

**Wynnstay Oswestry Ltd**  
 43 Church Street, Oswestry, SY11 2SZ  
**Location: The Beauty Suite**

<b>Title</b> : Beauty Suite Covid 19 Risk Assessment	<b>Date of Assessment</b> : 10/07/2020	<b>Risk Assessor</b> : Kate Walmsley
<b>Risk Assessment Reference</b> : Beauty Suite Covid 19 Risk Assessment	<b>People involved in making this assessment</b> : Kate Walmsley, Olivia Williams	
<b>Task/ Process</b> : Beauty Treatments	<b>People at Risk</b> : Employees, Members of the Public, New and Expectant Mothers	

**Hazard : Employed staff** Staff who are not fully aware and understanding of the procedures and arrangements we have put in place to work within government guidelines on essential working could compromise our arrangements and jeopardise the health of others.

**Control Measures:**

1. All staff have received copies of this risk assessment and any other company procedures relating to COVID-19.
2. e-learning courses, toolbox talks on COVID-19 and Personal Hygiene have been delivered to staff.
3. 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 daily to reflect any changes in the official advice and guidance.
4. Every member of staff has been fully briefed to ensure that that they are aware of the hazards and risks and understand the rules and procedures we have put in place.
5. Communication warning posters displayed throughout all premises.
6. Staggered start and finish work times will be considered or introduced to reduce large gatherings and allow for increased social distancing.
7. Health & Safety communications available to all employees.
8. Employees can raise any concerns with their line manager.
9. Staff to remain in their departments where possible during their shift and limit visiting other departments such as the office, kitchen and laundry

**Hazard : Workstations, IT and telephone equipment** Direct contact with potentially cross contaminated workstations, IT or telephony equipment may cause adverse coronavirus health effects.

**Control Measures:**

1. Employees are advised to ensure that their workstations, IT and telephony equipment, such as keyboards, screens, phones and headsets are cleaned and sanitised on a regular basis throughout the working day. Suitable wipes and cleaners that do not damage equipment.
2. Any ICT equipment that is unserviceable to be reported to your line manager. No other equipment is to be used from other locations to reduce risk of cross contamination.
3. Employees advised not to share phones, headsets and personal mobile phones with others to prevent accidental cross-contamination.
4. Telephone equipment is cleaned frequently at the end of each working day.
5. Employees instructed that they should not use each other's IT equipment, to prevent accidental cross-contamination.
6. Client chairs are cleaned before and after use.

**Hazard : Close contact** Employees working on the premises may be at risk of exposure to other employees or visitors who are carrying coronavirus, knowingly or unknowingly.

**Control Measures:**

1. Employees instructed to avoid close face-to-face contact or touching other employees, visitors, etc. and follow the social distancing rules.
2. Physical contact, such as handshakes, hugs, pat on the back, etc. is to be avoided.
3. Employees are required to be environmentally aware and sit out of the immediate air flow from fan heaters, cooling fans, ventilation systems or hair dryers that could spread the virus. Where possible the use of such systems will be avoided.
4. Directional signage is in place in common and floor areas to allow for social distancing.
5. Controls on access and egress to buildings at all sites.
6. Behind reception and in the staff room only one person at a time to allow for social distancing. Signage or tape markings will highlight this control.
7. Any visitors or contractors to sites are to sign the visitors book.
8. Contractors to sites will be managed.
9. Client booking system is maintained for track and trace purposes.
10. All workstations, chairs, treatment couches and their surroundings are cleaned and sanitised between each service.
11. Therapists are only to service one client at a time - and not move between multiple clients.
12. Face coverings or masks to be worn by employees and clients during all treatments and services.
13. No treatments to be carried out on higher risk areas such as the face.
14. All clients to fill in a COVID 19 health questionnaire on arrival.
15. Treatment times to be reduced where possible.

**Hazard : Vulnerable employees** Vulnerable employees with existing health conditions are at a higher risk of contracting COVID-19, which may have a significant increased adverse affect on their health and wellbeing.

