

## Guidelines to actors delivering food to customers during the coronavirus pandemic:

### During the coronavirus pandemic:

- Food products must be **collected, packaged and transported while wearing disposable gloves**. All persons handling food products must also be in perfect **health**. Those with even mild respiratory symptoms (cold, cough, sore throat, fever) must refrain from working.
- **Delivery personnel are not allowed to enter customers' homes.**
- **Payment** should be carried out using methods that do not result in any unnecessary contact, such as contactless payment, mobile pay, advance payment or invoice. If this is not possible and payment is carried out with cash, the recipient must wear **disposable gloves**. The gloves must be replaced and **hands must be disinfected** between each customer. When replacing disposable gloves, care must be taken not to touch the outer surface of the gloves. Delivery personnel using disposable gloves must also carry a bag for storing used gloves. Potential **contact surfaces**, such as payment terminals, must also be cleaned thoroughly between customers. **Good hand hygiene must be followed regardless of payment method!**
- Customers should also be reminded to put products in cold storage as soon as possible. Many customers may now order large amounts of products, which increases storage times.
- Deliveries to multiple customers should be carried out by staggering the **customer flow** so that there are only a few customers present at the same time. Queuing customers should be instructed to stand **one metre apart** from one another. If there are multiple points of sale at the same location, they should be **placed** far enough apart from one another.

### Furthermore, home deliveries are subject to the same rules as normal operations:

- The **temperature** of products requiring **cold storage** must remain at +6°C or below and the temperature of frozen products must remain at -18°C during transportation.
- (Temporary temperature deviations of up to three degrees are permitted during delivery).
- The use of cool boxes and cooling packs is recommended and will become essential as outdoor temperatures rise. Transport compartments and equipment must be kept clean.
- The temperature of food products that are transported hot must remain above 60°C during transportation.
- Transportation time must not exceed two hours (unless the transport vehicle is temperature controlled or has an automated temperature monitoring system).

Home delivery operations do not require a separate permit during the state of emergency. Compliance with statutory limit values for easily perishable and frozen products must be ensured through self-monitoring (Decree of the Ministry of Agriculture and Forestry on Food Hygiene in Listed Food Premises 1367/2011).

In these exceptional circumstances, you should also be prepared for the fact that instructions may change on very short notice. Further instructions for food delivery operations during the state of emergency are provided on the Finnish Food Authority's website (in Finnish):

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2 (2)

<https://www.ruokavirasto.fi/yritykset/elintarvikeala/elintarvikealan-yhteiset-vaatimukset/usein-kysyttya-covid-19-koronaviruksesta--elintarvikealan-yrityksille/>