if you already have all the required 'food cards' (eg, "Takeaway food", "Transporting food" and/or "Packaging") for your change of scope. If you do, you are all set, just make sure you follow your COVID-19 safe practice plan.
2. **Download the relevant cards** if you need to change your scope and attach these to your plan or programme. This material has been pre-evaluated and does not require further evaluation.
3. **Let your Registration Authority know** (New Zealand Food Safety or your local council), by email or phone, that you want to add the operation to your scope.
4. **Start following the additional requirements** within your business operation.
5. Once the COVID-19 restrictions are lifted, you may need to formally advise your Registration Authority if you want to continue with the additional or changed operations. Your Registration Authority can advise you on the relevant application process (if any) at that point.

MPI have set up a Scope Change Check as an interim measure to check that food businesses who want to expand their business into making packaged chilled or frozen food for retail sale are managing the associated food safety risks. This will involve an interview with a food safety expert and must be completed within one week (5 working days) of operating.

Useful checklists include:

- Re-opening a Food Business Checklist
- Guidance for running a business during COVID-19

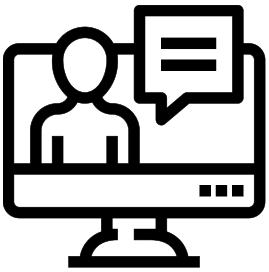
Menu Development



Not every restaurant has a menu already tailored for delivery or pick-up. Consideration needs to be given to the types of items that will be on offer, their transportability and profit margin for the business.

- Keep the menu short. This will assist customers to quickly and easily view and order the delivery and takeaway options but in addition enables more precise monitoring of the food chain.
- As not all menu items are ideal for delivery or pick-up, consider creating a menu that exclusively features dishes that travel well, can be refrigerated and reheated without compromising food quality.
- Consider whether to adapt existing menu items, or alternatively, create a separate take out menu.
- Your online menu for contactless delivery and pick-up should also feature variety and affordable price points.
- It is vital that you ensure that each menu item available is profitable for your business. Prioritise items that carry high profit.
- Consider the following when developing your menu items:
    - Does the meal travel well?
    - Will the meal get soggy or watered down with time?
    - Will the meal be presentable when it reaches its destination?
    - Do you have the right packaging for the meal?
    - Will the profit margin for the dish cover the delivery costs?
    - Will the prep time make total time for delivery or pick-up too long?

SECTION 3: Managing orders



At Level 3 customers cannot place orders in person at the premises. They will have to place orders online or by phone, except at drive-throughs where orders can be made at the drive through terminal or window.

Online or phone ordering and payment methods

The customer orders online or via an app using the venue's online ordering system, or, views the menu online and makes their order by phoning (or texting, if this is set up) the business.

To reduce any risk of transmission of the virus, payment should be made online or by phone using cashless methods.

However, if this is not possible, you can accept payment at the point of pick-up if you have good systems in place to maintain physical distancing and good hygiene. If online or phone payment cannot be made, payWave should be utilised as the secondary payment option, as this maintains a contactless transaction.

Systems to maintain physical distancing and good hygiene practices with payment transactions should include:

- Allow enough time between the collection of orders to ensure payment can be made and customers are not queueing to pay and pick-up their food.
- Physical distancing markers to maintain 2 metre distancing requirements between your staff and customers
- Clear signage and instructions outlining that customers must wait at physical distancing markers before being called forward by your staff to pay and collect their food
- If cash is accepted (and should only be done so as a last resort to other payment methods) develop systems that limit the amount of handling time for your staff.
- Have sanitiser available for customers and advise your staff on regularly washing and sanitising their hands and other shared surfaces (such as EFTPOS terminals).

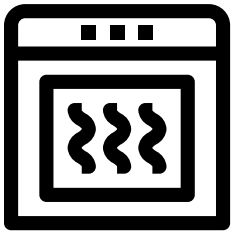
Collecting details to assist with contact tracing

Order and customer details must be recorded at the time of order (either online or over the phone). The purpose of collecting this information is to support contact tracing, in the event there is a confirmed case that is connected to your business.

You should collect the following information:

- Full name
- Two forms of contact – mobile phone and email
- Time of interaction (eg the time they collected food/went through drive-through).

