

## COVID-19 GENERAL & TREATMENT SPECIFIC RISK ASSESSMENT – PREMISES BASED WORKERS

**Company Name: Beauté 21**

**Address: 21 the Weir, Hessle, East Yorkshire, HU13 0SB**

<b>Title:</b> COVID-19 General & Treatment Specific RA- Premises Based Workers	<b>Date of Assessment:</b> 11-06-20 <b>Updated:</b> 10-07-20	<b>Risk Assessor:</b> Emma Harman
<b>Risk Assessment Reference:</b> C19RA-GEN&TS	<b>People involved in making this assessment:</b> Emma Harman, Natalie Mercer	
<b>Task/ Process:</b> General activities within the work premises	<b>People at Risk:</b> Employees / Contractors / Clientele / Members of the public	
<b>Hazard: PERSONAL HYGIENE</b> <i>Poor personal hygiene standards poses a risk of passing or contracting the infection.</i>		
<b>Control Measures:</b>		
1. The importance of good personal hygiene has been explained to all staff. All staff are instructed to wash their hands every time they enter the premises. Staff are aware of the need for regular thorough hand washing and the avoidance of touching eyes, nose or mouth, if their hands are not clean.		
2. Staff instructed to clean their hands frequently including; before and after each client, after cleaning, after wearing gloves, after using the toilet, before and after eating and after touching 'touch zones', ideally with soap and water for at least 20 seconds or using alcohol-based hand sanitiser. Soap and gels are provided throughout the premises.		
3. Staff instructed that if leaving the premises during breaks, any potentially contaminated clothing should be removed and placed in a suitable plastic bag or container.		
4. Staff instructed that tissues should be used when coughing and or sneezing. Used tissues to be bagged and put into a bin or pocketed and taken home for safe disposal. Wash your hands afterwards.		
5. All re-useable PPE and uniform should be cleaned after each use at a minimum of 40 degrees using anti-microbial laundry cleanser before next use. Any items that need to be taken home for cleansing i.e. re-useable face masks, should be transported in a separate, washable bag that is cleaned each time it is used. Always have a spare, clean uniform on hand in case you need to change throughout the working day.		
6. No PPE / Uniform to be shared between staff. All re-useable PPE should be cleaned in the appropriate way after use and before next use. Single-use PPE to be used in accordance with training and disposed of straight after use in lidded bin, then wash your hands.		
<b>Hazard: CLEANING AND HYGIENE</b> <i>Inadequate cleaning &amp; hygiene standards pose a risk of spreading infection by way of cross contamination from surfaces contaminated with the coronavirus.</i>		
<b>Control Measures:</b>		
1. Cleaning regimes have significantly increased and the frequency of cleaning of hard surfaces, in particular regular 'touch zones' (floors, handrails, door handles, toilets and sinks, equipment buttons, light switches, etc). Contract cleaner hours have been increased in line with the increased cleaning regimes. Staff to support this throughout the day.		
2. Suitable disinfectant cleaning products are used by the cleaning and salon staff. All laundry to be washed at a minimum of 40 degrees using anti-microbial cleaning solution. PPE is available to be worn whilst cleaning; disposable gloves, aprons and facemask, to be correctly removed and disposed of after use.		

3. All single use cleaning items; i.e. antibacterial wipes, paper towels etc to be disposed of straight after use to prevent cross contamination of surfaces. Re-useable items such as cleaning cloths, to be placed straight into laundry.

4. Sufficient hot water, liquid soap, disposable towels and hand sanitiser dispensers are provided throughout the building.

5. Staff are required to report anything contaminated or spilt that requires cleaning if they are unable to do so immediately.

6. Additional time has been allocated between clients to allow for thorough cleansing of treatment room / area, including stripping all fabrics from treatment bed / desk (to be washed in accordance with laundry guidance above). Treatment bed, work tops, product bottles, implements, machinery and 'touch zones' including door handles, to be cleansed following manufacturer's instructions after each client. Use correct PPE to do so and thoroughly cleans hands before and after cleaning.

