

COVID-19 Health & Safety Risk Assessment



Company name:		Esqué Ltd	Date of risk assessment By:	Gurdip Chatha		
Date of Next review		7/31/2020	Date Assessment was carried out:			
What are the hazards?	Level of risk L/M/H	Who might be harmed & how?	What are you already doing to control the risk?	What further action I do you need to take to control the risk?	Who needs to carry out the action?	Action by when?
2.1 Keeping clients & Visitors						
Objective: To minimise the risk of transmission and protect the health of clients and visitors						
2	Encouraging clients to use hand sanitiser or handwashing facilities as they enter the premises or before treatment.	Medium	Clients	Hand sanitisers have been installed in communal spaces and on entry.	Signage to encourage the use of hand sanitisers	GC & ASH 7/14/2020
2	Calculating the maximum number of clients that can reasonably follow social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) and limiting	medium	Clients	1. Clients will be taken straight into the treatment rooms so their should be no need to use the seating area. If required you can socially distance two people at a	Seating space will have signage to this effect.	ASH 7/14/2020
2	Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people.	high	Clients	Reduce shifts and people in the building. VS also reduced shifts.	Social distance awareness in communal spaces.	GC & ASH 7/14/2020
2	When booking appointments, informing clients to come alone with only phone and purse if possible	high	Clients		Clients will be asked in confirmation email, reception to re-iterate this when booking clients in.	ASH 7/14/2020
2	Reminding clients who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines	High	Clients & staff	Clients are already asked to not to bring children in with them	Goes out in the client confirmation email & signage in the salon	ASH 7/14/2020
2	Informing clients and contractors of guidance about visiting the premises prior to and at the point of arrival, including information on websites, on booking forms and in entrance ways.	Medium	Client	Confirmation emails and information on the website.	ASH to put onto the website	ASH 7/14/2020
2	Adjusting how people move through the premises to reduce congestion and contact between clients, for example, queue management or one-way flow. This may only be possible in larger establishments.	Medium	Clients & staff	A buzzer system will be installed to control the traffic into the salon	Team to see the clients out to reduce the bottleneck Floor markings and mirror in stairwell & increasing salon days to mitigate risk.	GC & ASH 7/14/2020
2	Using outside spaces for queuing where available and safe, for example some car parks. Queues outside should be managed to ensure they do not cause risk to individuals or other businesses, for example by introducing queuing systems, using barriers and having staff direct clients.	Low	Clients	We are operating an appointment only service encouraging clients to be on time, therefore reducing any unexpected queuing	Reception to keep an eye on the diary to reduce appointments starting at the same time. A buzzer system will let the clients in when it's safe to do so, staging appointments reduce the number of clients coming into the salon.	GC & ASH 7/14/2020
2	Minimising contact between different workers whilst serving a client, such as photographers, models makeup artists and stylists in a photoshoot.	Low	Staff		Staff to take client directly into the treatment room, reducing any interaction with reception as staff will have tablets to arrive clients on. Staff will then leave clients in reception to pay the receptionist whilst turning their room around. Staff coming down the second stairs have a mirrors so can see if anyone is coming before heading down. Clients will be offered the opportunity to book online and prepay to reduce using the reception facilities.	GC & ASH 7/14/2020
2	Operating an appointment-only system.	low	Client		Door entry system will stop walk ins. Clients being made aware with salon signage, it will be on the website and on social media	GC & ASH 14/07/20
2	Maintaining social distancing in waiting areas when clients wait for their appointments. When waiting areas can no longer maintain social distancing, consider moving to a 'one-in-one-out' policy.	low	Client	We have a large client lounge that can be used whilst socially distancing if required. Will need to cleaning inbetween clients.	Reception to oversee if the client lounge is used and needs cleaning & to wipe it down. If clients in the lounge and reception are busy client will be asked to wait outside via the buzzer system.	GC 7/14/2020
2	Encouraging clients to arrive at the time of their scheduled appointment.	low	Client	Clients get text and or email reminders making them aware of their appointment times.	Reception to reiterate it when booking in clients. Will also be on the website and confirmation emails	GC & ASH 7/14/2020
2	Limiting the use of changing facilities available to clients and only opening them when essential to providing a service, such as tanning studios.	Medium	Clients & therapy staff	Clients only get changed in treatment rooms.	Extra cleaning time is available to clean treatment rooms inbetween appointments	GC 7/14/2020

