

**PROTOCOLS  
TO ENSURE SAFE DELIVERY OF FOOD BY  
RESTAURANTS**

**conceptualised by**



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## **FOOD AND RESTAURANTS**

Eating out habits, takeaways, form an integral part of the Mauritian households. With the partial deconfinement, starting as from 15<sup>th</sup> of May 2020, it is imperative for restaurants to adopt a protocol in ensuring the safe delivery and cash handling of the customers while at the same time, ensuring social distancing measures.

### **Proposed:**

Operating hours: 9am to 8 pm

#### **1. Food safety protocols**

Restaurants should continue to follow established food safety protocols and best practices for retail food establishments and important COVID-19 recommendations, including following the 4 key steps to food safety: Always — Clean, Separate, Cook, and Chill.

#### **2. Protocol for employees**

All employees should respect strict personal hygiene and also wear a disposable face mask and gloves at all times.

Delivery drivers / food handlers must be given basic induction on safe food handling, personal hygiene and reporting of any infections or illness.

To sensitise customers about implementing a drop-off system where the order is placed at the customer's door and contact is made via the bell or phone whilst the driver moves back from the order to allow for at least one metre social space.

Drivers must wash or sanitise their hands before and after each food pick-up as they could cross contaminate between the restaurant and the customer. Social distancing of at least one metre must be used at all times.

Drivers should wash their hands-on arrival for pick-ups and when returning after deliveries. A low risk area for food pick-ups should be implemented to avoid the need for drivers to enter kitchen areas or come into contact with kitchen staff.

Introduction of social distancing guidelines for employees working in the kitchen - this includes limiting the number of staff in the kitchen and counter areas, maintaining at least a one-metre distance at all times. Coloured tape can be placed on kitchen floors to encourage employees to stay within their own zones and away from each other.

Establishing new standards for keeping distance between employees with different roles, such as people working cash registers, those working in the kitchen and those ensuring pick-ups by drivers.

### **3. Protocols for customers**

Customers should wear face mask and should observe physical distancing when taking delivery from the drivers.

Customers should sanitise their hands before and after taking their order and making payment.

### **4. Sanitisation and cleaning of the restaurant**

The tables and counters should be generally sanitised and disinfected each 30 minutes.

A strengthened and detailed cleaning procedures should be implemented in the restaurant to ensure that the highest standards of cleanliness and food safety is maintained.

### **5. Mode of payment**

Only cashless payments will be accepted, that is, payments through credit/ debit cards/ Juice/My.T Money / Internet banking etc. Contactless payments should also be highly encouraged.

Every hour, employee sanitizes card machine, removes gloves, washes and sanitizes hands and wears a clean new pair of gloves.

## 6. Illustrations to sensitise the General Public about food delivery



**Knowledge sharing** – Provide advisory material to staff about "Avoid Eating Uncooked Food, Use Serving Spoons, Wash Your Hands", "How to Properly Wash Hands", "How to Wear a Mask", etc.

**Be prepared** – Provide soap, hand sanitisers, and alcohol gel with a place for washing hands. Available masks should be arranged within various areas of the restaurant for customers and staff.



**Extra cleaning of high-risk surfaces** – Set schedules for cleaning equipment, utensils or areas, where there is a large amount of regular exposure. Use detergent or disinfectant and 70% alcohol solution to decrease the risk of contamination and spread of infection.



**Staff hygiene** – Remind staff to take precautions as well as wear gloves or use long, steel tongs when collecting any waste that may be contaminated with nasal discharge or saliva. Before discarding contaminated waste, the bag should be tightly closed and hands should be washed to prevent the residue of germs.



**Staff screening** – Screening protocol should be implemented before work begins. If any staff is sick, he/she should return home immediately. If anyone has a severe illness, he/she should seek medical attention immediately.