



## **COLLECTING ORDERS**

As a Pie Street Hero, you will gather pie orders from your neighbours and place a single order on behalf of your street [here](#). Here's the [list of pies](#) and [allergens](#) for you to send out to your neighbours. We've put together an order form for you to use to help keep track of your orders. If you think you'll need it, download it [here](#).

## **PAYMENT**

You will pay for your bulk order of pies from Pieminister and you are then responsible for collecting payment from your neighbours / family / friends (we recommend contactless payment where possible).

## **DELIVERY OF PIES**

Pie Street Hero orders will be packed every Wednesday in Pieminister's Bristol bakery, ready for delivery on Thursday or Friday. Place your order before midnight on Sunday to receive them the following Thursday or Friday. The pies are available in multiples of four (of the same variety) and the minimum order of pies per Pie Street Hero is 12. There will be a selection of award winning Pieminister pies to choose from, including traditional British beef and free-range chicken pies, plus vegan and meat free recipes too.

Unfortunately, our gluten free pies are not available to order as the Pie Street Hero pies have previously been frozen and our gluten free pies don't freeze down well. However, you can still get your gluten free pie fix from our [online shop](#).

## **MAINTAINING CHILLED TEMPERATURE**

Pieminister products will be delivered in outer boxes with insulated padding and ice packs to keep the product at the correct temperature (<5°C) and will need to be put in the fridge as soon as possible. The pies will arrive with a 4 day shelf life. They have been previously frozen and cannot be refrozen. Be sure that they have fully defrosted in the fridge before cooking.

Wash your hands before removing the internal contents from the boxes. Products should be distributed immediately or refrigerated once removed from the outer box. Once received, the pie boxes should be decanted and distributed the same day. Any products that are received in outer boxes, and left overnight without refrigeration should be disposed of as they have potentially been subjected to increased temperatures.

## **USE BY DATE**

All products display their use by date on the box, ensure all products are consumed before the use by date.



## **ALLERGENS**

All allergens will be listed on the box. Check these carefully before consumption.

## **DISTRIBUTING FOR PIEMINISTER**

Although the NHS has stated that it is very unlikely that COVID-19 can be spread through food, we still need to ensure food is delivered safely and ensure the correct precautions are being taken.

## **HANDWASHING**

Ensure you wash your hands often with soap and water for at least 20 seconds. Ensure hands are washed before and after handling food products, blowing your nose, coughing, sneezing and after being in a public place. If no hand washing facilities are available, use hand sanitiser regularly & in the aforementioned situations.

## **SOCIAL DISTANCING**

Limiting contact as much as possible when delivering Pieminister products will help keep everyone healthy, so you could consider leaving deliveries at the door of your customer, rather than handing it over to them. Knock on the door step back at least 2 metres and wait nearby for the recipient to collect it. Ensure you maintain a distance of 2 metres between individuals at all times.

## **WASTE**

All packaging waste should be disposed of as appropriate (and recycled where available) and should not be reused. The water from the ice packs should be drained before disposal.

If you have any other questions, please email: [hello@pieminister.co.uk](mailto:hello@pieminister.co.uk)