2	Making clients aware of, and encouraging compliance with, limits on gatherings. For example, on arrival or at booking. Indoor gatherings are limited to members of any two households (or support bubbles), while outdoor gatherings are limited to members of any two households (or support bubbles), or a group of at most six people from any number of households.	Medium	Clients	We use to allow group bookings and a number of clients in at the same time.	Clients will be asked on the website and on the confirmation email to come alone. If clients come for appointments in a 'group' the start times will be staggered and clients will not be able to 'wait' for each other in the client lounge.	GC	7/14/2020
2	COVID-19 related screening questions to be asked of clients ahead of their appointment, including: • Have you had the recent onset of a new continuous cough? • Do you have a high temperature? • Have you noticed a loss of, or change in, normal sense of taste or smell? If the client has any of these symptoms, however mild, they should stay at home and reschedule their appointment.	High	Clients	Clients fill in their medical details if new or having some specific treatments.	Clients will have a temperature check prior to entering the salon, if it's too high the client will be ask to re-schedule and not to enter the client lounge. Digital form will be sent in advance for completion asking if they have any symptoms	GC & ASH	30/06/20
2	Working with neighbouring businesses and local authorities to consider how to spread the number of people arriving throughout the day, for example by staggering opening hours; this will help reduce demand on public transport at key times and avoid overcrowding.	Low	Staff & Clients	Start time staggered for staff and clients, also working two separate shifts.	New rota created for the staff to take into account staggering start & finishing times	GC	7/14/2020
2.2	Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency and to avoid touching your face, and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.	Medium	Clients	Currently have a separate client toilet sign posted from the client lounge, a door had been removed to reduce touch points, a waste paper bin has been located with the door to the cupboard removed for the used paper towels to go into.	ASH to put signage in the client toilet to remind clients of good hygiene as noted. Salon Angel to check the client toilet regularly to make sure it's cleaned down.	ASH	7/14/2020
2.2	Consider the use of social distancing marking in areas where queues normally form, and the adoption of a limited entry approach, with one in, one out (whilst avoiding the creation of additional bottlenecks).	Medium	Clients	Toilet is located by the client lounge with signage,	The client will be with the therapist from entry, if the client will be encouraged to use the loo at home, if however the toilet is required, their will be wipes for the client to use to wipe after use. Salon angels will regularly clean the toilets during their shift.	GC	7/14/2020
2.2	To enable good hand hygiene consider making hand sanitiser available on entry to toilets where safe and practical, and ensure suitable handwashing facilities including running water and liquid soap and suitable options for drying (either paper towels or hand driers) are available.	Medium	Clients	Hand sanitizer is on the reception desk.	Additional hand sanitizer will be available prior to entering the client toilet.	GC	7/14/2020
2.2	Setting clear use and cleaning guidance for toilets, with increased frequency of cleaning in line with usage. Use normal cleaning products, paying attention to frequently hand touched surfaces, and consider use of disposable cloths or paper roll to clean all hard surfaces.	Medium	Clients	Toilets are cleaned daily by cleaners	Will increase the cleaning, salon angel will clean it regularly throught out the day following updated protocols.	GC	7/14/2020
2.2	Keeping the facilities well ventilated, for example by fixing doors open where appropriate.	Medium	Clients & Staff	No windows in the client toilet but there is an extractor fan	The primary door on the toilet will be removed and the ventilator will be made good by the electrician	ASH	7/14/2020
2.2	Putting up a visible cleaning schedule can keep it up to date and visible.	Low	Clients	Open & close salon jobs	Create a daily cleaning schedule including frequent cleaning of the client toilet.	GC	review 31/07/20
2.2	Providing more waste facilities and more frequent rubbish collection.	Low	All	we have two large 600ml bins which are currently emptied weekly & bins in all treatment rooms and communal spaces	Fortress was cancelled during lockdown, reinstate collections back to previous levels & will review and increase if required.	GC	7/14/2020
2.3	Providing clear guidance on expected client behaviours, social distancing and hygiene to people before arrival, when scheduling their appointment, and on arrival, for example, with signage and visual aids. Explaining to clients that failure to observe safety measures will result in services not being provided.	Medium	Clients		Clients will get a confirmation email, a digital client card to complete before arriving and it will be displayed on the website as well as signage n the salon.	ASH	7/14/2020
