
Subject: A COVID-19 update from Mr D Food



A COVID-19 UPDATE

Dear Jason

COVID-19 is having a huge impact on the world and the country and it is up to every one of us to play our part to ensure that the spread and effects of the virus are limited as much as possible.

As this unprecedented situation continues to develop, the safety of employees, customers, restaurant and driver partners remains our top concern.

Guided by the World Health Organisation (WHO), international best practice and directives by the South African Department of Health and National Institute of Communicable Diseases, Mr D Food is implementing precautionary measures across the business to mitigate the risk of virus transmission.

Below are some of the measures that we have put in place, but the fight against COVID-19 remains a collective responsibility. We advise all customers to also follow the personal hygiene guidelines as set out by the WHO and the National Department of Health.

Enhanced Hygiene Practices

We have been educating our staff in line with WHO guidelines and have implemented strict internal hygiene policies across our business such as widespread access to hand sanitiser, increased frequency of cleaning of all work spaces, food hot bags and we will be implementing temperature testing of employees and drivers. All

drivers will be given access to hand sanitiser with clear instructions to sanitise their hands before and after every delivery or collection.

We are communicating with our restaurant partners to encourage them to follow the relevant advice issued by the World Health Organisation and local health authorities for their businesses.

Contactless deliveries and social distancing

Enhanced hygiene measures extend to our drivers who are now required to execute contactless deliveries.

To support social distancing we have implemented the option for customers to request “drop off” deliveries by using the delivery instructions in the checkout section of our app to inform drivers as to where customers would prefer their delivery to be left.

Where specific drop off delivery instructions have not been provided, our drivers have been instructed not to make physical contact with any customers and to maintain a safe distance. Hotbags will be placed on a surface indicated by the customer, the driver will then back away and allow the customer to pick out their order themselves.

Where operationally possible we have started rolling out rotational schedules to allow staff to work from home to help mitigate the risk of spreading the virus and ensure a safer working environment for all.

We are continually monitoring what is happening locally and around the world and will release any updates as the situation develops. Should you at any time feel unsure about any details relating to your order or its delivery, you can reach out to our customer support team via our [website](#). As this remains our collective responsibility we would appreciate you notifying us [here](#) of any issues you may see in our efforts to ensure a safe and hygienic environment and we will react to these where practically possible.

Keep safe,

Devin Sinclair
CEO

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