Management Guidelines for Delivery and Take out

DELIVERY:

- This information is provided as a sample policy to guide restaurant owners and managers who wish to initiate delivery services for their customers.
- **Driver’s License:** Delivery staff members must have a valid driver’s license and the restaurant will need to keep a copy of the license on file at the restaurant.
- **Insurance:**
  - **Proof of Insurance:** The restaurant will need a copy of a current proof of insurance card issued to the delivery staff driver showing the expiration timeline. A copy of this card should be kept on file by restaurant management.
  - **Hired/Non-owned Auto Liability (H/NO)** - Any business who rents vehicles for business use (hired) or allows employees to drive their personal vehicles for business use (Non-owned) must consider liability coverage for bodily injury or property damage the business could be held liable. Consider the employee is on the road for the benefit of the business. A driver’s personal automobile policy will exclude claims arising from commercial use of that vehicle. Thus the injured party will likely look to the employer’s business policy for coverage. A business can properly protect themselves for this liability through hired/non-owned auto liability coverage attached to their general liability policy.

Some important points to consider if you are delivering:

- Please check with your current agent to confirm your policy has hired/non-owned auto liability coverage for delivery
- If you previously have not had delivery exposure as part of your restaurant operations this should be disclosed to your insurance company
- If you are utilizing third-party delivery services (i.e. DoorDash, Uber Eats, Grub Hub) likely their contract gives the liability exposure to the restaurant
- Short-term H/NO auto policies (3 or 6 months) have become available in the marketplace
** Please note in light of the regulations allowing for delivery of alcohol, your employee who must be 21 years of age must also verify the age of the recipient of the delivered alcohol to be over 21 years of age. To adequately protect yourself third-party delivery services would NOT be a viable option for the delivery of alcoholic beverages to consumers.

- Hired/Non-owned auto coverage does not provide any liquor liability protection
- Restaurants utilizing carry out/delivery of alcohol should purchase liquor liability coverage

- A signed disclosure form to perform a Motor Vehicle Record (MVR) check for staff driver approval should be furnished to the restaurant by the employee. The employer should pull the employee’s MVR from one of the many online websites providing this service.
- A signed form indicating their past three-year driving record should be furnished to the restaurant by the employee (see below).
- All staff delivery drivers should wear a restaurant logo shirt or have other forms of identification like a restaurant name tag while making deliveries to identify the staff member to the guest.
- All delivery orders should be prepaid with a credit card. No cash should be accepted by the delivery driver for payment. The customer should be informed (by the staff person who takes the order) if a tip or service charge will be added to the bill total.
- The delivery order should always have a written paper ticket that should have the address of the customer to make the delivery.
- Delivery drivers must always obey all traffic rules. No speeding!
- The use of cell phones during delivery and while on duty is prohibited except to have the staff members GPS “map guidance” working to provide direction to customer’s delivery home or business.
- Orders should be dropped off to the customer at the door - eliminating any physical contact with the customer. Staff members must always keep their distance of 6 feet or more for health and safety reasons, and the employee should not enter the residence for any reason.

**Orders containing alcohol beverage deliveries may only be delivered by employees who are 21 years of age or more. Such orders will be delivered in sealed containers. Delivery drivers must determine if the person accepting the order is over 21 years of age or older by inspecting their government-issued identification and ensure that information matches what was provided when the order was placed.** Anyone making alcohol deliveries must carry a copy of our liquor license with them.

- A log shall be kept at the restaurant with every delivery driver that has been sent out and returned (see below)

**TAKEOUT:**

- Phone orders shall be taken and staffed to take orders with enough staff to handle the phone
- All takeout orders shall be done with a limited number of customers in the building for take-out kept at 5 or less inside the building at once.
- Customer contact should be kept to a minimum and distance of 6’ should be observed whenever possible by staff members with guests
Employee Driving Record Declaration

I affirm that the box(es) checked below represents my driving record for the past two years. Check any of the following that applies:

☐ I have not had any moving violations the past two years on my driver’s license.
☐ I have less than two moving violations in the past two years, but no violations relating to DUI, DWAI, careless or reckless driving.
☐ I have had more than two moving violations in the past two years, but no violations relating to DUI, DWAI, careless or reckless driving.
☐ I have been cited for DUI or DWAI during the past 5 years.
☐ I have been cited for careless or reckless driving violation in the past 5 years.
☐ I am currently undergoing a legal process relating to a DUI offense

I certify the above is true and accurate relating to my driver’s license as of __________. My signature below attests to the accuracy of this representation.

____________________________________   Date:___________________________
Printed name

____________________________________   Witness:___________________________
Signature
### Daily Delivery Log for Customer Deliveries

Date: ________________________________

<table>
<thead>
<tr>
<th>Customer Name</th>
<th>Delivery Driver Name</th>
<th>Time Driver Out</th>
<th>Time Driver In</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

A copy of this log shall be kept in the office for 6 months and each day’s logs kept together for filing.
Official Policy and Procedure Requirements for Delivery Drivers

The following are the Official Policy and Procedure Requirements for all delivery staff members who make deliveries to guests:

- Delivery staff members must have a valid automobile insurance card issued to the delivery staff driver with a current expiration timeline. A copy of this card will be kept on file by the restaurant management. The insurance card must be in the possession of the delivery driver when making a delivery.
- The delivery staff member’s automobile insurance coverage must cover at least the minimum Colorado requirement for auto insurance liability.
- All staff members must wear a restaurant logo shirt or restaurant name tag while making deliveries which will identify the staff member to the customer.
- Staff members must sign a disclosure of their driver’s license record on a form provided by management. A copy shall be kept by management.
- All delivery orders will be prepaid with a credit card at the restaurant by restaurant staff members prior to delivering the orders. No cash transactions are allowed. The delivery driver will be paid all of the tip collected by the restaurant, or all or part of the service charge collected by the restaurant. Soliciting for tips is strictly prohibited.
- All delivery orders must have an “order ticket” that includes the address of the customer.
- All delivery staff member drivers must obey traffic laws. No speeding!
- The use of cell phones to communicate during delivery and while on duty is prohibited. Cell phone GPS functions may be used for “map guidance” working to provide directions for delivery staff person to navigate to customers delivery home or business.
- Orders should be dropped off at the door without any physical contact with the customer. Delivery drivers should always keep a distance of 6 feet or more from the customer for health and safety reasons.
  - Orders containing alcohol beverage deliveries must be delivered by employees who are 21 years of age or more. Such orders will be delivered in sealed containers. Delivery drivers must determine if the person accepting the order is over 21 years of age or older by inspecting their government-issued identification and ensure that information matches what was provided when the order was placed. A copy of our liquor license must be carried at all times.
- Staff delivery drivers should call the restaurant when the delivery is completed for any other instructions.
- Drive carefully!