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# Keeping workers and clients safe during COVID-19 in close contact services

COVID-19 secure guidance for employers, employees and the self-employed

24 September 2020

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# Document updates

**Published** 23 June 2020
**Last updated** 24 September 2020

| Date | Version | Update | Section |
|---|---|---|---|
| 3 July 2020 | 2.0 | Updated to include link to DHSC guidance on Test and Trace | 7.1 Shift Patterns and Outbreaks |
| 3 July 2020 | 2.0 | Updated to include link to DHSC guidance on Test and Trace for temporary records of visitors and customers | 2.1 Keeping customers and visitors safe |
| 3 July 2020 | 2.0 | Updated to discourage shouting/loud music | 1.1. Managing Risk |
| 3 July 2020 | 2.0 | Updated to include guidance in the event of a local lockdown | 1. Thinking about risk |
| 3 July 2020 | 2.0 | Update to the COVID-19 secure poster to reflect 2m, or 1m with risk mitigation where 2m is not viable is acceptable. | 1.2 Sharing the results of your risk assessment<br><br>Webpage |
| 3 July 2020 | 2.0 | Include guidance in the event of a COVID-19 outbreak in the workplace as section 7.1.2 | 7.1 Shift Patterns and Outbreaks |
| 3 July 2020 | 2.0 | Updated guidance what businesses are permitted to open | Introduction |
| 9 July 2020 | 3.0 | Updated guidance on what services cannot be offered | How to use this guidance |
| 9 July 2020 | 3.0 | Additional guidance for spas with regards to indoor gyms, whirlpools, hydrotherapy and swimming pools | 2.1. Keeping clients and visitors safe |
| 9 July 2020 | 3.0 | Update guidance regarding the offering of alternative treatments where possible | 2.1 Keeping clients and visitors safe |
| 9 July 2020 | 3.0 | Update guidance regarding the use of changing rooms | 2.1 Keeping clients and visitors safe<br><br>5.4 Changing rooms and showers |
| 9 July 2020 | 3.0 | Update guidance to discourage queuing in disable car parking bays | 2.1 Keeping clients and visitors safe |

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# Document updates

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| Date | Version | Update | Section |
|---|---|---|---|
| 23 July 2020 | 4.0 | Updated guidance on mass gatherings in the Workplace` | 2.1 Keeping customers and visitors safe |
| 23 July 2020 | 4.0 | Updated guidance on working from home | 2. Who should go to work<br>Staying COVID-19 Secure in 2020 Poster |
| 23 July 2020 | 4.0 | Updated guidance on ventilation and mitigating against the transmission of COVID-19 | 2.3 Ventilation |
| 23 July 2020 | 4.0 | Include guidance on disposing of personal or business waste, including face coverings and PPE. | 5.2 Keeping the workplace clean |
| 23 July 2020 | 4.0 | Updated guidance on face coverings and where to wear them. | 6.1 Face Coverings |
| 23 July 2020 | 4.0 | Updated guidance on the use of public transport for work related travel | 7.2 Work-related travel |
| 31 July 2020 | 5.0 | Guidance on clinically extremely vulnerable individuals returning to the workplace | 3.1 Protecting people who are at higher risk |
| 11 August 2020 | 6.0 | Updated guidance on face coverings and where to wear them | 6.1 Face Coverings |
| 11 August 2020 | 6.0 | Updated guidance on workforce consultation in advance of returning to work | 3. Who should go to work |
| 11 August 2020 | 6.0 | Guidance on those at higher risk of COVID-19 | 3.1 Protecting people who are at higher risk |
| 14 August 2020 | 7.0 | Removal of guidance to not perform any services in the highest risk zone | Introduction |
| 14 August 2020 | 7.0 | Updated guidance on PPE requirements | 1.1 Managing risk |
| 14 August 2020 | 7.0 | Updated guidance on PPE requirements and how to wear PPE | 6. Personal Protective Equipment (PPE) |
| 14 August 2020 | 7.0 | Update guidance on face coverings for clients | 6.1 Face coverings for clients |
| 10 September 2020 | 8.0 | Updated guidance on social gatherings | 2.1 Keeping customers and visitors safe |
| 10 September 2020 | 8.0 | Updated guidance to mandate the collection of Test and Trace data | 2.1 Keeping customers and visitors safe |

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# Document updates (continued)

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| Date | Version | Update | Section |
|---|---|---|---|
| 11 September 2020 | 9.0 | Updated guidance regarding the collection of Test and Trace data | 2.1 Keeping clients and visitors safe |
| 18 September 2020 | 9.1 | Updated guidance regarding the collection of Test and Trace data and display of NHS QR codes | 2.1 Keeping clients and visitors safe |
| 18 September 2020 | 9.1 | Updated guidance on PPE requirements (goggles) | 6. Personal Protective Equipment (PPE) |
| 18 September 2020 | 9.1 | Updated guidance on provision of reading materials | 5.2 Keeping the workplace clean |
| 24 September 2020 | 10.0 | Updated guidance on working from home | 3. Who should go to work |
| 24 September 2020 | 10.0 | Updated guidance on business obligation to support staff self isolation | 3.2 People who need toself isolate |
| 24 September 2020 | 10.0 | Updated guidance on mandatory PPE for staff | 6.1 Face coverings |
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# Introduction

## What do we mean by ‘close contact services’?

Close contact services include hairdressing, barbershops, beauty and nail bars, makeup and tattoo studios, tanning salons/booths, spas and wellness businesses, sports and massage therapy, well-being and holistic locations, dress fitters, tailors and fashion designers.

This guidance is also designed for those who provide mobile close contact services from their homes and in other people’s homes, those in retail environments and the arts, as well as those studying hair and beauty in vocational training environments.

All services including those in the highest risk zone are permitted from 15 August.

The UK is currently experiencing a public health emergency as a result of the COVID-19 pandemic. It is critical that employers, employees, the self-employed and clients take steps to keep everyone safe. This document is to help you understand how to work safely and keep your clients safe during this pandemic, ensuring as many people as possible comply with social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable). We hope it gives you freedom within a practical framework to think about what you need to do to continue, or restart, operations during the COVID-19 pandemic. We understand how important it is that you can work safely and support your employees’ and clients’ health and wellbeing during the COVID-19 pandemic and not contribute to the spread of the virus. We know that many of these businesses are currently closed, by government regulation, for their usual service - this guidance will be useful for those businesses as they develop new ways of working or to help prepare for the time when they are able to reopen. The government is clear that workers should not be forced into an unsafe workplace and the health and safety of workers and clients, and public health, should not be put at risk.

