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To the Salon Operator

Dear Sir / Madam

**Re- The Health and Safety at Work etc Act 1974  
Operating a COVID Beauty Salon**

I am writing to update you with the most recent guidance for operating a 'COVID secure' salon. As the beauty sector has been progressively opened up there are many things you need to consider in order to protect the safety of your staff, customers and the general public.

You have a responsibility to protect the health, safety and welfare of yourself, your employees and others affected by your business activities.

**Guidance**

There is a range of guidance on the GOV.UK website relating to different types of businesses. This includes a specific guide for Close Contact services

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services>

There is also additional guidance on the Health and Safety Executive's website particularly on how to undertake a COVID risk assessment.

<https://www.hse.gov.uk/coronavirus/working-safely/index.htm>

We also have Slough Borough Council Coronavirus webpage which includes a range of other information including support available to businesses-  
[www.slough.gov.uk](http://www.slough.gov.uk)

**Risk Assessment**

You must carry out a risk assessment to consider the risk of Coronavirus infection at your workplace. You will need to introduce a range of controls to reduce the risk. The guidance documents give you information about the sort of controls you need. If you employ five or more people (even if they do not all work at the same time) you must write the risk assessment down.

## **Social Distancing for Staff and clients:-**

Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity can be redesigned to maintain a 2m distance or 1m with risk mitigations.

Further mitigating actions include:

- further increasing the frequency of hand washing and surface cleaning
- keeping the activity time involved as short as possible
- using screens or barriers to separate clients from one another. Use screens to protect workers from clients, for example in nails salons. If the practitioner is wearing a visor, screens will not provide additional protection between the practitioner and the individual. Everyone working in close proximity for an extended period of time must wear a visor
- using back-to-back or side-to-side working (rather than face-to-face) whenever possible
- unless crucial for the treatment, avoiding skin-to-skin contact and using gloves where possible
- using a consistent pairing system, defined as fixing which workers work together, if workers have to be in close proximity (defined as being within arm's-length of someone else for a sustained period of time)

More options are described in the guidance. The choice of mitigation must be based on your risk assessment.

You must give information and instruction to your staff on the risks and how you want them to work to ensure their safety. You need to remind them that they must not come to work if they are unwell or should be self isolating. If they are unwell they should be referred to the test and trace service for testing. You also need to supervise them to make sure that they are working safely and adhering to social distancing rules at all times.

## **Keeping customer details for 'Test and Trace' purposes:-**

All beauty salon operators should keep contact details for their customers in case the 'Test and Trace' service need to do any follow up. Contact information needs to be kept securely for 21 days and then can be securely disposed of. You will need to think about how you do this. You must protect the personal data of your customers.

If you take bookings then you will probably have sufficient information in your booking systems, but if you allow passing customers to attend as 'walk ins' then you are going to need to start keeping extra information about them too. Further information on Test and Trace can be obtained from:

<https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace#sectors-that-this-guidance-applies-to>

We are working hard to help businesses operate safely , if you have any queries please email the team on [foodandsafety@slough.gov.uk](mailto:foodandsafety@slough.gov.uk) and we will get back to you.

We will be carrying out monitoring of businesses as they start to reopen. If we receive complaints or we see evidence of unsafe working practices then we will contact you to discuss this further.

Yours faithfully

Laura Charlton  
Senior Environmental Health Officer