

Version #: 01	☐ CIT	☐ Sous	☐ CDC	☐ CO	☐ AC
	☐ Supply Center		✓ Support Team		

Delivery (3rd Party): COVID-19 Protocol

Purpose
To provide clear guidance to 3rd party delivery platforms on Dig's expectation related to delivery driver protocols related to pickup & delivery of food for Dig's customers. This is in addition to any other hygiene protocols already in place.

Procedures
Disinfectant - Provide all delivery employees with a disinfectant. This should be used to disinfect themselves in addition to their bike or car after each interaction with a customer or restaurant. Handwashing - Instruct all delivery employees to follow proper handwashing procedures. This includes: - Washing their hands every time they enter a new restaurant, go to the bathroom, sneeze or blow their nose. - Washing their hands for >20 seconds with soap under warm water. - If soap & water isn't available, a hand sanitizer should be used. Hygiene Procedures - Instruct all delivery employees to follow proper hygiene procedures. This includes: - Covering your cough or sneeze with a tissue which is then disposed of. - If a tissue isn't available, use your upper sleeve. <i>Note: Never use your hands.</i> - Avoid touching your eyes, nose or mouth in order to lessen your chance of getting sick. Customer's Food & Utensils - Instruct all delivery employees to never touch the food or service utensils included in the delivery food. Delivery Bag - Instruct all delivery employees to disinfect their delivery bags on a daily basis. Ill Employees - Instruct all ill employees to stay at home & seek medical attention if they demonstrate symptoms related to COVID-19 such as fever, coughing and/or breathing difficulty. COVID-19 Diagnosis or Exposure - Inform Dig if any employees who carried out deliveries for Dig is diagnosed with and/or was exposed to someone with COVID-19 - Instruct the employee to contact medical professionals, if they haven't already, & follow their instructions. Customer Requests - Some customers may request their food be left outside their door in order to avoid contact with others. - This may be communicated to delivery drivers via the "Delivery Notes" section or other app related features. - This may be communicated directly by the customer at the time of the delivery. - In either case the delivery driver should verbally communicate to the customer who they are & that they are leaving the food outside their door.