

# HAIR<sup>IN</sup>THE CITY

## Covid-19 Risk Assessment 2020

<b>Occupational Sector</b>	Personal and Other Services (Hair and Beauty)	Salon Director
<b>Main Tasks and duties</b>	Cutting hair, Colouring hair, Perming hair, Blow-drying & styling hair, Style consultations with customers, Answering telephones, Making appointments, Clearing and cleaning salon after use	
<b>Date:</b>	15/7.2020	Written By : Print: Louise Wilson

During this process of compiling the Coronavirus risk assessment it is presumed that all risks are likely to occur

PERSON TO PERSON CONTAMINATION						
Specific Hazard Identified	Risk Level	Who is at RISK & How	Current Control Measure	Future Actions?	Managed By Name	Due BY Date
<b>Infected Clients attending salon</b> Risk of a client coming into an appointment who is already infected	High	<ul style="list-style-type: none"> <li>Employee/s</li> <li>Client/s</li> </ul>	<ul style="list-style-type: none"> <li>Prior to 21.3.20 clients who had any symptoms were asked not to attend salon.</li> </ul>	<ul style="list-style-type: none"> <li>Assess clients prior to appointment 48 hours before</li> <li>Check status of health &amp; health of those living in same household</li> <li>ANY SYMPTOMS of client or anyone in household and client is to be rescheduled</li> </ul>	ALL	15.7.20

# HAIR<sup>IN</sup>THE CITY

## Covid-19 Risk Assessment 2020

<p><b>Employee's infected outside of premises and attending work</b></p> <p>Risks – of cross contamination</p>	High	<ul style="list-style-type: none"> <li>Employee/s</li> <li>Client/s</li> </ul>	<p>Prior to 21.3.20 staff who had any symptoms were asked not to attend salon</p> <ul style="list-style-type: none"> <li>Prior to Covid-19 no measures in place as no risk</li> </ul>	<ul style="list-style-type: none"> <li>Employee/s will be asked to confirm each day that they have no known symptoms. If a member of their household develops symptoms they will inform the salon immediately.</li> </ul>	Line Manager	15.7.20
<p><b>Service Face to Face contact</b></p> <p>Risk of cross contamination when particular services are performed which are face to face and less than 2 meters distance</p>	High	<ul style="list-style-type: none"> <li>Employee/s</li> <li>Client/s</li> </ul>	<ul style="list-style-type: none"> <li>Prior to covid no measures in place</li> </ul>	<ul style="list-style-type: none"> <li>Any face to face services EMPLOYEE MUST WEAR a disposable mask as a minimum</li> <li>Visors are recommended but not mandatory. These will be supplied to all staff.</li> <li>Reception area – when clients arrive will be shielding by a perspex barrier</li> </ul>	Line Manager	15.7.2020
<p><b>Greeting person to person</b></p> <p>Risk – of people greeting one another with a risk of contamination</p>	High	<ul style="list-style-type: none"> <li>Employee/s</li> <li>Client/s</li> </ul>	<ul style="list-style-type: none"> <li>Prior to covid no measures as no risk in place</li> </ul>	<ul style="list-style-type: none"> <li>No shaking of hands</li> <li>No hugging</li> <li>PPE to be worn at all times whilst on the salon floor.</li> <li>Clients to be supplied with fresh new PPE on arrival to mitigate risk. Clients asked to supply their own face covering. We will supply if the client does not have one</li> </ul>	ALL	15.7.20

