**HEALTH & HYGIENE PROTOCOLS THAT WE FOLLOW**

HOUSEKEEPING PROTOCOLS AND SAFE USAGE OF INFRASTRUCTURE FACILITY

* Personnel cleaning the salon/spa/work area always wear covered shoes/boots disposable gloves and disposable N-95 / triple layered surgical face mask, while cleaning procedure.
* Premises are cleaned with soap and water solution prior to disinfection.
* Indoor areas are mopped with 1% Sodium Hypochlorite or Phenolic disinfectants.
* Metallic surfaces such as common area railings, door handles, security locks, keys etc. are wiped with 70% alcohol solution.
* Outdoor areas are washed thoroughly with disinfectants in regular intervals including prior opening and post-closing of the premises.
* Beverages are served in disposable glasses along with sugar sachets for tea/coffee/juice and water is served in PET water bottles.
* All high contact surfaces like table tops, trolleys, chair handles, taps, faucets, pens, diary, files, keyboards, mouse, mouse pad, tea/coffee dispensing machines and vessels, bottles, mirrors, , intercom systems, equipment like telephone, printers / scanners, and other office machines are wiped after every use daily, with a linen /absorbable cloth soaked in 1% Sodium Hypochlorite.
* Reception area, pantry, clientele service rooms and changing rooms are cleaned with Chloroxylenol (4.5-5.5%) / Benzalkonium Chloride or any other disinfectants regularly.
* Vacuum cleaners are used to remove the dust particles.
* Cleaning personnel use separate set of cleaning equipment (mops, nylon scrubber, etc.) for toilets, sinks and water closets.
* Washrooms are sanitized with phenolic disinfectants post every use.
* All cleaning equipment’s are disinfected after every use.
* Used masks, gloves and cleaning materials made of cloth (mop and wiping cloth) are discarded to prevent cross contamination.
* Buckets are disinfected by dipping in bleach solution, rinsed in hot water and dried in sunlight.
* Our premises are fumigated every day, post the working hours.
* Used non-disposable linen /gowns are soaked in bleach solution, washed with detergent and rinsed in steaming hot water, and then sun-dried properly.
* Cleaning personnel segregate the recyclable & non-recyclable wastes in separate bins.
* Cleaning personnel wash their hands with soap and water properly for 20 seconds post the completion of each job.
* Dispensers are refilled with sanitizer regularly.

FLOOR OPERATION GUIDELINES

* Pre-book appointments so that social distancing norms are maintained.
* Fill up basic health questionnaire to get an assurance for the client’s well-being before giving an appointment or on arrival, before entering the premises.
* Ensure the working premises is well ventilated by using air purifiers to reduce dust, dander, smoke, allergens & odour resulting in a healthier, fresher & cleaner environment.
* Maintain an ambient temperature of 24-30 degree centigrade with a relative humidity of 40-70 % with the support of air conditioning systems.
* Conduct COVID-19 awareness program for the employees.
* Perform thermal scanning at the entry gate of the premises.
* Practice social distancing, by avoiding handshakes/ hugs to coworkers/clientele.
* Restructure the workplace set-up, by keeping a minimum distance of 2 meters between two clients.
* Ensure proper supply of Personal Protective Equipment, tissues, antibacterial soaps, alcohol-based hand cleansers, triple layered surgical face masks, gloves, etc. for the employees and clientele.
* Place sanitizing hands rub dispensers at prominent places around the workplace, and promote regular & thorough hand washing with soap & water or sanitizer.
* Ensure that all the employees wear disposable N-95/ triple layered surgical face masks throughout the day.
* Display rate list on organization’s website /mobile application/print.
* Avoid keeping magazines/ journals /brochures in the reception area.
* Request clientele not to crowd the reception area and stand in queue for payment/ queries/ feedback by keeping a minimum distance of 6 feet.
* Encourage digital payments.
* Ask the employees to work in shifts.
* Prohibit the consumption of tobacco in the premises.
* Request the employees to break for lunch in shifts to avoid contact and cross contamination.
* Empower staff to stay at home even if they have mild symptoms of cough, cold or fever.