7. Clients encouraged not to touch items they don't intend to buy in the salon shop, if they do touch any products, receptionist or person helping them to wipe with appropriate cleaning agent afterwards.

8. All salon chairs have been covered with plastic to allow them to be cleansed with anti-bacterial cleaning products after each use.

**Hazard: VULNERABLE EMPLOYEES / CLIENTS** *Vulnerable employees who have been told to shield are at a higher risk of contracting Covid-19, which may have a significantly increased adverse effect on their health and wellbeing.*

**Control Measures:**

1. Any staff who fall into the 'shielding' category and received a letter from the NHS should make us aware of their condition and follow government advice on whether they can work on the premises.

2. Staff with family members in the 'at risk' categories have been instructed to inform Emma Harman.

3. Pregnant staff should inform Emma Harman and follow the company 'Pregnancy Risk Assessment' alongside our COVID-19 specific Risk Assessments.

4. Staff are asked to update their medical questionnaire and complete a 'screening questionnaire' prior to returning to work.

4. Decisions on home working (where possible) or continued furlough in accordance with Govt. policy are taken on a case by case basis.

5. Although every precaution has been taken, clients attend appointments at their own risk. We recommend that any clients with underlying conditions, over 70 or pregnant, if they choose to come to the salon, book on a Monday when the salon is quietest to keep contact with others to a minimum.

**Hazard: CLOSE CONTACT** *Staff working on the premises may be at risk of exposure to other members of staff, clients / members of the public who are carrying coronavirus, knowingly or unknowingly.*

**Control Measures:**

1. Staff are instructed to avoid close face-to-face contact or touching other employees and follow the minimum-1m rule and maintain further distancing where possible. Also to avoid any contact with clients that is not necessary to their treatment.

2. Unnecessary physical contact, such as handshakes, hugs, pat on the back, etc. are to be avoided, staff should give a polite explanation of this policy if required.
3. Staff are required to be environmentally aware and sit out of the immediate air flow from fan heaters, cooling fans and or ventilation systems that could spread the virus. Where possible the use of such systems will be avoided.
4. Where possible, we are staggering client appointment times to reduce client to client contact. We are asking clients to re-book online or over telephone if reception is busy. We have a limit of 4 people (2m apart) in reception and the 6 people in the nail room at one time, including staff. The garden will be utilised for waiting area as weather permits.
5. Appropriate PPE to be used in-line with this risk assessment and treatment specific risk assessment when in necessary physical contact with a client.
6. Staff and clients have been provided with strict instructions to NOT ATTEND the salon if they experience any identified COVID-19 symptoms or if they are otherwise unwell and follow government guidelines on isolating. To support this, we have relaxed our cancellation policy under these circumstances until further notice.
7. Staff start and break times have been staggered where possible to avoid unnecessary contact with other members of staff. Rotas and extended opening hours have been utilised to limit the amount of staff and clients in the building at any one time to reduced contact with others. Staff 'bubbles' are being utilised where possible. Some staff remain on furlough until distancing measures are relaxed.
8. We will take the temperature of all staff using a contact-less thermometer as they arrive for work each day. <ul style="list-style-type: none"> <li>• If staff display a temperature is between 37.8 - 38.8 degree they will be asked to wait in their vehicle or outside for 10 minutes to allow them to cool down before a second reading is taken. If their temperature is still above 37.8 they should go home to self isolate without touching anything.</li> <li>• If their temperature is over 38.8 degrees they should immediately return home and arrange a COVID-19 test as soon as possible.</li> <li>• This will be undertaken by Emma Harman / Rachael Gardham (or Theresa Spence in their absence), the thermometer will be cleansed regularly.</li> <li>• No contact will be necessary but hands will be sanitised after each use.</li> </ul>
9. Common areas (i.e. reception, nail room, staff room) will be well ventilated when possible. Staff should dress appropriately for this whilst abiding by uniform and PPE protocol.
10. Staff should travel to work in their own vehicle, by bike or on foot where possible. If absolutely necessary you may travel to work with someone in your 'bubble' following these guidelines; <ul style="list-style-type: none"> <li>• passenger should sit as far apart as possible i.e. not in the front passenger seat,</li> <li>• the vehicle should be well ventilated and</li> <li>• you should exercise good hand hygiene / wear a face covering.</li> <li>• The owner of the vehicle should clean 'touch zones' i.e. handles, seat belts regularly.</li> </ul> Public transport should only be used if absolutely necessary. If you utilise public transport; <ul style="list-style-type: none"> <li>• Do not travel to work in your uniform</li> <li>• wear a face covering</li> <li>• practise social distancing</li> <li>• use hand sanitiser.</li> </ul>
6. Receptionist to ask anyone entering the salon to sanitise their hands. They should also wash their hands with soap and water before their treatment.
7. Only people with appointments or shopping in the salon shop may enter the building, clients are not permitted to be accompanied to their appointment and non-clients are not to wait for clients in waiting areas.

