

## REQUIREMENTS FOR BUSINESS – Hair Salons

Guidance on the areas to consider in relation to your workplace and space for you to list the actions you will put in place to keep your customers and workers safe.

GUIDANCE ON REQUIREMENTS	CONTROL MEASURE(S) TO BE IMPLEMENTED
Wellbeing of staff and customers	
Anyone (staff and customers) who is symptomatic shall be excluded from the premises.	<p><i>e.g. staff are provided with guidance on the symptoms of Covid-19 and informed to self-isolate if experiencing symptoms; signage is displayed inviting symptomatic customers to refrain from entering the premises.</i></p> <p><i>Customers are informed that anyone who is experiencing symptoms may reschedule an appointment without losing their deposit to discourage symptomatic individuals arriving at the premises.</i></p>
Staff training on requirements.	<p><i>e.g. All staff are provided with information and training on COVID-19, including when to self-isolate, when to get tested, physical distancing, hand hygiene, respiratory etiquette and the cleaning schedule.</i></p>
Make staff aware of their leave entitlements if they are sick or required to self-isolate.	<p><i>e.g. staff are provided with sick pay to prevent symptomatic individuals attending the workplace due to financial pressures.</i></p>
Refreshments.	<p><i>e.g. to minimise contact surfaces, tea and coffee are no longer offered to clients at this time.</i></p>
Ventilation.	<p><i>e.g. the door to the salon is kept open to minimise contact with the door handle and to enhance the ventilation of the salon.</i></p>
Reference to Government guidance.	<p><i>e.g. reference made to industry guidance from Scottish (<a href="https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/">https://www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/</a>) and UK (<a href="https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services">https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services</a>) Governments.</i></p>
Reference to industry guidance.	<p><i>e.g. reference made to industry guidance from NHBf (<a href="https://www.nhbf.co.uk/coronavirus/">https://www.nhbf.co.uk/coronavirus/</a>).</i></p>
Physical distancing: capacity	
Establish the safe capacity of the premises.	<p><i>e.g. the number of customers that can reasonably follow the required physical distancing within the salon has been approximated at ??? by taking account of the usable floor-space.</i></p> <p><i>The layout of chairs, mirrors and other furnishings has been reassessed to maximise the available seating which allows customers to be two metres distant while seated.</i></p> <p><i>The layout of basins has been considered to determine the number of customers who can be serviced at any one time.</i></p> <p><i>The walkways around the premises have been kept clear to allow staff and customers to move freely throughout without compromising the physical distancing requirement and taking account of areas of likely congestion and bottlenecks.</i></p> <p><i>Where possible without compromising ventilation air flow, additional furnishings have been used to create screens between customer positions.</i></p>

Meetings/Training	<i>e.g. where in-person meeting and training sessions cannot be avoided, these are scheduled at times when the salon is closed to the public and repeated as often as necessary to allow all colleagues to participate without overcrowding the salon at any one time.</i>
Limit the number of customers in store at one time.	<i>e.g. appointments must be pre-booked with no availability for 'walk-in' customers. Customers are invited to wait at the door to be seated; staff will then inform a customer if there is any delay to their appointment and the likely wait time if their stylist not available – where possible, clients are contacted in advance if their stylist is delayed. Extra time is allowed between appointments for cleaning of chairs, etc. and to minimise the chance of an overlap of clients arriving and leaving the premises. Clients are requested to not bring friends or family members to appointments – where this is not possible, clients are asked to confirm when booking if they will need to bring their children with them to allow the capacity to be assessed. Clients are invited to wait outside of the salon for a taxi or lift following their appointment.</i>
Reduce contact between customer groups.	<i>e.g. signage is displayed at the entrance inviting customers to respect the physical distancing requirements in relation to fellow customers and staff. Layout changes have been made to allow customers to observe the physical distancing requirements while on the premises. A member of staff greets customers at the door to minimise unnecessary attendance on the premises.</i>
Physical distancing: staff and customer	
Control distancing at staff welfare facilities.	<i>e.g. where practicable, start times and breaks for staff members have been staggered. Staff are encouraged to take breaks outside.</i>
Reception area.	<i>e.g. Plastic screen erected to partition staff from customers and visitors. Hand sanitiser is provided for customer use.</i>
Control distancing at workstations/work areas.	<i>e.g. where practicable, back of house and office staff are now working from home. Staff are trained on the revised procedures and systems of work in relation to minimising close contact with colleagues and when working with customers. Revised procedures have been implemented whereby payment is taken at the customer's chair rather than customers approaching, and queuing at, a payment point; customers are informed when booking and signage is displayed to remind customers that contactless payment is preferred. Customers are provided with a 'gift bag' on arrival – this contains their gown and towel which are laundered after each use or single-use, disposables. Customers are invited to use the hand sanitiser which is available on entering the premises. Scottish Government require face coverings in shops where services are provided – customers are reminded when booking appointments that a face covering is required. Disposables are available for</i>

