



# TAKE-OUT & DELIVERY DURING COVID-19

Response to COVID-19 Webinar Series  
April 22, 2020; 3 - 3:45 pm ET

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# SPEAKERS

- Gili Wolf, Sustainability Lead, MarketMan
- Oron Franco, Director of Culinary Operations, Westville
- Kelly Jaques, COO, Breads Bakery
- Mary Cleaver, Founder & Owner, Cleaver Co
- Moderator: Christina Grace, CEO, Foodprint Group



# ADAPTING: FEEDING FRONTLINE WORKERS & NEIGHBORS IN NEED



Boxed meal with roast turkey, brown rice, mashed sweet potatoes, green beans and cottage cheese for the relief food program for the NYC DFTA.

Great Performances is producing 40,000 meals a week for the NYC Department for the Aging.

HELP US SEND FOOD TO CHIPS

\$15.00



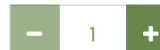
## CHIPS

FOOD, FRIENDSHIP AND HOPE SINCE 1971

If you're all set with food, or live outside our delivery zone but want to support Cleaver Co and our community, you can buy food for us to donate to our local shelter CHiPs.

CHiPS is soup kitchen and shelter for homeless young women & their infants located on 4th Avenue in Brooklyn. Since 1971, CHiPS has been supported by a community of Brooklyn neighbors, volunteers, and friends who share a common vision to help those who are less fortunate.

Quantity



Cleaver Co is enabling customers to purchase healthy homemade meals for their community food pantry, CHIPS, serving homeless women and their children.

Luca Di Pietro, owner of Tarallucci e Vino launched [www.feedthefrontlinesnyc.org](http://www.feedthefrontlinesnyc.org) which has put 59 restaurant workers back to work making meals for front line hospital workers. Breads Bakery is a partner in this initiative.

# ADAPTING: MEAL KITS & REHEAT OPTIONS



## Jasper Hill Mac & Cheese Kit

Serves 12. Everything you need to make our Jasper Hill Mac & Cheese at home. Macaroni pasta, Jasper Hill cheese mix, bechamel sauce, seasoned breadcrumbs.

**CONTAINS: WHEAT / GLUTEN, MILK**

24.00

# DIG

Dig is offering 3 DIY kits for cooking and baking at home.

## FROZEN DINNER



Chicken Pot Pie - Individual 12.00

A Cleaver Co classic! Made with chickens from Grass Land Farms in upstate New York and stuffed with local vegetables, our pot p...



Mushroom Pot Pie - Individual 12.00

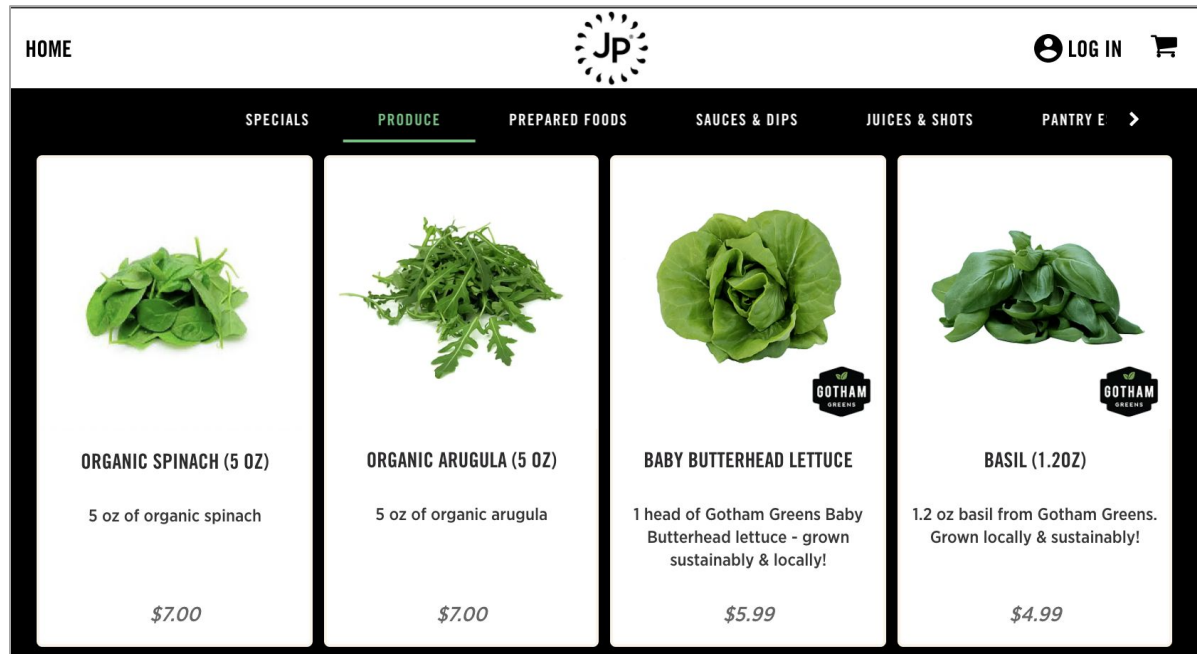
A beloved vegetarian take on our classic chicken pot pie. Made with Shiitake, Oyster, and Crimini mushrooms.

