



BRITISH BEAUTY COUNCIL SUGGESTED GUIDELINES FOR SOCIAL DISTANCING & HYGIENE SURROUNDING COVID19

The British Beauty Council has consulted with some of the UK's leading beauty industry bodies to outline suggested guidelines to help businesses introduce clear social distancing and hygiene measures in order to help with the resumption of activity, in the COVID19 context.

These recommendations will cover six main industry sectors:

1. Hair professionals
2. Nail professionals
3. Freelance hair, make-up and nails in fashion
4. Retail
5. Therapy
6. Mental health & wellbeing

In these suggested guidelines, the framework for a phased reduction of restrictions has been outlined within specific industry sectors.

Step One (initial phase)

Step Two (after a period of consultation & in second phase)

Step Three (after further consultation & in third phase)

Ahead of government restrictions being lifted within the beauty industry, it is recommended employers complete a Risk Assessment Questionnaire to evaluate the hygienic safety of each working environment.

Following the completion of a Risk Assessment Questionnaire, the British Beauty Council has created a set of suggested guidelines to provide a practical framework for employers to interpret and implement in the most appropriate and suitable way for their business needs.

These suggested guidelines are not proscriptive and do not have to be followed in all circumstances, but each recommendation must be considered for the needs of the specific business in question following the undertaking of the risk assessment to ensure a safe & hygienic return to work environment.

The British beauty industry incorporates, but is not limited to the following sectors for which these suggested guidelines are relevant.

- Hair salons and freelance stylists
- Beauty salons and mobile technicians
- Nail technicians
- MUAs working in film, TV, fashion, editorial etc
- Retail staff
- Educators and consultants
- Aesthetic practitioners and facialists

- Brands

Core concepts:

- Maintain hand washing and respiratory hygiene at all times
- Maintain a two metre distance from other people where possible
- Be hyper alert to, and isolate if you have symptoms, including flu like symptoms
- Reduce close contact and duration of contact with people outside of direct household (micro-community)
- Access advice and support for mental wellbeing and resilience

SECTION ONE: HAIR PROFESSIONALS WORKING IN A SALON ENVIRONMENT

Hairdressers, colourists, stylists, hair salons & mobiles

The British Beauty Council suggests that those who use their home environment or the home environment of their clients should not open for business for the time being until official government guidance has been verified. At that time a risk assessment should be done for each new environment (i.e. client wellness questionnaire) and if you use your own home, please designate a specific area for services that can be cleaned to safe standards.

Health & hygiene standards

- All staff frequently to wash hands for at least 20 seconds, and to use hand sanitiser where possible especially after:
 - Using the bathroom
 - Coughing or sneezing
 - Entering the salon from outside
 - Each appointment
 - Cleaning counters and equipment
- Ensure staff have enough disposable tools for consultations that have been sanitised in advance of appointment
- Provide tissues and hand sanitiser for customer use where applicable. Used tissues to be double wrapped and disposed of immediately in waste bin
- Thoroughly clean counters, stations, trolleys and tools with alcohol at the start and end of each appointment
- Empty waste bins regularly throughout the day
- It is recommended each individual completes the Barbicide COVID19 Hygiene Certification providing evidentiary support that they understand how to deliver a safe and hygienic working environment

Staff hygiene and protection requirements

- Staff members on shift to arrive 15 minutes before work to prepare and help with cleaning and sanitising
- Personal protective equipment (PPE) to be worn by staff and a disposable apron. Masks that are not N95 and FFP2 should be changed for each client
- Clients to bring their own PPE unless employers decide to supply. Staff should wear face masks and change them throughout the day every four hours
- Gloves to be worn where relevant however these should be removed to ensure staff can still safely use tools and equipment, such as scissors
- Disposable towels and disposable paper gowns to be used rather than machine washed ones. These shall be removed and disposed of safely in a closed waste bin at the end of each working day