	<p>customers who do not bring their own face covering and customers may not use the premises if they do not have a face covering.</p> <p>When working in close contact with customers, face-to-face contact is kept to an absolute minimum.</p> <p>Staff wear face visors when working within two metres of a client and wear a clean, washable, cloth face covering at all times when on the premises – the visor adding protection for the eyes while the use of both the cloth covering and visors takes account of the relative position of the stylist and the seated client.</p> <p>When booking appointment for longer treatments, such as cut and colour, clients are encouraged to make two separate appointments for the two treatments to minimise the length of time that they are in the salon on any one occasion.</p> <p>Workstations are laid out so that staff do not compromise distancing requirements with colleagues or other customers when working with their client. Split shifts have been implemented with the salon open for a longer period on a reduced capacity to allow distancing. Staff work in teams on these shifts and do not intermix.</p> <p>Tasks are allocated to minimise interaction between staff – such as:</p> <ul style="list-style-type: none"> <li>– one colleague mixing tint for stylists rather than several colleagues using that work area.</li> <li>– Stylists now prepare their own foils when colouring hair rather than have a colleague pass these to them.</li> <li>– One colleague will deal with all aspects of the customers visit from rinsing their hair through styling to payment.</li> </ul>
Limit contact between staff and delivery workers. Deliveries should be scheduled to avoid peak customer periods.	<p>e.g. regular deliveries reviewed and contactless delivery &amp; invoicing wherever possible. A drop-off point at the delivery door has been agreed with suppliers to allow goods to be brought onto the premises by staff and sanitised as required to minimise the potential for cross-contamination. The manual handling risk assessment has also been revised to reflect this change.</p> <p>Deliveries scheduled during pre-opening preparation times to avoid interaction with customers.</p>
Physical distancing: queue management	
Provide a safe environment for queuing	e.g. customers pre-book, and are informed of the expected wait time for any delays, to minimise the need to queue on the public footpath in front of the premises.
Enable distancing while queuing	e.g. alteration to work systems (payment at chair, pre-booking appointments and greeting clients at the entrance) and changes to the layout of the premises to improve flow should negate the need for queuing.
Physical distancing: signage and markings	
<p>Display conditions of entry (website, social media, signage on premises).</p> <p><b>NB:</b> Messages should be clear and easy to understand.</p>	<p>e.g. in addition to signage regarding symptoms, information is displayed to inform customers of:</p> <ul style="list-style-type: none"> <li>• physical distancing requirements</li> <li>• restrictions on capacity</li> <li>• the availability of tables and the expected wait time</li> <li>• the preference that they not queue on the footpath</li> </ul>