Cleaver Co is offering seven frozen cook and reheat options along with dessert and wine for home delivery.

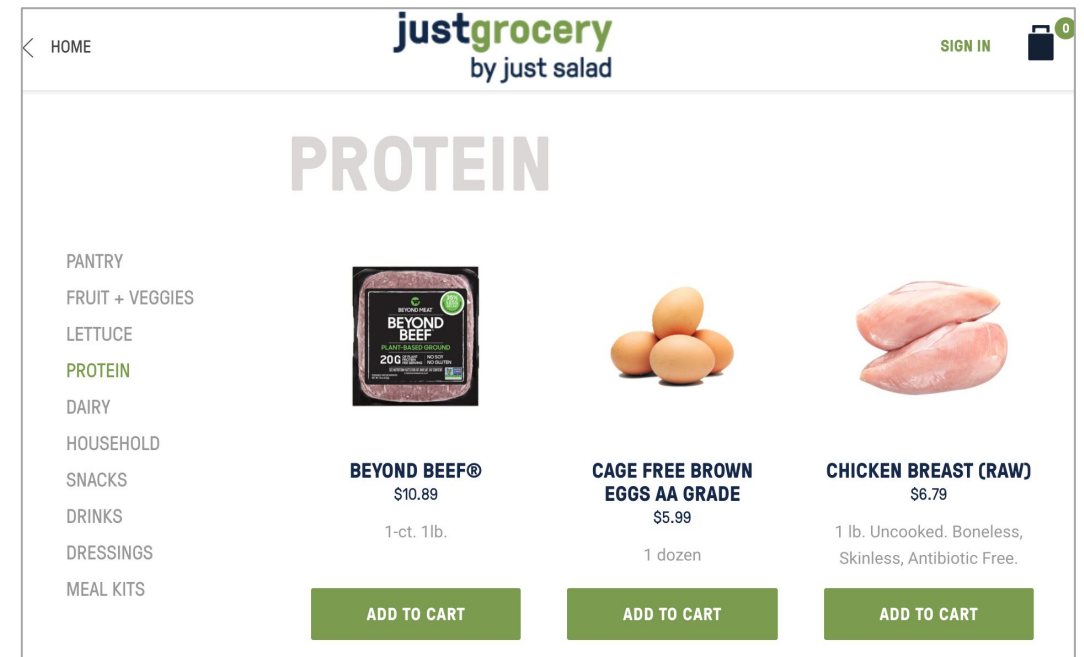


Crossroads in Los Angeles is offering 10 cook at home kits and 9 reheat or ready to eat options.

# ADAPTING: GROCERIES



Juice Press launched an [organic grocery site](#) and Just Salad launched [just grocery](#) to deliver fresh produce, grains, proteins and even pantry items like toilet paper.



Baldor launched [home delivery](#) to capitalize on inventory and fill a market need.