- All staff to wear their hair up as this helps to reduce face touching. Those with short hair to wear headband to keep hair off the face
- Limit the number of people using the staffroom at any given time
- When staff are not with a customer or cleaning, it is recommended they leave the salon where possible to reduce number of people inside
- For some services where staff are already using disposable latex or powderless nitrile gloves, take into account that gloves may be used but must be changed after each appointment and hands must be washed inline with hygiene guidelines every time gloves are removed
- Disposable gloves also to be used for cleaning styling stations, tools, and during waste or laundry management, when the purpose of using gloves is to reduce the risk of direct contact with potential contaminated surfaces
- Gloves must be changed after carrying out other activities, such as opening/closing doors by hand, and emptying bins, after each client etc
- If not using disposable fabrics, staff to view them as single use for each client (gown, cap and towels) before washing them correctly
- After using them once, put them into a closed bin within a closed plastic bin liner, until washing. Then place the fabrics into the washing machine, with warm water at 60–90°C (140–194°F). Common laundry detergent is recommended
- It is recommended where possible, to erect perspex screens and face protector shields throughout the customer facing salon area including the till/payment area, backwash stations, hairdresser chairs etc to help limit the spread of possible infection

Appointment protocol

- Salons to inform clients of the new hygiene rules both in advance of their salon visit and upon arrival
- Visible posters for clients promoting hand hygiene and physical distancing in the salon are recommended and also on the doors/windows
- Pre-warn or inform clients of the updated health and safety protocols when confirming the appointment or on the salon website and using social media platforms
- Adapt salon opening hours – longer hours mean staff can still see clients but have fewer people in the salon at any one time
- Where applicable, there is potential to open a ‘vulnerable people’ hour first thing in the morning once the salon has been deep cleaned and before there is increased people traffic
- Salons to stagger scheduled appointments to reduce the number of people in the salon at any one time
- 15 minutes extra time to be allowed before each appointment, enabling time for the necessary cleaning and sanitising ahead of the next appointment
- If possible schedule staff on shifts or organise staff in teams to allow rotation, allowing them to travel safely to and from work and to avoid too many staff members in the salon at one time

- One member of staff to serve and interact with each client. For example; one person does the welcome and wash and cut and dry instead of two/three different people
- No waiting permitted in salon, clients to wait outside until called in at the time of the appointment; The clients will be taken straight to their chair and no-one will use the waiting area
- Card payments only or advance payment over the phone where possible
- If card machines are required, these need to be thoroughly sanitised after use
- No walk-ins, only pre-book appointments
- No +1s or visitors during appointment
- Ask and inform clients not to touch products, only the stylist / hairdresser should touch them to sell them

Appointment stations & salon surroundings

- No food or refreshments to be served to limit interactions and contamination. Clients to bring their own water/coffee
- No magazines or marketing collateral to be within the salon to limit spread of infection
- Position each station on every other chair to encourage social distancing between customers where possible to limit the spread of infection between external parties
- All rooms within the salon environment to be adequately ventilated to help reduce the risk of infection and reduce airborne droplets
- Kindly ask clients to take care of their own coat, umbrella etc. in the cloakroom and respect distance between items or else provide a plastic cover for their personal items
- Remove testers from display, substituting with some visual imagery and instructions (not to be touched) about how to use the products or their main benefits which could be useful to customers
- One clean kit of tools to be used per hairdresser including combs, scissors, clips, brush etc. No kit to be shared between staff
- After use, staff to put all items on a tray (plastic or stainless steel) in order to see what has been used and needs cleaning, and then clean/disinfect the tools and the container
- Staff to keep the clean/disinfected tools in a clean/closed place until the next use. Alternatively, replace them on their clean tray and cover with cling film until use on next client
- Advise staff not to use a barber/hairdresser tool belt during this time, in order to make it easier to disinfect the tools and their containers
- **WASH BASIN:** Always clean and disinfect after every use
- **CHAIRS:** Use disposable paper sheets and change them after each use to prevent the spread of infection. If not, disinfect after each usage and don't forget to clean/disinfect arm/head rest anyway

- **STYLING STATION:** Disinfect after every use with a client. The floor around the chair of the styling station may also be cleaned with a mop and disinfectant after each client for additional hygiene protocol

Salon services

- A guideline may be to raise prices to cover cost of PPE, longer opening hours, sanitisation and hygiene equipment, reduced appointments and other accrued costs as a result of COVID19

