



OUR PERSONAL PROTECTION, GENERAL SANITATION AND STERILIZATION GUIDELINES

In an effort to ensure we are contributing to a safer and healthier community, we have re-examined every part of our business model and service process and tried to address every potential scenario in order to protect both our guests and our staff. As part of our effort to ensure your safety, we believe transparency is important, and intend to provide anyone who wants to review them a complete list of our protocols below.

Please contact us at offers@studio16salonspa.com with any questions or concerns or feedback.

GENERAL PROTOCOLS

- A COVID-19 Supervisor shall be on site during all hours of operation to monitor the health of employee-service providers and enforce the COVID-19 safety plan.
- Employee-service providers will be screened for signs/symptoms of COVID-19 at start of shift.
- Always maintain a minimum six-foot separation between service providers and clients in all interactions. When physical distancing is not feasible for a specific task, other prevention measures are required.
- Employees are required to wear personal protective equipment (PPE) such as gloves, goggles, face shields and face masks as appropriate for the activity being performed. Aprons must be changed after every guest. Cloth or disposable facial coverings must be worn by every individual at the location unless their exposure dictates a higher level of protection.
- Wash hands frequently and adequately for 20 seconds and use a clean towel to dry:
 - At arrival to Salon
 - Before and after breaks
 - Between clients and before mixing color or gloss.
- Leave your workstation to wash your hands regularly, before and after going to the bathroom, before and after eating and after coughing, sneezing, or blowing your nose. Alcohol-based hand sanitizers with greater than 60% ethanol or 70% isopropanol can also be used but are not a replacement for the hand washing requirement.
- Use single use disposable gloves, where safe and applicable and discard after a single use.
- When taking off your mask during breaks or between clients, place on a clean paper towel.
- Clean and disinfect high-touch surfaces after each use, including reception area, keyboards, telephones, personal work stations, mirrors, chairs, headrests and armrests, dryers, shampoo bowls, hand tools, other equipment, handrails, light switches, restrooms, breakrooms, doors, and doorknobs using soapy water, followed by the appropriate disinfectants. Do not share tools or products between Stylist's stations.
- All linens, towels, drapes, smocks, aprons, and masks, etc., must be laundered with detergent and 1/3 cup disinfecting bleach in the hottest water possible. Gloves must be worn when handling soiled laundry.
- Porous and soft surface tools cannot be disinfected and must be used once and then discarded.
- Shampoo bowl etiquette includes covering the face of the client with a towel while shampooing to protect their mouth, nose and eyes. Team member must wear a shield while shampooing.
- Standard tools like brooms, mops need to be cleaned and disinfected after each use.
- Payments and receipts for service should be through credit or debit cards or a touchless system to reduce the handling of cash. Sanitize hands, counter, pin pad, and keyboard before and after each use. Limit the common use of writing instruments. If used, writing instruments should be cleaned and disinfected after each use.



GUEST PROTOCOLS:

- Client must self-screen for signs and symptoms of COVID-19 before arriving at the service provider location and answer health questions. Client's temperature will be checked upon entry.
- Clients should not plan on bringing other guests with them, unless they are bringing children younger than 16 for an appointment.
- Clients should advise personal service providers via call, email, or text that they have arrived at the location for the appointment and are waiting in their car for instructions to enter.
- Clients should put on a facemask prior to leaving the vehicle, and they should be prepared to wash their hands or use hand sanitizer prior to starting their service. They will be offered an alcohol wipe for their phone and keys as well as a zip lock bag to store their items.
- Clients should limit the personal items they bring into the salon to those they can carry with them.

SALON TOOLS PROTOCOLS:

- Each station or cart needs a hand sanitizer pump/bottle to support individual Stylists' hand sanitization protocol
- Clean and disinfect brushes, combs, clips in Barbicide, scissors and straight razors clean with hot water and soap and wipe with an alcohol wipe between clients
- Unplug, let cool and wipe electric clippers by following manufacturer guidelines between clients
- Wash bowls and brushes between clients
- Disinfect hair color primary packaging (e.g. tubes) after use
- Wash robes and towels between clients
- Wash capes between clients
- Wash employee face masks daily (or multiple times per day) in the Salon laundry process if Salon is providing fabric masks to employees, otherwise provide disposable masks for employees, one or two per employee per day. Masks offered to clients should be disposable and discarded after each client's appointment.
- Disinfect protective eyeglasses and face shields

SALON OPERATIONAL PROTOCOLS:

- Establish space for Stylists and other Salon employees to have break time and space to eat while maintaining social distancing
- Maintain separation between clean robes for clients and used robes from prior clients and coats/clothing hanging in coat room
- Suspend beverage and food service. Remove and store all related supplies
- When checkout is complete, place products into store shopping bag and place on counter for the consumer to pick up. Do not pass the bag directly to the consumer. If consumer has their own bag and does not want a bag, place products with receipt on the counter for consumer to collect. Do not pass product directly to the consumer. Wipe counter with disinfectant
- When accepting consumer returns, consumer should place products on counter. When return transaction is complete, take products to the destruction bin. Wash hands or use hand sanitizer and then disinfect counter surface afterwards. Note: do not take or hand any products directly to the consumer; all items must be placed on counter to receive.
- Sanitize handles of shopping carts/baskets after use. (Place sign asking consumers to return to POS after use)
- Remove print magazines and shared reading materials from the salon
- Trash/rubbish bins must be lined. Bins should be emptied when almost full or at the end of the day, liner sealed and disposed of, and a new liner in bin.



CLEANING AND SANITATION FREQUENCY:

- The salon should be left clean at closing in preparation for opening the following day. If there is a new covid-19 case in the Salon after re-opening, notify COVID-19 Supervisor and schedule another deep cleaning.
- For those areas you cleaned monthly, start cleaning these on a weekly basis
- For those areas you regularly cleaned weekly, increase to twice weekly cleaning
- For those areas you cleaned daily, move to twice a day
- For high traffic areas and surfaces, clean between clients or hourly
- At bathrooms, provide EPA or Local government approved disinfecting wipes or 60+% alcohol disinfecting wipes for consumers/employees to wipe surfaces before and after use

IN THE EVENT A TEAM MEMBER IS EXPOSED OR BECOMES ILL:

- Teams are divided into Team A and Team B. Teams do not co-mingle. If a member of one team is in close contact with a client or family member who has COVID-19, everyone on the team who was in contact with that team member must self-quarantine for 14 days.