8. We have removed any chairs that would not allow for 2m distancing to be followed in reception / waiting area. We are limited to 1 pedicure at a time as client distancing not possible between pedicure chairs, nails desks are over 2m apart. 'Sneeze' screens are in place where practical.

**Hazard: DESKS, IT AND TELEPHONE EQUIPMENT** *Direct contact with potentially cross contaminated workstations, IT or telephone equipment may cause adverse coronavirus health effects.*

**Control Measures:**

1. Staff instructed not to share tablets and personal mobile phones with others to prevent accidental cross contamination.

2. As we do not have the means to avoid 'hot desking' at reception; the entire desk area including; surfaces, Telephone equipment, computer screen and keyboard, chair, tablets, etc are to be thoroughly cleaned at the end of each working day or before the next person uses the area by the receptionist to last use it. Suitable wipes and cleaners that do not damage equipment are provided.

3. If the camera / tablet has been used, please clean it thoroughly with provided products before returning.

4. Reception staff are instructed to ensure that their workstations, IT and telephone equipment, such as keyboards, screens, phones and headsets are cleaned and sanitised on a regular basis throughout the working day.

5. Only Reception staff (or covering staff) are permitted to enter the reception desk area.

6. Clients will be asked to complete their client card ahead of their appointment on their own device. However, if they have been unable to do so, this must be completed on the salon tablet as normal, which should be cleansed after use by the receptionist. Then wash your hand.

**Hazard: STAFF AREAS** *Potential risk or transfer of virus on account of close contact with other persons / shared facilities / other shops.*

**Control Measures:**

1. Staff instructed that the same 2m distance rule must be applied to any meetings with each other. Staff using staff room / kitchen instructed to follow Govt advice and maintain a minimum 1m distance. Breaks are spaced out as much as is practicable.

2. Staff encouraged to bring their own prepared food and drink to avoid leaving the premises on break times. If visiting local shops at break times staff should change out of their uniform.

3. Staff instructed that meetings in enclosed spaces, such as for training, should only be undertaken when absolutely essential for business needs and kept as short as possible. If possible, this could take place outside.

4.. Do not accept drinks or food prepared by other people.

5. Wash hands before and after using shared facilities. Clean any work tops / appliances after you have touched them. Do not leave any rubbish for other people to clean after you, use the bins provided and wash your hands before returning to work.

