

# COVID 19 RETAIL AND DELIVERY POLICY

To ensure that staff and customers are safe and carrying out 2 metre distancing policy.

#keepgoingkeepsafe

## Drive through service

On arrival at the brewery staff will wash their hands and then use hand sanitiser and put on disposable plastic gloves. Disposable plastic gloves will be worn at all times.

The brewery will not allow any member of the public into the premises. The entrance is to be blocked with a table for the purpose of serving.

Customers and staff will observe the 2 metre distancing rule at all times.

Orders can be taken and will be put onto the serving table.

The payment method is card machine only no cash. The card machine is to be placed on the serving table with the amount entered, the staff member is to step back 2 metres. The customer will be asked to either touch pay orders under £45 or if the amount is over £45 to enter their pin. Once payment has been made the customer will be asked to tear off their receipt, press enter and remove their card and take their goods. Once they are 2 metres clear of the table staff can retrieve the card machine and take the brewery payment copy from the card machine.

The card payment machine is to be cleaned with sanitising spray and wiped down with disposable paper towel after every transaction >£45 or every hour, whichever is soonest.

## Home Delivery

All orders are prepaid so no financial transaction at customer premises required.

On arrival at the brewery staff will wash their hands and then use hand sanitiser and put on disposable plastic gloves. Disposable plastic gloves will be worn at all times.

The van will be loaded for the delivery run that day.

The driver on arrival at a delivery address will unload the goods and leave them on the door step or pre agreed place.

Once the goods are on site the driver can either knock/ring the doorbell withdraw 2 metres and then inform the customer their goods have arrived or go back to the van and phone the customer to inform them that the goods have arrived on site.

After every delivery the driver is to dispose of his disposable plastic gloves in the waste bag provided, then sanitise hands and put on new gloves.

Once the van is back at the brewery all cab surfaces are to be cleaned down with spray sanitiser and disposable paper towel.

## Check 25 (compliance with Langham Brewery offsales licence and HMRC AWRS)

All customers completing an online order form for home delivery must confirm in the check box that they are over 18 and give their date of birth.

Customers ordering a local delivery over the phone will be asked to confirm that they are over 25 and their date of birth, which will be noted on the order.

Each delivery day, the driver will be provided with a book in which will be noted the date, customer name, postcode and a check 25 column.

Signed: ..... (Drayman)

Date: .....2020

Signed: ..... (Director)

Date: .....2020