



STAY ALERT ► CONTROL THE VIRUS ► SAVE LIVES

Hair to Ware

Coronavirus (CV19) Risk Assessment

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Disclaimer: This Risk Assessment is based on the current government guidance at the time of issue. Ramsay Safety Solutions Limited accepts no responsibility for amended or revised guidance that maybe issued after this date.

Table of Contents

1.0	Introduction	3
2.0	Number of coronavirus (CV19) cases and risk in the UK	3
3.0	Five steps to working safely	3
4.0	Working safely during coronavirus (CV19).....	4
5.0	Definitions regarding vulnerable people (Updated 18th May 2020)	6
6.0	First aid in the workplace (CPR) (Updated 13th May 2020).....	8
7.0	Check if you have coronavirus symptoms	8
8.0	How to stop infection spreading	8
9.0	Self-isolation if you or someone you live with has coronavirus symptoms	9
10.0	Get an isolation note to give to your employer	10
11.0	Looking after your mental wellbeing	10
12.0	Travel advice: coronavirus (CV19).....	10
13.0	Inbound and outbound goods	11
	APPENDIX 1: Poster – Main Entrance.....	12
	APPENDIX 2: Poster – Wash Your Hands	13
	APPENDIX 3: Poster – How to wash your hands	14
	APPENDIX 4: 10 Tips to Help if you are Worried about Coronavirus (1 of 3).....	15
	APPENDIX 6: Salon Operating Procedures.....	19
	APPENDIX 7: Poster – Staying CV19 Secure in 2020	24
	APPENDIX 8: CV19 Tool -Box Talk.....	25
	APPENDIX 9: Risk assessment.....	29
	Part 2. Health & Safety risk assessment - Briefing record	46
	APPENDIX 10: Stay at Home guidance for households	47

1.0 Introduction

This guidance has been developed on information provided by:

- The UK NHS (National Health Service)
- The Welsh Government
- The WHO (World Health Organisation)
- The UK FCO (Foreign and Commonwealth Office)
- GOV.UK
- The Resuscitation Council (UK)
- British Association of Beauty Therapy & Cosmetology (BABTAC)
- Hair and Beauty Industry (HBSA-BCA)

Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV). A novel coronavirus (CV19) was identified in 2019 in Wuhan, China. This is a new coronavirus that has not been previously identified in humans.

Coronaviruses are zoonotic, meaning they are transmitted between animals and people. Detailed investigations found that SARS-CoV was transmitted from civet cats to humans and MERS-CoV from dromedary camels to humans. Several known coronaviruses are circulating in animals that have not yet infected humans.

2.0 Number of coronavirus (CV19) cases and risk in the UK¹

As of 5pm on 21 May, of those tested positive for coronavirus in the UK, 36,393 have died. This new figure includes deaths in all settings, not just in hospitals.

3.0 Five steps to working safely

(Updated 19th May 2020)² (England) (See guidance for [Wales](#), [Scotland](#) and [Northern Ireland](#))

Practical actions for businesses to take based on 5 main steps.

Make sure you read all the guides relevant to your workplace. Each guide has specific actions for businesses to take based on these steps. Further guidance will be published as more businesses are able to reopen.

1. Carry out a CV19 risk assessment

Before restarting work, you should ensure the safety of the workplace by:

- carrying out a risk assessment in line with the [HSE guidance](#)
- consulting with your workers or trade unions
- sharing the results of the risk assessment with your workforce and on your website.

2. Develop cleaning, handwashing, and hygiene procedures

You should increase the frequency of handwashing and surface cleaning by:

- encouraging people to follow the guidance on [hand washing and hygiene](#)
- providing hand sanitiser around the workplace, in addition to washrooms
- frequently cleaning and disinfecting objects and surfaces that are touched regularly
- enhancing cleaning for busy areas
- setting clear use and cleaning guidance for toilets
- providing hand drying facilities – either paper towels or electrical dryers

¹ <https://www.gov.uk/guidance/coronavirus-CV19-information-for-the-public#number-of-cases>

² <https://www.gov.uk/guidance/working-safely-during-coronavirus-CV19/5-steps-to-working-safely>

3. Help people to work from home (For Admin Staff only. Not applicable for Hair Loss Consultants)

You should take all reasonable steps to help people work from home by:

- discussing home working arrangements
- ensuring they have the right equipment, for example remote access to work systems
- including them in all necessary communications
- looking after their physical and mental wellbeing

4. Maintain 2m social distancing, where possible (On 23rd June 2020 the Government announced that the 2 metre ruling could be reduced to 1 metre – Awaiting Government guidance)

Where possible, you should maintain 2m between people by:

- putting up signs to remind workers and visitors of social distancing guidance
- avoiding sharing workstations
- using floor tape or paint to mark areas to help people keep to a 2m distance
- arranging one-way traffic through the workplace if possible
- switching to seeing visitors by appointment only if possible

5. Where people cannot be 2m apart, manage transmission risk

Where it is not possible for people to be 2m apart, you should do everything practical to manage the transmission risk by:

- considering whether an activity needs to continue for the business to operate
- keeping the activity time involved as short as possible
- using screens or barriers to separate people from each other
- using back-to-back or side-to-side working whenever possible
- staggering arrival and departure times
- reducing the number of people each person has contact with by using 'fixed teams or partnering'

4.0 Working safely during coronavirus (CV19)³

(Updated 19th May 2020, England) (See guidance for [Wales](#), [Scotland](#) and [Northern Ireland](#))

The government, in consultation with industry, has produced guidance to help ensure workplaces are as safe as possible.

These 8 guides cover a range of different types of work. Many businesses operate more than one type of workplace, such as an office, factory, and fleet of vehicles. You may need to use more than one of these guides as you think through what you need to do to keep people safe.

(Click the heading to open the individual guidance)

[1 - Construction and other outdoor work](#)

Guidance for people who work in or run outdoor working environments.

[2 - Factories, plants and warehouses](#)

Guidance for people who work in or run factories, plants and warehouses.

[3 - Labs and research facilities](#)

Guidance for people who work in or run indoor labs and research facilities and similar environments.

[4 - Offices and contact centres](#)

Guidance for people who work in or run offices, contact centres and similar indoor environments.

[5 - Other people's homes](#)

³ <https://www.gov.uk/guidance/working-safely-during-coronavirus-CV19>

Guidance for people working in, visiting or delivering to other people's homes.

6 - Restaurants offering takeaway or delivery

Guidance for people who work in or run restaurants offering takeaway or delivery services.

7 - Shops and branches

Guidance for people who work in or run shops, branches, stores or similar environments.

8 - Vehicles

Guidance for people who work in or from vehicles, including couriers, mobile workers, lorry drivers, on-Salon transit and work vehicles, field forces and similar.

Thinking about risk - Objective: That all employers carry out a CV19 risk assessment.

Everyone needs to assess and manage the risks of CV19. As an employer, you also have a legal responsibility to protect workers and others from risk to their health and safety. This means you need to think about the risks they face and do everything reasonably practicable to minimise them, recognising you cannot completely eliminate the risk of CV19.

You must make sure that the risk assessment for your business addresses the risks of CV19, using this guidance to inform your decisions and control measures. A risk assessment is not about creating huge amounts of paperwork, but rather about identifying sensible measures to control the risks in your workplace. If you have fewer than 5 workers, or are self-employed, you don't have to write anything down as part of your risk assessment. Your risk assessment will help you decide whether you have done everything you need to. The Health and Safety Executive has [guidance for business on how to manage](#) risk and risk assessment at work along with [specific advice to help control the risk of coronavirus in workplaces](#).

Employers have a duty to consult their people on health and safety. You can do this by listening and talking to them about the work and how you will manage risks from CV19. The people who do the work are often the best people to understand the risks in the workplace and will have a view on how to work safely. Involving them in making decisions shows that you take their health and safety seriously. You must consult with the health and safety representative selected by a recognised trade union or, if there isn't one, a representative chosen by workers. As an employer, you cannot decide who the representative will be.

At its most effective, full involvement of your workers creates a culture where relationships between employers and workers are based on collaboration, trust and joint problem solving. As is normal practice, workers should be involved in assessing workplace risks and the development and review of workplace health and safety policies in partnership with the employer.

Employers and workers should always come together to resolve issues. If concerns still cannot be resolved, see below for further steps you can take.

