

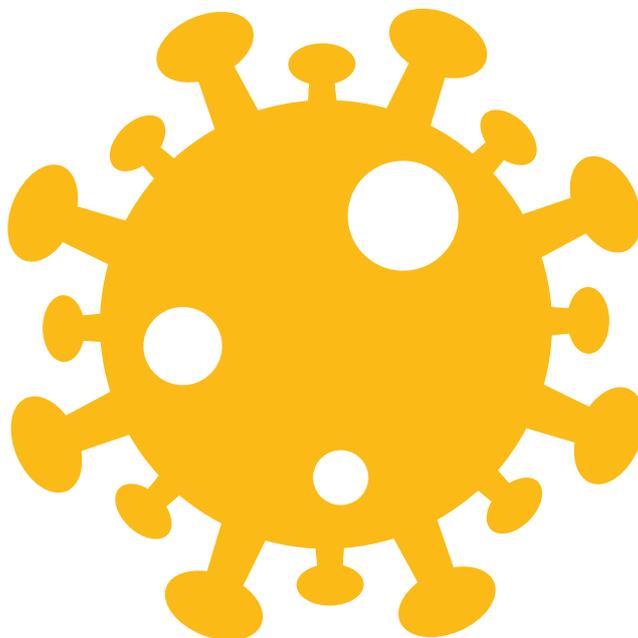


*automatic  
vending  
association*

# Resumption of Trading Guide



# Background



**As the Government announces the relaxation of the rules on travel and association to encourage business to begin to resume trading, now is a good time to begin to prepare.**

**This document is intended to provide advice for the restart of sites.**

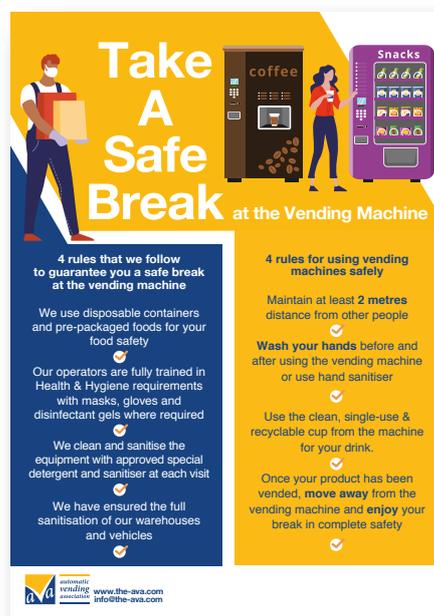
# Vending is Safe



**Vending is a simple and easy to control food delivery system where the product has been hygienically (and minimally) handled. Especially in the case of hot beverages. In reality, if workers are back at work then they will face no more cross contamination issues than opening doors, using toilets and other common facilities. It also enables employees to stay on site rather than having to seek refreshment elsewhere.**

**Details and factsheets for clients can be found at:  
[www.the-ava.com/covid-19/newsletters/](http://www.the-ava.com/covid-19/newsletters/)**

# Before Re-Opening



**Contact your clients well in advance to ensure that they do not just switch the machine on and expect to start where they left off. Especially where earlier rapid site closure prevented correct machine shut down.**

**If you were not able to agree the extension of the contract when the offices were closed, now would be the time to have that discussion.**

**It is worth noting that initially there may be fewer people in the office than there were before the shutdown.**

**Where there are machine banks or close groups of machines, signage should be sited emphasising the stringent Health & Hygiene measures undertaken to ensure the on-site machines are clean and safe. In addition for the need to maintain social distance.**

**AVA example posters can be found [HERE](#)**

# General Hygiene

It would be good practice to both consider how to protect customers and your staff from each other.

If your staff wear disposable gloves to service a machine, do remember that they need to wash their hands before putting on protective gloves, otherwise they just contaminate the outside of the glove while they put them on. Once they leave site, they should remove gloves carefully, turning inside out putting in a separate disposal bag.

