

Hickory: Helping Support our Local Community

While supporting those who are vulnerable in our local community with a daily and nutritious 3 course meal, we are committed to the health and safety of our teams, our suppliers and our local community.

Now more than ever, Hickory's capability to quickly and safely produce and deliver nutritious, healthy food play a critical role in serving our local community. In these unprecedented times, we remain committed to the health and safety of our employees, suppliers and the local community we serve.

Nothing is more important to us than making sure that we protect the health of our teams, and we've been working around the clock to make changes to our processes and procure the necessary supplies to allow us to operate safely.

With guidance from the NHS and Public Health Scotland, we have implemented a series of preventative health measures to keep our teams, suppliers and local community safe.

Health Measures for Our Kitchen & Delivery Teams

- We have increased the frequency and intensity of cleaning, including regular sanitisation of all 'touch points'
- We've adjusted our practices so that our teams can maintain a safe distance from each other
- Team Communications include requirements that everyone wash their hands on a regular basis, with soap and water for at least 20 seconds
- Alcohol based hand gel is available at our work stations
- As standard, food-grade gloves are always worn when preparing food
- Uniforms will always be worn – clean chef whites for kitchen teams and Hickory Logistics uniforms for delivery drivers. Uniforms must be washed daily
- Face masks are available for our teams to use during food production and delivery
- At the start and end of routes, our delivery drivers must use disinfectant wipes to clean all frequently touched surfaces in their vehicles and other work equipment
- We've asked our delivery teams to refrain from shaking hands or having any other physical contact with the local community, maintaining a safe distance at all times
- Delivery of food will be to either the front or back door. Our team will stand back at least two metres until food is collected. If the food is not collected it will be returned to our kitchen – food will not be left uncollected on a doorstep
- We are conducting daily audits of 'best practice' guidelines and will update our safety measures whenever required
- If a team member feels unwell, they must stay at home and self-isolate
- If someone is diagnosed, we connect with any individual that had close contact with that person and ask them to stay home for a 14-day paid quarantine period