SECTION 4: Food preparation



As a starting point, you should follow the food safety procedure in your Food Control Plan and on the MPI Covid-19 website which include Safe Practice guidelines: https://www.mpi.govt.nz/protection-and-response/coronavirus/coronavirus-and-food-safety/

Physical distancing

Maintain physical distancing between workers in workplaces under Covid-19 Alert Level 3. Except in the situation where the family bubble is the working bubble, it is recommended that where possible a distance of 2 metres (or more if possible) between staff is maintained. If a distance of 2 metres is not possible, in a controlled workplace environment if risks can be managed, for instance through the use of personal protective equipment such as masks and gloves, a minimum of 1 metre distance may be acceptable.

In food production/processing facilities and retail food establishments, an evaluation should be made to identify and implement operational changes that maintain the required physical separation of 2 metres, if possible. Consider using masking tape to show divides in kitchen and other venue areas to keep people aware of the 2 metre rule, or a minimum of 1 metre (if risks are being managed at this distance).

Keep the number of people involved in the preparation of each menu item at minimum levels to ensure traceability and assurance. Employers should also consider measures they can put in place to minimise the amount of time that employees are working at a distance of less than 2 metres.

Hygiene and safe practice

In general, the risk of spread of COVID-19 from food products or packaging is very low. However, businesses should ensure appropriate hygiene practices are upheld in regard to packaging.

Coronaviruses are generally thought to be spread from person-to-person through respiratory droplets. Currently there is no evidence to support transmission of COVID-19 associated with food. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.

You and your employees may choose to use gloves or other personal protective equipment – PPE - (if available), however you should reassure your employees that good hand and food hygiene is more important than the use of personal protective equipment.

It is possible that infected food handlers could introduce the virus to the food they are in contact with by coughing and sneezing, or through hand contact. However, this is unlikely to occur if food handlers in food businesses follow standard, good hygiene practices, described below, that reduce the risk of transmission of most foodborne illnesses.

As a food business, good hygiene practices are a part of your business as usual. These usual practices should be maintained, but additional measures will need to be adopted to ensure you're protecting yourselves, your staff and your customers during these extraordinary times.

These practices include:

- proper hand hygiene
- safe food practices
- cough/cold hygiene practices
- avoiding close contact, when possible, with anyone showing symptoms of respiratory illness such as coughing and sneezing.

Food handlers must wash hands (even if they have no disease symptoms):

- before starting work
- before handling cooked or ready-to-eat food
- after handling or preparing raw food
- after handling waste
- after cleaning duties
- after using the toilet
- after blowing their nose, sneezing or coughing
- after eating, drinking, or smoking
- after handling money.

Ensure these steps are followed to maximise safety in the workplace:

- Ensure clean uniforms are worn, put on at work and changed before traveling home etc.. Must be washed every shift.
- Ensure gloves, *where appropriate*, are used for food safety.
- It is strongly recommended that hats are worn and beard masks, where appropriate, to avoid cross contamination.
- Specify staff to be task-specific when preparing ready-to-eat foods with gloves to reduce the need for changing gloves when tasks change. (However, gloves will still need to be changed regularly and hands must be washed between glove changes and when they are removed. Gloves allow bacteria to build up on the surface of hands, so handwashing is important when they are removed to avoid contamination of food.)
- Identify backup sources or modify menus if ingredients and food supplies are not available.
- Appropriate hygiene and sanitation protocols should be implemented for all reusable containers.
- Check your food safety equipment
- Purchase batteries and spare thermometers and test strips.
- Make sure your first aid kits are stocked.

Businesses should ensure appropriate hygiene practices are upheld in regard to packaging. This could include only using single use containers for meal and beverage orders once, and packaging meals in paper delivery bags to ensure no direct contact.

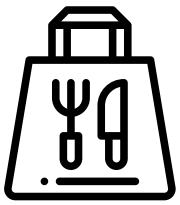
IMPORTANT: Maintaining physical distancing in the absence of effective hygiene practices may not prevent the spread of COVID-19. Food operations should be vigilant in their hygiene practices, including frequent and proper hand-washing and routine cleaning of all surfaces.

SECTION 5: Getting the order to the customer

Order identification

You will need to have an order identification system in place. For example, an order receipt, containing the details of the order, should be stapled to each package for identification with the order name and/or number written on the order.

1. Pick-Up



There are a number of ways that you can get your food business up-and-running for customers so they can pick-up food from you.