Disclaimer: *These guidelines have been created with experts in each industry field and are advisory only. They do not constitute legal requirement, have not been agreed with Government and do not imply or incur any liability to the British Beauty Council. These guidelines are written with a view of protecting our partners, their staff and customers with their health & safety being the number one priority and are based on expert and public knowledge as of 28.05.20. Businesses should continue to check local government websites and guidelines for the most up to date recommendations.*

SECTION TWO: NAIL PROFESSIONALS WORKING IN A SALON ENVIRONMENT

Nail salons, nail technicians, manicurists and mobile nail professionals

The British Beauty Council suggests that those who use their home environment or are mobile should review each appointment on a case by case basis, completing a risk assessment for each new environment (i.e. client wellness questionnaire) and if you use your own home please designate a specific area for services that can be cleaned to safe standards. Further information on these recommendations can be found under the Mobile Nail Professionals part of this section.

Health & hygiene standards

- All staff frequently to wash hands for at least 20 seconds, and to use hand sanitiser where possible especially after:
 - Using the bathroom
 - Coughing or sneezing
 - Entering the salon from outside
 - Each appointment
 - Cleaning counters and equipment
- Ensure staff have enough disposable tools for consultations that have been sanitised in advance of appointment
- Provide tissues and hand sanitiser for customer use where applicable. Used tissues to be double wrapped and disposed of immediately in waste bin
- Thoroughly clean counters, stations, trolleys and tools with alcohol at the start and end of each appointment
- Empty waste bins regularly throughout the day
- It is recommended each individual completes the Barbicide COVID19 Hygiene Certification providing evidentiary support that they understand how to deliver a safe and hygienic working environment

Staff hygiene and protection requirements

- All staff members must arrive 15 minutes before work to prepare and help with cleaning and sanitising
- Where possible mobile technicians to use tools sterilised in an autoclave and each home visit to use tools taken from newly opened sterile package
- Nail Professionals (NPs) to use gloves at 9mil or 0.023mm and changed every 30 minutes
- Personal protective equipment (PPE) to be worn by staff and clients where applicable including masks (N95, N99, FFP-2) and a disposable apron
- Staff should wear face masks of N95, N99 or FFP-2 or better and change them throughout the day every four hours
- Personal protective equipment to be worn by all NPs and clients where applicable including masks and disposable gowns/aprons and disposable shoe coverings where possible

- Customers to bring their own PPE
- All customers to wash their hands for at least 20 seconds before their appointment, and use a clean nail brush for under the free edge before the service, and hand sanitiser to be made available
- Paper towels to be used to dry hands to limit the spread of infection
- Disposable towels and disposable gowns/aprons to be used rather than machine washed ones. These shall be removed and disposed of at the end of each working day
- All staff to wear their hair up as this helps to reduce face touching. Those with short hair to wear headband to keep hair off the face
- Limit the number of people eating in the staffroom at any given time and keep social distance
- When NPs are not with a customer or cleaning, it is recommended to kindly leave the salon where possible to reduce number of people inside

Appointment protocol and payments

- Salons to inform clients of the new hygiene rules both in advance of their salon visit and upon arrival
- Visible posters for clients promoting hand hygiene and physical distancing in the salon are recommended and also on the doors/windows
- Pre warn or inform clients of the updated health and safety protocols when confirming the appointment or on the salon website and using social media platforms
- Salons to extend opening hours to allow spaced out appointment times and extra sanitation duties
- No waiting permitted in salon, clients to wait outside until called in at the time of the appointment; The clients will be taken straight to their seat and no-one will use the waiting area
- Card payments only or advance payment over the phone where possible
- If card machines are required, these need to be thoroughly sanitised after use
- One in one out policy, no client should stay to wait for nail polish to dry (if used)
- No walk-ins, only pre-book appointments
- No +1s or visitors during appointment

Appointment stations & salon surroundings

- Every NP needs to have a sterilisation method for metal reusable tools. This could be an autoclave or an approved chemical product
- All hard surfaces and multiple use equipment such as nail dryers should be disinfected between clients using an approved product e.g IPA at 70%