**Control Measures:**

1. Employees who are high risk vulnerable (but not extremely clinically vulnerable) that cannot work from home, then management should offer the option of the safest available on-site role, enabling them to stay 2 meters away from others.
2. Those employees who fall within the extremely vulnerable category (Shielded) in accordance with Govt are to continue to work from home where possible.
3. Employees with family members in high risk categories have been instructed to inform their management team. Decisions on home working in accordance with Govt.guidelines are taken on a case by case basis.
4. In accordance with Govt guidelines employees who are in the vulnerable and high risk categories are where possible to continue to work from home.

**Hazard : Cleaning and hygiene** Inadequate cleaning & hygiene standards pose a risk of spreading infection by way of cross-contamination from surfaces contaminated with the coronavirus.

**Control Measures:**

1. Cleaning regimes have significantly increased and the frequency of cleaning of hard surfaces (floors, handrails, door handles, switches, etc).
2. Suitable disinfectant cleaning products are being provided for use by all employees.
3. A colour-coded cleaning system and disposable items where possible is used for cleaning to prevent cross contamination of surfaces.
4. Sufficient hot water, liquid soap, hand dryers, disposable towels and hand sanitiser dispensers are provided throughout the buildings.
5. Line management and employees are required to report anything contaminated or spilt that requires cleaning.
6. Increased cleaning measures for the following: client chairs, treatment stations, card payment terminals and equipment used on clients
7. Salon kept in a tidy condition.
8. PPE must be worn by staff when handling used laundry.
9. All spillages are cleaned up promptly ensuring that employees are wearing the correct PPE for the spillage type (for chemical spills refer to safety data sheet).

**Hazard : Personal hygiene** Poor personal hygiene standards pose a risk of passing or contracting the infection.

**Control Measures:**

1. The importance of good personal hygiene has been explained to all employees. Particularly the need for regular thorough hand washing and the avoidance of touching eyes, nose or mouth, if their hands are not clean.
2. As the alcohol based hand sanitizer falls under a COSHH item. Employees who use this to disinfect their hands have been advised not to touch their face until the sanitizer dries out due to irritation risk if the goes into eyes.
3. If alcohol gel comes into contact with eyes then employees are to (remove glasses or contact lenses if worn) and rinse eyes with water for several minutes, then seek first aid assistance.
4. If eye irritation persists then employees to seek medical advice or assistance.
5. Employees with a diagnosed skin condition are advised not to use the alcohol hand sanitizer as this may exacerbate their condition, but to use soap and water for 20 seconds.
6. Employees to avoid inhaling the vapours from the alcohol hand sanitizer as this may cause dizziness or drowsiness.
7. Alcohol gel hand sanitizer spillages are to be cleaned up immediately with water and area dried off.
8. Hand sanitizers will be in place at access points.
9. Employee instructed that disposable 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.
10. Employees instructed that any potentially contaminated clothing should be removed and placed in a suitable plastic bag or container.
11. Employees instructed to clean their hands frequently, using alcohol-based hand sanitisers or to wash their hands with soap and water for at least 20 seconds. Soap and hand gels are provided
12. Employees to change into their uniform on arrival at work and take uniform off before they leave at the end of the shift and shower as soon as they get home.
13. Employees to wear a clean uniform everyday
14. Employees advised to shower as soon as they get home.

**Hazard : Cold / Infections** There is a risk that any cold and or infection could be consistent with COVID-19 symptoms and there is a risk that accidental cross infection could be transmitted to other persons.

**Control Measures:**

1. Employees are advised to isolate in accordance with Government guidelines.
2. Employees who are currently self isolating due to having tested positive for COVID-19, experiencing symptoms or have a family member who have tested positive or have symptoms are not to return to work and inform their line manager.
3. Where symptoms of a cold/infection starts at work employees are required to notify their management team immediately. Decisions to refrain from working will be made accordingly where there is a potential risk.

**Hazard : Emergency Evacuations** During evacuation there is an increased risk that accidental cross-contamination could occur and virus particles transmitted to other persons.