You could:

Deliver food to people waiting in their cars outside your premises

You may recommend customers park at a nearby car park, or some reserved parking spots nearby. The order can then be delivered to the car – placed on the bonnet of the car by the staff member - while the customer remains in the car. If you can use car park facilities, then you may also need the customer to provide the vehicle registration number for identification.

Temporary parking facilities should only be established where it is appropriate. Businesses should ensure they have any necessary permits and operate any parking safely, maintaining adherence to the road rules (e.g: no parking on yellow lines) and customers should be reminded of this.

You could establish a safe pick-up point outside your premises

Factors to consider when designating a safe pick-up point:

- Physical distancing of 2 metres between staff and customers can be maintained.
- Customers cannot enter any part of the premises, so you need to assess the most suitable option for your premises. This may need to be a pick-up area table at the main entrance. Other fire exits must be kept clear.
- The pick-up area should be well away from the kitchen area and at a distance from as many staff as possible.
- Hand sanitiser should be available for customer use.
- Staff handing over the food should place the food down on a table or counter at the pick-up area and keep a 2 metre distance from the customer at all times. Distance markings should be in place, and notices should specify the process.
- This pick-up point area should regularly be sanitised throughout the day and staff should wash or sanitise their hands after each order is picked-up.

Signage should be clearly displayed outlining:

- Where the pick-up point is
- What the pick-up system is, how it works, and what the customer needs to do
- That anyone who is feeling unwell or showing signs of illness must not pick-up from the venue.
- The food must be taken away and consumed elsewhere. (Do not allow customers to use any outdoor seating areas for the consumption of food.)

Customers whose orders are ready should approach one at a time to collect their orders.

- Identify allocated collection times for customers, to avoid queuing outside the premise.
- Consider a method of advising customers when their order is ready (e.g: by text or app) so they approach the pick-up point one at a time.
- Physical distancing markers could be implemented outside your premises for situations where there may be more than one person waiting. This would be a contingency plan, as you should be planning to only have one person waiting at a time.
- A method of contactlessly verifying the correct customer for each order, should be implemented – for example: by name, or an order number etc.

The staff member working the pick-up service must always practise good hygiene.

- This will include sanitising their hands and surfaces in between all interactions.
- Gloves and masks are not a requirement but can be used if available.
- Staff members must ensure that they have no direct contact with customers, containers or food items (which will remain in paper bags).

Appropriate waste bins must also be available at the pick-up point.

Once pick-up is completed, you should record this through the ordering system you have in place.

What about food trucks and coffee carts?

Food trucks and coffee carts can operate in the same manner as other food businesses under Alert Level 3 by accepting contactless orders and payment. The guidance outlined above for delivery and pick-up can be used by food trucks and coffee carts to establish operations under Alert Level 3.

What should I do if people turn-up to the front door anyway?

Customers arriving without having already placed an order need to leave the immediate premises area to place their order by phone or online and to return at a designated time for pick-up. This is to ensure that physical distancing is maintained, and contact tracing details are recorded, in case this is required. Additional signage should be displayed for this.

2. Delivery

The order is picked up by the delivery person and taken to the customer's address.

The delivery person may choose to use gloves and mask but, as with food handling, it is not a requirement. Regular hand washing and/or sanitisation is what is required.

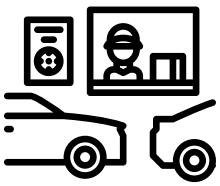
You could however choose to limit the number of people handling the food containers or items and could package the food in a paper bag to be given to the person delivering the order.

Contactless delivery can be achieved in a number of ways:

- A designated safe spot is identified at the time of ordering and the delivery driver texts the customer, or texts a photo of the delivered order to the customer, to let them know that the order has been delivered.
- The delivery person could deliver the food package to the customer's door, knock on the door and step back 2 metres to allow for physical distancing requirements.
- Customer picks up the order and delivery driver leaves. No contact is to be made between customer and delivery driver; end to end contactless delivery service maintained

Vehicles used for delivery should be cleaned every day and steering wheels and door handles of the car regularly sanitised. Delivery persons should regularly wash or sanitise their hands.

3. Drive-thru



Contact between the server and the customer must be minimised, so physical distancing rules of 2 metres should apply.

To maintain this, measures should be put in place so that the server places the food order on a counter for customers to pick up and steps back to allow the person to collect their food.

