



OUR COLCHESTER

A BID to make new history

Queuing brief

To help businesses operate as efficiently and safely as possible, we have created a brief outline of recommendations for you to adopt when your business is in operation.

It is important to note that these guidelines are there as assistance for Town Centre businesses. Each business will have its unique challenges and decisions should be made to minimise the risk to your staff and consumers where possible.

- Businesses are recommended to run their external queue across the longest part of their premise's façade
- Businesses installing floor vinyl's or floor tapes must ensure the products are anti-slip laminate and abide by Essex Highways guidelines. If you're unsure, please contact the BID.
- Queues should not cross walkways and should run parallel to the business's premises.
- It is the businesses responsibility to ensure the queues are controlled and not preventing members of the public from passing in a safe manner. We recommend operating with a member of staff whose sole responsibility is managing the queue at your busiest times.
- All businesses are recommended to discuss their queue plans with the BID and their neighbours (both sides) to ensure no crossovers with other businesses plan or public right of way.
- All queues should have a designated end. No queueing must take place after this end spot unless supervised by a Street Ambassador upon request to the BID Manager.
- Queuing must not take place across a road.
- If you are operating a food takeaway service through delivery services such as Deliveroo or JustEast, it is essential that couriers/drivers are not waiting in the same area of your queue.
- Businesses should consider their waste/recycling disposal and where they are placing this for collection to avoid any conflict with their queue.
- Business with more than one entrance should consider operating with a singular entrance and exiting to assist in the control of managing people both outside and inside your premises.
- Where businesses are part of a shopping centre, they should abide by the shopping centres processes and communicate their plans with them.
- Queues should not be positioned near live traffic i.e. roads. If they have to be, position away from the kerb edge.
- Avoid creating long queues. Consider a secondary marshalling area if required.
- Marshalling can help enforce queue structure, length, social distancing and provide additional vigilance and response to an incident.

BID Member support

As part of the BIDs ongoing support during Covid-19, all BID members have access to our BID Resource Portal, a selection of reopening resources available to businesses at discounted prices from local suppliers. The available products range between PPE, floor vinyl's and hand sanitizer stations. For more information, please visit our [Resource Portal](#) or email BID Manager, Sam, through sam@ourcolchester.co.uk

All BID members can also access a selection of floor vinyl's, free of charge, to install outside their premises for their queuing system. To claim these, get in touch at the earliest opportunity by emailing sam@ourcolchester.co.uk or requesting from one of our Street Ambassadors.