Where the enforcing authority, such as the HSE or your local authority, identifies employers who are not taking action to comply with the relevant public health legislation and guidance to control public health risks, they will consider taking a range of actions to improve control of workplace risks. For example, this would cover employers not taking appropriate action to socially distance, where possible. The actions the HSE can take include the provision of specific advice to employers through to issuing enforcement notices to help secure improvements.

How to raise a concern:

- contact your employee representative
- contact your trade union if you have one
- contact HSE at:

HSE CV19 enquiries

Telephone: 0300 790 6787 (Monday to Friday, 8:30am to 10pm)

Online: [working safely enquiry form](#)

Managing risk - Objective: To reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority

Employers have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures. Employers must work with any other employers or contractors sharing the workplace so that everybody's health and safety is protected. In the context of CV19 this means working through these steps in order:

1. In every workplace, increasing the frequency of handwashing and surface cleaning.
2. Businesses and workplaces should make every reasonable effort to enable working from home as a first option. Where working from home is not possible, workplaces should make every reasonable effort to comply with the social distancing guidelines set out by the government (keeping people 2m apart wherever possible).
3. Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission between their staff.

Further mitigating actions include:

- increasing the frequency of hand washing and surface cleaning
 - keeping the activity time involved as short as possible
 - using screens or barriers to separate people from each other
 - using back-to-back or side-to-side working (rather than face-to-face) whenever possible
 - reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others)
4. Finally, if people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment.

In your assessment you should have particular regard to whether the people doing the work are especially vulnerable to CV19.

The recommendations in the rest of this document are ones you should consider as you go through this process. You could also consider any advice that has been produced specifically for your sector, for example by trade associations or trades unions.

If you have not already done so, you should carry out an assessment of the risks posed by CV19 in your workplace as soon as possible. If you are currently operating, you are likely to have gone through a lot of this thinking already. We recommend that you use this document to identify any further improvements you should make.

Sharing the results of your risk assessment

You should share the results of your risk assessment with your workforce. If possible, you should consider publishing the results on your website (and we would expect all businesses with over 50 workers to do so).

5.0 Definitions regarding vulnerable people ⁴ (Updated 18th May 2020)

Clinically extremely vulnerable people

Refers to people who have specific underlying health conditions that make them extremely vulnerable to severe illness if they contract CV19. Clinically extremely vulnerable people will have received a letter telling them they are in this group or will have been told by their GP. [Who is 'clinically extremely vulnerable'?](#)

Expert doctors in England have identified specific medical conditions that, based on what we know about the virus so far, place someone at greatest risk of severe illness from CV19.

Clinically extremely vulnerable people may include the following people. Disease severity, history or treatment levels will also affect who is in this group.

- Solid organ transplant recipients.

⁴ <https://www.gov.uk/guidance/working-safely-during-coronavirus-CV19/construction-and-other-outdoor-work#outdoors-appendix>

- People with specific cancers:
 - people with cancer who are undergoing active chemotherapy
 - people with lung cancer who are undergoing radical radiotherapy
 - people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
 - people having immunotherapy or other continuing antibody treatments for cancer
 - people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
 - people who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs
- People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe chronic obstructive pulmonary (COPD).
- People with rare diseases that significantly increase the risk of infections (such as severe combined immunodeficiency (SCID), homozygous sickle cell).
- People on immunosuppression therapies sufficient to significantly increase risk of infection.
- Women who are pregnant with significant heart disease, congenital or acquired.
- People in this group should have been contacted to tell them they are clinically extremely vulnerable.
- If you are still concerned, you should discuss your concerns with your GP or hospital clinician.

Clinically vulnerable people

Refers to people who may be at increased risk from CV19, including those aged 70 or over and those with some underlying health conditions. [Who is 'clinically vulnerable'?](#)

If you have any of the following health conditions, you are clinically vulnerable, meaning you are at higher risk of severe illness from coronavirus. You are advised to stay at home as much as possible and, if you do go out, take particular care to minimise contact with others outside your household.

Clinically vulnerable people are those who are:

- aged 70 or older (regardless of medical conditions)
- under 70 with an underlying health condition listed below (that is, anyone instructed to get a flu jab each year on medical grounds):
 - chronic (long-term) mild to moderate respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis
 - chronic heart disease, such as heart failure
 - chronic kidney disease
 - chronic liver disease, such as hepatitis
 - chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), or cerebral palsy
 - diabetes
 - a weakened immune system as the result of certain conditions, treatments like chemotherapy, or medicines such as steroid tablets
 - being seriously overweight (a body mass index (BMI) of 40 or above)
 - pregnant women

As above, there is a further category of people with serious underlying health conditions who are clinically extremely vulnerable, meaning they are at very high risk of severe illness from coronavirus. You, your family, and carers should be aware of the guidance on shielding which provides information on how to protect yourself still further should you wish to.

6.0 First aid in the workplace (CPR)⁵ (Updated 13th May 2020)

Resuscitation Council UK Guidelines 2015 state “If you are untrained or unable to do rescue breaths, give chest compression-only CPR (i.e. continuous compressions at a rate of at least 100–120 min⁻¹)”.

Because of the heightened awareness of the possibility that the victim may have CV19, Resuscitation Council UK offers this advice:

- Recognise cardiac arrest by looking for the absence of signs of life and the absence of normal breathing. Do not listen or feel for breathing by placing your ear and cheek close to the patient's mouth. If you are in any doubt about confirming cardiac arrest, the default position is to start chest compressions until help arrives.
- Make sure an ambulance is on its way. If COVID 19 is suspected, tell them when you call 999.
- If there is a perceived risk of infection, rescuers should place a cloth/towel over the victim's mouth and nose and attempt compression only CPR and early defibrillation until the ambulance (or advanced care team) arrives. Put hands together in the middle of the chest and push hard and fast.
- Early use of a defibrillator significantly increases the person's chances of survival and does not increase risk of infection.
- If the rescuer has access to any form of personal protective equipment (PPE) this should be worn.
- After performing compression-only CPR, all rescuers should wash their hands thoroughly with soap and water; alcohol-based hand gel is a convenient alternative. They should also seek advice from the NHS 111 coronavirus advice service or medical adviser.

7.0 Check if you have coronavirus symptoms⁶

The symptoms of coronavirus (CV19) are usually mild, but some people can become very unwell.

Main symptoms

The main symptoms of coronavirus are:

- high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- loss or change to your sense of smell or taste – this means you have noticed that you cannot smell or taste anything, or things smell or taste different to normal

Most people with coronavirus have at least one of these symptoms.

USE THE NHS 111 ONLINE CORONAVIRUS SERVICE IF YOU HAVE ANY OF:

- high temperature
- new, continuous cough
- loss or change to your sense of smell or taste

111 will tell you what to do and help you get a test if you need one.

Link: <https://111.nhs.uk/CV19/>

8.0 How to stop infection spreading⁷

There are things you can do to help reduce the risk of you and anyone you live with getting ill with coronavirus.

⁵ <https://www.resus.org.uk/media/statements/resuscitation-council-uk-statements-on-CV19-coronavirus-cpr-and-resuscitation/covid-community/>

⁶ <https://www.nhs.uk/conditions/coronavirus-CV19/symptoms-and-what-to-do/>

⁷ <https://www.nhs.uk/conditions/coronavirus-CV19/>

DO

- wash your hands with soap and water often – do this for at least 20 seconds
- use hand sanitiser gel if soap and water are not available
- wash your hands as soon as you get back home
- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin immediately and wash your hands afterwards

DO NOT

- do not touch your eyes, nose, or mouth if your hands are not clean

9.0 Self-isolation if you or someone you live with has coronavirus symptoms⁸

To protect others, you must stay at home if you or someone you live with has symptoms of coronavirus (CV19). This is called self-isolation.

Information: If you think you might have coronavirus, check if you need to self-isolate using the 111 online coronavirus service.

Can I leave my home if I am self-isolating?

If you or someone you live with has symptoms of coronavirus:

- do not leave your home for any reason – if you need food or medicine, order it online or by phone, or ask someone to deliver it to your home
- do not have visitors in your home – including friends and family
- do any exercise at home – you can use your garden if you have one

How long to self-isolate

If you have symptoms

If you have symptoms of coronavirus, self-isolate for 7 days.

After 7 days:

- you can stop self-isolating if your symptoms have gone, or if you just have a cough or changes to your sense of smell or taste – these symptoms can last for weeks after the infection has gone
- keep self-isolating if you have any other symptoms (such as a high temperature, runny nose, feeling sick or diarrhoea) – you can stop self-isolating when your symptoms have gone

If you live with someone who has symptoms

If you live with someone who has symptoms, self-isolate for 14 days from the day their symptoms started.