We know many people are also keen to return to or contribute to volunteering. Organisations have a duty of care to volunteers to ensure as far as reasonably practicable they are not exposed to risks to their health and safety. This guidance around working safely during COVID-19 should ensure that volunteers are afforded the same level of protection to their health and safety as others, such as workers and clients.

This document has been prepared by the Department for Business, Energy and Industrial Strategy (BEIS) with input from firms, unions, industry bodies and the devolved administrations in Wales, Scotland and Northern Ireland, and in consultation with Public Health England (PHE) and the Health and Safety Executive (HSE).

Public health is devolved in Northern Ireland, Scotland and Wales; this guidance should be considered alongside local public health and safety requirements and legislation in Northern Ireland, Scotland and Wales. For advice to businesses in other parts of the UK please see guidance set by the Northern Ireland Executive, the Scottish Government, and the Welsh Government.

We expect that this document will be updated over time. This version is up to date as of 24 September 2020. You can check for updates at https://www.gov.uk/workingsafely. If you have any feedback for us, please email safer.workplaces@beis.gov.uk.

This document is one of a set of documents about how to work safely in different types of workplace. This one is designed to be relevant for people who provide close contact services.

People delivering services in other people's homes or retail environments should also refer to guidance on working safely during COVID-19 in other people’s homes and in shops and branches.

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# How to use this guidance

This document sets out guidance on how to open workplaces safely while minimising the risk of spreading COVID-19. It gives practical considerations of how this can be applied in the workplace.

Each business will need to translate this into the specific actions it needs to take, depending on the nature of their business, including the size and type of business, how it is organised, operated, managed and regulated. They will also need to monitor these measures to make sure they are continuing to protect clients and workers.

This guidance does not supersede any legal obligations relating to health and safety, employment or equalities and it is important that as a business or an employer you continue to comply with your existing obligations, including those relating to individuals with protected characteristics. It contains non-statutory guidance to take into account when complying with these existing obligations. When considering how to apply this guidance, take into account agency workers, contractors and other people, as well as your employees.

All services including those in a highest risk zone are permitted from 15 August.

**To help you decide which actions to take, you must carry out an appropriate COVID-19 risk assessment, just as you would for other health and safety related hazards. This risk assessment must be done in consultation with unions or workers.**

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# 1. Thinking about risk

**Objective:** That all employers carry out a COVID-19 risk assessment.

COVID-19 is a public health emergency. Everyone needs to assess and manage the risks of COVID-19, and in particular businesses should consider the risks to their workers and visitors. As an employer, you also have a legal responsibility to protect workers and others from risk to their health and safety. This means you need to think about the risks they face and do everything reasonably practicable to minimise them, recognising you cannot completely eliminate the risk of COVID-19.

You must make sure that the risk assessment for your business addresses the risks of COVID-19, using this guidance to inform your decisions and control measures. You should also consider the security implications of any decisions and control measures you intend to put in place, as any revisions could present new or altered security risks that may require mitigation. A risk assessment is not about creating huge amounts of paperwork, but rather about identifying sensible measures to control the risks in your workplace. If you have fewer than five workers, or are self-employed, you don't have to write anything down as part of your risk assessment. Your risk assessment will help you decide whether you have done everything you need to. There are interactive tools available to support you from the Health and Safety Executive (HSE) at https://www.hse.gov.uk/risk/assessment.htm.

Employers have a duty to consult their people on health and safety. You can do this by listening and talking to them about the work and how you will manage risks from COVID-19. The people who do the work are often the best people to understand the risks in the workplace and will have a view on how to work safely. You are encouraged to have individual discussions with your workers where reasonable, including those who are clinically extremely vulnerable and therefore may be returning to the workplace, to consider any uncertainties they have about precautions in place to make the workplace COVID-secure. Involving them in making decisions shows that you take their health and safety seriously. You must consult with the health and safety representative selected by a recognised trade union or, if there isn't one, a representative chosen by workers. As an employer, you cannot decide who the representative will be.

At its most effective, full involvement of your workers creates a culture where relationships between employers and workers are based on collaboration, trust and joint problem solving. As is normal practice, workers should be involved in assessing workplace risks and the development and review of workplace health and safety policies in partnership with the employer.

Employers and workers should always come together to resolve issues. If concerns still cannot be resolved, see below for further steps you can take.

## How to raise a concern:

- Contact your employee representative.
- Contact your trade union if you have one.
- Use the HSE form available at https://www.hse.gov.uk/contact/concerns.htm.
- Contact HSE by phone on 0300 790 6787.

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# 1. Thinking about risk (continued)

Where the enforcing authority, such as the HSE or your local authority, identifies employers who are not taking action to comply with the relevant public health legislation and guidance to control public health risks, they are empowered to take a range of actions to improve control of workplace risks. These actions include closure of venues under the Health Protection (Coronavirus, Restrictions) (England) (No. 3) Regulations 2020. For example, this would cover employers not taking appropriate action to ensure social distancing, where possible.

Failure to complete a risk assessment which takes account of COVID-19 or completing a risk assessment but failing to put in place sufficient measures to manage the risk of COVID-19, could constitute a breach of health and safety law. The actions the enforcing authority can take include the provision of specific advice to employers to support them to achieve the required standard, through to issuing enforcement notices to help secure improvements. Serious breaches and failure to comply with enforcement notices can constitute a criminal offence, with serious fines and even imprisonment for up to two years. There is also a wider system of enforcement, which includes specific obligations and conditions for licensed premises.

From 28 September, it is mandatory that employers must not knowingly require or encourage someone who is being required to self-isolate to come to work.

Employers are expected to respond to any advice or notices issued by enforcing authorities rapidly and are required to do so within any timescales imposed by the enforcing authorities. The vast majority of employers are responsible and will join with the UK's fight against COVID-19 by working with the Government and their sector bodies to protect their workers and the public. However, inspectors are carrying out compliance checks nationwide to ensure that employers are taking the necessary steps.