**Hazard: WASTE** *Ill-health as a result of the transfer of coronavirus and other pathogens through cross contamination after contact with waste (accidental or otherwise).*

**Control Measures:**

1. Waste bins are provided in all treatment rooms / areas at reception and within all kitchen areas. Use hazardous waste bins as normal and for disposable PPE.
2. Staff are instructed to not put their hands directly into food waste or general waste bins or receptacles as they may contain contaminated products, food or tissues.
3. Staff instructed that disposable tissues should be used when coughing and or sneezing and put directly into a waste bin, preferably bagged, or pocketed and taken home.
4. All waste bins and receptacles are to be carefully and safely emptied daily by nominated staff or cleaner.
5. Staff are required to have consideration for contracted cleaning staff with regards to discarded tissues, food, etc. to prevent cleaning staff being accidentally contaminated.
6. Always wash your hands after handling waste.

**Hazard: COMMUNAL FACILITIES, ENTRANCE, TOILETS, STAIRS. ETC** *Risk of cross contamination from equipment, surfaces etc. that may have been touched or otherwise contaminated by coronavirus and create a risk to health.*

**Control Measures:**

1. Staff are required to ensure that coats, scarfs and other outdoor items are stored separately in designated locker avoiding contact with other people's personal items. Do not bring any items into work unnecessarily, please only bring essential items with you.
2. Client coats / bags must not be handled by staff and should be hung on treatment room door or back of the client chair to avoid contact with other client's belongings. Clients have been asked to limit items they bring with them.
3. A separate toilet is provided for staff. Staff instructed to ensure that the toilet seat is in the closed position before flushing to prevent aerosols becoming airborne and contaminating the facilities with potential pathogens.
4. Staff made aware that where welfare facilities are used during the working day, they must have an awareness of surfaces (toilets, sinks, door handles, soap, and soap dispensers, etc) and objects which are visibly contaminated with bodily fluids must not be touched, but reported to a manager.
5. Staff instructed to clean their hands after using the toilet, by washing their hands with soap and water for at least 20 seconds.
6. Supplies of soap and sanitising agents provided and regularly topped-up at all hand washing stations. NHS / Public Health hand washing advice posters displayed.
7. Contract cleaning services have been increased which will be supported by all staff. Toilets and communal areas, along with workspaces, are cleaned more frequently than before and the cleaning routine is to a higher specification.

**Hazard : FOOD & DRINK PREPARATION AREAS** *Potential risk or transfer of virus through cross contamination*

**Control Measures:**

1. No food preparation is to take place on the premises other than using the kettle and reheating in the microwave (due to high temperatures). As we will have to ventilate the staff room, staff should avoid foods with a strong smell.
2. Staff instructed to ensure that good hygiene standards must be maintained when food or drinks are being prepared.
3. Ensure that when spills of food or liquids occur they are cleaned straight away and work surfaces are left in a clean and sanitised condition.

4. Use your own drinking mugs and glasses to prevent cross contamination.
5. Keep hands out of and do not touch food and waste bins or receptacles as they may contain contaminated products, food or tissues.
6. Wash hands thoroughly before and after using these facilities.
7. The microwave oven should be left in a clean condition and wiped out after use.
8. Put half eaten food products in a clean, sanitised, sealed wrapper, bag or container, if they are to be stored in the communal refrigerator.
9. A dishwasher is available and must be used to thoroughly clean crockery and cutlery.
10. We will not provide refreshments to clients at this time (except water), they are encouraged to bring their own drinks with them. Water will be available to clients on a self-service basis, using disposable cups.
<b>Hazard: UNINFORMED STAFF</b> <i>Staff who are not fully aware and understanding of the procedures and arrangements we have put in place to work within Government Policy on essential working could compromise our arrangements and jeopardise the health of others.</i>
<b>Control Measures:</b>
1. All therapist have undergone COVID-19 specific sanitising online training and salon cleanliness refresher training.
2. Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared. These are based on NHS, Public Health and Government guidance and instruction. They are updated regularly to reflect any changes in the official advice and guidance.
3. Every member of staff has been fully briefed to ensure that they are aware of the hazards and risks and understand the rules and procedures we have put in place.
4. NHS and Public Health warning posters displayed throughout the premises. Including correct use of PPE.
This document is to be used in-line with Treatment Specific risk assessments below;