This is because it can take 14 days for symptoms to appear.

If more than 1 person at home has symptoms, self-isolate for 14 days from the day the first person started having symptoms.

- If you get symptoms while self-isolating – you should self-isolate for 7 days from when your symptoms started, even if it means you are self-isolating for longer than 14 days.
- If you do not get symptoms while self-isolating – you can stop self-isolating after 14 days.

After self-isolation

When you stop self-isolating, it is important to follow the advice on social distancing.

This means you should stay at home as much as possible. But you can go out to work (if you cannot work from home) and for things like getting food or exercising.

⁸ <https://www.nhs.uk/conditions/coronavirus-CV19/what-to-do-if-you-or-someone-you-live-with-has-coronavirus-symptoms/staying-at-home-if-you-or-someone-you-live-with-has-coronavirus-symptoms/>

If you are a health or care worker, check with your employer before going back to work.

If you have symptoms and live with someone at higher risk from coronavirus

If you live with someone who is 70 or over, has a long-term condition, is pregnant or has a weakened immune system, try to arrange for them to stay with friends or family for 14 days.

If you have to stay at home together, try to keep 2 metres (3 steps) away from each other. If possible, try not to share a bed.

10.0 Get an isolation note to give to your employer⁹

Use this service if you have been told to self-isolate because of coronavirus and you need a note for your employer.

This service is only for people who:

- have symptoms of coronavirus
- live with someone who has symptoms of coronavirus

Link: <https://111.nhs.uk/isolation-note/>

11.0 Looking after your mental wellbeing¹⁰

Taking care of your mind as well as your body is really important while staying at home because of coronavirus (CV19).

You may feel bored, frustrated, or lonely. You may also be low, worried, or anxious, or concerned about your finances, your health or those close to you.

It is important to remember that it is OK to feel this way and that everyone reacts differently. Remember, this situation is temporary and, for most of us, these feelings will pass. Staying at home may be difficult, but you are helping to protect yourself and others by doing it.

Further guidance is also available on supporting children and young people's mental health and wellbeing at the following Links:

<https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-CV19-anxiety-tips/>

<https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-CV19-staying-at-home-tips/>

NOTE: A Ten Tips Poster to help if you are worried about coronavirus is available at the Appendix and can be sent to employees.

12.0 Travel advice: coronavirus (CV19)¹¹

Guidance for British people travelling overseas during the coronavirus (CV19) pandemic.

Foreign & Commonwealth Office (FCO) travel advice

Exceptional travel advisory notices

As countries respond to the coronavirus (CV19) pandemic, including travel and border restrictions, the Foreign & Commonwealth Office advises British nationals against all but essential international travel.

Any country or area may restrict travel without notice. If you live in the UK and are currently travelling abroad, you are strongly advised to return now, where and while there are still commercial routes available. Many airlines have suspended flights and many airports are closed, preventing flights from leaving.

⁹ <https://www.nhs.uk/conditions/coronavirus-CV19/self-isolation-advice/>

¹⁰ <https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-CV19-staying-at-home-tips/>

¹¹ <https://www.gov.uk/guidance/travel-advice-novel-coronavirus>

13.0 Inbound and outbound goods

Objective: To maintain social-distancing and avoid surface transmission when goods enter and leave the Salon, especially in high volume situations, for example, distribution centres, despatch areas.

1. Revising pick-up and drop-off collection points, procedures, signage, and markings.
2. Minimising unnecessary contact at gatehouse security, yard, and warehouse. For example, non-contact deliveries where the nature of the product allows for use of electronic pre-booking.
3. Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.
4. Where possible and safe, having single workers load or unload vehicles.
5. Where possible, using the same pairs of people for loads where more than one is needed.
6. Enabling drivers to access welfare facilities when required, consistent with other guidance.
7. Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive aways.

APPENDIX 1: Poster – Main Entrance

CORONAVIRUS

Are you suffering from the following signs and symptoms?

- **High temperature**
- **New continuous cough**
- **Loss of taste or smell**



No one in your household should leave home if any one person has symptoms. Find out how to get a test, and how long to isolate, at nhs.uk/coronavirus

As soon as possible contact your Employer for guidance.

Do not enter this building

STAY ALERT ► CONTROL THE VIRUS ► SAVE LIVES

Poster layout and content developed from NHS and Public Health England.

APPENDIX 2: Poster – Wash Your Hands

CORONAVIRUS

Wash your hands

more often for

20 seconds

Use soap and water or a hand
sanitiser when you:

- Get home or into work
- Blow your nose, sneeze, or cough
- Eat or handle food



Poster layout and content developed from NHS and Public Health England.

APPENDIX 3: Poster – How to wash your hands

CORONAVIRUS

Wash your hands with soap and water more often for 20 seconds



Palm to palm



The backs of hands



In between the fingers



The back of the fingers



The thumbs



The tips of the fingers

**Use a tissue to turn off the tap.
Dry hands thoroughly.**

Poster layout and content developed from the NHS.

APPENDIX 4: 10 Tips to Help if you are Worried about Coronavirus (1 of 3)

1. Stay connected with people

Maintaining healthy relationships with people we trust is important for our mental wellbeing, so think about how you can stay in touch with friends and family while needing to stay at home. You could try phone calls, video calls or social media instead of meeting in person – whether it is with people you normally see often or connecting with old friends.



2. Talk about your worries



It is normal to feel a bit worried, scared, or helpless about the current situation. Remember: it is OK to share your concerns with others you trust – and doing so may help them too. If you cannot speak to someone you know or if doing so has not helped, there are plenty of helplines you can try instead.

3. Support and help others

Helping someone else can benefit you as well as them, so try to be a little more understanding of other people's concerns, worries or behaviours at this time. Try to think of things you can do to help those around you. Is there a friend or family member nearby you could message? Are there any community groups you could join to support others locally? Remember, it is important to do this in line with official coronavirus guidance to keep everyone safe.



4. Feel prepared



Working through the implications of staying at home should help you feel more prepared and less concerned. Think through a normal week: how will it be affected and what do you need to do to solve any problems?

If you have not already, you might want to talk with your employer, understand your sick pay and benefits rights, and get hold of some essentials for while you are at home.

You could also think about who you can get help from locally – as well as people you know, lots of local and community help groups are being set up. Try to remember this disruption should only be temporary.

Poster layout and content developed from the NHS – Every Mind Matters.
(2 of 3)

5. Look after your body

Our physical health has a big impact on how we feel. At times like these, it can be easy to fall into unhealthy patterns of behaviour that end up making you feel worse.

Try to eat healthy, well-balanced meals, drink enough water and exercise regularly.

Avoid smoking or drugs and try not to drink too much alcohol.

You can leave your house, alone or with members of your household, for 1 form of exercise a day – like a walk, run or bike ride. But make you keep a safe 2-metre distance from others. Or you could try one of our easy 10-minute home workouts.



6. Stick to the facts



Find a credible source you can trust – such as [GOV.UK](https://www.gov.uk) or the [NHS website](https://www.nhs.uk) – and fact-check information you get from newsfeeds, social media or other people.

Think about how possibly inaccurate information could affect others too.

Try not to share information without fact-checking against credible sources.

You might also want to consider limiting the time you spend watching, reading, or listening to coverage of the outbreak, including on social media, and think about turning off breaking-news alerts on your phone.

You could set yourself a specific time to read updates or limit yourself to a couple of checks a day.

7. Stay on top of difficult feelings

Concern about the coronavirus outbreak is perfectly normal. However, some people may experience intense anxiety that can affect their daily life.

Try to focus on the things you can control, such as your behaviour, who you speak to, and where and how often you get information.



(3 of 3)

It's fine to acknowledge that some things are outside of your control, but if constant thoughts about coronavirus are making you feel anxious or overwhelmed, try some **ideas to help manage your anxiety** or listening to an audio guide.

8. Do things you enjoy

If we are feeling worried, anxious, or low, we might stop doing things we usually enjoy. Focusing on your favourite hobby, relaxing indoors, or connecting with others can help with anxious thoughts and feelings.

If you cannot do the things you normally enjoy because you are staying at home, think about how you could adapt them, or try something new.

There are lots of free tutorials and courses online, and people are coming up with inventive new ways to do things, like hosting online pub quizzes and music concerts.



