



Order-In COVID-19 Safety Protocol

The following safety measures are expected to be applied by all of our catering suppliers:

General COVID safety measures for all staff

- ✓ Staff member to be body-temperature checked every day & staff health to be monitored when arriving on site
- ✓ Anyone with flu like symptoms is excluded from the workplace until a Covid-19 test returns a negative result.
- ✓ Only essential staff are permitted to enter the kitchen, no visitors and no salespeople. Limited access for office staff, based on urgent needs.
- ✓ Self-quarantine requirements: Staff member to be quarantined for 14 days if returned from overseas in the last 14 days
- ✓ Staff member to regularly wash their hands with warm water and soap
- ✓ Staff member to regularly use hand sanitiser

Standards for all staff accessing kitchen & production areas

- ✓ Staff member to wash hands often and for at least 20 seconds upon arrival/entering
- ✗ Staff member to use face mask and gloves in accordance to State regulations

Other measures across the fulfilment process

1. Meal Preparation

- ✓ All previous hygienic measures and standards apply without exception

2. Packaging

- ✓ Meals are packaged as single serve or sharing platter depending on customer preferences.
- ✓ Each unit (e.g. container, plate) to be labelled as per customer's requirements if relevant

3. Boxing

- ✓ Each unit (container, plate) to be loaded into a sanitised transport box for dispatch
- ✓ Orders from different customers to be packed in separate transport boxes to avoid potential contamination

4. Delivery

- ✓ Driver required to sanitise hands at the start of each delivery run before loading the delivery van
- ✓ Gloves and mask to be worn when loading the boxes into the truck and upon delivery
- ✓ Physical contact with customers to be avoided and contactless delivery to be adopted depending on delivery location and customer requests.
- ✓ All delivery boxes to be sanitised at the end of the delivery run.