- Every other tool or implement should be single use only and discarded safely (specifics can be identified)
- Desk covers should be disposable and not plastic based (tissue based), changed after each service
- Position each seat two metres apart to encourage social distancing between staff and customers
- No food or refreshments to be served to limit interactions and contamination. Customer to bring their own water/coffee
- No magazines or marketing collateral to be within the space
- Door handles, toilet, phones, card machines, products and everything else in touch with clients and customers has to be sanitised between each use and at the start and end of the working day
- All tools that cannot be hygienically cleaned should be single use; for example nails files, buffers etc
- Nail brushes to be positioned at all sinks for customer use to ensure thorough cleaning of under the nail bacteria

Pedicure service specifics:

- Customers to remove footwear, placing shoes on disposable paper towels and feet into single use pedi-slippers
- Staff to provide paper based single used pedi-slippers placed on the floor and a bowl containing skin sanitiser
- Staff to not touch feet until after customers feet have been soaked for five minutes in the bowl
- Staff to dispose of paper towels and pedi-slippers safely after service

Ventilation & dust collection

- All rooms within the salon environment to be adequately ventilated to help reduce the risk of infection and reduce airborne droplets
- Install air filters within the salon where possible to limit the spread of air and dust particles. These to be changed regularly each week
- Collected dusts should be disposed of safely with air filters changed regularly each week
- Mobile NPs require a piece of at source dust collection equipment

Salon services

- A guideline may be to raise prices to cover cost of PPE, longer opening hours, sanitisation and hygiene equipment, reduced appointments and other accrued costs as a result of COVID19

Mobile Nail Professionals

In addition to the suggested return to work guidelines referenced in the previous section, the below recommendations have been specifically provided for Mobile Nail Professionals.

- Send the nail professionals safety policy 24-48 hrs before the appointment or before accepting the booking
- Send the expectations required from the client 24-48 hrs before the appointment or before accepting the booking
- Send a questionnaire 24-48 hrs before the appointment. To be returned digitally or, for those unable to reply digitally (e.g those with no internet or email) completed over the phone and signed at the appointment
- Clients undertake to keep other members of the household in a different location in the home including children. If this is not possible, then any member must observe social distancing
- The client must provide a clear work area free from clutter
- Nail professionals to bring their own desk and chair OR the client to provide a table and chair that can be sanitised OR the nail professional brings suitable coverings
- No new clients (until after home restrictions are lifted when the nail professional always has the right of refusal to work in an unsuitable area or environment)
- Nail professionals to take the minimum kit into the home after all bags are sprayed with disinfectant
- Avoid returning to their car (if used) as questionnaire will give indication of service require
- Nail professionals to remove all rubbish in a bag to be disposed of safely
- Nail professionals to have a 'contaminated' bag for all PPE to be disposed of safely
- Nail professionals to wear disposable shoe coverings on entering a home

For home salons with no separate and dedicated work area i.e clients need to enter part of the home (dedicated areas with a separate entrance and hand washing facilities follow general salon guidance).

- All of the above, where appropriate
- Control the working area
- Provide shoe coverings for clients on entry if walking on carpet OR clean the floor after each client
- Minimise touch points. Have a clearly defined route through the home with 'touch points' disinfected after each client e.g door handles, stair bannisters etc
- Have a hand washing facility in the room OR disinfect all 'touch points' before any other members of the household use the facilities
- Close toilet facilities except in an emergency when disinfection of the facility is immediately carried out

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SECTION THREE: FREELANCE HAIR, MAKEUP & NAILS IN FASHION, FILM & TV

All suggested guidelines outlined in sections one and two are recommended for freelance professionals. It is the responsibility of each individual to review these suggested guidelines and safely apply them to their working environment.

- Personal protective equipment (PPE) to be worn by all staff and talent where applicable including masks (N95, N99, FFP-2) and a disposable apron
- Gloves to be changed for each talent where applicable
- Reduced teams on set during shoots and shows to minimise the spread of infection (micro-community)
- Sanitisation of all professional equipment on set to be done in advance of talent arrival
- Each artist to work one by one on the talent; i.e. hair, nails and makeup done on one model at the same time
- Talent to do DIY hair, makeup and nails where they can
- Teams not to travel by public transport to set where possible
- Minimal kit and work stations to be used minimising the spread of infection
- All areas of the set to have the relevant air ventilation and filtration system equipment
- It is recommended each individual completes the Barbicide COVID19 Hygiene Certification providing evidentiary support that they understand how to deliver a safe and hygienic working environment

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SECTION FOUR: RETAIL

In store self-select and counters by beauty advisors. Applicable for all beauty specific retailers and fashion where beauty is in a separate section of the store.