9. Focus on the present



Focusing on the present, rather than worrying about the future, can help with difficult emotions and improve our wellbeing. **Relaxation techniques**¹² can also help some people deal with feelings of anxiety, or you could try our mindful breathing video.

10. Look after your sleep

Good-quality sleep makes a big difference to how we feel mentally and physically, so it is important to get enough.

Try to maintain regular sleeping patterns and keep up good sleep hygiene practices – like avoiding screens before bed, cutting back on caffeine and creating a restful environment. See our sleep page for more advice.

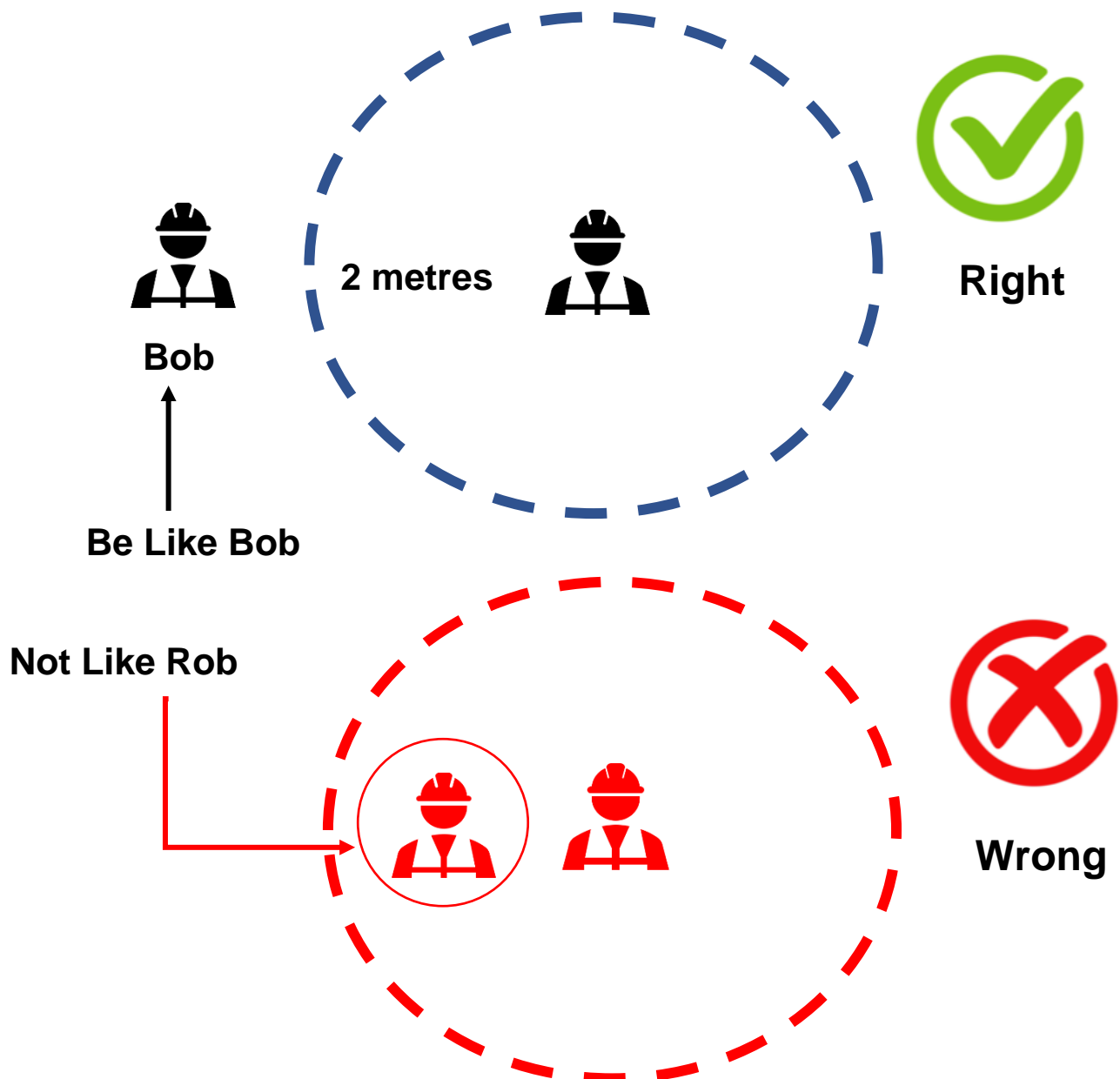


¹² <https://www.nhs.uk/conditions/stress-anxiety-depression/mindfulness/>
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APPENDIX 5: **Poster - Social distancing – 2m Rule** (On 23rd June 2020 the Government announced that the 2 metre ruling could be reduced to 1 metre – Awaiting Government guidance)

Social distancing

Working within 2m of other people significantly increases the risk of passing on or contracting Coronavirus (CV19). Please respect the 2m Rule whilst on this Salon.



This Salon Respects Government Guidelines

Follow the 2m Rule

APPENDIX 6: Salon Operating Procedures

It is important to understand the following guidelines by which workers should or should not travel to work as outlined below.

Social distancing	Workers in the industry should follow the guidance on Staying Alert and Safe (Social Distancing) . Where they cannot work from home, they must follow guidance on Staying Safe outside your Home while travelling to and from work and while at work.
Self-isolation	Anyone who either has a high temperature or a new persistent cough or is within 14 days of the day when the first member of their household showed symptoms of Coronavirus (CV19) should not come to Salon, but must follow the guidance on self-isolation .
Persons at increased risk	Anyone who is clinically vulnerable to Coronavirus (CV19) is advised to stay at home as much as possible and if they do go out, take particular care to minimise contact with others outside their household..
Persons defined on medical grounds as extremely vulnerable	Anyone identified as extremely clinically extremely vulnerable will be advised by their health authority and must follow the guidance on shielding and protecting people who are clinically extremely vulnerable from CV19 .
Living with a person in one of the above groups	Anyone living with a person who is at increased risk of severe illness, or an extremely vulnerable person who is shielding from Coronavirus (CV19), should stringently follow the guidance on social distancing and minimise contact outside the home.
If someone falls ill	<p>If a worker develops a high temperature or a persistent cough while at work, they should:</p> <ul style="list-style-type: none"> • Ensure their manager or supervisor is informed • Return home immediately • Avoid touching anything • Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow. <p>They must then follow the guidance on self-isolation and not return to work until their period of self-isolation has been completed.</p>

Travel to Work

Wherever possible workers should travel to the Salon alone using their own transport. If workers have no option but to share transport:

- Journeys should be shared with the same individuals and with the minimum number of people at any one time
- Good ventilation (i.e. keeping the windows open) and facing away from each other may help to reduce the risk of transmission
- The vehicle should be cleaned regularly using gloves and standard cleaning products, with particular emphasis on handles and other areas where passengers may touch surfaces.

Salons should consider:

- Parking arrangements for additional vehicles and bicycles
- Other means of transport to avoid public transport e.g. cycling

- Providing hand cleaning facilities at entrances and exits. This should be soap and water wherever possible or hand sanitiser if soap and water are not available
- How someone taken ill would get home
- Where public transport is the only option for workers, you should consider:
 - Changing and staggering Salon hours to reduce congestion on public transport
 - Avoid using public transport during peak times (05:45 - 7:30 and 16:00 - 17:30)

Driving at work

When travelling at work or between Salon locations, workers should travel alone. If workers have no option but to share a vehicle, then they should:

- Share with the same individuals and with the minimum number of people at any one time
- Wherever possible maintain a distance of two metres and avoid touching their faces
- Maintain good ventilation (i.e. keeping the windows open) and face away from each other during the journey
- Wash their hands for 20 seconds using soap and water or hand sanitiser if soap and water are not available before entering and after getting out of the vehicle
- Regularly clean the vehicle using gloves and standard cleaning products, with particular emphasis on handles and other surfaces which may be touched during the journey.