CLIENTELE GUIDELINES – PRE SERVICE

* Volunteer for thermal screening.
* Sanitize hands on arrival to lessen the risk of cross infection.
* Wear disposable N-95/ triple layered surgical face mask and disposable gloves prior to the service.
* Abstain from shaking hands and physical closeness as much as possible.
* Avoid bringing along children, especially below 5 years of age, or someone else for company.
* Take prior appointment for the required service(s).
* Inform at least 12 hours prior, for any cancellation of the appointment(s).
* Check the availability of therapist while taking appointment(s).
* Visit the premises/ set-up only as per the appointment schedule.
* Do not touch your face, nose, eyes, and mouth as these are vital entryways for the virus.
* Cancel appointment if experiencing fever, breathing difficulties, and coughing.

CLIENTELE GUIDELINES - DURING SERVICE

* Declare any symptoms, foreign travel history and exposure to high risk segments, if any.
* Ensure the therapist uses only disposable gowns, towels, linen, head bands, aprons, gloves, caps and napkins.
* Ask the therapist to sanitize the hands before the service, and limit contact to the minimum.
* Request the therapist to use sealed single-use product pack for the service.
* Drink tea/coffee in disposable glasses and use sugar sachets only.
* Discard the disposable gown, face mask, PET bottles, glasses post use properly.
* Wear the face mask while availing services other than face services.

CLIENTELE GUIDELINES - DURING SERVICE

* Wear a disposable N-95/ triple layered surgical face mask post-service.
* Use digital mode of payment to reduce the chance of contamination.
* Sanitize hands, mobile phones, handbags, wallets, personal belongings, etc., before leaving the premises.

PROTOCOLS FOR SALON PROFESSIONALS – SKIN THERAPIST

* Ensure therapy rooms are cleaned & dis-infected post every service.
* Check whether the ambient room temperature is comfortable to the clientele.
* Wash hands properly with soap & water or clean with sanitizer before and after attending each clientele.
* Use disposable linen, head bands, gowns for clientele and wear disposable apron, hair gear, triple layered surgical face mask, and gloves.
* Open the sterilize tools & equipment in front of the clientele just before the usage.
* Maintain hygiene etiquette, like neatly tied and covered hair, clean nails, etc.
* Sanitize trolley with disinfectants on a regular basis.
* Place disposable sheet on the trolley before placing the products.
* Use single-use packed products with disposable spatula for the services.
* Sterilize tools & equipment like comedone extractor, scissors, pack brush, water bowl, electrical machine’s probes, waxing tools, nailcare sets, etc., before and after every use.
* Use hand held micro-massagers for doing facials (while wearing disposable gloves).
* Avoid threading, and recommend peel off wax to the clientele.
* Use disposable spatula to apply the peel off wax.
* Apply talcum powder with a piece of cotton on the forehead/upper lips for threading.
* Use disposable spatula for the wax application, and disposable strips for waxing.
* Take out the excess products in wax heater post use and thoroughly clean.
* Maintain proper distance between the clientele and oneself.
* Dispose the used products properly in closed bins.
* Take bath, post all the sessions of that day.
* Wash the uniforms in hot water with detergent and bleach.

PROTOCOLS FOR SALON PROFESSIONALS – HAIR STYLISTS

* Wash hands with soap and water or sanitize hands properly before and after every treatment.
* Wear disposable N-95/ triple layered surgical face mask, disposable apron and disposable hair cap for every service.
* Use disposable towels and disposable gloves for hair care service(s).
* Maintain hygiene etiquette, like neatly tied & covered hair, clean nails, etc.
* Use single-use packs with disposable spatula/ brush for the services.
* Maintain a suitable distance with the clientele while performing hair care service(s).
* Ensure work stations, hydraulic chairs, tools, equipment and trolleys are sanitized with disinfectant after every use.
* Remove all visible hairs or debris from the combs, brushes, rollers, and scissors by rinsing in lukewarm shampoo water.
* All equipment and tools should be dried using a clean, dry disposable cloth and put in the sterilizer.
* Clean the clippers with brush and then wipe it with 70% alcohol.
* Use disposable neck wraps for clientele.
* Take scissors and combs from the sterilizer and dip it into Isopropyl alcohol before use.
* Sterilize wooden and plastic hair brushes using ultra-violet rays.
* Discard blades post shaving in a closed bin.
* Keep spray bottle filled with disinfectant to clean the work station.
* Request the housekeeping personnel to remove the hairs on the floor post haircut service.
* Dispose used products/ tools properly.
* Take bath, post all the sessions of that day.
* Wash the uniforms in hot water with detergent and bleach.