# FOOD & STAFF SAFETY

## FROM PREP THROUGH DELIVERY & PICK-UP: Resources

### Resources:

- [WHO Covid Food Safety Guidance](#)
- [Bullet Proof Food Resources](#) (*includes best practices for contactless delivery*)
- [FDA Best Practices for Food & Staff Safety](#)
- [Covid Guide for Take-out & Delivery](#) (*Creative Commons*)

### Example Industry Examples:

- [Dig](#)
- [DoorDash](#)
- [Cleaver & Co.](#) (*pop-up COVID-19 communications is the first thing you see on the home page*)

### We're in it together.

Like many of you, we've been monitoring coronavirus. We wanted you to know about how we're keeping you, our chefs and our communities healthy. In addition to our everyday, rigorous health practices, we're following guidance from the CDC and have increased our environmental health standards across all of our restaurants.

We've focused on keeping our restaurants clean and our guests healthy

- We've implemented additional rigorous health standards including mandatory handwashing and glove-changing every 30-minutes.
- Sanitization of all surfaces in our restaurants happens every hour.
- We are now stocking individually-wrapped, disposable plasticware.
- All of our delivery drivers and vendors are required to follow the same protocol as our restaurant employees including mandatory hand washing and sanitizing of their materials.
- We are only accepting online orders for takeout and delivery.

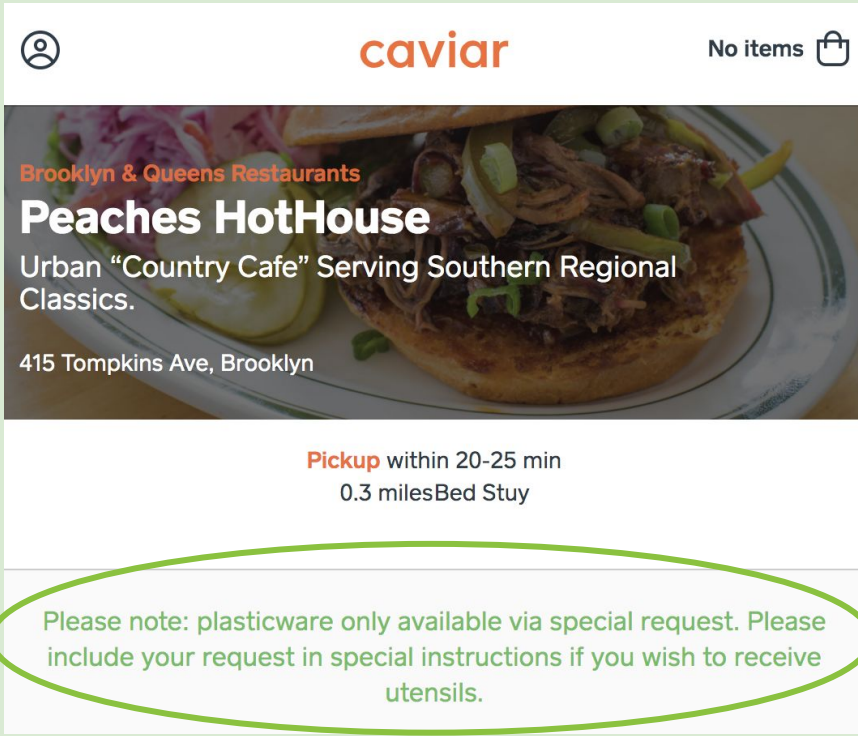
We've made sure that calling out sick isn't a burden on our chefs


- We've encouraged employees to stay home if they're feeling sick at all.
- We offer additional paid sick leave to anyone who needs it.

Example of customer communication on Dig's [website](#)

# WASTE PREVENTION

- Delivery platforms' waste reduction options:
  - Opt-in option: Uber Eats
  - Opt-out option: GrubHub, Seamless
  - Request no utensils in notes: Caviar and many others
- Offering family-style meals means fewer containers used and fewer deliveries (better deal for the client)
- Composting - Reduction in service, but not stopped
- **Plastic Bag Ban NYC** (Restaurants are exempt, but we encourage paper)
- Reusable Dishware - Paused



**caviar** No items 

Brooklyn & Queens Restaurants

**Peaches HotHouse**  
Urban "Country Cafe" Serving Southern Regional Classics.  
415 Tompkins Ave, Brooklyn

**Pickup** within 20-25 min  
0.3 miles Bed Stuy

Please note: plasticware only available via special request. Please include your request in special instructions if you wish to receive utensils.