Salon access and egress points

- Stop all non-essential visitors
- Consider introducing staggered start and finish times to reduce congestion and contact at all times
- Plan Salon access and egress points to enable social distancing – you may need to change the number of access points, either increase to reduce congestion or decrease to enable monitoring, including in the case of emergencies
- Introduce one-way systems
- Allow plenty of space between people waiting to enter Salon
- Use signage:
 - such as floor markings, to ensure 2 metre distance is maintained between people when queuing
 - reminding workers not to attend if they have symptoms of Coronavirus (CV19) and to follow guidelines
- Remove or disable entry systems that require skin contact (e.g. fingerprint scanners) unless they are cleaned between each individual use
- Require all workers to wash their hands for 20 seconds using soap and water when entering and leaving the Salon
- Regularly clean common contact surfaces in reception, office, access control and delivery areas e.g. scanners, turnstiles, screens, telephone handsets and desks, particularly during peak flow times
- Reduce the number of people in attendance at Salon inductions and consider holding them outdoors wherever possible
- Where loading and offloading arrangements on Salon will allow it, drivers should remain in their vehicles. Where drivers are required to exit their vehicle, they should wash or sanitise their hands before handling any materials
- Consider arrangements for monitoring compliance.

Hand Washing

- Allow regular breaks to wash hands
- Provide additional hand washing facilities to the usual welfare facilities, particularly on a large spread out Salon or where there are significant numbers of personnel in the Salon.
- Ensure adequate supplies of soap and fresh water are readily available and kept topped up at all times
- Provide hand sanitiser (minimum 60% alcohol based) where hand washing facilities are unavailable
- Regularly clean the hand washing facilities
- Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.

Toilet Facilities

- Restrict the number of people using toilet facilities at any one time, signage, such as floor markings, to ensure 2 metre distance is maintained between people when queuing
- Wash or sanitise hands before and after using the facilities
- Enhance the cleaning regimes for toilet facilities, particularly door handles, locks and the toilet flush
- Portable toilets should be cleaned and emptied more frequently
- Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.

Canteens and rest areas

Where possible, Staff should be encouraged to bring their own food. They should also be required to stay at the Salon once they have entered it and avoid using local shops.

- Consider increasing the number or size of facilities available on the Salon if possible
- The capacity of each canteen or rest area should be clearly identified at the entry to each facility, and compliance with social distancing measures
- Break times should be staggered to reduce congestion and contact at all times
- Drinking water should be provided with enhanced cleaning measures of the tap mechanism introduced
- Frequently clean surfaces that are touched regularly, using standard cleaning products e.g. kettles, refrigerators, microwaves
- Hand cleaning facilities or hand sanitiser should be available at the entrance to any room where people eat and should be used by Staff when entering and leaving the area
- A distance of 2 metres should be maintained between users wherever possible. Seating and tables should be reconfigured to reduce face to face interactions
- All rubbish should be put straight in the bin and not left for someone else to clear up
- Tables should be cleaned between each use
- Crockery, eating utensils, cups etc. should not be used unless they are disposable or washed and dried between use

Work Planning to Avoid Close Working

In line with Government guidance, where the social distancing guidelines cannot be followed in full in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission between staff.

Work need to be planned and organised to avoid crowding and minimise the risk of spread of infection by following Government guidance and the advice within these Salon Operating Procedures.

Salons should remind the workforce (e.g. at daily briefings) of the specific control measures necessary to protect them, their colleagues, families and the UK population.

Hierarchy of Controls

If you are not able to work whilst maintaining a two metre distance, you should consider whether the activity should continue and, if so, risk assess it using the hierarchy of controls below and against any sector-specific guidance. The results of risk assessments should be shared with the workforce and this [poster](#) displayed in the workplace.

Eliminate	<ul style="list-style-type: none"> Workers who are unwell with symptoms of Coronavirus (CV19) should not travel to or attend the workplace Rearrange tasks to enable them to be done by one person, or by maintaining social distancing measures (2 metres) Avoid skin to skin and face to face contact <p>Salon Meetings</p> <ul style="list-style-type: none"> Attendees should be at least two metres apart from each other Rooms should be well ventilated / windows opened to allow fresh air circulation Consider holding meetings in open areas where possible
Reduce	<p>Where the social distancing measures (2 metres) cannot be applied:</p> <ul style="list-style-type: none"> Minimise the frequency and time workers are within 2 metres of each other Minimise the number of workers involved in these tasks Workers should work side by side, or facing away from each other, rather than face to face Lower the worker capacity of lifts and hoists to reduce congestion and contact at all times Regularly clean common touchpoints, doors, buttons, handles, vehicle cabs, tools, equipment etc. Increase ventilation in enclosed spaces Workers should wash their hands before and after using any equipment
PPE	<p>Salons should not use RPE (masks) for Coronavirus (CV19) where the two metre social distancing guidelines are met.</p> <ul style="list-style-type: none"> Coronavirus (CV19) needs to be managed through social distancing, hygiene and the hierarchy of control and not through the use of PPE Workplaces should not encourage the precautionary use of extra PPE to protect against Coronavirus (CV19). <p>The Government has provided information on Face Coverings in section 6.1 of its guidance Working safely during coronavirus (CV19) – Construction and other outdoor work</p>
Behaviours	<p>The measures necessary to minimise the risk of spread of infection rely on everyone in the industry taking responsibility for their actions and behaviours.</p> <p>Please encourage an open and collaborative approach between Staff and Salon employers where any issues can be openly discussed and addressed.</p>

First Aid and Emergency Service Response

The primary responsibility is to preserve life and first aid should be administered if required and until the emergency services attend.

- When planning Salon activities, the provision of adequate first aid resources must be agreed between the relevant parties on Salon
- Emergency plans including contact details should be kept up to date
- Consideration must also be given to potential delays in emergency services response, due to the current pressure on resources
- Consider preventing or rescheduling high-risk work or providing additional competent first aid or trauma resources.

Cleaning

Enhanced cleaning procedures should be in place across the Salon, particularly in communal areas and at touch points including:

- Taps and washing facilities
- Toilet flush and seats
- Door handles and push plates
- Hand rails on staircases and corridors
- Lift and hoist controls
- Machinery and equipment
- All areas used for eating must be thoroughly cleaned at the end of each break and shift, including chairs, door handles, vending machines and payment devices.
- Food preparation and eating surfaces
- Telephone equipment
- Key boards, photocopiers and other office equipment
- Rubbish collection and storage points should be increased and emptied regularly throughout and at the end of each day.

APPENDIX 7: Poster – Staying CV19 Secure in 2020

Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

• FIVE STEPS TO SAFER WORKING TOGETHER •

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer: Hair to Ware

Date: 24/06/2020

Who to contact: Keith Haldenby 01920 460099

(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647).

APPENDIX 8: CV19 Tool -Box Talk

TOOLBOX TALK SERIES TOPIC: CV19	Toolbox Talk Number	0001
	Company Name	Hair to Ware

1.0 Introduction and reason for the TBT

The reason for this TBT is to give up to date information on the current situation with the Coronavirus Pandemic, how it affects you in the workplace and what measures you should be aware of in preventing the spread.

Numbers of Coronavirus (CV19) cases and risk in the UK.

As of 5pm on 20 May, of those tested positive for coronavirus in the UK, 36,042 have died. This new figure includes deaths in all settings, not just in hospitals.

2.0 Background

What are the issues?

Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV). A novel coronavirus (CV19) was identified in 2019 in Wuhan, China. This is a new coronavirus that has not been previously identified in humans.

Coronaviruses are zoonotic, meaning they are transmitted between animals and people. Detailed investigations found that SARS-CoV was transmitted from civet cats to humans and MERS-CoV from dromedary camels to humans. Several known coronaviruses are circulating in animals that have not yet infected humans.

3.0 What you need to know

Symptoms of Coronavirus

The main symptoms of coronavirus are:

- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- a loss or change to your sense of smell or taste – this means you have noticed you cannot smell or taste anything, or things smell or taste different to normal

For most people, coronavirus (CV19) will be a mild infection.

How Coronavirus is spread

Data from published epidemiology and virologic studies provide evidence that CV19 is primarily transmitted from symptomatic people to others who are in close contact through respiratory droplets, by direct contact with infected persons, or by contact with contaminated objects and surfaces.

How to avoid catching or spreading germs. There are things you can do to help stop viruses like coronavirus spreading.

DO:

- wash your hands with soap and water often – do this for at least 20 seconds
- always wash your hands when you get home or into work
- use hand sanitiser gel if soap and water are not available
- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin immediately and wash your hands afterwards
- try to avoid close contact with people who are unwell

DO NOT:

- do not touch your eyes, nose, or mouth if your hands are not clean.

4.0 What you need to do

Travel to Work:

Wherever possible travel to work alone using your own transport (for example, a car or bicycle).

If you need to use public transport, try to avoid peak times: 05:45–7:30 and 16:00–17:30.

