

PROVIDING THE HIGHEST LEVELS  
OF SAFETY AND SECURITY

COVID-19

KEEPING OUR CUSTOMERS AND OUR COLLEAGUES SAFE

BACKED BY THE WORLD'S LARGEST  
FOODSERVICE BUSINESS, SYSCO,  
WE CAN OFFER YOU, YOUR  
STAFF, CUSTOMERS AND OUR  
COLLEAGUES THE HIGHEST LEVELS  
OF SAFETY AND SECURITY.

We have a **vigilant and informed** plan where we monitor every part of our network daily and work closely with Sysco and our sister companies to stay informed on best practice worldwide.

We are working closely with our suppliers to secure continuity of supply to ensure our customers have the products they need, when they need them.

As part of the Sysco global foodservice family, our customers benefit from global reach, economies of scale, worldwide insight and all the benefits of a highly successful and professional parent company. This is especially beneficial in these unprecedented times.

What follows are just some of the critical measures and support mechanisms we have in place.

SAFE + SECURE

# PREVENTION



## PREVENTING THE SPREAD

Our primary focus has been to **prevent the spread of the virus in our colleagues and company sites** through a number of actions

- **Encouraging** our colleagues to be vaccinated and to have their booster
- **Returning** to homeworking for those who are able to do so
- **Minimising** site visits from customers, contractors and suppliers
- **Keeping** teams in the same shift and work pattern bubble where practically possible
- **Stringent** testing, temperature checking, use of face masks and distancing policies in place on all sites with no exceptions
- **Regular** deep cleaning and sanitation of all areas and equipment
- **Account management** will continue by telephone or virtual video calls

# SAFE + SECURE SERVICE

## CONTACT FREE

Contact-free deliveries (no entry to the premises) are in place for care home settings and are also available to all other customers upon request – contact Customer Services on **0344 873 0868** to discuss your needs

## DRIVER SAFETY

Sysco Speciality Group is part of the Government's 'workplace testing scheme'. Through the use of **home lateral flow test kits**, employees are encouraged to **test themselves twice weekly**.

Drivers also use **hand sanitiser**, maintain the required **social distance** and wear **face coverings** in all customer locations (indoor and outdoor), in all Sysco Speciality Group locations and in other business-related interactions where social distancing cannot be maintained

## SAFE SPACE

For invoices requiring a signature, we **will ask you to use your own pen** and our driver will lay out the invoice and **step back while you sign it**. They will **only collect it once you have stepped back**

## CONTACT FREE PAYMENT

All payments will be made via depot, Direct Debit or BACS payment. We do not currently have the facility to pay cash on delivery or accept contactless payments

# SAFE + SECURE PROCEDURES

## ONSITE MEASURES

All colleagues remaining onsite also follow stringent hygiene and social distancing measures, including a **daily temperature check**, and **visitor access is restricted to appointment only with a temperature check and health screening conducted as standard**

## COLLEAGUE TESTING + ISOLATION

If a colleague presents with symptoms of Covid-19, **they stop work immediately and are directed to a key worker testing facility**. They are only permitted back once government isolation has been adhered to or on producing a negative test.

**Should a driver produce a positive test, customers visited in the previous 48 hours will be notified, in line with government guidance**

## CLEANING PROCEDURES

As a food company hygiene is always at the top of our agenda but disciplines have been further strengthened with **more frequent deep cleaning of operational and communal areas and vehicles**

**Sysco Speciality Group 0344 873 0868**  
**syscospecialitygroup.co.uk**