This is particularly important if they have worn the gloves while moving about the client's premises since virus particles may be on surfaces such as doors and banisters.

It would also be good practice to wipe surfaces in the van such as the steering wheel and gear stick with an alcohol-based wipe a couple of times a day in order to minimise the risk of moving contamination from one site to another.

If possible, it is always better to wash hands in soap and water rather than rely on alcohol wipes.

Some organisations have worked out how to provide this in vans.



# Vehicles



**Many of the company vehicles will have been stationary for some weeks. It will be necessary to check that they are all functioning correctly and are safe to go out:**

**water level, washers, tyre pressures, brake fluid, etc.**

**They will also need to be checked over and cleaned internally, particularly if stock has been left in them.**

# Your Staff



It is always important that staff do not come to work if they are ill. Never more so than now. It would be good to remind staff of this and to check that you know who has had the virus and recovered.

Current NHS guidelines can be found [HERE](#)



People are now used to the concept of washing hands regularly, but they do not necessarily wash completely or for the recommended length of time.

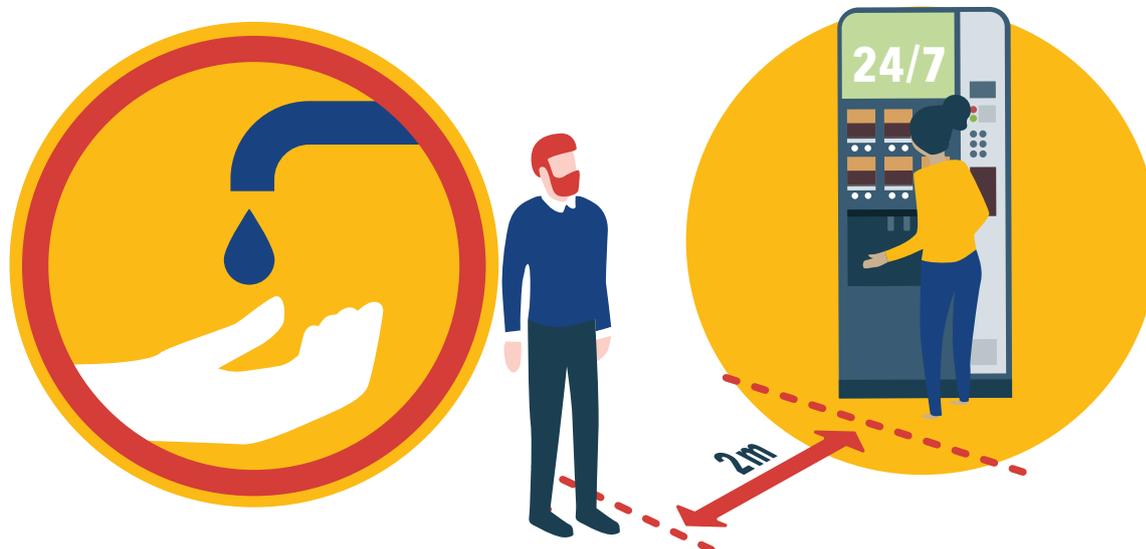
Before operators start back it would be good practice to ensure that they do wash their hands properly.

[CLICK HERE FOR NHS ADVICE](#)

It is important that operators wash their hands before starting work on a machine. It is much better to do this with soap and water than with an alcohol rub.

It may be necessary to modify procedures to ensure operators have time and facilities to wash their hands properly

# Working Safely



You will need to discuss with your operators how they are to manage social distancing while on site. While the restrictions on movement will have been eased the virus has not gone away.

### Maintaining Social Distancing in Food Business

Vending Operators are included as 'Key Workers' so if they or a member of their direct family group shows any of the symptoms of COVID-19 infection, they can arrange for themselves and their family to be tested.