Wash your hands before and after using any form of transport.

At Work:

- Wash your hands when you arrive at the Salon, regularly throughout the day (especially if you sneeze or cough, and before and after eating or handling food, using any shared equipment or tools, and using toilet facilities), and again when you leave Salon.
- You should follow social distancing guidelines whilst in work (for example, keep at least two metres away from other Staff), unless you are working under specific activity risk assessment measures, which might allow for closer working.
- Social distancing guidelines also apply during breaks and mealtimes.
- Stay in the Salon for your breaks. Do not use local shops. Bring your own meals and refillable drinking bottles. Do not share items (for example, cups). All rubbish should be disposed of in the bins provided.

Close working:

Note: Close working should only be carried out under specific activity risk assessment. Before you start, consider whether there is any other way you can complete the activity in order to avoid close working and, if you have another solution, talk to your supervisor.

The following points should be reinforced, in addition to the Salon and activity specific control measures.

- Work requiring skin-to-skin contact should not be carried out.
- If you are using reusable PPE, it should only be used by you, and should be thoroughly cleaned after use.
- You should dispose of single use PPE so that it cannot be reused.

Cleaning:

If you are involved with the additional cleaning being carried out, it should focus on the following areas

1. Access and egress points
2. Taps and washing facilities.
3. Toilet flush and seats.
4. Door handles and push plates.
5. Handrails on staircases and corridors.
6. Workplace equipment
7. Food preparation and eating surfaces.
8. Seats, seating areas and locker room surfaces.
9. Telephone equipment, keyboards, photocopiers, and other office equipment

What to do if you become ill

If you have

- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- a loss or change to your sense of smell or taste – this means you have noticed you cannot smell or taste anything, or things smell or taste different to normal, you should:
 - report this to your supervisor or manager
 - avoid touching anything
 - cough or sneeze into a tissue and put it in a bin or, if you do not have tissues, cough, and sneeze into the crook of your elbow
 - return home immediately.

You must then follow the guidance on self-isolation and not return to work until your period of self-isolation has been completed.

Self-isolation

If you meet any one of the following criteria, do not come to work and contact management as soon as possible.

1. If you have a high temperature, new persistent cough, a loss or change to your sense of smell or tastes, or within 14 days of the day when the first member of your household showed symptoms of CV19. Follow the guidance on self-isolation.
2. If you are at increased risk of severe illness from CV19, you are strongly advised to work at home and should be particularly stringent about following social distancing measures.
3. Anyone identified as extremely vulnerable will be advised by their health authority and must follow the guidance on shielding and protecting extremely vulnerable people.
4. If you are living with a person who is at increased risk of severe illness, or an extremely vulnerable person who is shielding from CV19, you should stringently follow the guidance on social distancing and minimise contact outside the home.

5.0 Salon specific information (to record any additional information e.g. specific CV19 Workplace Rules)

6.0 What have you learned?

1. What are the symptoms of Coronavirus?
2. How is Coronavirus spread?
3. What can we do to prevent the spread of coronavirus?

Any Questions?

7.0 Attendees				
No.	Date	Name of attendee (Print)	Company of attendee (Print)	Signature of attendee
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

8.0 Person delivering the TBT				
Name (Print)			Position	
Signature		Time	Date	

9.0 Declaration
<p>By signing above, I confirm that I have received and understood the information / instruction given and understand that I have a duty to report any concerns I may have.</p> <p><i>We encourage you to not only report anything you think is unsafe but also to tell us if you think there is a better / safer way to work.</i></p> <p style="text-align: center;">STOP AND THINK</p> <ul style="list-style-type: none"> • Do you have all the relevant information about CV19? • Do you have the right personal protective equipment? • Could the work affect the health of others? <p style="text-align: center;">IF IN DOUBT – TELL THE PERSON IN CHARGE OF THE WORK.</p>

APPENDIX 9: Risk assessment

Part 1: Risk assessment for coronavirus (CV19) (On 23rd June 2020 the Government announced that the 2 metre ruling could be reduced to 1 metre – Awaiting Government guidance)

Risk assess each hazard and implement the necessary controls as appropriate. Provide awareness briefings to all affected workers and contractors, use the briefing record to capture their names. Note: *The assessment has been started – add to the assessment as appropriate.*

Description	CV19 Risk Assessment – Working Safely during CV19 within Salon Premises						
Prepared by (print)	Calogero Gattuso	Prepared by (sign)	Calogero Gattuso	Position	Health and Safety Consultant	Date	22.06.2020
Authorised by (print)	Amanda Holdenby Keith Holdenby	Authorised by (sign)	<i>A J Haldenby</i> <i>K Haldenby</i>	Position	Director Operations Manager	Date	22.06.2020

Risk No.	Hazard	Who might be affected and how?	Enter either, or/and 1 - Details of recommended NHS / UK Government / FCO / WHO / etc. / General health and safety risk management controls (zoonosis) 2 - What we are currently doing	Evaluate current control measures. Do we need to implement specific controls?			Enter either, or/and 1 – Specific bespoke control measures recommended for the workplace 2 - Why the recommended control measures are not implemented 3 - General comments	By whom?	By when?
				YES	NO	N/A			
1 - SAFE PLACE									
R1	Coronavirus (CV19) (CV19) Persons entering Client Salons	Hair to Ware Employees: The workplace remains open in line with Government guidance. However, if a person enters the workplace with CV19 symptoms and passes the virus onto others, they may pass	1 – On 27 March 2020, the government updated guidance on the closing of certain businesses and venues. https://www.gov.uk/government/publications/further-businesses-and-premises-to-close/further-businesses-and-premises-to-close-guidance	x			1.Information poster upon entry to the premises, highlighting the symptoms of CV19. Symptomatic individuals must not enter. 1.A Perspex screen to maintain distance between Client and Front of House Staff.		

