


PROVIDING THE HIGHEST LEVELS
OF SAFETY AND SECURITY

COVID-19

PREVENTION + SUPPORT



BACKED BY THE WORLD'S LARGEST
FOODSERVICE BUSINESS, SYSCO, WE
CAN HELP SUPPORT YOU THROUGH THE
NEXT PHASE OF COVID-19 AND 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.

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

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 **01869 365 600** to discuss your needs.

DRIVER SAFETY

All drivers have been issued with hand sanitiser and required **Personal Protective Equipment (PPE)**. They will undertake a **daily temperature check** and **follow strict social distancing measures**, maintaining a two-meter distance from customers.

ALWAYS THERE

Account management support will continue by telephone or you could try a virtual appointment via video call, your current Fresh Direct representative is always on hand to discuss what works for you.

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**

CONTACTLESS 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 working immediately and are directed to a key worker testing facility**. They are only permitted back once government isolation guidance has been adhered to or on producing a confirmed negative test. **Customers will be notified should these circumstances involve a driver who has visited your premises in the last 72 hours, 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**



Fresh Direct: 01869 365 600
www.freshdirect.co.uk