Employers must follow all instructions from authorities in the event of new local restrictions. See further detail of areas with additional local restrictions.

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# 1.1 Managing risk

**Objective:** To reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority.

Employers have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures. Employers must work with any other employers or contractors sharing the workplace so that everybody's health and safety is protected. In the context of COVID-19 this means protecting the health and safety of your workers and clients by working through these steps in order:

- Ensuring both workers and clients who feel unwell stay at home and do not attend the premise. By law from 28 September businesses may not require a self-isolating employee to come into work.
- In every workplace, increasing the frequency of handwashing and surface cleaning.
- Businesses and workplaces should make every reasonable effort to ensure their employees can work safely. Any office worker who can work from home should do so. Anyone else who cannot work from home should go to their place of work, if COVID-19 Secure guidelines are followed closely. When in the workplace, everyone should make every reasonable effort to comply with the social distancing guidelines set out by the government (2m, or 1m with risk mitigation where 2m is not viable is acceptable).
- 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 where 2m is not viable.
- 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. As everyone working in close proximity for an extended period of time must wear a visor/goggles and a Type II face mask*, screens will not be necessary between the practitioner and the client.
  - Work from the back (behind the client) or from the side, regularly circling the client.
  - Unless crucial for the treatment, avoid skin to skin contact and use 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).
- Where the social distancing guidelines cannot be followed in full, even through redesigning a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and if so, take all the mitigating actions possible to reduce the risk of transmission between their staff.

***Type II face masks are medical face masks made up of a protective 3-ply construction that prevents large particles from reaching the client or working surfaces.*

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# 1.1 Managing risk (continued)

- Clearly, when providing close contact services, it often may not be possible to maintain social distancing guidelines (2m, or 1m apart with risk mitigation, is acceptable). As a result, personal protective equipment in the form of a visor/goggles and a Type II face mask will be required to mitigate the risk, further details on which can be found in Section 6.
- In your assessment you should have particular regard to whether the people doing the work are especially vulnerable to COVID-19.

The recommendations in the rest of this document are ones you must consider as you go through this process. You could also consider any advice that has been produced specifically for your sector, for example by trades associations.

If you are currently operating, you will already have carried out an assessment of the risks posed by COVID-19 in your workplace. You should use this document to identify any further improvements you should make. You must review the measures you have put in place to make sure they are working. You should also review them if they may no longer be effective or if there are changes in the workplace that could lead to new risks such as reintroducing services in the client's breathing zone.

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# 1.2 Sharing the results of your risk assessment

You must share the results of your risk assessment with your workforce. If possible, you should consider publishing the results on your website (and we would expect all employers with over 50 workers to do so). We would expect all businesses to demonstrate to their workers and customers that they have properly assessed their risk and taken appropriate measures to mitigate this. You should do this by displaying a notification in a prominent place in your business and on your website, if you have one. Below you will find a notice you should sign and display in your workplace to show you have followed this guidance.

## Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

**FIVE STEPS TO SAFER WORKING TOGETHER**

- ✓ We have carried out a COVID-19 risk assessment and shared the results with the people who work here
- ✓ We have cleaning, handwashing and hygiene procedures in line with guidance
- ✓ We have taken all reasonable steps to help people work safely from a COVID-19 Secure workplace or work from home
- ✓ We have taken all reasonable steps to maintain a 2m distance in the workplace
- ✓ Where people cannot keep 2m apart we have ensured at least a 1m distance and taken all the mitigating actions possible to manage transmission risk

Signed on behalf of employer _____ Employer representative signature

Employer _____ Employer name Date _____

Who to contact: _____ Your Health and Safety Representative
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)

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# 2. Keeping your clients and visitors safe

# 2.1 Keeping clients and visitors safe

**Objective:** To minimise the risk of transmission and protect the health of clients and visitors in close contact services.

- Continued opening up of the economy is reliant on NHS Test and Trace being used to minimise transmission of the virus. In order to ensure that businesses are able to remain open, you must:
    - Ask one member of every party who visit your premises to provide their contact details to assist NHS Test and Trace.
    - You must have a system in place to ensure that you can collect that information from your customers and visitors, and provide this data to NHS Test and Trace, if it is requested.
    - Keep a record of all staff working on your premises and shift times on a given day and their contact details.
    - Display an official NHS QR code poster from 24 September 2020, so that customers and visitors can 'check-in' using this option as an alternative to providing their contact details. Official NHS QR posters can be generated online.
- Many businesses that take bookings already have systems for recording this information – including restaurants, hotels and pubs. These existing systems may be an effective means of collecting contact details, but if such a system is not in place, this will now be required in order to be compliant with the new regulations on NHS Test and Trace. Organisations must have a system in place for people who do not have a smartphone or do not want to use the NHS COVID-19 app.
- Any business that is found not to be compliant with these regulations will be subject to financial penalties. It is vital that you comply with these regulations to help keep people safe, and to keep businesses open. More details on NHS Test and Trace can be found here.
- Steps should be taken to mitigate the increased risk of virus transmission associated with aerosol production from raised voices, such as when speaking loudly or singing loudly, particularly in confined and poorly ventilated spaces. This should include lowering the volume of background music and discouraging people from raising their voices or shouting. Evidence on the most effective steps that can be taken to limit the transmission of the virus continues to be regularly reviewed. This guidance may be updated in the future in response to changing scientific understanding.
- To prevent the spread of the virus, from 14 September there will be legal limits on how many people someone can spend time within a social group at any one time. Whether indoors or outdoors people from different households must not meet in groups of larger than 6. This limit does not apply to meetings of a single household group or support bubble where it consists of more than 6 people.
- Venues following COVID-19 secure guidelines can host more than 6 people in total, but no one should visit or socialise in a group of greater than 6. It is also important that people from different households or support bubbles meeting in a single group remain socially distanced. Further information on social contact rules, social distancing and the exemptions that exist can be found here. These rules will not apply to workplaces or education settings, alongside other exemptions.