		<p>CV19 to family members or those they may come into contact with.</p>	<p>2 – We are following Government advice applicable to our workplace. GOV.UK: 3. “Certain jobs require people to travel to their place of work – for instance if they operate machinery, work in construction or manufacturing, or are delivering front line services.”</p> <p>https://www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others/full-guidance-on-staying-at-home-and-away-from-others</p> <p>3 – On the 7th of April 2020 the Government published Sector Specific Guidance on Social Distancing in the workplace: We are following this for our industry. https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-CV19-sector-guidance</p> <p>4 – On the 7th of April 2020, the Government updated Guidance for employers and businesses, Social distancing: https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-CV19/guidance-for-employers-and-businesses-on-coronavirus-CV19</p>				<p>1. No unauthorised visitors to the Salon. Delivery drivers will use the doorbell and leave the parcel by the front door, once they see/hear someone approaching. No signing of deliveries is permitted.</p> <p>1.Hair Loss Consultants must take their temperature, prior to entering the premises. They must also take the Clients’ temperature to make sure it is not above 37.8°C. If so, the Hair Loss Consultant or Client will be advised to self-isolate at home following the current NHS guidance.</p> <p>1.Prior to consultation, Clients will be asked to complete a Pre-Appointment Health Triage form. if they have had any of the CV19 symptoms or are symptomatic, a future consultation will be arranged, once they are symptom free. Clients will also be issued with “How to prepare for your appointment and what to expect” guidance.</p>		
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			<p>General indicators:</p> <ul style="list-style-type: none"> a) We make regular announcements to remind staff and/or customers to follow social distancing advice and wash their hands regularly. b) encouraged the use of digital and remote transfers of material where possible rather than paper format, such as using e-forms, emails, and e-banking. c) provided additional pop-up handwashing stations or facilities if possible, providing soap, water, hand sanitiser and tissues and encourage staff to use them. d) where it is possible to remain 2 metres apart, used floor markings to mark the distance, particularly in the most crowded areas (for example, where queues form). e) where it is not possible to remain 2 metres apart, staff should work side by side, or facing away from each other, rather than face to face if possible. f) where face-to-face contact is essential, this should be kept to 15 minutes or less wherever possible. g) as much as possible, keep teams of workers together (cohorting), and keep teams as small as possible. 				<p>1.If possible, clients could have a virtual consultation prior to the appointment, to assess service needs (Wig style, length, colour, synthetic, human hair etc). This will ensure that the correct time is allocated for the face to face consultation, and clients can be updated on the new procedures in place.</p> <p>1.Staff and Clients to follow social distancing advice. Salon to be arranged with layout flow and optimising social distancing. Staff to remain 2 metres apart by using floor markings. Where this is not possible, Staff should work side by side or facing away from each other (See PPE Policy).</p> <p>1.Clients to arrive at the appointed time. No waiting will be permitted in Salon Reception.</p> <p>1.Entry will be through the front door of the Salon. Once the consultation is finished, the Client will exit using the back door. This will be a one-way system in the Salon.</p>		
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			<p>5 – Staggered shift patterns.</p> <p>a) splitting staff into teams with alternate days working from home or splitting across a day and night shift.</p> <p>b) as far as possible, where staff are split into teams, fixing these splits (cohorting), so that where contact is unavoidable, this happens between the same individuals.</p> <p>c) spreading out standard processes, so that only one team needs to be on the premises to complete a task at a given time.</p> <p>d) where it is possible to remain 2 metres apart, using signage such as floor markings to facilitate compliance, particularly in the most crowded areas. This includes entry points to buildings, toilets, and communal break areas where queues may form.</p> <p>6 - Employees will only be allowed to work if they are well and neither them nor any of their household are self-isolating.</p>				<p>1. Clients to be given a disposable apron or disposable plastic gown and gloves to wear for their consultation. Clients to use their own masks.</p> <p>1. Clients to limit personal belongings and keep these with them at all times.</p> <p>1. Refreshments will not be provided. Magazines will be removed.</p> <p>1. Toilets will not be available for general public use. However, allowances will be made for exceptional circumstances.</p> <p>1. Appointments to be spaced with 15 minutes intervals to avoid clients coming into contact. One appointment per person. If there is a need for a carer allow, 30-45 minutes for the appointment.</p> <p>1. Eliminate the use of paper where possible. Use emails, e-forms, and e-banking.</p> <p>1. Paperless working is advisable. Use digital images for documents and Doc-Sign for Clients to sign for wig products.</p>		
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							<p>1.No cash payments to be taken. Signage is recommended to communicate this.</p> <p>1.Any touch screens, phones, ipads, card machines, tills, computers, toilets, sink basins must be disinfected after every use and a record kept.</p> <p>1.Sharing of pens is not permitted to reduce transfer risk. Staff should use their own designated pen.</p> <p>1. Use disposable cloths if possible. If not, cloths must be changed at every use and washed at 60°C.</p> <p>1.All touch-points to be cleaned with medical grade disinfectant during the day, door push plates/handles, light switches, fridge handles, toilet flushes etc.</p> <p>1. Spray disinfectant or wipes must be bleach based.</p> <p>1. Clean areas that a Client may have had contact with, before the next consultation.</p>		
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							<p>1.If possible, avoid using any materials or furniture in the Salon which are hard to clean.</p> <p>1.Provide the Salon with ventilation, either by opening windows to allow the air to circulate or use a ventilation system. Check that the air changes between 6-10 times per hour.</p> <p>1. If there has been water standing in tanks or pipework during closure, it is advisable to flush the system through by letting taps run for approx. 5 minutes to eliminate risk of Legionella.</p>		
R2	<p>Coronavirus (CV19) (CV19)</p> <p>Someone entering the workplace with CV19</p>	<p>Employees</p> <p>A visitor enters the workplace with CV19 and passes the virus on to employees.</p>	<p>1 – A request has been sent to companies who regularly attend our premises or those we work alongside us to provide their health and safety policy/arrangements / or RAMS (risk assessment and method statement) regarding CV19.</p> <p>We will not work alongside companies who will not provide us this information.</p> <p>2 – As a company we have spoken to the parts of our supply chain which could influence the spread of CV19 to discuss arrangements and control measures.</p>						

			<p>3 - An information poster/email is sent to regular visitors which highlights the risks of CV19 and states that symptomatic individuals will not be allowed entry or will be requested to leave.</p> <p>4 - An information poster highlighting the symptoms of CV19 is placed on the entry/sign in point. The poster will state that symptomatic individuals will not be allowed entry.</p> <p>5 - Hygiene requirements (handwashing etc.) and symptoms of CV19 will be included within Induction.</p> <p>6 - CV19 Information posters are placed in designated locations within the workplace (toilets, notice boards etc).</p> <p>7 - This information has been passed onto employees.</p>						
R3	<p>Coronavirus (CV19) (CV19)</p> <p>Someone becomes ill within the workplace</p>	<p>Employees, visitors</p> <p>Contracted CV19 by any means.</p>	<p>1 - Person will be removed to a designated area which is at least 2 metres away from other people.</p> <p>2 - The individual will be sent home and advised to follow NHS guidance online. If the person is a visitor, their organisation will also be contacted.</p> <p>3 - The workplace will be decontaminated following Governmental guidance: https://www.gov.uk/government/publications/CV19- </p>						

			decontamination-in-non-healthcare-settings/ CV19-decontamination-in-non-healthcare-settings						
			4 - This information has been passed onto employees.						
R4	<p>Coronavirus (CV19) (CV19)</p> <p>Contaminated workplace</p>	<p>Employees, visitors</p> <p>A person catches CV19 due to contaminated surfaces.</p>	<p>1 - An increased formal cleaning regime is underway. Employees are cleaning equipment more often (keyboards, work surfaces, door handles etc.).</p> <p>2 - Hand sanitisers have been placed in the workplace.</p> <p>3 - Extra hygiene requirements (handwashing etc.) are enforced.</p> <p>4 - Multi-use handtowels are not used to dry hands.</p> <p>5 - This information has been passed onto employees.</p>						
R5	<p>Coronavirus (CV19) (CV19)</p> <p>Proximity, workplace gatherings</p>	<p>Employees</p> <p>A person catches CV19 due to working closely with an infected person.</p>	<p>1 - As per R1. A <i>Social Distancing</i> policy has been implemented.</p> <p>All work areas and activities have been evaluated against the possibility to implement social distancing (no handshaking, 2m rule, deferring large meetings etc.)</p> <p>2 - This information has been passed onto employees.</p>						

2 – SAFE PERSON

R6	Coronavirus (CV19) (CV19) General	<p>Employees (including those considered at increased risk)</p> <p>Employees are not aware of the risks from CV19 and become infected due to lack of awareness of control measures.</p>	<p>1 – NHS provides advice on what CV19 is, what the risks are, the symptoms, how CV19 is spread, and how to avoid catching or spreading germs (simple Do's and Don'ts): https://www.nhs.uk/conditions/coronavirus-CV19/</p> <p>2 – The WHO (World Health Organisation) provides information and a free 5-minute video on which has been provided to our employees CV19: https://openwho.org/courses/introduction-to-ncov</p> <p>3 – Government guidance on hand washing is provided in line with the 20 second rule: https://www.nhs.uk/video/pages/how-to-wash-hands.aspx</p> <p>4 – Additional consideration will be given to those employees who may be deemed to be at increased risk.</p> <p>5 – Advice on risks, symptoms and control measures has been passed onto employees. A formal training program has been implemented which considers Safe Place, Safe Person, Sound Information.</p>	X		<p>1. Clients must postpone their consultation if they or anyone in their household is unwell or showing symptoms of CV19.</p> <p>1. Employee Induction to include hygiene requirements (handwashing etc).and symptoms of CV19.</p> <p>1. Limit the use of the restroom.</p> <p>1. Staff only allowed to work if they are well and they or anyone in their household are not self-isolating.</p> <p>1. Staff to complete a Return to Work checklist and Health Questionnaire, prior to returning to the Salon,</p> <p>1. Staff must use personal protective equipment as face-to-face contact is essential. The following are disposable: Face Masks Disposable Aprons Nitrile / Latex Gloves</p>		
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							<p>1.Face visors will be permitted to be re-used after being sterilised, as per HSE guidance.</p> <p>1. It is advisable to change footwear when working in the Salon.</p> <p>1.Hair Loss Consultants should remove jewellery to minimise transfer risk.</p> <p>1. Long hair should be tied back to avoid unnecessary touching.</p> <p>1. Nails to be kept short. Avoid touching face or hair or other parts of the body. Make sure that hands are washed thoroughly following NHS guidance.</p> <p>1. Sneezes should be contained in a tissue, which must be disposed of in a sealed bin. Hands must be washed immediately.</p> <p>1. Frequent handwashing is required following NHS guidance, before, during and after treatment. Hands should also be washed before and after removal of PPE, cleaning equipment, upon arrival to work and upon arrival to home.</p>		
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							<p>1.Hands to be washed thoroughly using soap, and dried using disposable towels. Sanitiser or wipes only to be used when handwashing is not convenient. Hand Sanitiser must be at least 60% alcohol.</p> <p>1.Clients can only touch the wigs if wearing gloves.</p> <p>1.Clients must remove their gloves at the exit door and place them in a sealed bin.</p> <p>1.Hair Loss Consultants to disinfect all wigs which have been tried on, after each consultation. These must then be placed in a quarantine area for 24 hours. In view of this, limit the number of wigs to 3 per consultation.</p> <p>1.If Consultants need to collect other wigs from the stock room, they must remove the gloves they have been wearing whilst in consultation with a Client. New gloves must be worn to enter the stock room to avoid any transfer risk.</p>		
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R7	Coronavirus (CV19) Self-isolation	Employees Employees are not aware of the need to self-isolate or how to self-isolate.	<p>1 – NHS 111 online provides advice on when to self-isolate and access to an online interactive and personal checklist:</p> <p>https://www.nhs.uk/conditions/coronavirus-CV19/self-isolation-advice/</p> <p>2 – The need to provide an isolation certificate has been passed to employees.</p> <p>3 – Advice on how to self-isolate has been passed onto employees.</p>						
R8	Coronavirus (CV19) Travel (Travelling abroad)	Employees Travelling abroad for work to any area.	<p>1 – FCO provides advice for travellers:</p> <p>https://www.gov.uk/foreign-travel-advice (FCO)</p> <p>All travel has been suspended.</p> <p>2 – UK Government has issued a CV19 Exceptional Travel Advisory Notice.</p> <p>All staff are strongly advised to return to the UK while there are still commercial routes available.</p> <p>Many airlines are suspending flights and many airports are closing, preventing flights from leaving advises against all non-essential travel.</p> <p>3 – Practical alternatives to travel including postponing trips and holding meetings via video conferencing are implemented.</p>						