In these suggested guidelines, the framework for a phased reduction of restrictions has been outlined.

Health & hygiene standards

Step One

- All staff frequently to wash hands for at least 20 seconds, and to use hand sanitiser where possible especially after:
 - Using the bathroom
 - Coughing or sneezing
 - Entering the salon from outside
 - Each appointment
 - Cleaning counters and equipment
- Ensure staff have enough disposable tools for consultations that have been sanitised in advance of appointment
- Provide tissues and hand sanitiser for customer use where applicable. Used tissues to be double wrapped and disposed of immediately in waste bin
- Thoroughly clean counters, stations, trolleys and tools with alcohol at the start and end of each appointment
- Empty waste bins regularly throughout the day
- It is recommended each individual completes the Barbicide COVID19 Hygiene Certification providing evidentiary support that they understand how to deliver a safe and hygienic working environment

Step Two

- Customer hand sanitiser, tissues and wipes available. Used tissues to be double wrapped of and disposed of immediately in waste bin
- Colleague enhanced hygiene kit available: hand sanitiser, tissues, wipes, anti-bacterial/ alcohol spray for product sanitising
- Disposable tools available to decant products, eg/ spatulas, pot and sponge applicators for customers

Step Three

- Customer hand sanitiser, tissues, wipes, disposable tools such as spatulas, pots and sponge applicators available
- Colleague enhanced hygiene kit available: hand sanitiser, tissues, wipes, anti-bacterial/ alcohol spray for product sanitising

Staff hygiene and protection requirements

- All staff members must arrive a minimum 15 minutes before work to prepare and help with cleaning and sanitising
- Personal protective equipment (PPE) to be worn by staff and clients where applicable including masks and a disposable aprons
- Customers to wear their own PPE where possible
- Staff should wear face masks and change them throughout the day every two hours
- Brands and retailers to decide who should provide PPE
- Gloves to be worn where relevant throughout the day and changed regularly
- All staff to wear their hair up as this helps to reduce face touching. Those with short hair to wear headband to keep hair off the face
- Minimise how many people are in staff rooms and stockrooms at any given time and keep social distance
- If possible schedule staff on shifts or organise staff in teams to allow rotation to allow them to travel safely to and from work and to avoid too many staff members in the shop at one time
- Reduce the number of different staff serving and interacting with each customer. For example; one person does the welcome and consultation instead of two/three different people
- Organise staff break rotations in the staff room to ensure not too many people are there at any one time

Store signage & layout

Step One

- Place clear signage outside of the store explaining the social distancing measures in place that customers should follow or a member of the retail team to meet each customer at the store front and explain the social distancing requirements and control the number of customers entering store at any one time
- Speak to nearby business premises to work together to manage possible shared queuing areas
- Schedule stock deliveries to avoid crowding in delivery areas and interaction with external individuals
- Use floor markings to facilitate compliance with the social distancing advise of two metres
- Place clear signage throughout the store reminding customers of the social distancing measures

- Review the layout of the store to ensure aisles/walkways are as clear as possible to accommodate two metre social distancing, including the removal of promotional fixtures if necessary
- Consider one-way systems using floor markings and signage to highlight system and direction
- Leave non-essential doors open to minimise the number of people who touch them. This does not apply to fire doors
- To limit congestion, consider restocking/replenishing only outside of store opening hours. If replenishment must be done in opening hours, assess how this can be done without compromising employee or customer safety

Step Two

- Signage to indicate guidance on social distancing, testers and consultations inline with updated government guidelines

Step Three

- Signage to indicate guidance on social distancing, testers and consultations inline with updated government guidelines

Premium & consultation protocols and payments

Step One

- No consultations or mirroring services. Advisors are available to provide product for purchase only
- Use digital technology where available to show range of colours and applications techniques
- Beauty advisors will be in store but no physical customer contact will be allowed e.g. make overs
- Card payments only or advance payment over the phone where possible
- Card machines can be covered with plastic for easier sanitising
- Perspex partitions to be erected at tills
- Assess the size of the store and its layout, this will enable you to calculate the number of customers who can reasonably follow 2 metre social distancing