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# 2.1 Keeping clients and visitors safe (continued)

## Steps that will usually be needed:

- [ ] Encouraging clients to use hand sanitiser or handwashing facilities as they enter the premises or before treatment.
- [ ] 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 the number of appointments at any one time. Take into account total floorspace as well as likely pinch points and busy areas.
- [ ] Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people.
- [ ] When booking an appointment, asking the client to attend on their own, where possible.
- [ ] Reminding clients who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.
- [ ] Informing clients and contractors of existing guidance about visiting the premises prior to and at the point of arrival, including information on websites, on booking forms and in entrance ways.
- [ ] 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.
- [ ] Ensuring any changes to entrances, exits and queue management take into account reasonable adjustments for those who need them, including disabled clients. For example, maintaining pedestrian and parking access for disabled clients.
- [ ] Using outside spaces for queuing where available and safe, for example some car parks, excluding disabled parking bays. 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.

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# 2.1 Keeping clients and visitors safe (continued)

## Steps that will usually be needed:

- [ ] Minimising contact between different workers whilst serving a client, such as photographers, models, makeup artists and stylists in a photoshoot.
- [ ] Operating an appointment-only system.
- [ ] 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.
- [ ] Encouraging clients to arrive at the time of their scheduled appointment.
- [ ] The use of changing rooms should be discouraged wherever possible. Clients should be advised to change and shower at home.
- [ ] Businesses should consider providing shorter, more basic treatments to keep the time to a minimum.
- [ ] Spas should keep saunas and steam rooms closed until further notice.
- [ ] Spas operating any of the following facilities: gyms, hot tubs, spa pools, whirlpools, hydrotherapy, and swimming pools must follow government guidance for gym/leisure facilities.
- [ ] Making clients aware of, and encouraging compliance with, limits on social contact. For example, on arrival or at booking.

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# 2.1 Keeping clients and visitors safe (continued)

**Steps that will usually be needed:**

- 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.
- 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.
- Working with neighbouring businesses and local authorities to provide additional parking or facilities such as bike-racks, where possible, to help clients avoid using public transport.

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# 2.2 Ventilation

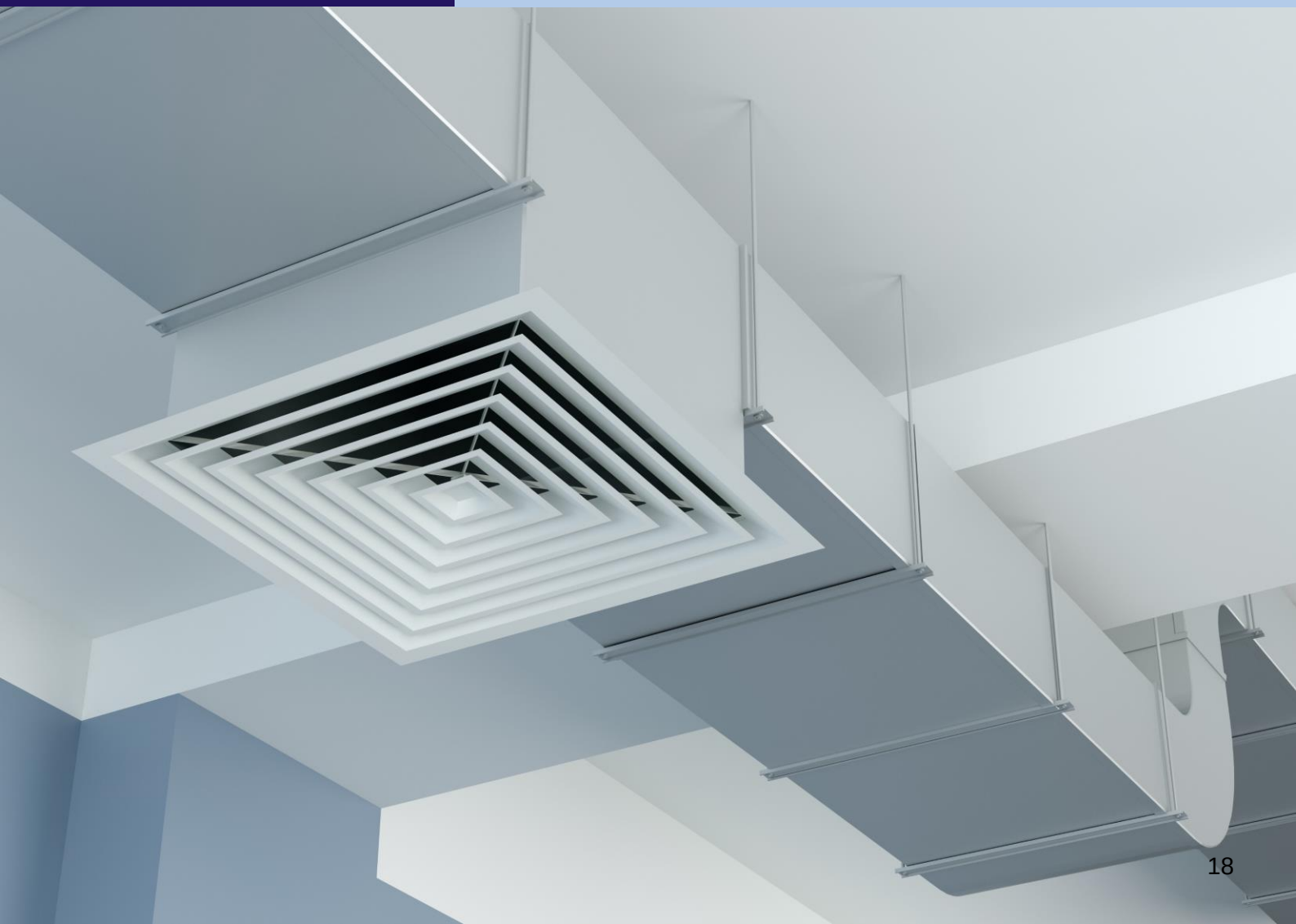
**Objective:** To use ventilation to mitigate the transmission risk of COVID-19.

Ventilation into the building should be optimised to ensure the maximum fresh air supply is provided to all areas of the facility wherever possible.

Ventilation systems should provide a good supply of fresh air.

