



bollington risk management



CORONAVIRUS STAY ALERT TO STAY SAFE

Staff Guidance Manual

Date: Rev1 26th June 2020

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Section 1: UK Government Risk Assessment Compliance

Prior to re-starting work all employees must read this document and the Covid-19 risk assessment in full and sign a declaration to confirm their understanding. Employees will not be able to return to work until this has been completed.

We can confirm that we have followed the 5 key UK government guidelines below and this manual will provide more clarity to each area of our working lives and staying Covid-19 secure.

The 5 key steps:

1. We have carried out a Covid-19 risk assessment and shared the results with all staff who work here.
2. We have cleaning, hand washing and hygiene procedures in line with guidance.
3. We have taken all reasonable steps to help people work from home.
4. We have taken all reasonable steps to maintain a 2-metre distance in the workplace. We will follow the new guidance from July 4th and where 2-metres cannot be achieved we will implement a 1-metre rule with mitigation such as side by side working or face coverings.

In line with UK Government advice we will monitor the risk assessment continuously and review at the minimum of every 4 weeks to allow for any changes that occur.

Section 2: Vulnerable Workers

Any staff members who are deemed vulnerable, or extremely vulnerable must inform management with immediate effect. The UK Government has contacted people in the extremely vulnerable category.

Any staff deemed extremely vulnerable will need to work from home wherever possible if they are able to do so. If they are not, they will need to seek advice from their Manager.

A separate risk assessment will need to be developed for pregnancy in line with the requirements of the Management of Health and Safety Regulations 1999.

Any staff who are struggling with mental health issues due to the impact of Covid-19 are strongly encouraged to discuss this with their Manager who will offer further support wherever possible.

Section 3: Fit for Work

Any staff displaying symptoms of Covid-19 must immediately self-isolate and not attend work.

Key Covid-19 symptoms

Displaying one or more of the following:

- A high temperature.
- A new, continuous cough.
- Loss or change to your sense of smell or taste.

What to do

All staff who are required to self-isolate must inform their Manager upon the onset of symptoms. The Government are using 'Track and Trace' system and they will contact anyone who they deem may also need to self-isolate.

Section 4: Shift/ Flexible Working

All staff will be required to work agreed hours that best suits the salons needs taking into account the disruption that could be caused if all staff were asked to self-isolate at the same time. There should therefore be a strong consideration to splitting work hours/ shifts etc until the situation eases further.

Lunch breaks arrangements will be outlined by management, but wherever possible communal kitchens should only be used individually, and crockery and cutlery should not be left out. It should be placed in dishwasher where this facility is provided. Staff will be encouraged to bring packed lunches; they should use Tupperware type containers/ sealable plastic bags and disposable cutlery where possible. When the break is finished the cutlery should be placed back within the container and further placed in the individual's bag.

Breaks should be staggered to reduce the numbers of persons in the staff room.

Where more than one person is using the staff room, they should stay 2-metres apart where the room size permits.

Section 5: Safe Practices

Travelling to and from work

Employees are instructed to follow UK Government advice regarding travelling to and from work and not to travel together in the same vehicle.

Social Distancing Rules

You must maintain social distancing wherever possible whilst in the workplace, this means always staying at least 2-metres away from other persons whenever possible. As of July 4th, the distance can be 1-metre with mitigation, but only if it's not possible to maintain 2-metres.

Workstations

You must follow the control measures outlined below, in UK Government guidance and the location specific Covid-19 risk assessment.

Safe practices will be discussed with staff via an induction on their return to work and will include the following:

- Visors are required by all employees when working with customers. Receptionists do not have to wear a visor, if there is a screen in place.
- Gloves do not need to be worn other than what you would usually use them for.
- There must be no sharing of workstations.
- Clients do not have to wear face coverings but can if they wish to.
- Employees don't have to wear face coverings but can if they wish to.
- If you are working less than 2-meters but more than 1-meter plus, you must have screens in between styling station and backwashes. If you are working 2-meters or over, you do NOT need screens.
- You can see a client in between a colour appointment providing all social distancing and hygiene precautions are taken.
- Air conditioning can be used, but open windows and doors where and when possible.
- Keep records of each clients visit for 21 days. Client name contact details and the date they attended.
- Disposable gowns and towels can be used as can material gowns and towels, but these must be washed after every client at 60 c or above.
- Beard trims are allowed.
- You do not need to take clients or employees temperature.
- No food or drink to be consumed by clients, but they can have water in disposable cups or bottled water.
- You are allowed to have team meetings and trial runs prior to July 4th but NO clients.
- Talking to your clients is fine but avoid close face to face conversations.
- Appointment based services at all times. During the making of the appointment clients must be asked if they have any symptoms of Covid-19, or if they have recently been in contact with anyone who has.
- Further increase the frequency of hand washing and surface cleaning.
- Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).

Social distancing – Common areas

Social distancing applies to all parts of a business, not just the place where people spend most of their time, but also entrances and exits, staircases, toilets, kitchens and similar settings.

Please stay alert and always check that your social distancing can be maintained in these common areas.

Reception - When staff are entering and leaving the building, they should stay alert and check that the reception area is clear. A demarcation line or sign is advisable, placed on the floor that instructs clients where to stand/ wait.

Staircases – Please allow the person already on the stairs a 2-metre distance to go up or down the stairs. Do not cross on any staircases.

Kitchens – Please follow these guidelines and do not attempt to move chairs or any provision of social distancing markings.