**Control Measures:**

1. All employees are to wash or sanitise their hands at the earliest opportunity.
2. PEEP's (personal emergency evacuation plans) are in place for those employees who require assistance during an emergency evacuation from the premises.
3. In an emergency, for example, an accident or fire, employees do not have to stay 2m apart as it would be unsafe to do so.
4. Employees are to follow the standard emergency evacuation procedures for their relevant location.
5. Trained fire wardens are in place.

**Hazard : First Aid Provision** Lack of first aid provision leading to injury, further injury or prolonged pain.

**Control Measures:**

1. Trained emergency first aid at work and first aid at work employees.
2. All first aiders provided with face guards to reduce risk of cross-contamination.
3. Additional first aid equipment provided in first aid boxes to reduce risk to first aiders. CPR shields and disposable masks are provided.

**Hazard : Managing Customers Visiting the Salon** Increased risk of transmission of COVID-19 by a high volume of customers visiting the salon, unable to carry out social distancing measures.

**Control Measures:**

1. External areas are used for safely queueing to get inside of the salon.
2. Hygiene stations installed at the entrance, exit and throughout the salon for customers to use.
3. Clients asked to arrive at their appointment time and will be let in by the therapist doing their treatment and taken straight to their treatment room/station, no waiting areas inside will be available.
4. Entrances to the salon are clearly sign posted with the social distancing measures in place.

5. Social distancing measures in place around the salon, floor markings and posters displayed to indicate this.

6. Customers are requested to come alone to their appointment unless specific assistance is required.

7. The total number of customers who can be inside the salon safely at any time are 4

**Hazard : Handling goods, merchandise and other materials** Transmission of COVID-19 via contact with objects and items throughout the salon.

**Control Measures:**

1. A 'no contact' return procedure has been implemented with customers returning stock/goods to a designated area that is kept separate from other stock to reduce likelihood of transmission.

2. Increased the amount of handwashing/hand sanitising facilities on the salon floor for staff and customers.

3. Items are kept in glass cabinets and unavailable for clients to touch purchasing

4. Returned products are to be isolated for 72 hours before being cleaned and returned to displays.

5. Payments & Refunds are to be undertaken using contactless methods.

**Hazard : Inbound & Outbound Deliveries** Spreading of pathogens either by person to person contact (Staff and delivery drivers) or by touching contaminated objects/stock.

**Control Measures:**

1. Stock arriving on-site is to be held for 72 hours before being put display.

2. No paperwork to be transferred, electronic documents only.

3. deliveries are to be non-contact and items paced on a drop off/collection point in reception

4. Cleaning procedure for goods entering and exiting the premises are in place, all goods must be left for 72 hours before leaving or entering the club before being unpacked and used

5. The company is ordering larger quantities of stock less frequently in order to minimise contact.

6. We have revised our pick up and collection points so the minimal amount of person(s) come into contact during stock transfers.

**Hazard : Customer treatment rooms** Employees working on the premises may be at risk of exposure to other employees or visitors who are carrying coronavirus, knowingly or unknowingly.

**Control Measures:**

1. Treatment rooms are cleaned before and after use.

2. Sterile, single use, disposable equipment is used where practical.

3. Work surfaces are smooth and non-porous.

4. Employees are informed of the health risks associated with treatments.

5. PPE is provided and worn as required by the task being performed. Visors, face masks and gloves essential when in close contact with the client, including when taking payment and making bookings.

6. All workstations, chairs and their surroundings are cleaned and sanitised between each service.
7. Paper roll or disposable couch sheet to be changed after each client.
8. Only one client to be treated by any one therapist at a time.
9. Client contacts and booking system is maintained for track and trace purposes.
10. Rooms are ventilated after use.
11. Cleaning, disinfecting and sterilising procedures are in place and in particular for reusable equipment that could become contaminated with bodily fluids.