### **Treatment Specific Risk Assessment**

**The following additional measures should be in place for specified treatments in addition to the measures outlined in the General Risk Assessment above.**

<b>Hazard: Body waxing treatments:</b> Close contact treatment. Risk of cross contamination.
1. Room set up; Bed should be covered with a plastic bed cover, one modesty towel, one towel over pillow and one for washing hands. Towels should be replaced and washed after each client. Bed sanitized after each client with a Barbicide spray and wipe clean. Wax should be set to manufacturers recommendation temperature. Scissors and tweezers should be sanitised and placed in clean sealed container prior to client and only removed once required.
2. Therapists hands should be washed using antibacterial soap and water for 20 seconds and dried with a clean towel or white roll.
3. Therapist to wear face shield, apron and gloves during all body waxing. Sanitise reusable PPE between every client or use disposable and dispose after each client. Face mask to be worn as well as face shield during underarm wax. Client to be encouraged to wear face mask.

4. During treatment; No "double dipping" spatulas in wax pot. Place used wax / cotton wool on bedroll to be disposed of in the correct way after treatment. Clients skin should be cleansed before treatment with Lycotane.
5. Wax pots should be cleaned using wax remover then antibacterial spray after every client.
6. Work surfaces, doors, door handles, sink and tap and light switches to be cleaned between each client with an antibacterial spray or Barbicide spray.
7. Used wax to be disposed of in yellow waste bin.
8. Used tweezer and scissors should be placed in Barbicide for 10 mins then placed back in clean sealed container ready for the next client.
9. All PPE needs to be sanitised between clients or disposed of if disposable. Always change PPE between each client.

<b>Hazard: Facial waxing treatments:</b> Close contact treatment. Risk of cross contamination.
1. Room set up; Bed should be covered with a plastic bed cover, one towel over pillow and one for washing hands. Towels should be replaced and washed after each client. Bed sanitized after each client with a Barbicide spray and wipe clean. Wax should be set to manufacturers recommended temperature. Scissors and tweezers should be sanitised and placed in clean sealed container prior to client and only removed once required.
2. Therapist hands should be washed using antibacterial soap and water for 20 seconds and dried with a clean towel or white roll.
3. Therapist to wear face shield, face mask, apron and gloves during all waxing. Sanitise re-usable PPE between every client or use disposable and dispose after each client. Client should also wear mask where possible (i.e. during brow treatment) due to the close proximity.
4. During treatment; No "double dipping" of spatulas in wax pot. Place used wax / cotton wool on bedroll to be disposed of in the correct way after treatment. Clients skin should be cleansed before treatment with Lycotane.
5. Wax pots should be cleaned using wax remover then antibacterial spray after every client.
6. Work surfaces, doors, door handles, sink and tap and light switches to be cleaned between each client with an antibacterial spray or Barbicide spray.
7. Used wax to be disposed of in yellow waste bin.
8. Used tweezer and scissors should be placed in Barbicide for 10 mins then placed back in clean sealed container ready for next client.
9. All PPE needs to be sanitised between clients or disposed of if disposable. Always change PPE between clients.

<b>Hazard: Eyelash Treatments and Eye brow tinting:</b> Close contact treatment. Risk of cross contamination.
1. Room set up; Bed should be covered with a plastic bed cover, one towel over pillow and one for washing hands. Towels should be replaced and washed after each client. Bed sanitised after each client with a Barbicide spray and wipe clean. Scissors and tweezers should be sanitised and placed in clean sealed container prior to client and only take out when required.
2. Therapists hands should be washed using antibacterial soap and water for 20 seconds and dried with a clean towel or white roll.
3. Therapist to wear face shield, face mask, apron and gloves during all waxing. Sanitise re-usable PPE between every client or use disposable and dispose after each client. Client to wear face mask throughout due to the close proximity of the treatment.
4. During treatment; clients eye area should be cleansed with Nouveau / Mii recommend products prior to treatment.
5. Work surfaces, doors, door handles, sink and tap and light switches to be cleaned between each client with an antibacterial spray or Barbicide spray.
6. Used tweezer and scissors should be placed in Barbicide for 10 mins then placed back in clean sealed container ready for next client.
7. All PPE needs to be sanitised between clients or disposed of if disposable. Always change PPE between clients.