## Steps that will usually be needed:

- Increasing the existing ventilation rate by adjusting the fan speed.
- Operating the ventilation system when there are people in the building.
- Monitoring and managing filters in accordance to manufacturer instructions.
- Keeping doors and windows open if possible.
- Using ceiling fans to improve air circulation, provided there is good ventilation.



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# 2.3 Client toilets

**Objective:** To ensure that toilets are kept open and to ensure/promote good hygiene, social distancing, and cleanliness in toilet facilities.

- Public toilets, portable toilets and toilets inside premises should be kept open and carefully managed to reduce the risk of transmission of COVID-19.

## Steps that will usually be needed:

- [ ] 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.
- [ ] 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).
- [ ] 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.
- [ ] 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.
- [ ] Keeping the facilities well ventilated, for example by fixing doors open where appropriate.
- [ ] Paying special attention to the cleaning of portable toilets and larger toilet blocks.
- [ ] Putting up a visible and up to date cleaning schedule.
- [ ] Providing more waste facilities and more frequent rubbish collection.

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# 2.4 Providing and explaining available guidance

**Objective:** To make sure people understand what they need to do to maintain safety.

## Steps that will usually be needed:

- Providing clear guidance on expected client behaviours, social distancing and hygiene to people before arrival, when scheduling their appointment, and on arrival, explaining to clients that failure to observe safety measures will result in services not being provided.
- 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.
- 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.
- Ensuring latest guidelines are visible throughout the entire premises.
- 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.
- Ensuring information provided to clients and visitors, such as advice on the location or size of queues, does not compromise their safety.
- Where necessary, informing clients that police and the local authorities have the powers to enforce requirements in relation to social distancing and may instruct clients to disperse, leave an area, issue a fixed penalty notice or take further enforcement action.

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# 3. Who should go to work

## Objective:

Employers should ensure workplaces are safe for anyone who cannot work from home.

It is recognised that for most workers providing these services, it is often not possible to work from home.

Nobody should go to work if your business is closed under current government regulations.

In order to keep the virus under control, it is important that people work safely. At the present time, office workers who can work from home should do so. Anyone else who cannot work from home should go to their place of work. The risk of transmission can be substantially reduced if COVID-19 Secure guidelines are followed closely. Employers should consult with their employees to determine who can come into the workplace safely taking account of a person's journey, caring responsibilities, protected characteristics, and other individual circumstances. Extra consideration should be given to those people at higher risk. Businesses should consider the impact of workplaces reopening on local transport and take appropriate mitigating actions (e.g. staggered start and finish times for staff). When employers consider that workers should come into their place of work, then this will need to be reflected in the COVID-19 workplace risk assessment and actions taken to manage the risks of transmission in line with this guidance. The decision to return to the workplace must be made in meaningful consultation with workers (including through trade unions or employee representative groups where they exist). A meaningful consultation means engaging in an open conversation about returning to the workplace before any decision to return has been made. This should include a discussion of the timing and phasing of any return and any risk mitigations that have been implemented. It is vital employers engage with workers to ensure they feel safe returning to work, and they should not force anyone into an unsafe workplace.

## Steps that will usually be needed:

- Considering the maximum number of people who can be safely accommodated on site.
- Planning for a phased return to work for people safely and effectively.
- Recognising that some people in this environment may choose to see clients in their homes or a workplace, taking the necessary steps to properly manage risks in both environments.
- 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.
- Keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security.
- Providing equipment for people to work at home safely and effectively, for example, remote access to work systems.

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# 3.1 Protecting people who are at higher risk

**Objective:** To support those who are at a higher risk of infection and/or an adverse outcome if infected.

The Public Health England report 'Disparities in the risk and outcomes of COVID-19' shows that some groups of people may be at more risk of being infected and/or an adverse outcome if infected.

The higher-risk groups include those who:

- are older males
- have a high body mass index (BMI)
- have health conditions such as diabetes
- are from some Black, Asian or minority ethnicity (BAME) backgrounds

You should consider this in your risk assessment.

From 1st August, clinically extremely vulnerable individuals can return to their workplace providing COVID-secure guidelines are in place but should work from home wherever possible. If extremely clinically vulnerable individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable). It may be appropriate for clinically extremely vulnerable individuals to take up an alternative role or adjusted working patterns temporarily.

As for any workplace risk you must take into account specific duties to those with protected characteristics, including, for example, expectant mothers who are, as always, entitled to suspension on full pay if suitable roles cannot be found. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals.

## Steps that will usually be needed:

- [ ] Providing support for workers around mental health and wellbeing. This could include advice or telephone support.
- [ ] See current guidance for advice on who is in the clinically extremely vulnerable and clinically vulnerable groups.
- [ ] Discussing the safest possible roles for clinically extremely vulnerable workers who are returning to the workplace.

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# 3.2 People who need to self-isolate

**Objective:** To make sure individuals who are advised to stay at home under existing government guidance to stop infection spreading do not physically come to work. This includes individuals who have symptoms of COVID-19, and those who live in their household or in their support bubble, and those who are advised to self-isolate as part of the government's test and trace service.

## Steps that will usually be needed:

- By law, from 28 September employers must not knowingly require or encourage someone who is being required to self-isolate to come to work.
- Enabling workers to work from home while self-isolating if appropriate.
- See current guidance for employees and employers relating to statutory sick pay due to COVID-19.
- Ensuring any workers who have symptoms of COVID-19 - a high temperature, new and persistent cough or anosmia - however mild, should self-isolate for at least 10 days from when the symptoms started. Workers who have tested positive for COVID-19 should self-isolate for at least 10 days starting from the day the test was taken. Where a worker has tested positive whilst not experiencing symptoms but develop symptoms during the isolation period, they should restart the 10-day isolation period from the day the symptoms developed. This only applies to those who begin their isolation on or after 30 July.
- See current guidance for people who have symptoms and those who live with others who have symptoms.

# 3.3 Equality in the workplace

**Objective:** To make sure that nobody is discriminated against.

- In applying this guidance, employers should be mindful of the particular needs of different groups of workers or individuals.
- It is breaking the law to discriminate, directly or indirectly, against anyone because of a protected characteristic such as age, sex, disability, race or ethnicity.
- Employers also have particular responsibilities towards disabled workers and those who are new or expectant mothers.

## Steps that will usually be needed:

- Understanding and taking into account the particular circumstances of those with different protected characteristics.
- 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.
- Considering whether you need to put in place any particular measures or adjustments to take account of your duties under the equalities legislation.
- Making reasonable adjustments to avoid disabled workers being put at a disadvantage and assessing the health and safety risks for new or expectant mothers.
- 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.

# 4. Social distancing for workers

**Objective:**

Ensuring workers maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) wherever possible, including while arriving at and departing from work and while in work.

- You must maintain social distancing in the workplace wherever possible.
- When providing close contact services, the nature of the work is such that maintaining social distancing will not usually be possible when actively serving a client. In these circumstances, employers, employees and the self-employed should do everything they reasonably can to reduce risk. 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. If the practitioner is wearing a visor/goggles and Type II face mask, screens will not provide additional protection between the practitioner and the individual.
  - Working from the back (behind the client) or from the side, regularly circling the client.
  - Seeking to avoid skin to skin contact with colleagues, and clients if not crucial for the treatment, and wearing gloves where possible.
  - Using a consistent pairing system if workers have to be in close proximity.
  - Only opening client waiting areas where social distancing can be maintained.
  - Maintaining social distancing between the treatment or service areas, such as client chairs.
- Social distancing applies to all parts of a business or home, not just the room where the service is delivered, but waiting rooms, corridors and staircases, where applicable. These are often the most challenging areas to maintain social distancing and workers should be specifically reminded.

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# 4.1 Coming to work and leaving work

**Objective:** To maintain social distancing wherever possible, on arrival and departure and to enable handwashing upon arrival.

## Steps that will usually be needed:

- 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.
- Providing additional parking or facilities such as bike-racks to help people walk, run, or cycle to work, recognising this may not be possible in smaller workplaces.
- Discussing with clients before arrival whether parking facilities are available for those providing treatments in the home.
- Reducing congestion, for example, by having more entry points to the workplace, where possible.
- Using markings and introducing one-way flow at entry and exit points, where possible.
- Providing handwashing facilities (or hand sanitiser where not possible) at entry and exit points and not using touch-based security devices such as keypads where possible.
- Collaborating with other businesses who may share the premises to minimise the numbers of people on site.
- See government guidance on travelling to and from work.

# 4.2 Moving around salons, premises and other people's homes

**Objective:** To maintain social distancing as far as possible while people travel through the workplace.

## Steps that will usually be needed:

- Implementing physical changes like barriers or screens between, behind or in front of workstations where possible, such as between clients, at wash stations, and in reception areas.
- Providing floor markings and signage to remind both workers and clients to maintain social distancing wherever possible, particularly in client interaction zones.
- Introducing more one-way flow in high traffic areas.
- Making sure that people with disabilities are able to access lifts in larger workplaces or businesses based in multi-storey buildings.
- Discussing with the client ahead of a visit to other people's homes to ask that social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) is maintained from other people in the household.

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# 4.3 Workplaces and workstations

**Objective**: To maintain social distancing between individuals when they are at their workstations.

- For people who work in one place, workstations should allow them to maintain social distancing wherever possible.
- Workstations should be assigned to an individual as much as possible. If they need to be shared, they should be shared by the smallest possible number of people.
- If it is not possible to ensure working areas comply with social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) then businesses should consider whether that activity needs to continue for the business to operate, and if so take all mitigating actions possible to reduce the risk of transmission.

## Steps that will usually be needed:

- [ ] 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.
- [ ] 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).
- [ ] Avoiding overrunning or overlapping appointments and contacting clients virtually to let them know when they are ready to be seen, where possible.
- [ ] Asking clients to arrive at the scheduled time of their appointment and only providing a waiting area if social distancing can be maintained.
- [ ] 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/goggles and Type II face mask.

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# 4.3 Workplaces and workstations (continued)

## Steps that will usually be needed:

- [ ] 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 apprentice.
- [ ] Minimising contacts around transactions, for example, considering using contactless payments including tips, where possible.
- [ ] Minimising how frequently equipment is shared between workers, frequently cleaning between use and assigning to an individual where possible.
- [ ] Using disposable items where possible, for example nail files, and ensuring non-disposable items are cleaned and disinfected or sterilised between clients.

Minimising contact around transactions

HM Government

# 4.4 Common Areas

**Objective**: To maintain social distancing while using common areas.

## Steps that will usually be needed:

- 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.
- Using safe outside areas for breaks.
- Creating additional space by using other parts of the working area or building that have been freed up by remote working.
- Installing screens to protect workers in receptions or similar areas.
- Encouraging workers to bring their own food and drinks, and not providing food to be consumed in the salon by clients.
- Salons can provide hot or cold drinks to clients in disposable cups or bottles. Practitioners should encourage clients to only remove their mask to consume the drink. When clients have removed their masks, practitioners should ensure they are socially distanced from the client (2m, or 1m with mitigations).
- Reconfiguring seating and tables, such as in waiting areas, to optimise spacing and reduce face-to-face interactions.
- Encouraging workers to remain on-site for their shift.
- Considering use of social distance marking for other common areas such as toilets, staff rooms, and in any other areas where queues typically form.
- Preparing materials, tools and equipment in advance of scheduled appointments, such as scissors or hairbrushes in hairdressers, to minimise movement to communal working areas.
- Scheduling appointments to avoid client congestion in waiting areas, particularly in establishments with smaller waiting areas.
- Asking that only the client be present in the same room for appointments in the home.
- Providing a secure area where social distancing is maintained for a client when services or treatments require development time, for example hair colouring.

Revised staff kitchen layout

HM Government

# 4.5 Accidents, security and other incidents

**Objective**: To prioritise safety during incidents.

- In an emergency, for example, an accident, provision of first aid, fire or break-in, people do not have to comply with social distancing guidelines if it would be unsafe.
- People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands.

## Steps that will usually be needed:

- ☐ Reviewing your incident and emergency procedures to ensure they reflect the social distancing principles as far as possible.
- ☐ 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.
- ☐ Following government guidance on managing security risks.

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# 5. Cleaning the workplace

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# 5.1 Before reopening

**Objective:** To make sure that any site or location that has been closed or partially operated is clean and ready to restart, including:

- An assessment for all sites, or parts of sites, that have been closed, before restarting work.
- Cleaning procedures and providing hand sanitiser, before restarting work.

## Steps that will usually be needed:

- 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.
- 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.

# 5.2 Keeping the workplace clean

**Objective:** To keep the workplace clean and prevent transmission by touching contaminated surfaces.

## Steps that will usually be needed:

- Spacing appointments to allow for frequent cleaning, disinfection and sterilisation of work areas, tools and equipment between uses, using your usual cleaning products.
- 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, for example touch free bins.
- Clearing workspaces and removing waste and belongings from the work area at the end of a shift, including not providing reading materials such as newspapers and magazines in client waiting areas.
- Sanitising any reusable equipment, including client chairs, treatment beds, and tools, such as scissors after each appointment, and at the start and end of shifts.
- Using disposable gowns for each client and disposing appropriately as required. Where this is not possible, use separate gowns (and towels as usual) for each client and wash between use.
- If you are cleaning after a known or suspected case of COVID-19 then you should refer to the specific guidance.
- 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.
- Providing extra non recycling bins for workers and clients to dispose of single use face coverings and PPE. You should refer to guidance for information on how to dispose of personal or business waste, including face coverings and PPE.

Cleaning high touch objects and surfaces such as door handles

HM Government

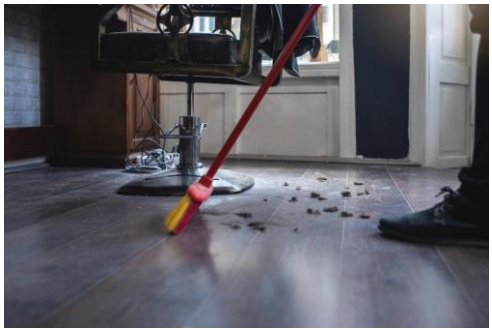
# 5.3 Hygiene – handwashing, sanitation facilities and toilets

**Objective:** To help everyone keep good hygiene through the working day.

## Steps that will usually be needed:

- [ ] Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency and avoiding touching your face.
- [ ] Adopting good handwashing technique and increasing handwashing during and in between appointments. For mobile operators, in the absence of handwashing facilities, you must use hand sanitiser.
- [ ] Providing clients access to tissues and informing them that if they do need to sneeze or cough, they should do so into the tissue, which should then be discarded appropriately and that they should wash their hands thoroughly or use hand sanitiser after using a tissue.
- [ ] Providing regular reminders and signage to maintain hygiene standards.
- [ ] Unless crucial for the treatment, change practices to avoid any potential skin to skin contact or use gloves where possible.
- [ ] Providing hand sanitiser in multiple locations in premises in addition to washrooms.
- [ ] Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.
- [ ] Enhancing cleaning for busy areas.
- [ ] Providing more waste facilities and more frequent rubbish collection.
- [ ] Providing hand drying facilities – either paper towels or electrical dryers.

Cleaning the workplace between each client



HM Government

# 5.4 Changing rooms and showers

**Objective:** To minimise the risk of transmission in changing rooms and showers.

## Steps that will usually be needed:

- The use of changing rooms should be discouraged wherever possible. Where use of shower and changing facilities is unavoidable, you should set clear use and cleaning guidance for showers, lockers and changing rooms to ensure they are kept clean and clear of personal items and that social distancing is achieved as much as possible.
- Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day.
- Where fitting rooms are essential, for example during photoshoots or fashion shows, they should be cleaned very frequently, typically between each use.

# 5.5 Handling goods, merchandise and other materials

**Objective:** To reduce transmission through contact with objects in the premises.

## Steps that will usually be needed:

- Encouraging increased handwashing and introducing more handwashing facilities for workers and clients or providing hand sanitiser where this is not practical.
- Implementing enhanced handling procedures of laundry to prevent potential contamination of surrounding surfaces, to prevent raising dust or dispersing the virus.
- Putting in place picking-up and dropping-off collection points where possible, rather than passing goods hand-to-hand.
- Enforcing cleaning procedures for goods and merchandise entering the site.
- Regularly cleaning equipment that employees may bring from or take home. Cleaning should also take place before and following client use.
- Minimising person-to-person contact when accepting deliveries by creating pick-up and drop-off collection points for deliveries entering the premises.
- Ensuring that equipment entering a person's home is thoroughly cleaned, disinfected or sterilised before use and between clients, with usual cleaning products.
- Minimising client contact with testers, for example, employees demonstrating testers from a distance or facilitating the use of testers.

