COVID-19 PANDEMIC

HYGIENE PROTOCOL
FOR COURIERS

Couriers delivering food parcels must adhere to the following guidelines at all times:

- **Keep 2m apart** from your cycle courier teammate and other people at all times.
- **Wear face masks**, making sure there are no gaps between your face and the mask, and change after each full drop (every 2 hours approx.).
- **To remove the mask**: remove it from behind (do not touch the front of mask), discard immediately in the closed bin provided, and wash & dry your hands.
- **Wash & dry your hands** thoroughly before your shift, use hand sanitiser between full drops, and carry sanitiser to use regularly.
- **Avoid touching** your eyes, nose and mouth.
- **Wear hygiene gloves** and change after each full drop.
- **Wear freshly cleaned clothing for each shift** and remove as soon as you get home.
- Couriers must drop the food parcel by the delivery address front door, ring the bell and stand 2m away.
- **Handlebars and delivery bags** to be sprayed between each full drop with disinfectant.
- Meals must be delivered within **2 hours** of leaving depot to be refrigerated or heated to eat.
- **As soon as you get home**, remove your disposable equipment, wash and dry your hands thoroughly, then shower and wash your hair (before sitting down).
- **To remove the mask**: remove it from behind (do not touch the front of mask) and discard immediately in a closed bin.
- **Do not come to work** if you have any of these symptoms: cough, sneeze, fever, difficulty breathing.
- Thank you for helping to make our food delivery service as safe as possible.

**Spend at least 20 seconds when washing hands with soap and water.**

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