

HOME DELIVERY GUIDANCE FOR LOCAL SHOPS



This guidance is designed to provide reassurance to convenience store retailers who want to carry out local grocery deliveries to support people self isolating. There are regulations that can easily be followed through normal business practice, including on how you:

- Take orders and payments
- Manage data
- Keep food safe
- Physically deliver products

This guidance explains what these regulations are, and provides simple advice on conducting deliveries in a way that best promotes good hygiene and limits the risk of passing on Covid-19 and other viruses when doing so.

How do you take an order?

You can receive an order on the phone, through your own website or another online platform, for example Whatsapp, email, text, a Twitter direct message or a Facebook message.



Whichever approach you use, there are some important principles to consider:

- If you're providing a shopping list or order form, make sure it's clear what you're selling, the quantity (ACS Fair Trading Guide [here](#)) and food allergen information (ACS Managing Food Safety and Hygiene Guide [here](#)).
- If you're taking generic orders, try to confirm specific details eg brand, quantity; it is acceptable to make a reasonable substitution.

Home delivery service available

■ We are offering a temporary home delivery service for our customers.

■ Contact us to place your shopping order:

Phone:

Store website:

.....

■ Please be considerate in the way you shop.
 ■ Please do not buy more than you need and there will be enough for everyone.

ACS | the voice of local shops

You can promote that you are offering a temporary delivery service for customers using this template poster for your store and on your social media platforms.

(Download the poster [here](#))

How do you take payment?

You can take payment by any method, including:



'Card not present' payments - this means manually entering the customer's long card number and security code on your terminal. You can find out more information on 'card not present' payments [here](#).



Use a virtual terminal provider like Paypal or FIS Global (Worldpay) and other online systems.



Cash is perfectly acceptable and for best hygiene practice you should separate handling of cash and food preparation (ACS Managing Food Safety and Hygiene [here](#)).



You can offer credit at your discretion but you cannot add on a fee or a charge interest. Typically speaking this will mean allowing customers to take delivery of goods and pay you the agreed amount at a later date.

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How to deliver to customers?

- Check your vehicle insurance. Standard car insurance policies may not cover the use of the vehicle for business purposes and you may need to update your policy. Contact your insurance provider/broker to check if they can extend your business and vehicle insurance to cover home delivery.
- Chilled food can be kept at ambient temperature for a **maximum of four hours** in one continuous period, so you do not have to have chilled compartment or box for a short journey. However, if a chilled product is kept at a temperature of more than 8°C for more than four hours, it should be destroyed.

- Courtesy to other residents and drivers should be considered when making deliveries, and this sign can be printed and placed on your dashboard. Download the sign from ACS' website [here](#).



- Parking restrictions apply as normal. The Ministry of Housing, Communities and Local Government advise that good practice in parking enforcement allows for a 10 minute grace period.

How to operate a collection service

All of the guidance on making deliveries will also apply to offering a collection service for customers, their neighbours or family, and local volunteers.



Reduce the risk of spreading Covid-19

You should minimise the risk of spreading infection from Covid-19 or any virus. Good practice that should be followed at all times includes:

-  Adopt sensible measures to minimise risk especially when delivering to people who have stated they are self isolating, notably by leaving deliveries at the front door. Do not enter their home or directly hand the delivery to them (see the Government's Stay at Home guidance [here](#)).
-  Washing hands for a minimum of 20 seconds every time you return to the store, and at least every two hours.
-  Avoiding shaking hands or direct contact with customers and others when delivering products.
-  Cleaning on a regular basis surfaces you regularly touch, including phones, car steering wheels, bicycle handles and car handles.
-  If you have less than 250 full time employees you do not have to apply the single use carrier bag charge.

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Charging for delivery

Delivery charges

It is completely acceptable to charge a fixed, reasonable delivery fee to consumers. This should be made known to the consumer in advance.

You may wish to reduce or waive this delivery fee for vulnerable consumers or other groups (your ordering processes should include information about how these consumers can identify themselves).

Delivery prices

Any price displayed on the image of the product shown on your website or advertising materials must be the actual price you charge to consumers for the goods.

If you advertise the goods online and the picture doesn't have a price shown on the goods then you can set the price (as long as it's reasonable).

There may be times when the consumer receives goods that have a price marked on them but have paid a higher price. If this does happen you should provide information with the delivery or on your website explaining the reasons for this (for example having to use different suppliers during Covid-19). You should be aware that this practice may attract consumer complaints so communication and transparency are key.

Plastic bag charging

For businesses with more than 250 employees, the plastic bag charge will be waived for six months from 21 March 2020 for online/off site purchases only. The charge still applies in-store.

About this guidance

This guidance has been developed in consultation with multiple Government departments, Surrey and Bucks Trading Standards, and Woking Borough Council. ACS Assured Advice guides referenced here are part of ACS' Assured Advice scheme with Surrey & Bucks Trading Standards, Woking Borough Council and Bridgend County Borough Council which means that ACS members are protected in law if they follow this advice. All retailers can freely access this advice and follow it as good practice backed by national and local government departments.



HM Government

CONTACT

For more details on this guidance, contact a member of the ACS team on 01252 515001. For more details on ACS:

Visit: www.acs.org.uk

Call: 01252 51500

Follow us on Twitter: @ACS_Localshops

How do you manage data security?



We recommend all retailers follow good practice in handling customer data. Retailers should ensure their systems are secure, and only retain customer details as long as it is justifiable to do so. The Secretary of State for Health has stated that "no one should constrain work on responding to coronavirus due to data protection laws. Article 6(1)(e) states "processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller". For more information, visit the ICO website [here](#).

Age restrictions

All product age restrictions apply, for more details on which products are age restricted and for specific policies on checking age for deliveries, see ACS' Preventing Underage Sales Guide [here](#).

Where to go for help?

- Speak to your wholesaler or symbol group to see if there are systems they use that you can link with.
- Speak to your card payments provider.
- There are a number of shopping apps and delivery partners you can work with.