# HAIR IN THE CITY

## Covid-19 Risk Assessment 2020

<p><b>Movement person to person</b></p> <p>Risk of contamination when people are in building moving around from area to area</p>	<p>Med</p>	<ul style="list-style-type: none"> <li>Employee/s</li> <li>Client/s</li> </ul>	<ul style="list-style-type: none"> <li>Prior to covid no measures as no risk</li> </ul>	<ul style="list-style-type: none"> <li>All stations in salon to be spaced 2m apart</li> <li>One way system for walking to from back-wash where possible</li> <li>PPE to be worn at all times whilst in salon</li> <li>Limit the amount of client s within the salon at all times.</li> <li>Clients must attend appointment alone unless they have to attend with a carer.</li> </ul> <p><b>Monitor government HSE directive</b></p> <p><b>Monitor and revise frequently to mitigate risk</b></p>	<p>Line Manager</p>	<p>15.7.2020</p>
<b>SURFACE TO PERSON</b>						
<p><b>Entrance / door</b></p> <p>Risk of surface contamination and cross contamination from surface to person</p>	<p>High</p>	<ul style="list-style-type: none"> <li>Employee/s</li> <li>Client/s</li> </ul>	<ul style="list-style-type: none"> <li>Prior to covid all doors and handles were cleaned and sanitised as part of daily cleaning routines</li> </ul>	<ul style="list-style-type: none"> <li>Entrances must remain locked or sign posted to tell clients where to wait.</li> <li><b>Door handles, panels must be cleaned down hourly</b></li> <li>No walk ins are permitted at anytime.</li> <li>Clients advised to call or email to book as we will not permit anyone without an appointment</li> </ul> <p>Entrance doors must display clear signage that the salon only operates a strict appointment only entry.</p>	<p>ALL</p>	<p>15.7.20</p>

# HAIR IN THE CITY

## Covid-19 Risk Assessment 2020

<p><b>Waiting area</b></p> <p>Risk of surface contamination and cross contamination from surface to person on waiting chairs</p>	<p>Med</p>	<ul style="list-style-type: none"> <li>Client/s</li> <li>Employee/s</li> </ul>	<ul style="list-style-type: none"> <li>Prior to Covid areas were cleaned down in between clients as part of standard daily clean down routines</li> </ul>	<ul style="list-style-type: none"> <li>3 clients in at a time</li> <li>STRICTLY by appointment only</li> <li>Waiting areas will have space for one person to wait for a short period of time. Seating should be arranged so that it is possible to keep a minimum distance of 2 meters. Magazines, leaflets and any reading material, mints should be removed from reception area.</li> </ul> <p>Waiting areas must be cleaned down every hour</p>	<p>ALL</p>	<p>15.7.20</p>
<p><b>Reception desk area</b></p> <p>Risk of client arriving with no ppe, mask or gloves. So risk to front of house team who are front facing</p>	<p>Med</p>	<ul style="list-style-type: none"> <li>Employee/s</li> </ul>	<ul style="list-style-type: none"> <li>Prior to covid reception area was cleaned down as part of daily cleaning 3 times daily and or when needed.</li> </ul>	<ul style="list-style-type: none"> <li>Signage should be added to remind clients of their social distancing responsibilities. Signage must be laminated</li> <li>Reception will have a Perspex barrier screen erected</li> <li>Card terminals should be regularly cleaned down.</li> <li>Cash payments will still be accepted but sanitised on contact.</li> </ul>	<p>ALL</p>	<p>15.7.20</p>

# HAIR IN THE CITY

## Covid-19 Risk Assessment 2020

<p><b>Styling Stations</b></p> <p>Risk of cross contamination from</p> <p>Surface to person.</p> <p>Magazines,</p> <p>Products</p>	<p>Med</p>	<ul style="list-style-type: none"> <li>Employee/s</li> <li>Client/s</li> </ul>	<ul style="list-style-type: none"> <li>Prior to covid</li> <li>Stations were cleaned down between each client</li> <li>A full sanitisation performed in the morning and at close of day</li> </ul>	<ul style="list-style-type: none"> <li>Styling stations will not be moved (as this is impossible due to permanent electrical connections) however, alternate stations will be used instead to maintain the 2m social distancing rule between seated clients.</li> <li>No products, leaflets or brushes are to be placed on stations at any time. Trolleys should be used to transfer to areas. (post cleaning)</li> <li>Stations must be cleaned down between every client use.</li> <li>Chairs and chair arms must also be thoroughly cleaned and sanitised between every client use.</li> </ul>	<p>ALL</p>	<p>15.7.20</p>
--	------------	--	--	---	------------	----------------

