

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:

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■ 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:

Customer not present card payments – this means manually entering the customer's long card number and security code on your terminal.

Use a virtual terminal provider like Paypal or 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:

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You should advise all delivery drivers that no goods or food should be physically handed over to the customer. There should instead be a set drop-off point agreed in advance.

After ringing the doorbell, the driver should maintain a safe distance from the door and oversee the delivery of the goods. The goods should not be left unattended.
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You should advise drivers to wash their hands using soap and water for 20 seconds as regularly as possible, and drivers should be given hand-sanitiser to be carried at all times and used after each delivery.
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You should introduce a way for customers to be able to notify your business that they are in self-isolation or are unwell in advance of the delivery, in which case these guidelines should be very strictly followed. The driver should not enter the customer's property.
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You should clean on a regular basis surfaces you regularly touch, including phones, car steering wheels, bicycle handles and car handles.
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To minimise the risk that a customer does not answer the door, sensible steps such as setting an approximate delivery time and gaining a contact number should be taken.

The carrier bag charge has been waived for 6 months (from March).

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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 SoS for Health has stated that “no one should constrain work on responding to coronavirus due to data protection laws.

Plastic bag charging for home delivery

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.

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](#).



About this guidance

This guidance has been developed in consultation with HM Government, 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.

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.



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

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