Step Two

- No touch consultations can be provided, following social distancing rules. An advisor would establish customer needs, provide testers of recommended products using disposable tools, and share hints and tips without touch
- No mirroring services as this would not adhere to social distancing

- Testers to be introduced in minimal categories if sterilisation is possible, but not made accessible to consumers without beauty advisor consultation but kept concealed where possible

Step Three

- Advisors are able to apply product to customers in a responsible and controlled way
- Hygiene restrictions for this phase should be trained to advisors to ensure strict adherence

Product testers and samples

Step One

- No testers or samples to be on counter or provided. The only exception is sealed packet samples which may be given to customers

Step Two

- Testers not on display but product can be provided by team members following clear hygiene guidelines and using disposable applicators, including cramming of samples into disposable pots

Step Three

- Testers are displayed with increased hygiene rules and cleaning policies. Customers to use disposable applicators only – must be freely available to use

Self-select

- Supplier to work closely with retailer on all levels of hygiene
- Retailer to be responsible for maintaining hygiene standards in their stores

Consultation stations & store surroundings

- No food or refreshments to be served to limit interactions and contamination
- No marketing collateral to be within the space
- Door handles, toilet, phones, card machines, products and everything else in touch with clients and customers has to be sanitised between each use and at the start and end of the working day
- All rooms within the in store environment to be adequately ventilated to help reduce the risk of infection and reduce airborne droplets

Services and product sales

- A guideline may be to raise prices to cover cost of PPE, longer opening hours, sanitisation and hygiene equipment, reduced appointments and other accrued costs as a result of COVID19

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SECTION FIVE: THERAPY

The British Beauty Council suggests that those who use their home environment or are mobile therapists should review each appointment on a case by case basis, completing a risk assessment for each new environment (i.e. client wellness questionnaire) and if you use your own home please designate a specific area for services that can be cleaned to safe standards.

Health & hygiene standards

- All staff frequently to wash hands for at least 20 seconds, and to use hand sanitiser where possible especially after:
 - Using the bathroom
 - Coughing or sneezing
 - Entering the salon from outside
 - Each appointment
 - Cleaning counters and equipment
- Ensure staff have enough disposable tools for consultations that have been sanitised in advance of appointment
- Provide tissues and hand sanitiser for customer use where applicable. Used tissues to be double wrapped and disposed of immediately in waste bin
- Thoroughly clean counters, stations, trolleys and tools with alcohol at the start and end of each appointment
- Empty waste bins regularly throughout the day
- Provide a comprehensive sanitisation timetable & checklist for all communal areas, storage facilities, treatment rooms, workstations, tools kits, equipment, stock, touch points etc in the salon and make sure it is adhered to & monitored on a regular basis through allocating daily responsibilities to staff on a rota schedule
- It is recommended each individual completes the Barbicide COVID19 Hygiene Certification providing evidentiary support that they understand how to deliver a safe and hygienic working environment

Staff hygiene & protection requirements

- All staff members must arrive 15 minutes before work to prepare and help with cleaning and sanitising
- Where possible mobile technicians to use tools sterilised in an autoclave and each home visit to use tools taken from newly opened sterile package
- Personal protective equipment (PPE) to be worn by staff and clients where applicable including masks (N95, N99, FFP-2) and a disposable apron
- Staff should wear face masks of N95, N99 or FFP-2 or better and change them throughout the day every four hours

- Personal protective equipment to be worn by all therapists and clients where applicable including masks and disposable gowns/aprons, disposable shoe coverings for mobiles
- Customers to bring their own PPE where possible
- All customers to wash their hands for at least 20 seconds before their appointment, and use a clean nail brush for under the free edge before the service, and hand sanitiser to be made available
- Paper towels to be used to dry hands to limit the spread of infection
- Disposable towels and disposable gowns/aprons to be used rather than machine washed ones. These shall be removed and disposed of at the end of each working day
- Limit the number of people eating in the staffroom at any given time and keep social distance
- When staff are not with a customer or cleaning, it is recommended to kindly leave the salon where possible to reduce number of people inside
- Staff should not wear their uniforms at home or to and from work, furthermore uniforms should be changed on a daily basis and washed immediately after use (on highest temperature possible – minimum 60 degrees)
- Where possible a change of footwear would be good practice when working in the salon
- All staff to wear their hair up as this helps to reduce face touching. Those with short hair to wear headband to keep hair off the face
- Staff should consider going completely jewellery free to minimize risk further
- Staff should maintain short nails and where no acrylics to limit the spread of infection

