

# Customer food and drink delivery service

This risk assessment is for hospitality food businesses to transport hot and or cold food and drink to their customers. It considers delivery by foot, car, bike and push bike. In order for this risk assessment to be suitable and sufficient, the contents must be reviewed, controls amended to reflect the operation and then adopted. The use of a sign off sheet is recommended to record the adoption of the risk assessment and that findings of the risk assessment have been communicated to and understood by the relevant team.

## PEOPLE EXPOSED

- 👤 Colleagues
- 👤 Contractors
- 👤 Visitors / Guests
- 👤 Members of the Public

## HAZARDS

- ⚠️ Violence and aggression**  
Delivery personnel may be attacked in order to obtain goods, money or vehicle. There may be aggression from customers, members of the public and other road users.
- ⚠️ Moving vehicles**  
Delivery person, members of the public and other road users could be injured in the event of a vehicle accident.
- ⚠️ Breakdown**  
Vehicle breakdown leading to increased vulnerability of lone worker carrying out the delivery.
- ⚠️ Manual handling - damage to back**  
Lifting and carrying awkward loads.
- ⚠️ Slip, trip or fall**  
Delivery person slipping, tripping or falling.
- ⚠️ Burns and scalds**  
Burns and scalds resulting from spilt drinks or foods.
- ⚠️ Exposure to virus**  
Delivery person being exposed to virus or delivery person carrying virus and exposing customers and members of the public.
- ⚠️ Exposure to hot surfaces, dangerous equipment and slip, trip or fall in commercial kitchen**  
Delivery person entering commercial kitchen and exposed to hazards within the kitchen.

## CONTROL MEASURES



○ **Cash limit**

Delivery personnel are not to carry business cash with them. All orders being delivered must be paid direct to the business before delivery takes place. Customers advised at time of booking that delivery personnel DO NOT carry any cash and therefore cannot accept payment or give change / refunds.

○ **Personal property**

Delivery personnel not to carry valuables or large sums of money clearly visible.

○ **Conflict management**

Delivery personnel advised not to resist attempted theft. Training in identifying and handling aggression given to delivery personnel. If customer is aggressive to delivery personnel, then noted and business can decide not to delivery to property in the future.

○ **Contact between site and delivery personnel**

Ensure a lone working risk assessment is conducted. The following controls are considered good practice: All delivery personnel to have means of contacting the business at all times (fully charged mobile phone or small change for payphone). Site must contact driver, initially by phone, if their ETA at delivery is not met or their ETA return to site is not met.

○ **Follow designated route**

Delivery personnel not to deviate from the agreed delivery route (unless road conditions dictate this is necessary). Delivery person and site to use the same route planning software so route known to both parties.

○ **Local knowledge**

Deliveries can be refused in high risk delivery areas. Deliveries to high rise and blocks of flats should be made to the main entrance only.

○ **Vehicle suitability and insurance**

All vehicles, including push bikes, used for deliveries must be in a road worthy condition, with valid MOT (where applicable). For powered motor vehicles pre use checks on fuel, tyre pressure, lights, indicators and screen wash to be carried out. For push bikes, pre use checks on tyres and brakes to be carried out. Rider to have lights if cycling in the dark or overcast weather. Where privately owned vehicles are used the driver must provide evidence of suitable insurance cover.

○ **Driver authorisation**

Only drivers with a valid and relevant driving licence to carry out deliveries (e.g. those with driving licence only for automatic cars cannot drive manual cars). Drivers with provisional licenses are not permitted to carry out deliveries. Drivers under the influence of drink, drugs (including prescription which may impair reaction time or judgement) or are tired must not be doing delivery tasks.

○ **Mobile phone use**

Mobile phones must not be used while driving or the engine is running- except in exempt circumstances where emergency (999) services are required urgently and stopping is not an option.

○ **Suspension of service - poor weather**

If there is adverse weather that impacts the ability to undertake deliveries safely, for example high winds, ice or heavy rain, the service will be suspended.

○ **Signage to commercial vehicles**

If vehicles are used that clearly indicate they are being used for commercial purposes, then signage on the windows "no cash is carried by driver" may discourage opportunist theft.

○ **Use of Sat Nav**

If sat nav devices are used, then they must be positioned as not to block the view of the driver. Sat navs must not distract the driver. If used by cyclists, they are to be secured to the bike and not distract the rider.

○ **Manual Handling - weight of deliveries**

Ensure a manual handling risk assessment is conducted and all delivery personnel receive manual handling training. It is good practice that food and drink are stored in containers that can be easily lifted, carried and the maximum weight does not exceed 20 kg.

○ **Suitable footwear**

Person undertaking delivery to wear shoes with good grip, flat and free from grease or other contaminants that could impact slip resistance.

○ **Torch**

If completing delivery in hours of darkness, delivery person to have working torch. This is used to check pavement and pathways are clear of slip or trip hazards.

○ **Cleaning of hands and contact surfaces**

Delivery person to wash hands on commencement of work and when returning to the food business. Delivery person to be provided with hand sanitiser with at least 60% alcohol content and use regularly when undertaking deliveries. Delivery person to sanitise touch points of vehicle at the beginning of the shift and regularly throughout. This can be achieved using a sanitising spray or wipes. Ensure the contact time is observed.

○ **Delivery by vehicle - observing the highway and road safety**

If delivery is being made by vehicle, the delivery person must obey the highway code. Adequate time to be given for delivery, recognising traffic conditions and weather. This will reduce the likelihood of delivery person speeding or making poor driving decisions. Accidents are more likely when parking or moving away. At time of order ask customer what parking is available to undertake delivery and give instruction to delivery person. If there is no safe parking, then delivery to be refused. Drivers to reverse into parking spaces, as this reduces the risk when pulling away. Cyclist not to use pavements or cycle in pedestrianised areas. Where available, cyclists should use designated cycle lanes.

○ **Provision of PPE**

Delivery personnel using a push bike or motorbike riders must wear a suitable helmet and a hi vis vest or jacket. Clothing must also be suitable for the weather conditions, with waterproofs or warm clothing worn during wet or cold weather. Delivery drivers using cars to wear hi vis vest or jacket when out of the vehicle and making deliveries.

○ **Securing load**

When delivering by push or motor bike, the delivery must be secure and not be able to tip or make the rider unstable. For deliveries by car, the load must be located as not to interfere with the driver or create a hazard in the event of a collision. Food and drink must be in secure, lidded containers and then in further packaging, for example a plastic or paper bag.

○ **Delivery personnel not to enter kitchen**

Delivery personnel are not to enter the cooking or preparation area of the kitchen. They must either collect the order from the counter, the same as a customer collecting or from a designated area outside the main preparation or cooking part of the kitchen.

○ **Food hygiene training**

Delivery personnel to complete food hygiene induction, including fitness to work and personal hygiene.

○ **Use of 3rd party delivery services**

If using 3rd party delivery services, ensure that they are reputable and have adequate controls in place for safety. Make delivery personnel aware of site specific controls for your business.