

## Survey on Comments about ‘Online Grocery Shopping and Delivery - Food Safety Guidelines for Food Businesses’

The Centre for Food Safety has drafted food safety guidelines for online grocery shopping and delivery. This set of advice is intended for operators that offer online ordering and/or delivery of groceries including operators of grocery stores, supermarkets, online shops as well as third-party food delivery agents. It aims to assist the trade in implementing appropriate food safety measures in their operations to reduce the risk of foodborne diseases when providing grocery delivery services. We are inviting members of the trade to provide comments on the draft guidelines. Your valuable opinions are of great help to the promotion of food safety. Please return your comments to us by **31 October 2023**. Thank you!

### I. Basic information

Name of food premises	
Delivery mode of groceries (can choose more than one option)	<input type="checkbox"/> Delivered by company's own staff <input type="checkbox"/> Delivered by third-party delivery agents <input type="checkbox"/> Consumers buy online, pick up at store <input type="checkbox"/> Consumers pick up from grocery lockers.

### II. Comments on the Guidelines

1. The content of the guidelines is clear and easy to understand.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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2. I have learnt more about the common food safety issues of online grocery delivery.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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3. I have learnt more about how to ensure food safety during delivery of groceries.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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4. I am able to comply with the requirements mentioned in the guidelines for the following areas:

A. Time/temperature control

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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B. Protect food from contamination

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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C. Protect fragile foods from mechanical damage

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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D. Food Labeling

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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E. Expiry date

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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F. Management of non-deliveries

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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G. Hygiene of delivery vehicles

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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H. Personal hygiene

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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I. Training

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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5. I would let relevant staff read this set of guidelines.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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Other comments:

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~Thank you!~

Centre for Food Safety