SECTION 6: Looking after your employees and the workplace

Staff requirements & health

All participating businesses must have a health & safety policy and Covid-19 safety plan, as outlined in the Before Opening section of this guide.

Employers will need to self-assess their ability to operate safely. This includes thinking and documenting how you're going to manage risks and protect workers and customers under Alert Level 3. Include your staff in developing plans and make sure they will be able to provide feedback so the plan can continue to improve.

Specific Industry Association health & safety policy guidance is available to assist in this area and further information is available on the Worksafe website, here.

The Covid-19 safety plan must cover:

- Staff wellness policy, making sure staff stay at home when they are sick and monitoring their general health. Provide the Healthline number in advance to all staff.
- Any employee suspected to be sick at work must be sent home and asked to contact Healthline.
- Advise staff who may have come into contact with someone who has Covid-19 to self-isolate for 14 days and contact Healthline or the Ministry of Health.
- Ensure staff self-isolate if required, following MOH guidance.
- No staff member with compromised immunity, or over the age of 70, will be able to participate as part of the team in the contactless delivery, pick-up and drive-thru programme at Level 3.

Review shift arrangements and rostering

Changes to limit contact between workers will be effective in slowing down the spread of novel coronavirus. Some suggested measures include:

- **Split kitchen into two teams** - For businesses with larger kitchen teams, consider using two different kitchen teams where possible - Team A and Team B. Roster the shifts so that the teams are not working with each other. This means that if anyone from one of the teams got sick, or if they are required to isolate because of close contact with a person with COVID-19, the second team is still operational.
- Consider doing the same for Front of House teams, if possible.
- **Increase time between shifts or service periods** (e.g. breakfast and lunch; day/night shifts) to minimise staff interaction and allow for increased cleaning.

- **Limit the number of people in contact with each other** in the kitchen, where possible.
- **Minimise the overlapping of shifts**/rosters as much as possible.
- **Considering spreading prep out**, either physically or by schedule. Kitchens often have tight workspaces where staff are working closely together, particularly in prep areas.
- **Restrict face-to-face team meetings** as much as possible. Keep any meeting to less than 15 minutes, and ensure physical distancing is maintained.
- **Stagger breaks** - so staff are not having breaks together, sharing lighters etc - ensure any furniture in social spaces maintains physical distancing requirements.
- **Make sure staff arrive at work** no longer than 10 minutes before their shift starts and leave immediately after their shift ends.

Other considerations at Alert Level 3

Physical distancing and hygiene

- **Physical distancing** - establishments need to consider how they can safely operate their business maintaining **physical distancing requirements of 2 metres (or more) between staff.** It is noted that in a controlled workplace environment if risks can be managed, a minimum of 1 metre distance between staff may be acceptable. **Physical distancing of 2 metres (or more) between staff and customers must be maintained at all times.** These requirements apply to all aspect of the process, from food preparation, through to food pick-up and delivery.
- **Surface disinfectants** - use suitable surface disinfectants and continue to adequately clean any food preparation surfaces and equipment using detergent and hot water.
- **Hand washing** - Regardless of the availability of hand sanitisers, all food handlers should regularly wash their hands using warm running water, hand soap, and drying with disposable towels. Hand washing should be in a separate sink, also using a nail brush to brush under nails. (There may need to be one nail brush allocated per person, kept in a named ziplock bag or similar).
- **Reinforce hand hygiene** amongst staff and make sure they wash their hands before and after they have had their breaks and everyone is taking necessary precautions. Provide hand sanitisers for staff, including delivery drivers who come to pick up the food for delivery.
- **Cleaning and sanitising products** is required for food safety and for infection control by all sectors at this time. Businesses must ensure they have sufficient access to sanitisers and cleaning supplies.
- **Monitor sanitiser concentrations** to ensure effective, but not excessive, product is being used.
- **Reduce the amount of space** used in the business to reduce cleaning and sanitising needs in both front of house and back of house.

