

## Managing Queues and Crowds Inside and Outside Your Premises

Businesses that are currently open and trading from a public-facing shop or premises, or those that are planning to re-open soon will need to consider how they manage queues and crowding both inside and outside their premises in regards to social distancing. Businesses will need to build queuing into their risk assessment and put in place measures to reduce the risks to customers and members of the public.

When managing queues:

- Ensure you are able to maintain a distance of two metres between customers and shop assistants
- Let people enter the shop only in small numbers, to ensure that social distancing is maintained around your shop floor.
- Consider whether temporary barriers and floor markings should be utilised and may become necessary to stop people joining an outside queue.
- Consider delivering goods directly to customers' cars or provide a timed click and collect service
- Queue control may be required outside of shops and other premises; it is important to remember that 'your' queue does not get too close to another business's queue, and that the pavement is still allowed to remain substantially clear to allow other people to use it (see below)
- Consider whether security staff may be required to support staff. If you do need security staff, please check [Security Industry Authority \(SIA\) guidance on whether they require an SIA licence](#).

Where pavements are narrow, or there are lots of shops in close proximity, the following could be considered:

- Speak to nearby premises to work together to manage possible shared queuing areas
- Speak to your local council so you are aware of plans to close roads to vehicles and how additional space such as parking bays can be used e.g. for people to pass at a safe distance
- If you expect a large queue as a result of your businesses reopening, consider speaking to your local council about how to mitigate the risk

If there are concerns around Anti-Social Behaviour ASB in or near to your workplace, in the first instance this should be escalated through the normal channels e.g. employee informs their Manager. However, if the ASB is significant and the manager needs to escalate the issue – it is best to contact 101 (and a crime reference number will be issued) and the ASB will be investigated appropriately'. If there is an emergency – the business should call 999. This should also be built into your risk assessment as a possible risk.

If your business experiences on-going issues with queueing and crowding, then your Environmental Health team at your local council are here to provide support and guidance. You can contact them via the council's website, by email or by phone.

Please also see our FAQs and checklists for re-opening and trading safely, along with the Government guidance for shops and branches: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches>