

Distance Selling

The practice of distance selling covers purchases without face-to-face contact with the customer, this method of selling has grown in popularity with customers now able to order food over the telephone, the internet or through mobile apps.

This Safe Method must be followed to ensure food is safe for consumption when it arrives with the customer and to ensure the consumer gets the correct information about their order. As the consumer will have limited contact with the food business operator, information surrounding allergens must be provided to the customer, the Safe Method will outline ways in which this can be achieved.



Food handlers must follow the safety points below in order to achieve a consistent level of safety. If a problem or mistake occurs with regard to any of the safety points below and the company procedure is not followed, in your relevant due diligence records with the corrective action, to ensure the problem does not reoccur.

The pre-requisite delivery, handling, preparation, cooking, cooling and subsequent storage of food items within the food business is conducted subject to the food safety controls found in your Food Safety Management System. This Safe Method is to be used for food businesses adopting additional distance selling processes.

Distance selling is conducted: YES NO

If you answer **NO** to this question, you do not need to complete the remainder of this Safe Method. Food must be safe to eat when it arrives with the consumer, to ensure this food should be stored at correct temperatures and transported as quickly as possible



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Safety Points	Potential Hazards	Company Procedure
<p>Food Transport</p> <p>The transportation method used, e.g. a van, must be regularly cleaned and inspected for signs of damage or pests.</p> <p>Food must be adequately packaged and covered during transport to ensure cross contamination is minimised, this will generally include the use of disposable, single use, food safe packaging. If food is supplied chilled to the consumer, e.g. prepared salads, you must have a method of keeping these items cool in transit such as clean, well maintained coolboxes.</p> <p>If food is supplied hot to be eaten straight away e.g. takeaway pizza, the food item must be cooked to an approved time and temperature combination, such as 75°C for 30 seconds, before being suitably packaged and covered for transportation to the customer. Hot food must be transported in a clean, well maintained thermal insulated box or bag to ensure the product received by the consumer has been maintained at a suitable temperature and protected from contamination.</p> <p>Food deliveries must be made as quickly as possible, within a maximum of 2 hours, to ensure that food is not kept out of refrigeration, or held at ambient temperatures, for long periods of time.</p> <p>Temperature records must be taken of the food before transportation for your due diligence records.</p> <p>Delivery drivers/riders working for the food business must be fit to work, additional information on fitness to work can be found within the Fitness To Work section of your Food Safety Management System (FSMS).</p> <p>Delivery driver/riders to wash hands on commencement of work and when returning to the food business. Delivery drivers / riders 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. Delivery drivers/riders to complete food hygiene induction training , including fitness to work and personal hygiene.</p> <p>If a third party delivery service is used, such as Deliveroo, equipment for transporting food such as coolboxes, thermal bags and delivery vans/bikes is provided by their drivers/riders. In these cases effort must be made to ensure regular visual inspections are made of the third party equipment to ensure it is satisfactory and clean.</p> <p>Records should be kept of all deliveries, including items ordered, quantities and the location delivered to, this will ensure orders can be traced should any issues occur. These details may be recorded on your till system or on a platform used for distance selling (where applicable).</p>	<p>Using unapproved or unclean containers will expose foods to contamination risks.</p> <p>Transporting items in an unclean van or coolbox will increase the risk of contamination.</p> <p>Uncovered food items may be exposed to physical or microbiological contamination or pest attack.</p> <p>If food is kept in the temperature danger zone, 8°C-63°C, this will allow bacterial growth.</p>	<p>Food for distance selling is transported via:</p> <p>Food is transported in:</p> <p>Food is covered during transportation by:</p> <p>Food orders are delivered within 2 hours.</p> <p>Temperature records are kept for each delivery.</p> <p>Any equipment used for the delivery of food orders is kept in a clean, well maintained condition and replaced if any signs of deterioration occur.</p> <p>Delivery drivers/riders employed by the food business do not handle or deliver food orders if they are not fit for work. For further information on determining fitness to work please refer to the Fitness To Work section of the FSMS.</p> <p>In the event of a third party delivery service being in use, how often are visual inspections of the cleanliness and suitability of equipment conducted:</p> <p>Where are records of deliveries kept:</p>