2.3	Providing written or spoken communication of the latest guidelines to both workers and clients inside and outside the premises. You should display posters or information setting out how clients should behave on your premises to keep everyone safe. Consider the particular needs of those with protected characteristics, such as those who are hearing or visually impaired.	Medium	Clients & Staff		GC to give a copy of protocols about the risk assessment for the staff & ASH to organise posters with the latest guidelines on how to behave and keep safe.	GC & ASH	7/14/2020

2.3	Providing a safety briefing of on-site protocols, rules for shared areas and key facilities, for example, handwashing, in particular for freelance workers who may work at multiple locations.	Low	Visiting Specialist		Briefings done on 13/07/20 & 14/07/20	GC	7/14/2020
2.3	Ensuring latest guidelines are visible throughout the entire premises.	Low	Clients		ASH to organise	ASH	7/14/2020
2.3	Informing clients that they should be prepared to remove face coverings if asked to do so by police officers and staff for the purpose of identification.	Low	Staff & others		Will need to put this online	ASH	7/14/2020
2.3	Ensuring information provided to clients and visitors, such as advice on the location or size of queues, does not compromise their safety.	Low	Clients	Appointment only and staggering times will mitigate this.	Ask clients to come on time on the confirmation emails & on the website & shared with staff to let clients know when booking them in.	ASH & GC	7/14/2020
3	Considering who is essential to be on site; for example, in certain businesses, those not in client-facing roles such as administrative staff should work from home if at all possible.	Low	Staff	Currently Directors are working from home, will be required in the salon to cover reception but will continue to work from home unless it's necessary to come into the business	GC to have a second screen to work more effectively. Also to use printer at home to complete month end easily.	GC	7/14/2020
3	Monitoring the wellbeing of people who are working from home and helping them stay connected to the rest of the workforce, especially if the majority of their colleagues are on-site.	Low	Directors	Rest of the team are in the salon	Connect with the team around meetings and pop in to do salon based work during your teams working shifts (Team A or B)	GC & ASH	Until further notice
3	Keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health and	Low	Directors	Rest of the team are in the salon	GC & ASH to connect every other Tuesday for 1.5 hour zoom meetings.	GC	7/12/2020
3	Providing equipment for people to work from home safely and effectively. For administrative roles, this may include access to work systems.	Low	Directors	Both have personal computers, may need to upgrade if this becomes a long term situation so can review.	nothing to change for now	GC	7/12/2020
3.2	Enabling workers to work from home while self-isolating if appropriate.	Medium	Staff	All staff roles are in the salon, mainly therapy and reception.	Currently the only staff that can work from home are the Directors.	GC	7/12/2020
3.2	See current guidance for employees and employers relating to statutory sick pay due to COVID-19.	Medium	Staff & Directors		SSP is from day 1 as long as the staff have been off for atleast 4 days. Discussed in Safety briefing.	GC	7/12/2020
3.2	See current guidance for people who have symptoms and those who live with others who have symptoms.	High	Everyone		Stay at home, get a test and self-isolate for 7 days. If it's someone who lives with you then you would need to self isolate for 14 days. Discussed in safety briefing.	GC	7/12/2020
3.2	Ensuring both workers and clients who feel unwell stay at home and do not attend the workplace or location where the service is being provided.	high	Everyone		Clients will be asked on a digital consultation form prior to entering the salon, All staff & clients to take a temperature test prior to starting their shift.	GC	7/12/2020
3.3	Understanding and taking into account the particular circumstances of those with different protected characteristics.	Low	Anyone with protective characteristics	Pregnancy Risk assessments	Once aware of any staff with any protective characteristics, to complete a relevant risk assessment.	GC	7/12/2020
3.3	Involving and communicating appropriately with workers whose protected characteristics might either expose them to a different degree of risk, or might make any steps you are thinking about inappropriate or challenging for them.	Low	Anyone with protective characteristics	To discuss on a case by case basis	Once aware of any staff with any protective characteristics, to complete a relevant risk assessment.	GC	7/12/2020
3.3	Considering whether you need to put in place any particular measures or adjustments to take account of your duties under the equalities	Low	Anyone with protective characteristics	to discuss on a case by case basis	Once aware of any staff with any protective characteristics, to complete a relevant risk assessment.	GC	7/12/2020
3.3	Making reasonable adjustments to avoid disabled workers being put at a disadvantage, and assessing the health and safety risks for new or expectant mothers.	Low	Anyone with protective characteristics	to discuss on a case by case basis	Once aware of any staff with any protective characteristics, to complete a relevant risk assessment.	GC	7/12/2020