<b>Hazard: Nail Treatments</b>
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1. Treatment set up; Manicure station set up – new nail file, buffer and clean tools in a sealed container ready for use. One towel over the work area and manicure mat. One towel for therapist hands if necessary. ‘Sneeze shield’ is between client and therapist. Pedicure set up – All products must be wiped down and laid out ready to use. New files, buffers and tools should be in a sealed container. Fresh towels ready.
2. Therapist should wear gloves and face shield during treatment. Therapist should be sanitised hand just before starting treatment and then apply gloves.
3. During treatment; sanitise client’s hand or feet prior to treatment. Use a clean spatula to remove products from containers not fingers. Use a fresh foot file on each client. Ask clients to sanitise their hands before touching polished or select for them.
4. After treatment; Remove foot file sticker and wipe over foot file with Barbicide spray. Wipe products, gel lamps, taps, pedicure basin, manicure desk with Barbicide spray. Clean client chairs, pedicure chair, manicure shield and foot rest with soapy water spray. Remove all towels to be laundered.
5. Place all tools in Barbicide for 10 minutes then put in sealed container ready for next client.
6. All PPE needs to be sanitised between clients or disposed of if disposable. Always change PPE between clients.

<b>Hazard: Body treatments and Massage incl. Lipofirm body</b>
1. Room set up; set the treatment bed up with the appropriate towels and blankets. New for each client. Use disposable face hole covers.
2. Sanitise client’s hands prior to ‘smell test’. Therapist wash hands with soap and water for 20 seconds then dry hands on clean towel.
3. Therapist should wear apron and face shield. Gloves where necessary.
4. ‘smell test’ can still be carried out the same way as before if above measures followed.
5. Cleaning the room; all towels, blankets and bed covers need to be laundered after each client. Dispose of any disposables. Products used and bed need to be cleaned using Barbicide spray paying extra attention to face hole.
6. Work surfaces, doors, door handles, sink and tap, shower (if used) and light switches to be cleaned between each client with an anti bac spray or Barbicide spray.
7. All PPE needs to be sanitised between clients or disposed of if disposable. Clean or new for each client. Therapist to cleanse all areas with antibacterial soap that have been in contact with client i.e. hands / forearms.
8. Machines (if used) need to be cleaned using our machine specific wipes to prevent damage to machines.

<b>Hazard: facials / skin care consultations</b>
1. Room set up; set the treatment bed up with the appropriate towels and blankets. New for each client.
2. Therapist wash hands with soap and water for 20 seconds then dry hands on clean towel.
3. Therapist should wear apron, mask and face shield. Gloves where necessary.
4. Cleaning the room; all towels, blankets and bed covers need to be laundered after each client. Dispose of any disposables. Products used and bed need to be cleaned using Barbicide spray paying extra attention to face whole.
5. Work surfaces, doors, door handles, sink and tap, shower (if used) and light switches to be cleaned between each client with an antibacterial spray or Barbicide spray.
6. All PPE needs to be sanitised between clients or disposed of if disposable. Always change PPE between clients.
7. Machines (if used) need to be cleaned using our machine wipes (to avoid damage to machines) and filtered if necessary.
8. Any sharps to be disposed of in the sharps bin.
9. ‘Hot Cadi’ need sanitising inside and outside after use.
10. Any consultation chairs need to be cleansed with antibacterial spray after use.

<b>Review Date: As required</b>	<b>Reviewer: Emma Harman</b>
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