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<p>Allergens</p> <p>It is important food handlers understand allergens and their effects, you must provide training for food handlers on how to safely prepare and package orders for consumers.</p> <p>Training must include:</p> <ul style="list-style-type: none"> • The procedures for handling of allergen requests from distance selling customers • How to prepare and package orders for consumers with allergies • How advice is given to consumers on the allergens within menu items • How to deal with an allergen complaint <p>Staff training records must be kept as evidence that the training has occurred, plus the content of the training delivered.</p> <p>Clear and accurate information about the allergens in products must be provided for distance selling consumers so that it is easier for people affected by food allergies to make informed choices.</p> <p>Customers MUST be given allergen information at the point of ordering before the purchase is concluded and at the point of delivery.</p> <p>This could be done, for example, by asking every customer if they have any allergies before they order and labelling all takeaway containers with relevant allergen information.</p> <p>When using third party delivery services the information MUST still be provided at the point of ordering and at delivery.</p> <p>Cross contamination during delivery should be taken into consideration and adequate controls put in place to prevent this. Controls to minimise cross contamination include packing dishes for allergy sufferers separately from the rest of an order, and ensuring container lids are secured on all dishes to prevent leakages.</p> <p>This could include thorough cleaning of delivery vehicles between deliveries and/or use of a different area of the vehicle for orders going to customers with an allergy.</p> <p>If using a third party delivery service this should be discussed with your delivery company to ensure a consistent method is used.</p> <p>Additional information on safe control of Allergens can be found within the Food Allergies and Intolerances section of your main Food Safety Management System.</p>	<p>Inaccurate information could lead customers to making uninformed decisions.</p> <p>If a food handler is not trained on the procedure to follow when preparing an order for a consumer with an allergy, or trained on how to communicate an order of this type, they could make a mistake.</p> <p>Unsecured food containers may leak leading to increased risk of cross contamination of allergenic ingredients.</p>	<p>All food handlers have received training on how to handle orders for consumers with an allergy, how to handle customer enquiries regarding allergens and the procedure for complaints.</p> <p>Training records for colleagues' allergen training are kept:</p> <p>Allergen information is provided at the point of ordering by:</p> <p>Information is also given at the point of delivery by:</p> <p>Cross contamination during delivery is minimised by:</p>



Safety Points	Potential Hazards	Company Procedure
<p>Date Labelling</p> <p>This Safe Method covers food items sold for immediate consumption only.</p> <p>Advice should be given to the consumer to reinforce that the food items for sale are to be eaten immediately, this advice can be given on the selling platform or verbally when the order is delivered. If this information is verbal then additional training must be provided to delivery drivers to ensure this is consistently given.</p>	<p>Food that is kept incorrectly may pose a risk to the consumer.</p>	<p>Consumers are informed food is for immediate consumption by:</p>

Corrective Action

- If an allergen free order is suspected to have been contaminated by an allergen it must be discarded
- If food handlers do not follow the above safety points you must re-train them in this Safe Method
- Improve and increase supervision if food handlers are not competent following training
- If packaging used for delivery is unsuitable - the packaging must be changed or deliveries stopped until suitable packaging procured
- Any food not delivered within 2 hours is discarded

Record Keeping

- Record the temperature of food items dispatched to consumers in your due diligence records
- Make a note of any contraventions of the above safety points and the corrective actions taken in the due diligence records
- If staff are re-trained note this in their training record
- Records of all deliveries made are kept in the relevant records



This Safe Method must be followed at all times, as with the rest of your FSMS. Any deviation occurring on site that is not communicated in this Safe Method, or your Food Safety Management System, may result in an enforcing Environmental Health Officer awarding your business a Food Hygiene Rating Score of less than 3, this could then impact on your ability to continue distance selling if you use certain external companies to facilitate this.

If you do not have any of the documents referenced in this Safe Method, please call Shield Safety Group on:

 **020 3740 3744**

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