3.3	Making sure that the steps you take do not have an unjustifiable negative impact on some groups compared to others, for example those with caring responsibilities or those with religious commitments.	Low	Anyone with protective characteristics	to discuss on a case by case basis	Once aware of any staff with any protective characteristics, to complete a relevant risk assessment.	GC	7/12/2020
4.1	Staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.	Low	Staff	Changed the rota	All staff have a staggered start and finished time with a maximum of two starting and finishing at the same time.	GC	7/12/2020
4.1	Reducing congestion, for example, by having more entry points to the workplace, where possible.	Low	Staff & Clients	Currently staff come through the front door.	Installing an entry system with a keypad so staff can gain access and clients can come in to the salon in a controlled way.	Reception	7/12/2020
4.1	Using markings and introducing one-way flow at entry and exit points, where possible.	Low	Staff & Clients		Signage will be done by ASH	ASH	7/12/2020

4.1	Providing handwashing facilities (or hand sanitiser where not possible) at entry and exit points.	Low	Staff & Clients	Sanitizer in the lounge and hand washing facilities in some rooms	More hand sanitizers will be available & all functioning treatment rooms will have hand washing facilities	GC	7/12/2020
4.1	Collaborating with other businesses who may share the premises to minimise the numbers of people on site.	Low	Visiting Specialist		GC to share Risk assessment	GC	7/12/2020
4.1	See government guidance on travelling to and from work.	Low	Staff	All drive or walk or get a lift in.	Remind staff to check the guidance if they decide to get public transport	GC	12/07/20 review 31/07/820
4.2	Implementing physical changes like barriers or screens between, behind or in front of workstations where possible, such as between clients, for example at wash stations, and in reception areas.	Low	Staff & Clients	Desk has been repositioned to help social distancing.	If reception wear visors then a screen will not provide any additional protection as per the guidance.	ASH	12/07/20 review 31/07/820
4.2	Providing floor markings and signage to remind both workers and clients to maintain social distancing wherever possible, particularly in client interaction zones.	medium	Staff & Clients	Reception desk repositioned to help with this	To create & position markings on the floor	ASH	7/14/2020
4.2	Introducing more one-way flow in high traffic areas.	medium	Staff & Clients	Desk has been repositioned to help social distancing.	circular display table will help create a one way flow I the client loinge	ASH	7/14/2020
4.3	Reviewing layouts and processes to maintain social distancing (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) between clients being served simultaneously, ensuring there is sufficient spacing between client chairs, for example, closing off alternate chairs.	Low	Staff	Therapy staff work on their own.	Make sure social distancing is adhered to when clients are at reception to make payments. Client will be asked to prepay and book using our App to reduce needing to come into contact with reception. Floor markings will give clients guidance.	GC & ASH	7/14/2020
4.3	Using floor tape or paint to mark areas to help people comply with social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable).	low	Clients & Staff		floors to be marked out accordingly	ASH	7/14/2020
4.3	Avoiding overrunning or overlapping appointments and contacting clients virtually to let them know when they are ready to be seen, where possible.	medium	Clients & Staff	clients get text and email confirmation of the time of their treatment.	the confirmation email to encourage clients to arrive on time, as appointments are staggered and the salon door is controlled this should help to adhere to social distancing. On the day reception to manage. Protocol to let the team manage their own timings.	GC & ASH	7/14/2020
4.3	Asking clients to arrive at the scheduled time of their appointment and only providing a waiting area if social distancing can be maintained.	medium	Clients & Staff	Clients get text and email confirmation of the time of their treatment.	The confirmation email to encourage clients to arrive on time, as appointments are staggered and the salon door is controlled this should help to adhere to social distancing.	ASH	7/14/2020
4.3	Using screens to create a physical barrier between workstations, where this is practical. This will not be required between the practitioner and client when the practitioner is wearing a visor.	medium	reception staff		to wear visors instead of screens	ASH	12/04/20 to review 31/07/20
4.3	Using a consistent pairing system, defined as fixing which workers work together, if workers have to be in close proximity. For example, this could include a stylist and	medium	Staff	Set staff to cover reception	Pairing for set reception staff and pairing for therapist designated treatment rooms (max 2 therapist using a room over different days)	GC	Done 12/07/20