**Hazard : Food & Drink Preparation Areas** Potential risk or transfer of virus through cross-contamination.

**Control Measures:**

1. Employees instructed to ensure that good hygiene standards must be maintained when food or drinks are being prepared.
2. Employees encouraged to bring in their own prepared food and drink for lunch breaks and not leave the premise while on shift
3. Employees to make their own hot or cold drinks during the working day.
4. Employees have been advised not to prepare and provide drinks to clients, only water in disposable cups to be provided.
5. If spills of food or liquids occur, they cleaned and work surfaces are left in a clean and sanitised condition.
6. Staggered lunch breaks to be implemented
7. Only 1 member of staff in the staff room at any one time to maintain social distancing , signage displayed to enforce this
8. Single use paper tissues rolls are provided within the staff room and to be disposed of correctly in waste bins provided.
9. Uneaten food products are placed in a clean, sanitised, sealed wrapper, bag or container, if they are to be stored in the communal refrigerator.
10. Microwave oven is left in a clean condition and wiped out after use.
11. All employees have been instructed to wash their hands thoroughly for 20 seconds before and after using these facilities.
12. Employees reminded to keep their hands out of food and waste bins or receptacles as they may contain contaminated products, food or tissues.
13. Employees instructed to use their own drinking mugs to prevent cross contamination.

**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. Employees are required to ensure that coats, scarfs and other outdoor items are stored separately in the staff room avoiding contact with other people's personal items.
2. Employees 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.
3. Breaks and arrival times have been staggered to allow for social distancing.

4. Employees 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 body fluids must not be touched, but reported to a manager.
5. Employees 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 are provided and regularly topped-up at all hand washing stations. NHS, Hand washing advice posters displayed.
7. Cleaning routines have been increased. Toilets and communal areas, along with workspaces, are cleaned more frequently than before and the cleaning routine is to a higher specification.

**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 at employee desk areas, at cleaning stations throughout the salon and within staff room.
2. Employees are required to have consideration for cleaning staff with regards to discarded tissues, food, tins etc. to prevent cleaning staff being accidentally contaminated or injured.
3. All waste bins and receptacles are carefully and safely emptied daily.
4. Employees 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.
5. Employees 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.
6. All containers of contaminated waste are appropriately labelled.
7. Contaminated waste is segregated from other waste and securely stored for collection.
8. Waste is collected and disposed of by a licensed contractor.
9. Bins with foot pedals are used and disposable gloves are provided and worn.
10. All materials used for cleaning potentially contaminated areas, are confined for use to that area.

**Hazard : Tills & Reception Areas** Employees working on the premises may be at risk of exposure to other employees or visitors who are carrying coronavirus, knowingly or unknowingly during customers paying for items as this usually takes place in a close proximity.

**Control Measures:**

1. Systems have been put in place to protect staff who cannot maintain social distancing, such as masks and visors
2. Staff are able to maintain social distancing in the reception area
3. Frequent Cleaning, card terminals and other high contact items.
4. The salon is only accepting contactless forms of payment, such as card transactions (contactless or card terminals) or pre-payment such as online on the company website.

**Hazard : Meeting rooms** Potential risk or transfer of virus on account of close contact with other persons.

**Control Measures:**

1. Employees instructed that meetings in enclosed spaces such as conference and meeting rooms should only be undertaken when absolutely essential for business needs and kept as short as possible.
2. Employees using conference and meeting rooms instructed to follow Govt advice and maintain social distancing separation distance.
3. Meeting room capacity signage is posted to instruct on maximum capacity for that particular meeting room.
4. Employees advised to avoid physical contact with clients and visitors, such as handshakes, hugs, etc; and to give a polite explanation of this policy if required.
5. Employees instructed that social distancing rules must be applied to any meetings with clients or visitors or meetings held by video conferencing.
6. Hand sanitiser is provided within the meeting for use by employees.
7. Employees advised not to touch, use white boards or white board pens in meeting rooms to reduce risk of cross-contamination.

<b>Documents Associated with this Risk Assessment:</b>	
<b>Review Date :</b> 10/07/2021	<b>Reviewer :</b> Kate Walmsley