Example of a restaurant on Caviar that has chosen to NOT supply utensils, unless requested in notes

# SUSTAINABLE PACKAGING

See MarketMan  
Slides to Follow

## Resources:

- [Center for Environmental Health Database](#)
- [World Centric](#) sustainable take-out containers
- [Eco-Products](#) food industry-focused packaging solutions



## General Packaging Material Tips:

- look for paper-based & high fiber content packaging
- avoid plastic & PLA
- avoid PFAs



# GENERAL RESOURCES

## Business Resources and Advocacy:

- [NYC Hospitality Alliance Covid Support and Relief Resources](#)
- [National Restaurant Association Covid Resources by State](#)
- [SBA](#)
- [Independent Restaurants Coalition \[www.saverestaurants.co\]\(http://www.saverestaurants.co\)](#)

## For Workers and Restaurants Seeking Team Support:

- [Restaurant Opportunities Centers United](#)
- [Relief Opportunities for All Restaurants \(ROAR NY\)](#)

## COVID-19 Food Chain News Resources:

- [Civil Eats](#)
- [Food Tank](#)
- [Eater.com](#)
- [Food Navigator](#)





# **THINKING SUSTAINABLY DURING COVID 19**



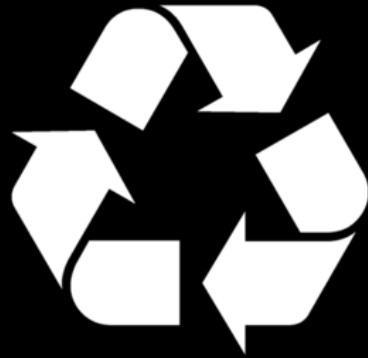
**MarketMan**



**INCREASE IN TAKE OUT ORDERS**

**INCREASE IN DISPOSABLE FOODWARE USE**

**ONLY 14% OF PLASTIC  
IS RECYCLED**



# HOW CAN YOU REDUCE YOUR ENVIRONMENTAL FOOTPRINT?

- ✓ Purchase safer disposable foodware
- ✓ Reduce waste by offering utensils opt-in option
- ✓ Raise awareness through communication



## HUMAN HEALTH

- PFAs free
- Plastic Free



## ENVIRONMENT

- Production
- End of life cycle

WHAT ARE **SAFER** DISPOSABLE FOODWARE OPTIONS?



# DISPOSABLE FOODWARE CONTAINING PFAS

According to the CEH, currently:

**MOLDED FIBER TAKE OUT CONTAINERS  
AND SERVICEWARE CONTAIN PFAS AND  
SHOULD BE AVOIDED.**

\*\*Molded products made of wheat fiber,  
blend of plant fibers, silver grass, molded  
recycled paper, PLA lined or modeled  
bagasse contain PFAS

# PLASTIC SINGLE USE DISPOSABLE FOODWARE

- Chemicals from disposable products can leach out into food
- Styrofoam ban
- Non renewable sources- Impact on Human Health and the Environment
- Unlikely to be recycled if contaminated with food waste
- PLA based plastic can only be composted in a composting facility





# PAPER/FIBER DISPOSABLE FOODWARE OPTIONS



## Paper-Based / Paper-Based PLA lined

- ✓ Chlorine free
- ✓ Highest available % of post consumer recycled content
- ✓ BPI certified
- ✓ CEH approved
- ✓ FSC certified