# HAIR IN THE CITY

## Covid-19 Risk Assessment 2020

<p><b>Backwash Areas</b></p> <p>Risk of cross contamination from surface to client and person to person</p>	<p>Med</p>	<ul style="list-style-type: none"> <li>Employee/s</li> <li>Client/s</li> </ul>	<ul style="list-style-type: none"> <li>Prior to covid backwash areas were cleaned in between all clients</li> <li>With a full sanitisation at the end of each working day</li> </ul>	<ul style="list-style-type: none"> <li>Backwashes will not be moved ( as this is impossible due to permanent water connections) however, only one client will be permitted at the basin at a time</li> <li>Client will continue to wear their PPE surgical mask at all times</li> <li>Employees must wear a mask as mandatory, preferably a visor.</li> <li>Back wash bowls and back wash seat must be fully cleaned down between every client use.</li> <li>Silicon neck rests must be cleaned down and sanitised with barbicide between every client use.</li> <li>Back wash working areas must be wiped down between any employee mixing or preparing colours. Gloves must be changed after every client use.</li> </ul> <p><b>SAME EMPLOYEE PERFORMS THE SERVICE AT ALL TIMES – NO CROSS OVER FROM STYLIST TO TRAINEE.</b></p>	<p>Stylist Juniors ALL</p>	<p>15.7.20</p>
<p><b>Toilets</b></p> <p>Risk of cross contamination in toilet areas surfaces</p>	<p>High</p>	<ul style="list-style-type: none"> <li>Employee/s</li> <li>Clients</li> </ul>	<ul style="list-style-type: none"> <li>Prior to covid toilet areas were cleaned down in line with daily routines hourly</li> <li>Paper towels were used only</li> <li>End of day full sanitisation clean down</li> </ul>	<ul style="list-style-type: none"> <li>No changes but signage should be clearly placed so that clients maintain 2m distance at all times</li> <li>Paper towel use only</li> <li>Disposal of contaminated waste in pedal bin placed in area</li> </ul> <p>Toilet area including door handles must be cleaned down between any use.</p>	<p>ALL</p>	<p>15.7.20</p>

# HAIR<sup>IN</sup>THE CITY

## Covid-19 Risk Assessment 2020

<p><b>Rest Areas</b></p> <p>Risk of cross contamination and infection while people remove masks to eat and or drink.</p>	Med	<ul style="list-style-type: none"> <li>Employee/s</li> </ul>	<ul style="list-style-type: none"> <li>Prior to covid kitchen and rest areas were cleaned down as part of daily routines continually</li> <li>A daily full sanitisation is performed at the end of a working day.</li> </ul>	<ul style="list-style-type: none"> <li>Any kitchens, lunch rooms or staff areas can only be used one person at a time where rooms are smaller than 4m<sup>2</sup> Although any wide open areas on the floor may be used with the 2m social distancing rules applied.</li> <li>Employees will be limited on movement and once in salon for their shift. Staff will be allowed to leave the premises during break times to get food and fresh air.</li> <li>All employees must clean areas after use and dispose/change gloves after breaks</li> <li>PPE must be worn when entering or exiting any rest area</li> <li>Additional rest areas will be allocated across the salon so only these areas should be used for rest breaks</li> <li>ALL should clean down areas after use and dispose of any waste immediately</li> </ul>	ALL	15.7.20
<p><b>Laundry Areas</b></p> <p>Risk of cross contamination and infection within laundry areas due to space</p>	Low	<ul style="list-style-type: none"> <li>Employee/s</li> </ul>	<ul style="list-style-type: none"> <li>Prior to covid laundry areas were cleaned down at the end of each shift so twice on average daily.</li> </ul>	<ul style="list-style-type: none"> <li>Laundry areas in particular gowns should have clear segregation</li> <li>disposable towels only, cotton towels no longer used.</li> </ul>	ALL	15.7.20

