

# Key points for safe queues

Shops are starting to open up again in Wales. Here are some things to think about to keep your customers and colleagues safe.

## Plan ahead



Plan for the max amount of people who can safely queue outside your store.



Be a considerate neighbour. Coordinate the direction and volume of your queue with your neighbours.



Think about what you need in terms of the use of barriers, signs and floor markings.



Ensure you have adequate staff in place to manage your queue. Plan for staff breaks, holidays etc.



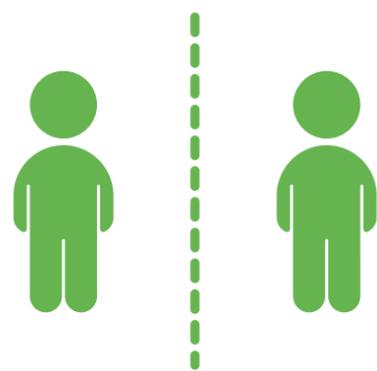
Think about how people will leave your store.

## Be proactive

When you reopen your business make sure you're proactive about managing queues



If max queue numbers are reached then customers need to be advised by your staff to return later when the queue has gone down.



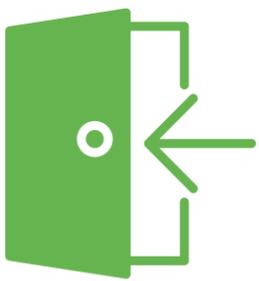
Staff will need to check the queues regularly to ensure people are social distancing and not breaching the guidelines below.

## Consider key issues



Don't allow people to queue over tactile paving routes.

Queues should run along your building line wherever possible. Avoid running the queue across the street as people will need to be able to pass.



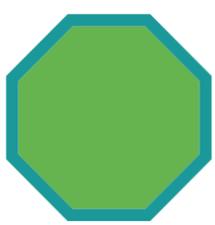
Ensure your queue doesn't cut across entrances and exits and other premises' queues.

Make sure there is enough space to allow people to pass in both directions on pavements and in other areas.



Make sure people are able to freely access the litter bins, seating, cash machines etc.

Do not allow queues to go onto road ways.



Be mindful of any traffic restrictions in the immediate vicinity of your store and how these work.

Floor markers are encouraged providing that they're temporary, don't damage the footway and are slip proof.

No spray paint!



Ensure that fire exits are not being blocked at any time.

Factor in the times deliveries to your and other stores are likely to happen.