PROTOCOLS FOR SALON PROFESSIONALS – NAIL ARTISTS, PEDICURISTS, MANICURISTS

* Wear disposable N-95/ triple layered surgical face mask, disposable apron & rubber gloves before starting the nail care services.
* Maintain hygiene etiquette, like neatly tied & covered hair, clean nails, etc.
* Use disposable paper towels or electronic hand dryer and toothpicks during the service.
* Check for the expiry dates of the products before every use and discard used/ expired products and tools properly.
* Spray 70% isopropyl alcohol on porous tools like the emery board, block buffers, sanding bands and air dry after each service.
* Disinfect metallic tools like steel pushers, steel filers, cuticle nippers, nail cutters, tip clippers, mandrels in glutaraldehyde solution, as per manufacturer guidelines.
* Clean gel brushes, gel jars, gel polishes, nail art brushes, toe-separators, etc. with acetone or isopropyl alcohol
* Use nail tech protector screens during the procedure, if possible.
* Sanitize gel UV/ LED nail lamp, post every use.
* Disinfect non-porous tools in activated glutaraldehyde as per manufacturer directions post use.
* Take bath, post all the sessions of that day.
* Wash the uniforms in hot water with detergent and bleach.

PROTOCOLS FOR SALON PROFESSIONALS – SPA THERAPIST

* Maintain suitable distance between the clientele and oneself.
* Wash hands properly with soap and water or clean with sanitizer before and after every service.
* Wear disposable N-95/ triple layered surgical face mask and disposable apron & head gear before starting the procedure.
* Maintain hygiene etiquette, like neatly tied & covered hair, clean nails, etc.
* Ensure therapy rooms are cleaned by the housekeeping personnel, post every treatment.
* Check whether the ambient room temperature is comfortable to the clientele.
* Use disposable linen, towels, head bands, gowns for the clientele.
* Sanitize massage equipment and supplies including massage stool, beds, face cradle, lotion dispenser, hot stones, etc., after every use.
* Change oil bottle holsters between each clientele.
* Do not put dispensed oil or lotion back into its original container.
* Use single-use packs for the treatments.
* Keep abrasions clean and covered with an antiseptic cream and a bandage on the massage area of the clientele.
* Place disposable sheet on the trolley before placing the products.
* Check for the expiry dates of the products before every use and discard used/ expired products and tools properly.
* Open the sterilize tools and equipment in front of the clientele, just before the use.
* Fold the linen away from oneself while changing, to avoid cross contamination.
* Request the housekeeping personnel to dispose off the used gowns, masks, linen, face cradle covers, etc., properly after every session.
* Discard the unused open product in a closed bin.
* Take bath, post all the sessions of that day.
* Wash the massage uniforms in hot water with detergent and bleach.

PROTOCOLS FOR SALON PROFESSIONALS – MAKE UP ARTISTS

* Maintain proper distance between the clientele and oneself.
* Sanitize hands and wear disposable N-95/ triple layered surgical face mask before applying make-up.
* Maintain hygiene etiquette, like neatly tied & covered hair, clean nails, etc.
* Use clean metal spatula to scoop or scrape products from original containers and place them on a palette to work, instead of dipping directly into creams, liquids or gel formula products.
* Use disposable make-up applicators like lip wands, mascara spoolies, Q-tips /cotton swabs, powder puffs and wedge sponges.
* Remove the top layer of the powdered products with a tissue, post every use.
* Use cosmetic sanitizer mists or create sanitizing sprits in an empty spray bottle.
* Never double dip the disposable wand for mascara application.
* Sanitize make-up pencils by sharpening, post every use, and clean the sharpener each time.
* Use a spatula to put lipstick or gloss on a mixing palette and apply with a disposable lip brush.
* Sanitize the lipstick with isopropyl alcohol or remove the top layer by wiping with a tissue.
* Use latex-free sponges to avoid potential allergic reactions.
* Wash make-up brushes with lukewarm water and shampoo/ dishwasher liquid or dry wash using a special cleaner formulated with isododecane to remove oil-based products.
* Replace make-up products regularly, especially for the eyes.
* Check for the expiry dates of the products before every use and discard used/ expired products and tools properly.
* Use isopropyl alcohol or greater to sanitize any tools including tweezers, scissors and lash curlers. Be sure the alcohol has evaporated before using the tool on the clientele.
* Wash hands with soap and water or sanitize hands properly before and after every service.
* Take bath, post all the sessions of that day.
* Wash the uniforms in hot water with detergent and bleach.