# HAIR IN THE CITY

## Covid-19 Risk Assessment 2020

<p><b>Common areas and stairwells</b></p> <p>Risk of cross contamination whilst using confined stairwells.</p>	<p>Med</p>	<ul style="list-style-type: none"> <li>Employee/s</li> <li>Client/s</li> </ul>	<ul style="list-style-type: none"> <li>Prior to covid free movement in these areas</li> </ul>	<ul style="list-style-type: none"> <li>Any POS plants or marketing material must be removed from any common area</li> <li>Common areas consist of any touch points where more than one person can touch</li> <li>Door handles</li> <li>Toilets - reception areas</li> <li>Retail areas</li> <li>In the event of a fire usual fire exits take precedent</li> <li>All common areas must be continually wiped down</li> <li>All common areas must have a strict cleaning rotation and must be wiped after any touch point</li> </ul>	<p>ALL</p>	<p>4.7.2020</p>
--	------------	--	---	---	------------	-----------------

### WORKING EQUIPMENT & TOOLS

<p><b>Towels</b></p> <p>Risk of cross contamination.</p>	<p>High</p>	<ul style="list-style-type: none"> <li>Employee/s</li> <li>Client/s</li> </ul>	<ul style="list-style-type: none"> <li>Prior to covid disposable single were already in use.</li> </ul>	<ul style="list-style-type: none"> <li>Single use Disposable towels will continue to be used and disposed of safely in a foot pedal bin with liner inserted this will then be tied and disposed of in accordance with government guideline.</li> <li>A new towel will be used for each client.</li> </ul>	<p>ALL</p>	<p>15.7.20</p>
--	-------------	--	---	---	------------	----------------



# HAIR IN THE CITY

## Covid-19 Risk Assessment 2020

<p><b>Brushes/Combs</b> <b>Razors, clips</b> <b>scissors</b></p> <p>Risk of cross contamination when using brushes, combs, clips</p>	<p>Med</p>	<ul style="list-style-type: none"> <li>Client/s</li> <li>Employee/s</li> </ul>	<ul style="list-style-type: none"> <li>Prior to Covid all brushes, combs, clips were sanitised between each client</li> <li>Scissors were cleaned</li> <li>Combs placed in barbicide</li> </ul>	<p>Brushes, NO brushes to be sited on stations at any time. Must be stored when cleaned in trolley doors.</p> <ul style="list-style-type: none"> <li>Brushes &amp; combs used for styling must be sanitised after every use for a single client. Using barbicide spray.</li> </ul>	<p>ALL</p>	<p>15.7.20</p>	
<p><b>Reception desk area</b></p> <p>Risk of client arriving with no ppe, mask or gloves. So risk to front of house team who are front facing</p>	<p>Med</p>	<ul style="list-style-type: none"> <li>Employee/s</li> </ul>	<ul style="list-style-type: none"> <li>Prior to covid reception area was cleaned down as part of daily cleaning 3 times daily and or when needed.</li> </ul>	<ul style="list-style-type: none"> <li>Signage should be added to remind clients of their social distancing responsibilities. Signage must be laminated</li> <li>Reception will have a Perspex barrier screen erected</li> <li>Card terminals should remain <b>STRICTLY NO CASH TRANSACTIONS</b></li> </ul>	<p>ALL</p>	<p>15.7.20</p>	
<p><b>Products for client use</b></p> <p>Risk of clients picking up and using products and smelling using</p>	<p>High</p>	<p>Employee/s Client/s</p> <p>Risk of employees &amp; client picking up and using smelling products</p>	<ul style="list-style-type: none"> <li>Prior to covid products were placed on stations so that stylists could use and clients could sample.</li> <li>Products were cleaned down daily as part of daily cleaning routines</li> </ul>	<ul style="list-style-type: none"> <li>No products for salon use are permitted to be sited on any stations.</li> <li>Trollies should be used as a working station instead.</li> <li>Working stations must be cleaned down after every use.</li> </ul>	<p>ALL</p>	<p>15.7.2020</p>	

