

Guidance Document on Protecting Health in COVID 19 Scenario while Ensuring Operations -Standard Operating Instructions for E- Commerce (Food Delivery)

Ensure all possible Measures to ensure health of employees and customers

Hygiene and Social Distancing Norms

For Cloud Kitchens

1. Maintain Social distancing at Entry and Exit Points (1.5 metres approx. between 2 persons)
2. Body temperatures of all employees including security, housekeeping staffs, suppliers to be checked by thermal sensor guns before the start and end of each shift
3. Body temp should be less than 37.5 deg C / 99.5 deg F. Employees observed with high body temperature to be verified after 10 minutes intervals to confirm body temperature. If found high above defined limit, they are to be sent back immediately for medical attention.
4. Documentation of body temperature of all employees along with attendance, escalated to Managers for any immediate action in-case of deviation.
5. All Visitors including Auditors/ Managers/ supervisors/vendors/ suppliers/ service providers entering Unit, to be allowed access only after mandatory protocol compliance.
6. All Visitors to be thoroughly screened for clinical symptoms clinical symptoms such as high body temperature, cold, coughing, sneezing, throat infection, breathing difficulties etc
7. Entry of vendors and suppliers inside the kitchen to be restricted.
8. Employees with clinical symptoms such as high body temperature, cold, coughing, sneezing, throat infection, breathing difficulties etc are barred from entering Kitchen.
9. All units should make sure workplaces are clean and hygienic.
10. All surfaces like worktable, door handles, chopping boards, knives etc. should be sanitised at regular intervals
11. Hand Sanitization terminals to be established at entry and any medium/high risk touch areas.
12. At each kitchen, hand wash station to be placed with hand washing soap liquid, alcohol based liquid hand sanitizer, hand dryer/ paper towel to promote regular and thorough handwashing by employees and permitted contractors and visitors

13. All employees including kitchen staffs, security, housekeeping staff must wash and sanitise hands at the start of each shift, before entering the Kitchens .
14. Once inside the kitchen, staff should be positioned apart so that social distancing of 1.5 Metre approx. can be maintained. The workstations should be 1.5m apart approx. and masks to be worn always.
15. All employees including security and housekeeping staff to carryout hand washing and sanitization at every 2-hour intervals. Wash hands with soap and water/ sanitize with alcohol gel-based sanitiser (More than 60% alcohol is must).
16. All vegetables and fruits are washed and sanitised on receipt
17. Staff to wear clinical mask while receipt of delivery and to wash and sanitise hands after receipt of delivery.
18. If a chlorine-based sanitiser is not available, vegetables and fruits used directly without further cooking must be sanitized using 2.5% Saline solution (25 gms of salt in 1 liter of water)
19. All washrooms should be cleaned with toilet cleaner/hypo solution, once a shift
20. Liquid soap solutions, hand sanitiser, paper towel along with running water facilities must be available in Washrooms
21. All units to be inspected based on checkpoint checklists on COVID compliance and measures.
22. Virtual audits can be conducted either by CCTV verification or WhatsApp video call along with Kitchen in charge.
23. All staff to be monitored regularly for clinical symptoms such as high body temperature, cold, coughing, sneezing, throat infection, breathing difficulties. If any abnormalities observed to be sent immediately to a medical practitioner for further examination.
24. If any staff observed with clinical symptoms, immediately kitchen operations are shut for thorough cleaning and sanitation of the kitchen before resuming of operations. Fumigation process by approved agency & operators recommended ONLY for kitchens with COVID positive suspects
25. Unit Manager / Facility In charge should track on following updates:
 - Any person observed with high body temp, immediately sent out for medical attention.
 - Employee re-joining work only after producing medical fitness certificate from a medical practitioner.
 - Details of employee sent home because of symptoms
26. Covid 19 awareness poster should be placed in each unit for staff awareness
27. Covid 19 awareness training for staff to be ensured

28. Daily briefing of staff to be conducted by Unit manager/ unit chef on COVID safety and compliance measures.

For Delivery Executives [DE's]:

1. Encourage cashless transactions with customers during delivery
2. Encourage delivery outside doors with communication to the customers
3. All Delivery Executives (DE's) must wash and sanitise hands on arriving at restaurant for food pick up.
4. Delivery executives should maintain approx distance of 1.5 m at the restaurant location to ensure social distancing.
5. DE's to be verified when they arrive at the restaurant location for a body temperature and other clinical symptoms by the restaurant security.
6. All DE's body temperatures to be recorded daily using thermal sensor guns by security on arrival for food order pick up at restaurant.
7. DE's body temp should be less than 37.5 deg C / 99.5 deg F. In case the executive has a fever, the executive to be immediately unassigned from the order and to be asked to stay home for a period of 14 days or until they are cleared of infection by a certified medical professional.
8. Ensure that the delivery executives have masks on when social distancing is not possible
9. Hand sanitizer should be available near delivery windows for DE's hand sanitization.
10. DE's should sanitise hands with an alcohol-based sanitiser before food order pick-up.
11. Delivery bags should be cleaned and sanitised daily
12. Offer Limited menu options (cooked food only)
13. Delivery Executives (DE's) to pick up and deliver multiple orders at a time to maximise their utilisation with limited manpower.

Best Practices

Train partners /suppliers on hygiene practices and social distancing norms.

Share Hygiene, sanitization and safety protocols with guidelines to implement the same at Partners premises.

Share safety measures within professional and personal communities.

Communicate to customers regarding safety protocols being implemented and upgraded from time to time for ensuring their buy in and trust.

Note

1. To prevent spread of COVID-19, WHO and MOHFW recommend individuals employ social distancing or maintain approximately 1 metre (3 feet)
2. CDC recommends approximately 2 metres (6 feet) from others, when possible. In food production/processing facilities and retail food establishments, an evaluation should be made to identify and implement operational changes that increase employee separation.
3. As a best practice, this guidance document mentions approximately 1.5 metres could be maintained at all times.

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