



HILLINGDON  
LONDON

## **COVID-19 - Stay alert**

We can all help control coronavirus if we all stay alert. This means:

- stay at home as much as possible
- work from home if you can
- limit contact with other people
- keep your distance (2 metres apart where possible)
- wash your hands regularly

If you have any symptoms of coronavirus you should self isolate at home and arrange to have a test to see if you have COVID-19.

### **Managing queues inside and outside your premise**

If you are open and trading or planning to do so in line with government advice, you will need to consider how you manage queues both inside and outside of your premise. This will form part of your risk assessment (which must be recorded if you have 5 or more staff).

When managing queues:

- Ensure you are able to maintain a social distancing between customers and your staff
- Only allow customer entry in small numbers to ensure social distancing. In a small premise a 1 in/1out system works best
- Consider the use of temporary barriers and floor markings to guide people in keeping good separation
- Consider delivering goods directly to customers cars or provide a timed click and collect service
- Queue control may be required outside of shops and premises - it is important to remember that 'your' queue does not get too close to the queue of another business
- The pavement must still remain substantially clear to allow other people to use it

**Food and Health & Safety Team**  
**Resident Services**  
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**[www.hillingdon.gov.uk](http://www.hillingdon.gov.uk)**  
London Borough of Hillingdon,  
Floor location, Civic Centre, High Street, Uxbridge, UB8 1UW

- You, your staff and members of the public all have a duty to comply with government advice on social distancing. If necessary you can refuse entry/service to anyone refusing to co-operate with you
- Consider whether security staff may be required to support staff. If you do need security staff, please check the Security Industry Authority (SIA) guidance on whether they require an SIA license
- If necessary, speak to nearby premises to work together to manage possible shared queues. Consider the use of your parking bays (not public bays) or other additional space when forming queues
- If you expect large queues as a result of your business reopening, please talk to the council on how to mitigate the risk
- There is specific advice on all aspects of COVID-19 and business advice at [www.gov.uk](http://www.gov.uk)