# HAIR IN THE CITY

## Covid-19 Risk Assessment 2020

<b>Capes</b>	High	Client/s  Risk of contamination transfer onto and from clients clothes whilst in salon	<ul style="list-style-type: none"> <li>Prior to covid capes were used to protect clients clothing from colour, product or water damage.</li> </ul>	<ul style="list-style-type: none"> <li>Disposable colour capes should be used for every client on top of material gown.</li> <li>Where using salon gowns these must be laundered at 60 degrees on a strict rotation of one per client NO RE USE IS PERMITTED</li> <li><b>Capes should be disposed after single use</b></li> </ul>	ALL	15.7.2020	
<b>Hood Dryer</b>		Client/s  Employee/s  Risk of cross contamination whilst hooddryers are used on different clients	<ul style="list-style-type: none"> <li>Prior to covid hood dryers were cleaned down between each use</li> </ul>	<ul style="list-style-type: none"> <li>Where Hood dryers are used – there should be a strict clean down routine in between every use. <b>Hood Dryers should be cleaned down in between every use.</b></li> </ul>	ALL	15.7.20	

# HAIR IN THE CITY

## Covid-19 Risk Assessment 2020

Stylists Personal Kit	High	<p>Client/s Employee/s</p> <p>Risk of cross contamination where kit is usually used on different clients</p> <p>Even though cleaned now need full sanitisation using salon approved chemical such as barbicide</p>	<ul style="list-style-type: none"> <li>Prior to covid, stylists cleaned down between clients</li> </ul>	<ul style="list-style-type: none"> <li>Stylists personal kit should be cleaned down and sanitised using barbicide/ clippercide as directed. In between every client. This includes, any clips, combs, razors, scissors.</li> <li>All razor blades must be disposed of safely after each client.</li> <li>All tools should be placed on a working trolley to avoid any cross contamination.</li> <li>No sharing of equipment will be permitted all stylist must have their full kit with them at all times to prevent cross contamination.</li> </ul>	ALL	15.7.2020	
Trolleys	Med	<p>Client/s Employee/s</p>	<ul style="list-style-type: none"> <li>Prior to covid trolleys were shared between stylist</li> <li>Cleaned down in between use</li> <li>Fully cleaned out weekly</li> </ul>	<ul style="list-style-type: none"> <li>Trolleys should be used to store working items. These should then be cleaned down in between every client.</li> <li>Trolleys where personal kit is placed during any client service must be cleaned in between clients.</li> </ul>	ALL	15.7.2020	
Tint Bowls / Brushes	Med	<p>Client/s Stylist/s</p>	<ul style="list-style-type: none"> <li>Prior to covid tint bowls and brushes were cleaned between each client</li> </ul>	<ul style="list-style-type: none"> <li>Tint bowls should be used once. Should NOT be placed on any styling station</li> <li>Tint bowls must be washed thoroughly in hot soapy water</li> </ul>	ALL	15.7.2020	

# HAIR<sup>IN</sup>THE CITY

Covid-19 Risk Assessment 2020

---

Hairdryers, Straighteners Stylers	Low	Client/s Stylist/s	<ul style="list-style-type: none"><li>• Prior to covid hairdryers were cleaned down daily</li><li>• Straighteners &amp; stylers were used on various clients</li><li>• A shared resource</li></ul>	Must be cleaned down <b>MUST BE UNPLUGGED</b> and carefully cleaned using sanitiser on a paper towel. <b>NEVER SPRAY SANITISER DIRECTLY ONTO ANY ELECTRICAL ITEM</b>	ALL	15.7.2020	
-----------------------------------	-----	-----------------------	--	--	-----	-----------	--