Hygiene

Frequent hand washing must take place hourly and/ or whenever contact is made with a foreign surface or shared item.

All staff must be aware that they must cough, sneeze or blow their nose into a tissue and immediately dispose of it in a lidded bin with foot pedal operation. If no tissue is available, they must cough or sneeze into their arm, this is to prevent transmission of the virus in the atmosphere.

Shared work equipment should be avoided, but if absolutely necessary, this should result in the equipment being cleaned before and after use. Examples of these include hairdressing tools, products, door handles, fridge handles, microwaves, kettles etc.

PPE (Personal Protective Equipment)

All staff will be provided the following on their workstation when they return to work. The Manager will outline the requirements expected which will be in line with UK Government guidance:

- Visors
- Alcohol Hand Gel
- Protective Gloves
- Tissues
- Anti-bacterial Cleaning Wipes
- Face Coverings - optional

It would be good practice for all individual PPE (such as visors) to be labelled by the user to prevent any items being accidentally shared. Additionally, PPE must be stored in a manner to prevent anybody touching it or it is becoming contaminated.

Please advise your Manager immediately if you feel your PPE is inadequate, becomes contaminated or it needs replenishing.

Section 6: Signage

Signs will be in place, as advised by the UK Government, around our building reminding staff/ clients of their responsibilities. These will include NHS posters, risk assessment compliance and isolation area signs where appropriate.

Section 7: Use of Common Areas

'Common' areas are identified as environments that can carry a greater risk of Covid-19 transmission.

Toilets

The toilets will have hand towels in place to dry your hands after washing, the hand driers will be switched off.

Please ensure you maintain usual welfare standards when using the toilets and pay particular attention to cleaning touch points including the opening/closing of doors when entering/ leaving. Ensure hands are washed with soap and warm water before and after entering toilets.

Kitchens

We recommend packed lunches for the foreseeable future. Please use the defined areas if preparing food is absolutely necessary. Only prepare food for yourself and ensure all surfaces and equipment is thoroughly cleaned before/after use.

We strongly recommend that you bring in pre-prepared food where possible and store it in a sealed Tupperware type container, or plastic sealable bag, and place in the refrigerator where provided.

Tea/ coffee/ soft drink making facilities. Please only prepare drinks for yourself and do not share mugs/ cups/ glasses. Thoroughly clean any mugs/ cups/ glasses before and after use. Where possible bring your own drinks containers and take them home with you when work finishes.

General 'touch points'

Always wash your hands thoroughly after touching any surface or equipment in common areas, cleaning materials will be provided and will be readily available. Please use any alcohol gel dispensers where they have been provided, but these should never be a substitute for hand washing.

If doors are wedged open to reduce the risk of infection transmission, this must be on a risk assessed basis and they must be closed at the end of the working day.

Section 8: Risk Assessments and Safe systems of work

All current risk assessments and systems of work that include previous H&S measures must remain in place and not be compromised.

Section 9: Ventilation

We have checked that our ventilation systems do not pose a risk and they will continue to be serviced as per the planned preventative maintenance scheme.

Window opening

To increase ventilation, it is encouraged that windows are opened where possible. All windows must be closed and locked before leaving at the end of the day.

Section 10: Meetings

At present using meeting rooms should be avoided wherever possible.

Where meetings are unavoidable, they should take place either by phone or video conferencing, or outside where risk of transmission is greatly reduced.

Section 11: Bringing personal possessions to a salon

Where possible all staff personal possessions, such as coats, should be left in your car before entering the building. Where this is not possible personal possessions should be placed in a bag and kept in a designated area which will be agreed with your Manager.

A storage arrangement will be provided for client's personal possessions. The client will be responsible for hanging their own coat, but they must be spaced sufficiently. Any bags should be placed at the workstation between the client's feet or a predetermined location arranged by management. Note: the client should be made aware during the making of the appointment that they will not be able to temporarily store other items, such as shopping bags, during the appointment.

Section 12: Staying in one location

The UK Government have advised that where a business has more than one location you should stay at that location you predominantly work wherever possible.

If there is a requirement to visit another location, this must be kept to a minimum and all social distancing and hygiene rules must be adhered to.

Section 13: Visitors/Contractors

Only essential contractor visits are currently permitted to visit the location, and this must be by appointment only. This includes essential maintenance and servicing of system such as fire alarm, emergency lighting, air conditioning etc. Contractors must provide assurances of their understanding of the need for social distancing and enhanced hygiene standards and confirm they have no Covid-19 symptoms.

Visitors should not usually be permitted to enter the building unless they have a pre-booked a visit. In advance of their arrival they must receive and agree to our company Covid-19 risk assessment requirements.

Visitors/ Contractors signing in

When signing in visitors/ contractors should be greeted whilst maintaining social distancing rules. The staff member greeting the visitor/ contractor should record their name in the visitor's book, ensure they have read the Covid-19 safe document and sanitise any touch points, including the pen accordingly.

Section 14: Internal Cleaning

To protect our staff, we have introduced working hours which should prevent further risks of contact when cleaning. Any concerns regarding cleaning should be communicated to management immediately.

Section 15: Raising Concerns

As per the UK Government guidelines it is our responsibility to advise you of the processes we have established to maintain a safe environment for everyone. If you have concerns over the Covid-19 measures in our workplace.

1. Initially contact your Manager. If the Manager needs additional technical advice they should;
2. Contact the organisations HSE advisor Steve Powell on 07976 878 562.

All grievance and disciplinary measures remain in place as per the current employee handbook.



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