

## **Safe ways of working**

**This guidance will be updated regularly as we closely follow revisions to government guidelines.**

All customer collections / deliveries will be contactless.

Orders placed through the website or on the phone will be paid for using Visa, Mastercard or Amex. Apologies, at the moment we don't accept cash.

### **Collection**

Timing of customer collections will be staggered. On arrival, please park outside the front door of The Poet. We will bring food out to your car – there is no need for you to come inside.

### **Deliveries**

After knocking or ringing your doorbell, drivers will leave your order outside the door & maintain a safe distance while you collect it. The driver will not enter your property.

Drivers will be given hand-sanitiser, to be carried in vehicles at all times and used after each delivery.

### **Additional Measures:**

Any team members who show symptoms of Covid 19, or where someone in their household is showing symptoms, will be asked to stay at home & self isolate.

Employee temperatures will be taken at the start of shift; they will be asked to return home & self isolate if their temperature is over 37.8°C.

Team members wash their hands on arrival, after cleaning, touching their faces & regularly during food preparation. Sanitiser is available in work stations & in delivery vehicles.

Team members will wear gloves and face masks when handling food & during deliveries. Gloves will be sanitised & changed regularly. Face masks will be washed in hot water & detergent at the end of each shift.

The team will frequently disinfect objects and surfaces that are touched regularly, using sanitiser.

The team will observe physical distancing at work, staying a minimum of 2m apart.