## SALON SPACE

**Areas over and above but will aid you with training for staff & clients**

## Salon layout plan

### Salon – Managing the layout of the salon space

- Detail how you intend to layout the salon
- Clients will be directed to their station on entry.
- Clients will be seated a minimum of 2m apart unless they are from the same household
- Clients will remain seated until directed by stylist to move to the basin or desk

## **Information & Signage**

- Social distancing 2m marking must be in place both for outside queuing – traffic cones should be used
- Clear markings of social markings should be in salon with a mark where clients stand at reception
- Clear signage on reception should be displayed regarding the client “process”
- A pre appointment consultation will be sent out via email or text advising clients of what the salon environment looks like and what to expect for their appointment. It will also have a Covid 19 questionnaire which must be reviewed by staff member prior to service.
- Signage with maximum number of customers in the premises at any one time to be displayed in windows.

## **Scheduling & organising appointments**

### **Appointments – managing columns**

1. Columns should be planned in advance so that it is possible to have staggered opening times to avoid clients arriving all at once.
2. Columns should also be scheduled to avoid too many employees being at work at the same time.

# HAIR<sup>IN</sup>THE CITY

## Covid-19 Risk Assessment 2020

---

3. Customer density should be planned at a capacity in line with social distancing measures.
4. Working hours must be planned in accordance with any contracted hours.
5. Clean down gaps should be placed in between each appointment to give the employee time to wash hands, change their PPE and prepare for the next client. This should be managed with a view to limiting the flow of clients in and out of the salon.
6. **Stylists are only** permitted to work on one client at a time so from start to completion. Washing own colours off so no handing over to another stylist or junior.

### **Appointments – where employees belong to any “at risk” group**

1. Individuals who belong to particular groups must be risk assessed based on current HMGOV guidelines and any scheduled work limited to above
2. Processes must be reviewed in line with HMGOV directive and any additional measures taken to ensure safe working practices and timings of any appointments for the particular group.
3. Working procedures must be reviewed for this particular group to limit time between the employee and customer as much as possible.

### **MOVEMENT OF PEOPLE**

### **Movement & behaviour of people in the salon**

# HAIR<sup>IN</sup>THE CITY

Covid-19 Risk Assessment 2020

---

## Employees

- All employees must strictly follow at all times all HMGOV & company guidelines wearing the correct PPE at all times.
- Employees **MUST NOT** congregate in open or staff areas without the 2m social distancing rules being applied to.
- Employees must wash their hands as frequently as possible.

## Clients

- On arrival clients must queue outside of the salon adhering to the 2m social distancing rules – Markers must be placed for this to avoid and
- On arrival clients must be directed to the toilet to wash hands & put on PPE
- Clients must be invited to attend any appointment alone - **ONLY EXCEPTION IS WHERE A CLIENT ATTENDS WITH A CARER I WHICH CASE THE CARER MUST ADHERE TO ALL CLIENT GUIDELINES**
- Clients must be asked to bring own drinks and tablets or books
- Clients must adhere to the 2m social distancing rules whilst in salon.
- Clients included in specialist groups with disability aids like wheelchairs must remain in chair for any service to avoid any potential injury

## Dealing with illness and symptoms

### Employees

- Employees should not attend work if they have mild symptoms suggestive of COVID-19. After a course of illness, employees must first return to work 48 hours after symptoms have ceased.
- Employees whose family has symptoms or are infected must follow HMGOV & PHE guidelines on reporting and self isolation.

### Clients

- Clients must be contacted 48/24 hours ahead of any appointment and PART A of CLIENT PRE SERVICE CHECK FORM should be completed to confirm that they had or have no symptoms
- On arrival clients will be asked to complete PART B of CLIENT PRE SERVICE CHECK FORM to again confirm that they have no symptoms or any of their household are self isolating or have any symptoms.
- Before the service begins the employee will ask if the client is well

Risk assessment completed by:- LOUISE WILSON    Date:- 12.7.2020

Due for revision: