



Delivery & Collection Operations.

Nothing is more important than the safety of our restaurant partners, riders, and customers. In this guidance, we will address three areas that require shifts. This is our Hache Delivery and Collection Policy interests of broader public health.

Our stores are set up physically to avoid cross-contamination?

- Contact-free handoff with riders
- All handoffs should be performed without physical contact between restaurant staff and riders (i.e. put the bag on a table, walk away, and then call the rider over to collect).

How can you provide comfort to customers that the operations uphold the highest levels of safety?

- Stronger hygiene practices
- Focus on packaging
- 15 Minute handwashing alarms
- 30 Minute surface and touch point washing alarms

Rider key messages:

- Follow the directions of the Restaurant Coordinator
- Respect the safety distance of at least **1 metre** both outside and inside the store- Do not enter the store until your number is called
- When your number is called, enter the Delivery-marked waiting area until the store staff have placed your order on the table and walked away
- The delivery tables are disinfected regularly
- If available, use hand sanitizer, or feel free to wash your hands inside
- Avoid all kinds of contact during orders, both with the restaurant and with the customer

Customer pick up messages:

- Respect the safety distance of at least **1 metre** both outside and inside the store- Do not enter the store until your number is called
- The delivery tables are disinfected every 30 minutes
- If available, use hand sanitizer, or feel free to wash your hands inside
- Avoid all kinds of contact during orders, both with the restaurant and with the customer