**Hair to Ware
Coronavirus (CV19)**

			4 – Advice and guidance on travelling has been passed onto employees.						
R9	Coronavirus (CV19) (CV19) Travel (Returning from travelling abroad)	Employees Returning to the UK after travelling abroad for work (or otherwise) to an area with a higher risk of CV19.	1 – CIPD provides advice for travellers returning to work from affected areas: https://www.hr-inform.co.uk/news-article/advice-on-managing-the-coronavirus-outbreak 2 – This advice or how to access it is passed onto employees.						
R10	Coronavirus (CV19) (CV19) Booked annual leave	Employees Employee(s) may become affected due to travelling to an affected area as part of booked annual leave.	1 – Employee(s) are granted permission to cancel at short notice any pre-booked annual leave to an affected area. (A failure to allow short notice cancellation could pressure employees to travel to affected destinations).						
R11	Coronavirus (CV19) (CV19) Symptomatic or exposed employee(s) Presenteeism	Employees, General Public, Family members Employee(s) is/are symptomatic of CV19 or has been in close contact with someone with CV19. A person catches CV19 due to another employee continuing to work despite being unwell.	1 – Employee(s) is/are advised to follow NHS online guidance: https://www.nhs.uk/conditions/coronavirus-CV19/ 2 – If NHS 111 or a GP determines the employee is symptomatic and unfit for work, they will be treated as off sick as per normal policy. 3 – Symptomatic employees will be sent home. 4 – If a member of staff has helped someone who was taken unwell with a new, continuous cough or a high temperature,						

			<p>they do not need to go home unless they develop symptoms themselves.</p> <p>They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell with symptoms consistent with coronavirus infection.</p> <p>5 – Working from home has been considered. A specific homeworking risk assessment will be conducted if needed.</p> <p>6 – As a last resort, if we decide to suspend an employee as a precaution this will be on full pay unless the employees specific contract provides us a right to suspend without full pay for this reason.</p> <p>Such a suspension will not be considered a 'medical suspension'.</p> <p>7 – This advice or how to access it is passed onto employees.</p>						
R12	<p>Coronavirus (CV19) (CV19)</p> <p>Employee(s) who have contracted CV19</p>	<p>Employees, general public, family members</p> <p>Contracted CV19 by any means.</p>	<p>1 – If NHS 111/online or a GP determines an employee has contracted CV19 they will be treated as off sick as per normal policy.</p> <p>2 – If a member of staff has helped someone who was taken unwell with a new, continuous cough or a high temperature, they do not need to go home unless they develop symptoms themselves.</p>						

			<p>1.They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell with symptoms consistent with coronavirus infection.</p> <p>3 – The workplace will be decontaminated following Governmental guidance: https://www.gov.uk/government/publications/CV19-decontamination-in-non-healthcare-settings/CV19-decontamination-in-non-healthcare-settings</p> <p>4 – Personal Protective Equipment has been provided relative to activities.</p> <p>5 – This information has been passed onto employees.</p>						
R14	<p>Coronavirus (CV19) (CV19) First Aid Training / CPR Manikin</p>	<p>Employees Employees are exposed to risks from CV19 due to providing</p> <p>First Aid in the workplace, or, from the use of CPR Training on Manikins.</p>	<p>1 – Advice on CPR and resuscitation in the workplace is taken from UK Gov & the Resuscitation Council.</p> <p>https://www.resus.org.uk/media/statements/resuscitation-council-uk-statements-on-CV19-coronavirus-cpr-and-resuscitation/covid-community/</p> <p>https://www.gov.uk/government/publications/novel-coronavirus-2019-ncov-interim-guidance-for-first-responders/interim-guidance-for-first-responders-and-others-in-close-contact-with-symptomatic-people-with-potential-2019-ncov</p>						

			2 – Advice on Manikin Hygiene is sought from reputable providers. https://www.qualsafe.com/PDFs/QA%20CV19%20Info.pdf						
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3 - SOUND INFORMATION

R15	<p>Coronavirus (CV19) (CV19)</p> <p>Lack of accurate information / a failure to disseminate information</p>	<p>Employees (including those considered at increased risk)</p> <p>Employees are not aware of the risks from CV19 and become infected due to lack of awareness of control measures.</p>	<p>1 - Monitoring. We have designated a CV19 Appointed Person. Responsibilities include:</p> <p>a) Signing up to the UK Gov CV19 immediate updates: https://www.gov.uk/email-signup?link=/government/topical-events/coronavirus-CV19-uk-government-response</p> <p>b) Monitoring relevant WebSalons and News outlets.</p> <p>2 - Reporting. An internal and external risk communication plan has been developed to ensure timely updating/ sharing of information with all stakeholders (meetings, circulars, emails etc.).</p>				<p>1 .A CV19 Health & Safety Representative has been appointed. Responsibilities include monitoring and signing up to the UK Gov CV19 for immediate updates. https://www.gov.uk/email-signup?link=government/topical-events/coronavirus-CV19-uk-government-response</p> <p>1. All Hair Loss Consultants will be given a general briefing on CV19 and the risk assessment, together with any control measures to be followed.</p> <p>1.Scissors and other equipment must be disinfected after each use, either by using a sterilising autoclave set at the correct temperature, or immersion in a suitable liquid (Barbicide) to kill off any bacteria and viruses.</p> <p>1.Equipment must not be shared between Staff.</p>		
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Part 2. Health & Safety risk assessment - Briefing record

If the risk assessment is updated the briefing of the changes must be recorded.

[illegible]

Guidance Note – IMPORTANT: If you feel your health, safety or security is at risk at any time, you must stop work immediately and seek advice.

APPENDIX 10: Stay at Home guidance for households

Criteria and guidance applied as of 17/03/2020:

Incubation period = maximum 14 days

Day 1 is the first day of symptoms

The 14-day period starts from the day when the first person in the house became ill

If you live with others and you are the first in the household to have symptoms of coronavirus, then you must stay at home for 7 days

If anyone else in the household starts displaying symptoms, they stay at home for 7 days from when their symptoms appeared, regardless of what day they are on in the original 14-day isolation period.

Household members who remain well stay in self isolation for 14 days due to maximum incubation period, calculated from day 1 of first symptomatic person

Household members do not need to restart the clock if other members become symptomatic during the 14 days self-isolation

DAY		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
Person in household																						
Example household 1	A	X							✓													
	B				X							✓										
	C															✓						
	D															✓						
Example household 2	A	X							✓													
	B				X							✓										
	C													X							✓	
	D															✓						

Key: X = when illness started - first day of symptoms
✓ = allowed to go out again