



Prevention and Support

COVID-19

We're here to help!

**BACKED BY THE WORLD'S LARGEST
FOODSERVICE BUSINESS, **SYSCO**, WE ARE HERE TO
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.**

Due to our personable approach and flexibility we have been able to already help many customers during this period and have published this document to give our customers the support they need during COVID 19.

OUR Service

Contact Free & Delivery

Customer facing staff are being issued with their own Personnel Protective Equipment which will include masks, gloves and sanitiser for use during their working day.



Contact-free deliveries are also in place and we make sure we social distance throughout our delivery process.

Here to help

Our Sales Teams are here to support you, be it on the phone, via e-mail or through a virtual video call.



However if you feel a face to face visit is beneficial for your business we will observe all social distancing rules and be able to provide you with guidance, latest industry developments and menu ideas to help you maximise your business at this time.

Contact Free Payment

Cash / Cheque payments must be placed at social distancing points, the driver will collect these after the customer has stepped away.

If you are a cash/cheque customer and want to move towards contactless delivery, please speak to us about our website and new pay online system, where you can pay for your order in advance of the delivery.

www.kff.co.uk

OUR 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 if a driver who has visited their premises in the last 72 hours tests positive for the virus.**

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.**

OUR Products

NEW Ranges

Guidance on Personal Protective Equipment (**PPE**) and the products you'll need for your operation, ranging from **signage**, to **gloves, masks, cleaning chemicals, food packaging and disposables** are all available to download as part of our **NEW Essential Non-Food Guide!** We have also increased our Wrapped range, all of which is available at www.kff.co.uk



CLICK
HERE TO
DOWNLOAD

One stop shop!

We can support you in consolidating more of your product supply to kff, which in turn will help reduce your number of deliveries. Contact your kff sales person/representative for more information.

Availability

Our product availability remains good across our network, including all our core essentials and we will offer alternatives for any products should stock shortages arise.

Quality and Assurance

We continue to offer the highest levels of product quality and safety assurance.

CLICK
HERE TO VIEW
WRAPPED
RANGE



OUR Communities

Supporting the public

In March we opened our doors to the general public in the form of a click & collect and home delivery service. To date we have made over **1200 deliveries** to the public offering a safe alternative to the supermarkets, who have struggled with supply of grocery essentials throughout the pandemic.

How you can help us....

The above systems have been put in place that allow usual business to be conducted and to still follow government guidelines. We also appreciate that customers themselves conduct their own assessments. Should you have any changes to your delivery process please contact us so we can discuss your requirements further.

Supporting the Vulnerable

We have donated the equivalent of **6,850 meals** to the community and over **3 tonnes of goods** through five charities.

Worked in partnership with customers and suppliers to donate and deliver food to NHS staff, key workers children and vulnerable people in residential care.

DEFRA assistance which involved five of our drivers delivering parcels on a multi drop bases, anything from 60 to 100 a day over a two-week period.

