



Social Distancing Advice for Takeaways and food retailers during the COVID-19 Emergency

Introduction

Food businesses such as restaurants, cafes, public houses, and bars have been ordered to close by the government with the exception of those offering takeaway services.

For more information you should go to –

www.gov.uk/government/publications/further-businesses-and-premises-to-close

Food retailers and certain other shops selling essential items can remain open.

Lancaster City Council has also produced information for food business wanting to remain open during the emergency it can be found on our webpages here -

www.lancaster.gov.uk/environmental-health/food-safety/covid-19-advice-for-food-businesses

This information is provided as a guide to all food businesses where customers visit the premises. We expect all business owners and managers to apply the advice in a sensible and balanced way that is appropriate to the size, nature, and individual circumstances.

How to reduce the risk of catching or spreading Covid19

There is plenty of good advice available on how to protect yourself and others from Covid19, but some basic steps are -

- wash your hands with soap and water often – do this for at least 20 seconds
- wash your hands as soon as you get to work
- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin immediately and **wash your hands** afterwards

In addition to the above, you will also have heard about **social distancing** and this is incredibly important to apply every day in your business – with **staff, customers, and your suppliers**.

Don't forget - make sure all your staff, including your delivery drivers, follow this advice.

Why Social Distancing is Important?

Social distancing helps to prevent the spread of Coronavirus (COVID-19). If you stick to the rules you are much less likely to catch the illness and by taking Social Distancing Measure you help protect the vulnerable in society from becoming seriously ill and dying.

Don't forget - keeping your staff healthy will make it much easier to remain trading.

What Happens if I don't Take Social Distancing Measures?

We must all take action to help ourselves and others. Whilst most people understand the need to act responsibly, the Council and our Police force have the power to take action to enforce the law and protect the public if necessary.

Therefore, if you do not act in a responsible way, we will consider that your business poses a risk to the community and will take enforcement measures against you.



What about deliveries?

Remember to advise all your delivery staff to follow rules on social distancing and encourage prepayment by card if possible. Follow these rules -

- Don't handle cash – ask customers to place the payment into a plastic container or bag supplied by you.
- If possible, place the order on the ground rather than hand it direct to the customer.
- Make sure your delivery staff wash their hands whenever they can and certainly before they pick up an order.
- Provide alcohol based hand gels to carry with them.

What Social Distancing Measures can I take?

1. Control entry of people into the shop, to ensure that the 2 metre rule can be observed for both customers and staff.

Limit the number of customers in your takeaway at any one time – **a maximum of 3 is a sensible number to manage but this will depend on the size of your premises, number of staff, and type of business.**



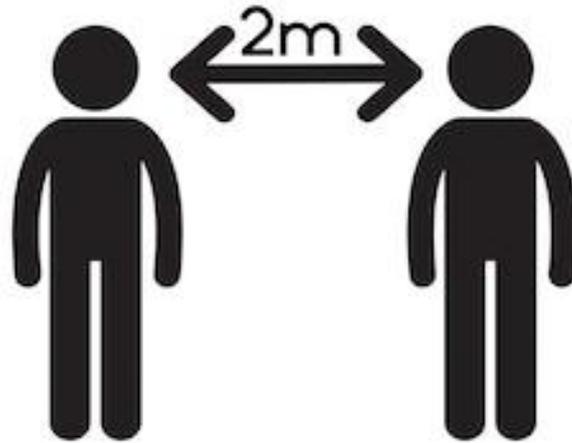
**No entry
please wait for
attendance**

2. Maintain queue control outside of your takeaway so that the 2 metre rule is observed by those waiting in the queue.

Consider marking the floor 2 metres apart.



3. Within the shop there must be 2 metres clearance between customers and employees at all times.



4. Payment by direct electronic transfer or tap – try not to handle cash, this can carry the virus.



5. Pre order over the phone or internet and pick up at a specified time and/ or location.



6. Customer waiting areas need to be controlled, for example by demarcation of 2 metre square boxes –



7. Customers must not be allowed to congregate or loiter. Ask them to leave as soon as their order is ready.



8. Frequently clean and disinfect thoroughly all hand contact points in the waiting area such as door handles or counters.