Appointment protocol & payments

- Salons to extend opening hours to allow spaced out appointment times and extra sanitisation duties
- Provide online client consultations ahead of coming in and include additional appropriate health questions and also any new concerns or preferences they may now have
- No waiting permitted in salon, clients to wait outside until called in at the time of the appointment; The clients will be taken straight to their seat and no-one will use the waiting area
- Card payments only or advance payment over the phone where possible
- One in one out policy, no client should stay to wait for nail polish to dry (if used)
- No walk-ins, only pre-book appointments. Take Online or phone bookings only (communicate this in advance to clients and display this rule at the entrance to your salon to avoid walk-ins)
- No +1s or visitors during appointment

- Record names, contact details and date of treatments for all clients tracing infections if required
- Gift vouchers should also be supplied electronically
- Aftercare advice should be sent to the client electronically and not given as a leaflet
- Remove all product testers to avoid cross contamination

Appointment stations & salon surroundings

- Every therapist needs to have a sterilisation method for metal reusable tools. This could be an autoclave or an approved chemical product
- All hard surfaces and multiple use equipment should be disinfected between clients using an approved product e.g IPA at 70%
- Every other tool or implement should be single use only and discarded safely (specifics can be identified)
- Desk and bed covers should be disposable (paper based) and not plastic based, changed after each service
- Position each seat two metres apart to encourage social distancing between staff and customers
- No food or refreshments to be served to limit interactions and contamination. Customer to bring their own water/coffee
- No magazines or marketing collateral to be within the space
- Door handles, toilet, phones, card machines, products and everything else in touch with clients and customers has to be sanitised between each use and at the start and end of the working day
- All tools that cannot be hygienically cleaned should be single use
- Empty all wax pots and disinfect before refilling them with new wax or use disposable pots. As already adopted by majority as good practice, disposable spatulas must not be reused during waxing procedure and never double dip back into wax after being in contact with client. Spatulas should be disposed of in an airtight bin
- Check to make sure all products such as lotions, creams, waxes and scrubs have always been in a closed container, if not you must discard and replace
- Non disposables must always be thoroughly cleaned, then sterilised after each client, ensuring contact for immersion is correct and sterilisation used, is a suitable method.
- Advise the use of disposable towels if at all possible, if using non disposable towels they must be changed after every use and washed at a temperature of at least 60`
- If possible, a UV cabinet should be used to sterilise implements and keep hygienic after cleaning and after other means sterilisation

- Avoid if at all possible using any materials or furniture etc in the salon that are hard to clean (blankets, carpets, material couches)

Spa specific

- Give consideration as to how to manage communal areas such as locker rooms, storage facilities, showers, hydro areas, wet areas etc with regards to social distancing and disinfecting

Ventilation & dust collection

- Salons should consider how to provide best possible levels of ventilation
- All rooms within the therapist environment to be adequately ventilated to help reduce the risk of infection and reduce airborne droplets
- Install air filters within the salon to limit the spread of air and dust particles. These to be changed regularly each week
- Collected dusts should be disposed of safely with air filtration systems that are changed regularly each week

Salon services

- It may be advisable to raise prices to cover cost of PPE, longer opening hours, sanitisation and hygiene equipment, reduced appointments and other accrued costs as a result of COVID19

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SECTION SIX: MENTAL HEALTH & WELLBEING

Placing a focus on mental health in the workplace post COVID19

- Each business sector will need to implement the right support network to enable a safe return to the work environment for staff both physically and mentally
- Businesses to undertake a return to work meeting with each individual staff member, discussing the new processes and protocols alongside ensuring the individual feels happy and healthy to return to the working environment
- Where possible, a mental health assessment to be activated as soon as possible as part of the wider return to work assessment to help managers be aware of the relevant adjustments required
- Workplace mental well-being support tailored to the needs of the individual staff including evidence based mental health support including counselling, therapy, mindfulness etc
- Businesses to help staff identify successful workplace triggers post COVID19 and condition coping strategies that will support their success
- A step-by-step support plan for each individual staff member to follow, helping them to get back on track - where possible and determined on the size of the business