4.3	Minimising contacts around transactions, for example, considering using contactless payments including tips, where possible.	low	Reception	we offer credit card transactions BUT not for tips	Gloves available for reception for taking cash payments if clients do not have a card or want to pay by their vouchers. However washing hands is the best method of reducing COVID-19	GC	7/12/2020
4.3	Minimising how frequently equipment is shared between workers, frequently cleaning between use and assigning to an individual where possible.	medium	Therapy staff	Treatment rooms already have a number of equipment and products to use in the rooms.	Possibly increase more products per room such as pedi & mani kits.	GC & senior team	7/12/2020
4.3	Using disposable items where possible, for example nail files, and ensuring non-disposable items are cleaned between clients.	Medium	Therapy Staff	currently use glass nail files	Refresh Barbicide daily as it's active for 24 hours. Follow the instructions for barbicide.	GC & senior team	7/12/2020
4.4	Staggering break times to reduce pressure on the staff break rooms or places to eat and ensuring social distancing is maintained in staff break rooms.	medium	Staff & VS	Staff room and kitchen facilities	Social distance during lunch breaks and to clean down the microwave as soon as it's used as well as thoroughly washing & drying your dishes and putting them away straight after use. Ideally bring a pack lunch and put all your waste in your lunch box to take home.	GC	7/12/2020
4.4	Using safe outside areas for breaks.	medium	Staff	We don't have any outside space	Lunch breaks have been extened to 60 minutes to allow staff to go for a walk during the day.	All	7/12/2020
4.4	Creating additional space by using other parts of the working area or building that have been freed up by remote working.	Medium	Staff	Office	As staff working remotely, space could be freed in the office for lunch breaks.	All	Until further notice
4.4	Installing screens to protect workers in receptions or similar areas.	Medium	Reception	reposition reception desk to help social spacing	Reception to wear visors to reduce the need of screens	ASH	12/07/20 to be reviewed 31/07/20

4.4	Encouraging workers to bring their own food and drinks. Not allowing food or drink to be consumed in the salon by clients other than water in disposable cups or bottles.	medium	Staff & Clients	Water machine available.	Disposable (combustable) cups will be sourced for clients, staff to bring their own drinks and food for lunch.	GC	7/12/2020
4.4	Reconfiguring seating and tables, such as in waiting areas, to optimise spacing and reduce face-to-face interactions.	low	Clients	Client lounge has seating	seating will be re-arrange to allow social distancing in the client lounge & staff room.	ASH	7/12/2020
4.4	Encouraging workers to remain on-site for their shift.	low	Staff	During the shift staff stay onsite, except for lunch breaks.	Staff to use their own masks if going into shops during lunch breaks.	GC	7/12/2020
4.4	Considering use of social distance marking for other common areas such as toilets, staff rooms, changing rooms and in any other areas where queues typically form.	Low	All		floors to be marked out accordingly	GC & ASH	7/12/2020
4.4	Preparing materials and equipment in advance of scheduled appointments, such as scissors or hairbrushes in hairdressers, to minimise movement to communal	Low	Therapist	close down jobs	All rooms to have a close down chck list including preparing tools for the next day.	GC	6/16/2020
4.4	Scheduling appointments to avoid client congestion in waiting areas, particularly in establishments with smaller waiting areas.	low	Clients	Rota done to encourage staggering tmes	Rota done to encourage staggering tmes	GC	6/16/2020
4.4	Providing a secure area where social distancing is maintained for a client when services or treatments require development time, for example hair colouring.	Low	Clients	Pedis dry in the client lounge, sell flip flops	Client confirmation email to ask client to bring in open toe footwear to reduce any 'developing time'.	ASH	6/16/2020
4.5	Reviewing your incident and emergency procedures to ensure they reflect the social distancing principles as far as possible.	Low	Staff & Clients	Currently have a comprehensive procedure	Easily adaptatable to be COVID-19 secure. H & S to supersede COVID-19 protocols.	GC	7/14/2020
4.5	Considering the security implications of any changes you intend to make to your operations and practices in response to COVID-19, as any revisions may present new or altered security risks which may need mitigations.	Low	Staff & Clients	Currently insured and have a security system.	Will speak to insurers (Spoke to Gavin at Balens)	GC	7/14/2020
4.5	Following government guidance on managing security risks.	Low	Staff & Clients	Currently insured and have a security system.	Will speak to insurers (Spoke to Gavin at Balens)	GC	7/14/2020
5.1	Checking whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.	Medium	Staff & Clients	Windows in treatments	To make sure windows are open to improve ventilation. Not to use room 5 as no poor ventilation.	GC	7/14/2020
5.1	Most air conditioning systems do not need adjustment, however where systems serve multiple buildings, or you are unsure, advice should be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers.	Medium	Staff & Clients	Air con units are in most of the treatment rooms	To discuss with our provider. Emailed 12/07/20. Spoke to Susan at ALTIGA. Staff are ok to use the air con units.	GC	7/14/2020