Kitchen operation

- **Cross contamination** - ensure that the same equipment is not used for raw and ready to eat foods unless these can effectively be cleaned and sanitised between uses. Complex equipment such as Vac Packers must not be used for both raw and ready to eat and cooked products unless an agreed effective cleaning and sanitising method is in place.
- **Temperature control** - Foods that need refrigerating must be kept cool during transportation. This may mean food needs to be packed in an insulated box with a coolant gel or in a cool bag. When 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** - ensure staff taking orders always ask customers if they have a food allergy, and that staff are provided with adequate information so they can advise customers on what the food contains. People with a food allergy or intolerance should not be served unless a guarantee can be made that their food has not been contaminated with their specific allergen. Note, a change in available ingredients may affect allergen control.
- **Suppliers** - ensure continued use of reputable suppliers. Implement policy around suppliers and delivery that manages delivery process and ensures appropriate contact tracing protocols are in place.
- Make sure all plates, utensils and other kitchen equipment used in food preparation are cleaned, sanitised and washed with hot water, washing liquid and dishwasher sanitiser.
- **Use batch dishwashing** if possible, to reduce the use of detergents and sanitisers.
- Ensure all hand sinks (in the kitchen, bathrooms and other areas) are accessible and available for people to use, with handwash, warm water and paper towels to dry. Make sure the hand sinks are kept clean and cleaned regularly.
- **Make sure that there are bins available** for the staff to use to dispose of their paper towels and that these bins are disinfected and cleaned as well as emptied as much as possible. It is advisable that bins are plastic bag lined.
- **Provide plenty of paper towels** to encourage hand hygiene and appropriate rubbish disposal.

Staff training

- **Continue to train and retrain staff** in the standard of operating procedures and preventative controls that can be taken to ensure food safety and health and safety within the establishment.
- **Provide official posters** reinforcing best handwashing practices located in kitchen and other staff areas.

Food delivery

- **Vehicles** – To protect food, vehicles used to transport or deliver food must be kept clean, in good repair and condition, and free from sources of contamination. Foods must be fully wrapped or packaged for transport or delivery to prevent contamination. Requirements for food transport is available here.
- **Delivery drivers** must practice good hygiene, such as sanitising after each delivery, and given direction about how to maintain physical distancing.

SECTION 7: Sample cleaning checklists

It is important to ensure everyone is working together and clear steps are followed. Restaurant Association health & safety guidance and detailed cleaning checklists are available to assist.

Here is an outline of what a business can do to ensure your business is doing all it can to protect and promote good hygiene practices through the contactless delivery and pick up programme.

Kitchen / Back of house

- ☐ Clean and sanitise all areas where food is being prepared – as used
- ☐ Clean and sanitise all utensils, plates – after every use
- ☐ Clean and sanitise all washing stations and sinks - every 2 hours
- ☐ Clean and sanitise any grills, cooking equipment and/or ovens - daily
- ☐ Clean aprons/uniform - daily
- ☐ Clean and sanitise all rags, or any other cleaning cloths, hot wash / commercial cleaner - as used
- ☐ Clean and sanitise walls - as needed
- ☐ Clean and sanitise floors - between services
- ☐ Empty, clean and sanitise all disposable bins - daily
- ☐ Clean and sanitise walls and other areas that are high-touch point eg walk-in refrigerators/freezers (especially handles and the door) - daily
- ☐ Clean and sanitise coffee machines - between services
- ☐ Clean and sanitise drinks fridge handles - daily
- ☐ Empty, clean & sanitise Ice makers - daily
- ☐ Ensure use of and keep stocked hand washing stations
- ☐ Refill soap dispensers - daily
- ☐ Ensure dish / glass washers are working at correct temperature - daily
- ☐ Sanitise remote controls (TV's, stereo etc) - daily
- ☐ Sanitise all light switches and controls - between services

General Restaurant Area/Front Desk/Order Taking Area

- ☐ Clean and sanitise tables and chairs (top and under) - before service
- ☐ Clean and sanitise post mix guns - end of each day
- ☐ Clean and sanitise Eftpos Machine, Keyboard, Mouse, Electronic Touch base booking computer/screens - between services
- ☐ Sanitise doorknobs, door handles and/or rails (if you have these) indoors/outdoors - before service & every 2 hours
- ☐ Sweep and mop the floors - between services
- ☐ Clean and sanitise tables - after any use

Bathroom – Staff use only

- ☐ Clean and sanitise inside, around and under the sink - daily
- ☐ Clean and sanitise soap dispenser/ handwash bottle - daily
- ☐ Clean and sanitise toilet brush handle - daily
- ☐ Clean and sanitise taps - daily
- ☐ Clean and sanitise mirrors/toilet roll handles/doorknobs inside and outside door - daily
- ☐ Clean and sanitise the floors - daily
- ☐ Empty, clean and sanitise bins - daily

Pick up and drive-thru

- ☐ Clean and sanitise counter / table area regularly - every 1 hour

Payment

- ☐ Operators should ensure that the eftpos terminal is sanitised regularly, using recommended cleaning methods to ensure no damage to the terminal. Eftpos NZ have some guidance on cleaning your terminal (https://support.eftpos.co.nz/2020/03/12/preventing-transmission-of-covid-19-coronavirus/).