Remember to use a suitable sanitiser that will kill viruses and always follow the instructions – if you don't, then it will not work.



9. Offer hand sanitizer to customers as they enter.



10. Close or remove seating both inside and outside.

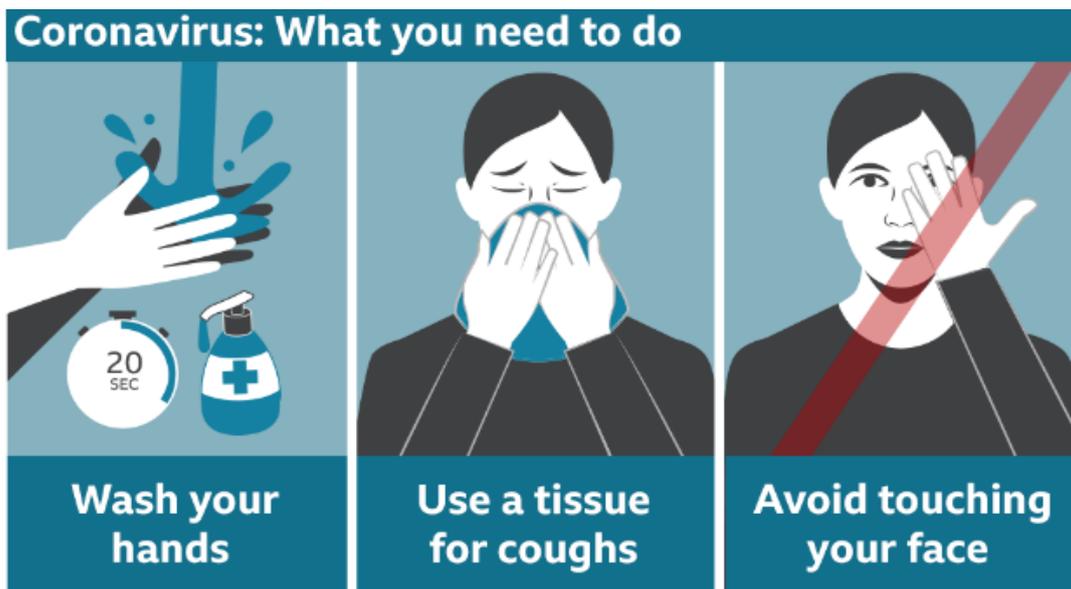


11. Do not let customers use the toilets. As you are a takeaway you do not need to provide toilets.



RESPECT SOCIAL DISTANCING

- Stay 2 meters away from the staff and other customers.
- Do not touch the staff or other customers.
- Only approach the counter when asked to by a member of staff.
- Where possible, pay by contactless card/ mobile.
- Do not wait by the serving counter.
- Please leave when you have your food.





**No
loitering**



TO HELP PREVENT THE SPREAD OF COVID-19

- **ONLY 3 CUSTOMERS ARE ALLOWED IN THESE PREMISES AT ANY ONE TIME**
- **PLEASE FORM AN ORDERLY QUEUE OUTSIDE KEEPING 2 METRES APART FROM OTHER CUSTOMERS**
- **PLEASE FOLLOW THE FLOOR MARKINGS**
- **PLEASE PAY BY CONTACTLESS CARD/ PHONE**
- **PLACE ORDERS BY PHONE OR ON-LINE WHERE POSSIBLE**
- **IF YOU DO NOT OBSERVE THESE RULES YOU WILL NOT BE SERVED**

THE TOILETS ARE CLOSED

THIS IS TO PREVENT THE SPREAD OF
COVID-19



**STAY AT
HOME** 

**PROTECT
THE NHS**

 **save
lives**