



**COVID-19: FOOD SERVICES - CURBSIDE PICKUP & DELIVERY**

The COVID-19 pandemic has had a significant impact on the food services industry, including but not limited to retail grocery stores, restaurants, and brewpubs. As a result, the food services industry has increased the frequency of customer deliveries, along with offering curbside pickup services. It is vital that sound food safety and risk management practices are established to help prevent foodborne illnesses and the potential spread of the coronavirus (COVID-19).

As details continue to develop on the spread of COVID-19, companies within the food service industry should monitor information and recommendations published by the FDA, CDC, OSHA, State and local Health Departments, etc. Implementing the recommended practices below can help prevent the spread of COVID-19. However, information outlined below is not considered a comprehensive list.

Pickup - Recommended Practices:

- Establish curbside pickup policies and procedures. Provide information on your company website regarding services and prepayment during the ordering process.
- Establish designated pickup zones and parking areas with clear directional signage.
- Curbside pickup areas should have adequate lighting.
- Effectively utilize guard posts or barriers to protect the building and employees.
- Regularly inspect the premises for slip-trip-fall hazards.
- Employees should wear approved PPE, including protective masks and gloves.



Delivery - Recommended Practices:

- Establish delivery policies and procedures to protect both employees and customers.
- Advanced payment can reduce exposures related to cash handling and coming into close proximity with customers.
- Provide “no touch” delivery options notifying customers when their food has arrived.
- Frequently clean surfaces within vehicles with approved disinfectants.
- Employees should wear approved PPE, including protective masks and gloves.
- Coolers, insulated bags, and other food packaging items should be routinely cleaned and sanitized.

**Questions? Contact [BNPLossControl@berkleypac.com](mailto:BNPLossControl@berkleypac.com)**



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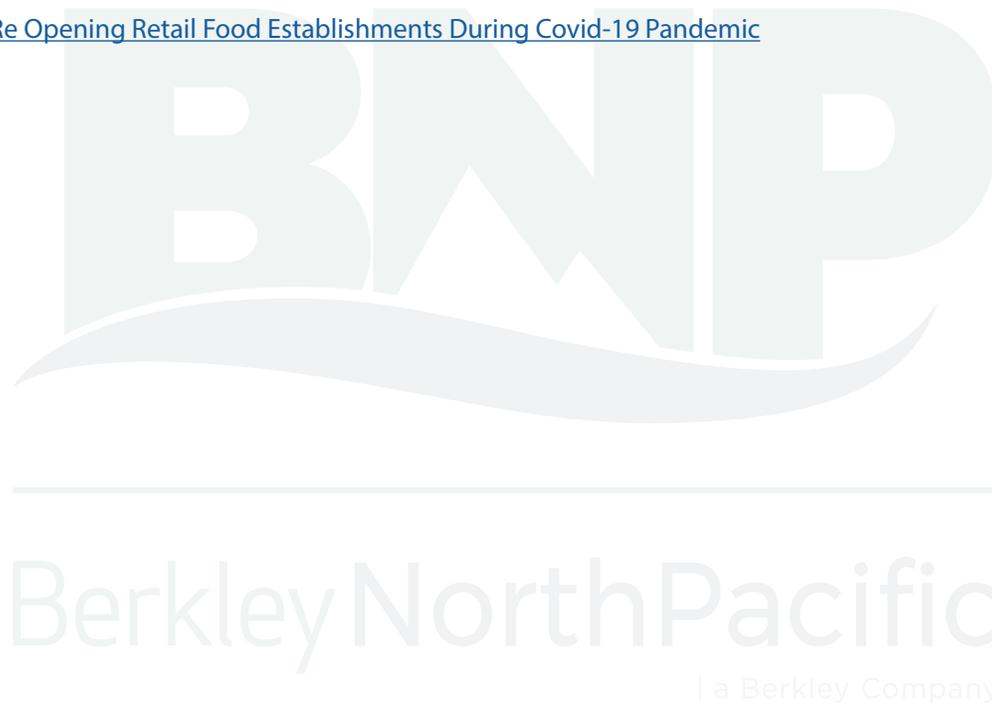
### General Recommendations:

- Observe social distancing at all times (a minimum of 6-feet between people).
- Wash hands frequently and use proper hand sanitizers per CDC guidelines.
- Increase cleaning and disinfecting of high-touch items or surfaces.
- Keep hot foods hot and cold foods cold.
- Utilizing food packaging techniques that help prevent cross contamination.
- Properly separate cooked and ready-to-eat items from raw foods.
- Require sick employees to stay home and employees that are feeling sick to go home.

### Resources:

[Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic](#)

[Best Practices Re Opening Retail Food Establishments During Covid-19 Pandemic](#)



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