5.2	Spacing appointments to allow for frequent cleaning of work areas and equipment between uses, using your usual cleaning products.	high	Therapy Staff	Treatments have enough time to allow for basic turnaround of treatment rooms.	Additional 15 minutes between clients to give therapy staff time to clean rooms down for next clients. Time will be review to see if long enough or could be shorter. LM to organise cleaning kits.	GC	7/14/2020
5.2	Frequent cleaning of objects and surfaces that are touched regularly, including door handles or staff handheld devices, and making sure there are adequate disposal arrangements for cleaning products.	High	Salon Staff	open and close salons jobs, daily cleaners	Will increase cleaning after each client, additional at the end of the day the therapy staff to have 15 minutes to clean down & prep the room for the next days treatmenrs	GC	7/14/2020
5.2	Clearing workspaces and removing waste and belongings from the work area at the end of a shift, including not providing reading materials such as magazines in client waiting areas.	HIGH	Staff	Reception and treatment rooms tidied down daily. Magazines have already ben removed.	Cleaning to increase at the end of every shift. Staff belongings to be taken home.	GC	7/14/2020
5.2	Sanitising any reusable equipment, including client chairs, treatment beds, and equipment, such as scissors used after each appointment, and at the start and	High	Salon Staff	open & closed jobs, clean & prep	This will increase in additional cleaning protocols	GC	7/14/2020
5.2	Using disposable gowns for each client. Where this is not possible, use separate gowns (and towels in the normal way) for each client, washing between use and disposing appropriately as required.	High	Staff	Use gloves for most treatments	New towels for each client. At the end of treatment to wrapped up and put straight into the washing machine if it's free or into the laundry to go into the wash.	GC	7/14/2020
5.2	If you are cleaning after a known or suspected case of COVID-19 then you should refer to the specific	high	Salon Apprevice	Salon already have a high standard of cleaning	Deep clean will be required with a protocol	GC & senior team	7/14/2020

5.2	Encouraging staff not to wear their uniforms at home or to and from the workplace, to change uniforms on a daily basis and to wash immediately after use	High	Staff	Uniform taken home to wash	Staff to change into their uniform when they get to work, unrealistic to wash uniforms at work as they are not labelled. Staff encouraged to change out of uniform and to put the used uniform & work wear into a separate laundry bag to wash separately when home.	GC	7/14/2020
5.2	Maintaining good ventilation in the work environment, for example keeping windows or doors open.	high	Staff & Clients	Currently have windows to open	Make sure they are open daily to help with ventilation, at least between clients.	GC	7/14/2020
5.3	Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency and avoiding touching your face.	medium	Staff & Clients	Have some gompels literature	ASH may want to create new styled ones	ASH	7/14/2020
5.3	Adopting good handwashing technique and increasing handwashing in between appointments. For mobile operators, in the absence of handwashing facilities, you must use hand sanitiser.	Medium	Staff	Hand basins in all rooms	Signage to encourage the 20 second hand washing practice. Also put into protocols.	GC & ASH	7/14/2020
5.3	Providing clients access to tissues and informing them that if they do need to sneeze or cough, they	Medium	Staff & Clients	Tissues are available in treatment rooms	Have them in the client lounge	GC	7/14/2020
5.3	Providing regular reminders and signage to maintain hygiene standards.	Medium	Staff & Clients	Currently have some signage	currently being changed	ASH	7/14/2020
5.3	Providing hand sanitiser in multiple locations in premises in addition to washrooms.	Medium	Clients	currently sanitizer in communal spaces	More wil be provided	GC	7/14/2020
5.3	Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.	Medium	Clients	Currently have removed the additional door and the cupboard door, paper towels and a waste bine for the paper towels	Signage to clarify and give direction. GC to do protocols	GC & ASH	7/14/2020
5.3	Enhancing cleaning for busy areas.	Hgh	Clients	open& close jobs	To increase the cleaning protocol & work with our external cleaner.	GC	7/14/2020
5.3	Providing more waste facilities and more frequent rubbish collection.	Hgh	Clients & Staff	bins widely available in all treatment rooms and communal spaces	Rubbish collection is weekly for 2 x large bins, to review at the end of the month.	GC	14/07/20 & review 31/07/20
5.3	Providing hand drying facilities – either paper towels or electrical dryers.	High	Clients & Staff	currently use towels	Paper towel dispenser being fitted.	ASH	7/14/2020
5.5	Encouraging increased handwashing and introducing more handwashing facilities for workers and clients or providing hand sanitiser where this is not practical.	High	Clients & Staff	Had some sinks in all rooms and a prep sink that serviced 3 rooms	Each treatment room now have their own sink	ASH	7/11/2020