Detailed instructions can be found [HERE](#)



GOV.UK

Latest Government working safely guidelines can be found [HERE](#)

Full detail on working safely is detailed by the Health & Safety Executive [HERE](#)



# Working Safely



## Face Masks

People are familiar with the idea of wearing a face mask. Masks worn in a healthcare environment are to protect the wearer from the environment, but masks worn outside protect the environment from the wearer.

They do not keep the wearer safe, but they do mean that the wearer is less likely to contaminate those with whom they come into contact.

You will need a mask policy.

It would not be enough to ensure operators have just one mask, they should have several and there need to be procedures for removing them, storing them between sites, changing and washing them.

An example of items you may wish to include can be found [HERE](#)

Latest Government Guidance [HERE](#)

# Equipment



## Infestation

Operators or technicians should be trained to look carefully for signs of infestation before they do anything else to the machine.

The most likely intruders are ants and cockroaches although both mites and mice are possible bugs.

AVA advice on infestation can be found [HERE](#)

## Water Filters

Contact your filter supplier to ask their advice about whether the filter needs to be replaced.

By the time restart is permitted machines will have been shut down for a minimum of about 8 weeks and you may wish to change hoses if you were not able to shut machines down properly. Do be aware that order times may be longer than normal for all components.

## Cashless

Now might be the point when customers want to change to cashless payment.

# Equipment



## Restarting Equipment

After having been switched off for some time some machines may have reverted to factory settings. Your engineers will need to be aware of the procedure to solve this problem.

**Control Board / Back Up batteries** – although these have a long life if the machine has been turned off for a while they should be checked or replaced.

Snack and food machines will need to be checked to ensure they are clean and brushed out before being refilled. The best before dates should be checked to ensure that the products are still in date.

Out of date product should be removed.  
Data should be checked to see if there has been pilferage during the shutdown.

Detailed guidance on restarting machines can be found on the AVA website [HERE](#)

Full details will also be available from your machine supplier.

# Further Information

Further information can be found at

The AVA COVID-19 Advice pages  
[www.the-ava.com/covid-19/](http://www.the-ava.com/covid-19/)

- Closing & Restarting Machines
- Client 'Vending Machines are Safe' guidance & documents
- Machine Poster

Or

The AVA members Technical guidance pages:  
[www.the-ava.com/members/advice-hub/](http://www.the-ava.com/members/advice-hub/)

*(password required).*

Where you will find information on:

- Water
- Food Safety
- Installation
- Payment Systems
- Plus Work Guidance Notes



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## Checklist for Re-opening Vending Machines



Meet with management at client location to educate them on your company's "re-opening" protocols and determine on-site and government restrictions for servicing the location.

For Tabletop equipment. Meet with management at client location to review their requirements for distribution of cups, stirrers, milks, sweetener and all bulk and self-serve products. Follow guidance on self-serve products.

Meet with management at client location about providing signage on walls, machines and floor regarding proper social distancing while waiting to use vending machine.

Discuss with management at client location their personal protective equipment (PPE) requirements for visitors to their facilities (i.e. gloves, face masks, handwashing).

Provide information for clients to email on-site employees about cleaning standards that you have added for the vending machines at their workplace to increase customer/employee comfort.

Inspect all currently stocked products for past "Use by or Sell by" dates (see AVA Restarting guide: Closing or Restarting Machines). [DETAILS HERE](#)

Discard spoiled product and keep detailed records of the spoiled product for operating loss claims.

Inspect all refrigerated and frozen equipment for appropriate temperatures; remove debris and clean around unit condenser(s) for proper air flow to ensure machine is still cooling properly.

Review cleaning guide for your specific vending machines and clean with approved cleaning supplies/chemicals. [DETAILS HERE](#)

Clean inside of machine (including, but not limited to spirals, racks, cannisters, mixers, piping etc).

Clean product packaging in vending machine if it appears soiled.

Clean outside of machine, especially keypads and touchscreens with alcohol-based wipe or suitable alternative.