Returning to work processes and protocols

Before opening for business, employers to devise a comprehensive risk assessment and strategic plan ahead of opening including, but not limited to the below areas of work:

- Ensure you remain up to date on all government policies, regulations and guidelines affecting you and your staff
- Consult with HR & staff to assess personal situations, present health & wellbeing and feeling about returning to work and provide education of new regulations for each member of staff
- Review HR resources (e.g. job descriptions, staff handbooks, sickness policies) in line with new legislation and amended company policies
- Understanding correct government & HR procedures to bring back any furloughed staff & HR guidance on recruiting new/laying off current staff if necessary
- Financial Standing & Cashflow (and access processes to grants/loans where needed)
- Supplier Orders: check current inventory, estimate new required stock levels & get reliable information on expected lead times for deliveries
- Review and update cleaning/sterilisation material requirements give consideration to the potential increase in disposable supplies you will need to order and possible increased lead times
- Engage with technology suppliers to determine touch-less solutions available

- Reorganisation of your salon or store with regards to layout, flow & optimising social distancing
- Complete your own risk assessment for each treatment you offer against guidelines in order to decide which treatments you feel comfortable offering initially and assess stock & PPE required for those. Government guidelines could also have an impact on these decisions
- Managing Client demand and expectations within any new strategic constraints (financial or health & safety)
- Communicate new protocols and procedures guidelines to clients with inclusion of their responsibility for their own health and that of your staff
- Consider possible amended times and staff rota's, this may well require ongoing adjusting based on developments and experience of the new normal
- Holiday allowances & implications to the company
- Ensure you have the correct Procedures & Protocols if a staff member or client gets sick
- Update protocols for staff kitchen, eating areas and communal areas in light of social distancing and additional H&S requirements
- Provide training & educational material for all staff to cover any new procedures or processes and have regular updates to enforce this
- Establish treatment guidelines for staff, to include: Policies regarding wearing gloves, masks or other personal protective equipment (PPE) during treatments, protocols and scripts for clients exhibiting symptoms of illness during treatments and verbal or visual indication of washing hands prior to and following treatments
- Provide staff with a FAQ list and talking points on how to handle client inquiries regarding sanitation, new policies, clients not abiding by new protocols etc
- Staff roles, demands and resources will need to be reviewed on a case by case basis
- Workload and working hours may need to be reviewed, alongside clarification of job roles if these have been adapted post COVID19
- Transport to and from work to be reviewed, together with flexible working arrangements to reduce peak commuting time and the spread of possible infection
- Changes in roles and working hours to be communicated in advance of return to work to help reduce mental stress and anxiety
- All staff and businesses to agree on protocols before return to work to help ensure safe practices and manage the physical and emotional demands of each individual role

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Summary:

These suggested guidelines reflect an industry that wants to return to work safely. These are also suggested in order to give the consumer confidence to buy our services and goods. These guidelines will be updated frequently. If you require more information or have any questions please get in touch by emailing British Beauty Council at joinme@britishbeautycouncil.com

The British Beauty Council will review and update these suggested guidelines regularly and accordingly based on government guidelines and a review of our partners specific guidelines.

Sources:

HAIR in consultation with the NHBF, L'Oreal, Treatwell, Timely and Hair & Barber Council

NAILS in consultation with Marian Newman and Doug Schoon

RETAIL in consultation with WBA, Coty and Harrods

THERAPIES in consultation with BABTAC and Treatwell

Preferred suppliers:

www.astonandfincher.co.uk

www.mundoproducts.co.uk/

ww.barbicide.com/certification

<https://www.globaltravelmask.co.uk>

The Global Travel Masks (GTM) incorporates eight layers of protection. The performance of the GTM is between FFP2 and FFP3 (FFP2 and FFP3 is a European mask Filtration standard) and the most comfortable mask with this performance level available in the market.