5.5	Implementing enhanced handling procedures of laundry to prevent potential contamination of surrounding surfaces, to prevent raising dust or dispersing the virus.	High	Staff	Currently washing is taken upstairs at the end of the day to be laundered throughout the following day	Laundry will be significantly reduced as no face treatments, only to be used in pedicures and manicures. Towels to be removed off Gelish station.	All therapy staff and Salon Angel	7/11/2020
5.5	Putting in place picking-up and dropping-off collection points where possible, rather than passing goods hand-to-hand.	High	Staff & Clients	Currently therapists recommend product & reception would scan & take payment	Reception to wipe the products, scan them and then wipe again and give to the clients. Discourage clients to touch products.	GC	7/14/2020
5.5	Enforcing cleaning procedures for goods and merchandise entering the site.	medium	Reception	Currently stock gets dropped off in to the rail area, gets signed for & then unpacked.	Reception to ask suppliers to drop stock off into the stock room. Once it's quieter on reception, Reception staff to opne the stock (if preferred with gloves) and unpack, use the baskets to move stock onto the relevant stock shelves	GC	7/14/2020
5.5	Minimising person-to-person contact when accepting deliveries by creating pick-up and drop-off collection points for deliveries	Low	Reception	Use stock room	Have the goods delivered into the stock rooms. Clients can arrange a click & collect.	GC	7/14/2020
5.5	Minimising client contact with testers, for example, employees demonstrating testers from a distance or facilitating the use of	High	Clients	Provided Testers	All testers to be removed	GC	7/11/2020
7.1	As far as possible, where workers are split into teams or shift groups, or assigned to specific tasks, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people.	High	Staff	Staff work a shift pattern	Old shift patterns did not allow for social distancing, to service the hours the staff need to do , we have opened the salon 7 days a week. Staff are on either Team A or B work independantly.	GC	Done 11/07/20
7.1	Identifying areas where people have to directly pass things to each other and finding ways to remove direct contact such as by using drop-off points or transfer zones.	Medium	Clients & Staff	Currently clients & staff touch products	Staff to put products on reception (transfer zone) and reception to wipe it clean and put into a carrier bag or to put onto	GC	7/14/2020
7.1	Using a defined process to help maintain social distancing during shift handovers.	Low	Staff	Staff had shifts to suit their needs	New shift only cross over will be on reception, Reception to clean down the station prior to any breaks or end of shifts. Currently looking for a new receptionist to support this.	GC	12/07/20review 31/07/20
7.1	Limiting role/task rotation including remaining at a consistent workstation where possible.	Low	Therapy	number of staff do additional roles to their current one.	All roles stripped back to demand led roles, all office roles are now just the directors so staff stay in their consistent work spaces.	GC	7/12/2020

7.1	Staggering shift start times, minimising worker congregation such as at entrances and exits.	Low	Staff	Staff would work shifts to suit needs and/or the company needs as they were pre COVID-19	Shifts are now staggered with no more than 2 staff members in at the same time. This can be socially distanced.	GC	7/12/2020
7.1	Creating a schedule for staff detailing in advance how treatments will take place and what arrangements have been made with clients.	Low	Staff	Currently staff can access the schedules when they come in	Do a walk through for the team. Gelish now in treatment rooms.	GC	7/12/2020
7.1.2	You should assist the test and trace service by keeping a temporary record of your staff shift patterns for 21 days and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks. Further guidance can be found here .	Low	Staff	Rotas are on the system and go back more than 21 days	Staff have submitted their up to date details	GC	7/14/2020
7.1.2	As part of your risk assessment, you should ensure you have an up to date plan in case there is a COVID-19 outbreak. This plan should nominate a single point of contact (SPOC) where possible who should lead on contacting local Public Health teams	Low	Staff & Clients	Good hygiene protocols will be adhered to.	Guide to be done as to what to do	GC	7/12/2020
7.1.2	If there is more than one case of COVID-19 associated with your workplace, you should contact your local PHE health protection team to report the suspected outbreak. Find your local PHE health protection team	Low	Staff & Clients	Good hygiene protocols will be adhered to.	Contact:PHE West Midlands East Health Protection Team, 5 St Philip's Place, Birmingham, B3 2PW. Phone: 0344 225 3560 option 2 Out of hours for health professionals only: please phone 01384 679 031	GC	7/12/2020
7.2	If the local PHE health protection team declares an outbreak, you will be asked to record details of symptomatic staff and assist with identifying contacts. You should therefore ensure all employment records are up to date. You will be provided with information about the outbreak management process, which will help you to implement control measures, assist with communications to staff, and reinforce prevention messages.	Low	Staff & Clients	Visitors book being signed & client & staff details are updated intermittently. Staff communications are do via emails and social media platforms.	Update all staff records with current details. Staff to make sure every client that come in gives up to date details	GC	7/12/2020