## Fiber-Based

- ✓ Bamboo/Palm leaf (not molded)
- ✓ CEH approved
- ✓ BPI certified

# PROACTIVE COMMUNICATION

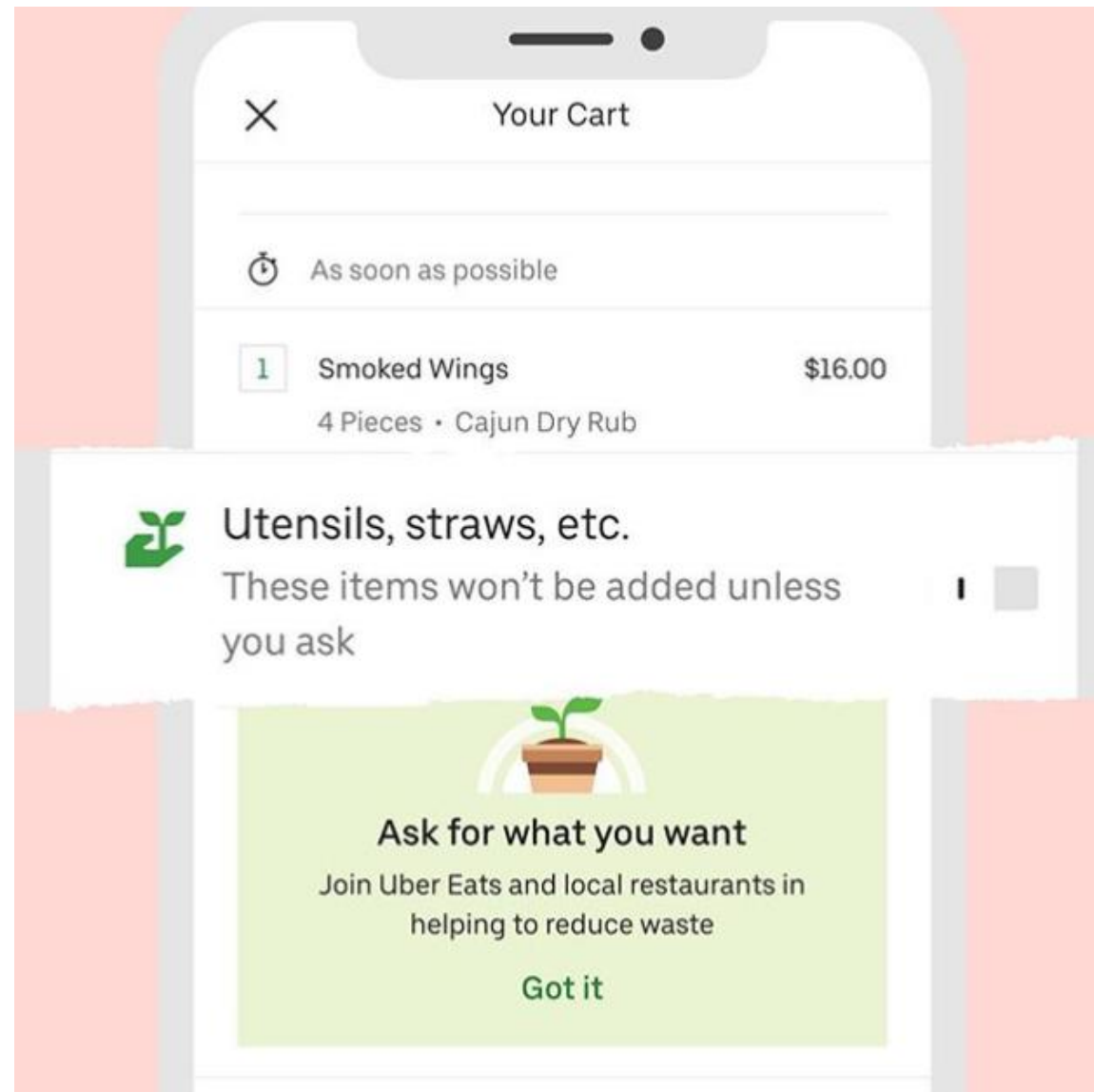
LET YOUR CUSTOMERS KNOW YOU CARE ABOUT THEIR HEALTH AND THE ENVIRONMENT!

- Communicate using safer single use disposable packaging
- Communicate waste reduction
- Communicate following safer delivery protocols

# PROACTIVE COMMUNICATION

More eats.

Less plastic.





**THANK YOU!**

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# FOR MORE INFO.

## CONTACT US



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