



QUEUE MANAGEMENT AND PHYSICAL DISTANCING ADVICE NOTE

This Advice Note has been produced to provide support to businesses throughout Glasgow on how to effectively implement physical distancing outside shops, stores and other commercial properties. The advice provided covers the Scottish Government's current guidance (<https://www.gov.scot/publications/coronavirus-covid-19-phase-1-staying-at-home-and-away-from-others/pages/staying-at-home/>).

The physical distancing guidelines recommend that people remain 2 metres apart to help reduce the transmission of coronavirus (COVID- 19). To ensure that the guidelines are adhered to, it is recommended that businesses consider implementing queue control measures outside their premises and manage the entry and exit of customers.

Physical Distance Markings (add sentence stating Council permission is not required)

In order to ensure that the 2 metre physical distance is maintained, the distance between pedestrians queuing could be marked on the ground. This can be achieved by temporary tape, vinyl, adhesives, roundels or using a stencil and spray markings to help manage staying safe and 2 metres apart. Permission from Glasgow City Council is not required for the use of markers and queue management.

Barriers, cones and other physical devices which could cause an obstruction must not be placed on the public road or pavement.

- Markings should have the durability to withstand weather conditions
- The surface of the markings should not be slippery.
- The thickness of the markings should be minimal.
- The markings should not leave any residue or damage to the pavement.
- Markings should be no more than a metre from the building line and not encroach an adjacent business.
- Stores should not use markers for advertising purposes.



Queue Management

Businesses should calculate how many people can queue safely in the space available and manage this effectively. Consideration should be given to the following;

- Use of queue marshals where appropriate.
- Customers should be advised when the queue reaches capacity.
- Businesses should consult with their neighbours to make best use of the available space and avoid conflict.

Additional Considerations

Consideration should be given to all users of the footway, particularly vulnerable and mobility impaired persons;

- Maintaining physical distance from other pavement users.
- There should not be any queuing at emergency exits, property entrances etc.
- Provide separate entry and exit routes for customer use (clearly signed), where possible.

Please note that this is an evolving situation and the most up to date guidance should always be checked and followed.