	<ul style="list-style-type: none"> <li>• the use of face coverings</li> <li>• the invitation to depart promptly on completion of their treatment</li> <li>• the availability of sanitiser</li> <li>• etiquette for approaching staff</li> <li>• the expected respiratory etiquette.</li> </ul>
Provide visual aids to remind customers of distancing requirements	<i>e.g. tape or paint used to mark two metre distances on the floor at appropriate places to remind staff of the new physical distancing requirements.</i>
Physical distancing measures for other common areas such as toilets, showers, lockers and changing rooms.	<i>e.g. signage and floor markings on entry to customer toilets, staff welfare and staff changing areas. Customers are not permitted to use the facilities other than in certain circumstances (such as where there is a medical or similar need).</i>
Physical distancing: adapting services	
Customer seating and payment	<i>e.g. customers pre-book and wait to be seated so that waiting staff can accommodate customer numbers (including occasions where a parent brings their child to the salon) while respecting the distancing to other customers and staff. Customer payment now taken at the chair to remove queuing at the payment station.</i>
Walk-in customers.	<i>e.g. customers are informed that appointments are pre-booked only with no ad-hoc availability. Customers are invited to make bookings by phone rather than in person.</i>
Minimise handling of cash.	<i>e.g. customers invited to pay with card wherever possible with contactless payment options encouraged.</i>
Hygiene and cleaning	
Adopt good hand hygiene practices	<i>e.g. enhanced cleaning regimen implemented for frequent hand contact surfaces. Chairs, basins, etc. cleaned before and after customer use as per revised cleaning schedule. Staff tasked with cleaning workstations regularly throughout shift (with training and equipment provided). Cleaning and disinfectant solutions are available (monitored by supervisors and re-stocked before expending) at an appropriate strength and used in accordance with the manufacturers' instructions.</i>
Books/Magazines/etc.	<i>e.g. Books and magazines have been removed from the waiting area to discourage customers from dwelling on the premises longer than necessary and to minimise the number of contact surfaces.</i>
Ensure sanitary facilities are well stocked with hand soap and paper towels.	<i>e.g. checks on sanitary facilities included on supervisor's checklist with re-stocking procedure in place (training on procedure provided and information on contact number for re-stocking listed on staff notice board).</i>

Control the surfaces touched by customers.	<i>e.g. where possible, doors left open and procedure for regular cleaning of handles and push plate in place for all internal doors. Gowns, towels, etc. are laundered and hygienically handled between customers. Hand sanitiser available at entrance points for customers to use to reduce risk of contamination of surfaces.</i>
Control the surfaces touched by staff.	<i>e.g. staff to implement hand hygiene as required by revised procedures to minimise risk of contaminated hands. Tasks segregated to avoid sharing of utensils (such as tint mixing bowls).</i>
Protection of staff while cleaning.	<i>e.g. staff trained on the use of gloves when cleaning and hand washing after clearing tables; hands to be thoroughly washed with soap and water before and after all cleaning tasks.</i>
Staff safety: additional measures	
Minimise unnecessary face-to-face contact.	<i>e.g. remote working tools used to avoid in-person meetings (such as telephone conference calls, video conferencing meetings, etc.).</i>
Co-operate with other employers in relation to communal areas, etc.	<i>e.g. arrangements have been discussed with operators of neighbouring premises in relation to queuing on the footpath to avoid blocking access/egress at neighbouring premises and to minimise the chance of interaction between delivery operations or convergence of queues.</i>
Minimise contact between groups of staff members.	<i>e.g. cohort teams identified with consistent pairing or grouping employees when working on shifts together to limit any potential spread of Covid-19 through the workforce.</i>
Record keeping	
Facilitate contact tracing.	<i>e.g. name and contact details for all staff, visitors and contractors for any given day held on file for a period of 21 days in accordance with <a href="https://www.gov.scot/publications/test-protect-multi-sector-guidance-collection-customer-visitor-contact-details-july-2020/pages/6/">https://www.gov.scot/publications/test-protect-multi-sector-guidance-collection-customer-visitor-contact-details-july-2020/pages/6/</a>. Records used for tracing COVID-19 infections and are stored confidentially and securely and appropriately deleted when no longer required.</i>