7.2	Avoiding using public transport, and aiming to walk, cycle, or drive instead. If using public transport is necessary, wearing a face covering is mandatory.	Low	Staff	Most do not use public transport	Let staff know they need to use face coverings when travelling on public transport	GC	7/12/2020
7.2	Minimising the number of people outside of your household or support bubble travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face.	Low	Staff	Staff may give others lifts	Discourage staff giving each other lifts	GC	7/12/2020
7.3.1	Minimising contact during payments and exchange of documentation, for example by using electronic payment methods and electronically signed and exchanged documents.	Low	Staff & Clients	Reception would take the card for payment.	Move the card machine so it's client facing and also the till receipts so they can take their own or encourage emails.	GC	7/12/2020
7.3.1	Providing clear, consistent and regular communication to improve understanding and consistency of ways of working.	Low	Staff	Facebook staff group and training to share communications	Training to be booked in with each staff member to deliver the guidelines	GC	7/12/2020
7.3.1	Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.	Low	Staff	Esqué works collaboratively when able to do so.	Went through Risk assessment with Operations Manager to make sure the practicality of the guidelines work.	GC	7/12/2020
7.3.1	Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.	medium	Staff	Processes & procedures are in place for changes	New protocols are being made to share with the team.	GC	7/12/2020
7.3.2	Ensuring staff understand how to use and clean their PPE.	Medium	Staff	Staff use PPE so aware of existing PPE protocols	To show the girls in training. JC did a facebook live	GC	7/14/2020
7.3.2	Ongoing engagement with workers (including through trade unions or employee representative groups) to monitor and understand any unforeseen impacts of changes to working environments.	Medium	Staff	MD implements changes based on legal requirements and best practise.	MD will continue to check changes in governance and government guidelines and will implement accordingly	GC	7/14/2020
7.3.2	Awareness and focus on the importance of mental health at times of uncertainty. The government has published guidance on the mental health and wellbeing aspects of coronavirus (COVID-19) .	Medium	Staff	Staff meeting and one to one with line managers	During lockdown weekly checkins. Friday 'chai with Gurdip'. Encourage girls to do selfcare when not in the salon.	GC	7/14/2020

7.3.2	Using simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language and those with protected characteristics such as visual impairments.	Low	Staff& Cients	Current signage is limited	New signage will be created to give clear guidance to the team	GC & ASH	7/14/2020
7.3.2	Using visual communications, for example whiteboards or signage, to explain changes to appointment schedules or stock shortages without the need for face-to-face communications.	Low	Staff	Whiteboard in the staff room & Social media	Whiteboards will direct staff to check their facebook pages, Will try and give 24 hours notice regarding stock shortages to re-empty and challenges	GC & LM	7/14/2020
7.3.2	Communicating approaches and operational procedures to suppliers, clients or trade bodies to help their adoption and to share experience, such as with emails or social media.	Medium	Clients & suppliers	Currently use social media platforms	Will continue with social media platforms but wil also create a confirmation email as well as having the information on the website.	GC & ASH	7/14/2020
8	Minimising unnecessary contact for deliveries. For example, non-contact deliveries where the nature of the product allows for use of electronic pre-booking.	Low	Reception	Arrived in the reception area	To direct boxes into the stock room to be opened up at a quieter time and to complete the arrival of stock, to price, label and put it away in the usual manner. MUST wash hands after handling goods.	GC	7/14/2020
8	Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.	Low	Reception	Use to order some items weekly.	Will order monthly as and wherever possible.	GC & LM	7/14/2020
8	Where possible and safe, having single workers load or unload vehicles or meet delivery people at the front door.	Low	Reception	Delivery people bring stock upstairs into the lounge.	Often items are big & bulky and too akward for staff. Will ask delivery people to put items into the stockroom	GC	7/14/2020
8	Scheduling deliveries for outside of client appointment times.	Low	Reception	Less than 2/3 deliveries a day	No alternative address unless director work from home permanently. Items to still come to work but will review if required.	GC	7/14/2020
	Re-stocking/replenishing outside of workplace operating hours.	Low	Reception	Less than 2/3 deliveries a day	Can be re-stocked during quiet times as reception should no longer need to 'check in' clients, only the payment of treatments. Will review if it becomes an issue	GC	7/14/2020