SECTION 8: Alcohol

Unless an off-licence is in place for the venue, you are not legally allowed to sell alcohol for delivery or pick-up.

If you do hold an off-licence, then you need to adhere to the conditions of your licence. Remote sales follow the requirements set out in the Sale and Supply of Alcohol Act Regulations 2013, Remote Sales Sections 14 and 15, setting out "Reasonable steps for to verify that people not under purchase age" for the different ordering methods (see links below).

The Regulations for remote sales require the buyer to declare twice that the purchaser and the prospective receiver of the alcohol is 18 years or over.

When the customer arrives, the staff member must confirm the identity of the customer collecting the order.

ID checks must be conducted in a contactless manner:

- If the receiver looks under 25, the receiver will be asked to place their ID down, and step away at least 2 metres so that the staff member can verify the age by looking at the ID.

You should contact your local Council to discuss this with them first to ensure you will comply with any requirements they may have in place.

Sale and Supply of Alcohol Regulations 2013:

- Remote sales – Off Licence
- Section 14: Reasonable steps to verify that people not under purchase age
- Section 15: Information to be provided by remote sellers

Frequently Asked Questions

How do I know that the food was prepared safely?

For your reassurance, hospitality businesses are taking a number of extra measures, including the following steps:

- Along with routine cleaning, taking extra steps to sanitise all surfaces, increasing the cleaning intervals and monitoring the regularity and cleanliness of premises.
- Washing and sanitising food contact surfaces and equipment on a more frequent basis.
- Changing out utensils frequently.
- Staff are trained appropriately in food hygiene practices, but the businesses have been reinforcing hygiene measures, including hand hygiene, and ramping up practices to stay vigilant, particularly in sanitising and disinfecting procedures.
- The premises are being professionally cleaned as often as possible.
- Team members know to take sick leave and that they must stay away from the business if they are unwell. Staff are required to self-isolate if applicable, following Ministry Of Health guidance.
- All food businesses must have a current Food Control Plan, registered with MPI.

When will the hospitality sector return to business as usual?

All Government restrictions must be followed at each level:

- Restaurants, bars and cafes cannot open their premises to customers at Alert Level 3 and 4. At Alert Level 3, they can sell prepared food and non-alcoholic beverages by contactless delivery and collection (including drive-through). Alcohol can only be sold by venues that also hold an off-licence.
- Restaurants, bars and cafes can open at Alert Levels 1 and 2, subject to the public health measures required at both of those Alert Levels and restrictions on gatherings, for example distancing between tables.
- At Alert Level 4, they cannot sell any prepared food or beverages.

Who can businesses turn to for further information relevant to the sector?
If you are a business in the hospitality sector, please reach out to the Restaurant Association for further advice and support.

www.restaurantnz.co.nz

Central Government Contacts

If you or your whanau are unwell:
Call Healthline free on 0800 611 776. Healthline is staffed by an experienced team that includes registered nurses, paramedics and health advisors, who can provide you with health information and advice on care.

Questions about the Government's COVID-19 response:
If you are unable to find what you need on www.covidl9.govt.nz and are not sure who to contact for help, call the free government helpline on 0800 779 997 or on 0800 22 66 57 (8am-1am, 7 days a week).

Questions about Essential Services:
Call 0508 377 388 or email essential@mbie.govt.nz for further information regarding which services are classified as essential.

Questions related to Primary Industries:
Representatives at MPI are available to answer queries related to Primary industries, including food and beverage production and processing.
Contact: info@mpi.govt.nz for general questions foodactinfo@mpi.govt.nz for food specific questions.

Information on Health and Safety:
For information about Health and Safety requirements, visit the WorkSafe website here.

General information about Health:
You will find information about health from the Ministry of Health here.