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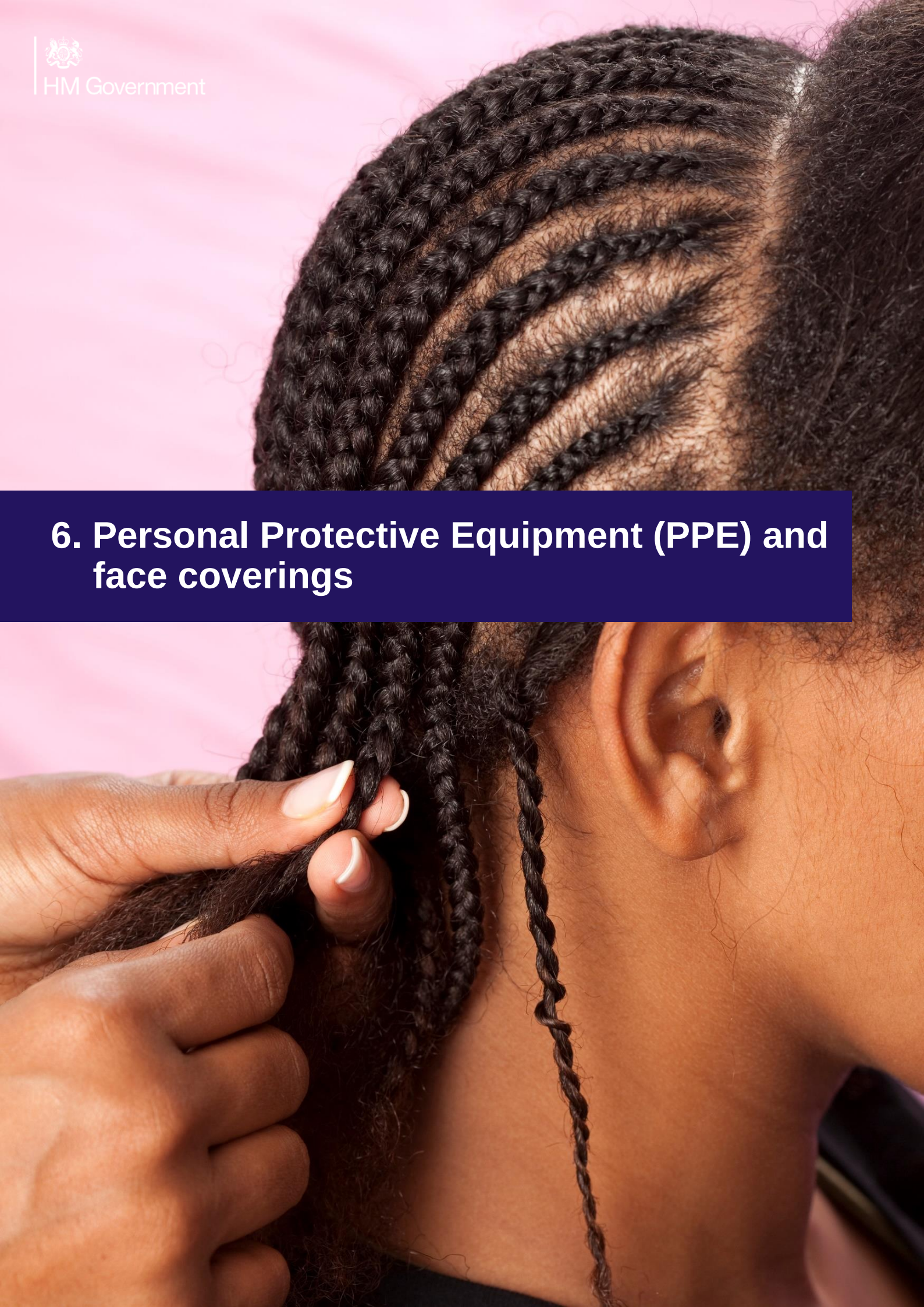

# 6. Personal Protective Equipment (PPE) and face coverings

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# 6.1 Personal Protective Equipment (PPE)

PPE protects the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear, safety harnesses and barriers/screens. It also includes respiratory protective equipment.

Where you are already using PPE in your work activity to protect against non-COVID-19 risks, you should continue to do so.

**From 24 September, it mandatory in law for people providing a close contact service to wear a clear visor/goggle and Type II Face Mask.**

At the start of this document we described the steps you need to take to manage COVID-19 risk in the workplace. This includes maintaining social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable).

COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hand and respiratory hygiene, environmental cleaning and fixed teams or partnering.

In workplaces such as hairdressers and barbers, spas, beauty salons and tattoo and photoshoot studios, it is likely to be difficult to maintain social distancing, as employees need to work in close proximity to their clients, usually for an extended period of time. An extended period of time refers to the majority of the working day, irrespective of the number of clients served during the day.

The person providing a service (such as hairdressers or beauticians), because of the period of time spent in close proximity to a person's face, mouth and nose should therefore take further precautions to protect clients. This must take the form of a clear visor/goggles and a Type II Face Mask.

Clear visors cover the face (and typically provides a barrier between the wearer and the client from respiratory droplets caused by sneezing, coughing or speaking). Visors must fit the user and be worn properly. They should cover the forehead, extend below the chin, and wrap around the side of the face. Both disposable and re-usable visors are available. A re-usable visor must be cleaned and disinfected between each client using normal cleaning products.

Goggles may be used as an alternative to a clear visor, when worn with a Type II Face Mask. Goggles provide eye protection to the wearer. To be worn in place of a clear visor, goggles must be close fitting with no obvious openings or vents that would otherwise allow droplets to enter the eyes. Reusable eye protection should be cleaned according to the manufacturer's instructions.

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# 6.1 Personal Protective Equipment (PPE) (continued)

A Type II face mask should be worn with the visor/goggles. Type II face masks are not PPE but will reduce potential transmission to others when used correctly. Ensure you are hydrated before putting a mask on. Guidance on how to put on, wear and remove a Type II face mask safely is provided below:

**Putting on your face mask**

1. Wash your hands thoroughly with soap and water for 20 seconds, or use hand sanitiser, before putting a face mask on.
2. If the mask has ties (instead of ear loops), make sure it is securely tied over your ears at the crown and nape of the neck.
3. Once on, make sure the mask is extended to cover your mouth and chin.
4. Ensure the mask is flat against your cheeks. With both hands, mould the metal strip over the bridge of your nose.

**Safe use of a face mask**

Keep your hands away from your face and face mask.

When you need to remove your mask (e.g. to take a drink or eat) then you should replace it with a new face mask before continuing to work.

Face masks should:

- Cover both nose and mouth.
- Not be allowed to dangle around the neck.
- Not be touched once on.
- Be changed if they become moist or damaged, or if difficult to breathe through.
- Be worn once and then discarded safely, ideally into a non-touch and self-closing bin.

**Taking off your face mask**

Safe removal of a face mask is important.

1. Wash your hands or use hand sanitiser.
2. Untie or break the bottom ties, followed by top ties or elastic.
3. Gently pull the mask away from the face and remove it by handling the ties only.
4. Discard the mask safely, ideally into a non-touch and self-closing bin.
5. Wash your hands again.

In instances where you are contacted via the NHS Test and Trace service, having been in contact with someone who has tested positive for COVID-19, you will still need to self-isolate even if you are wearing a visor/goggles and Type II face mask at work. This is because the risk of transmission cannot be ruled out, even if wearing a visor/goggles and mask reduces that risk.

There are different regulations which apply to the use of medical grade devices and equipment including hand gels and PPE.

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# 6.1 Face coverings for clients

There is growing evidence that wearing a face covering in an enclosed space helps protect individuals and those around them from COVID-19. A face covering can be very simple and just needs to cover the mouth and nose.

Wearing a face covering is required by law when travelling as a passenger on public transport in England and in a number of indoor premises. From 8 August, face coverings are mandatory for customers visiting: nail, beauty and hair salons; barbers; massage centres; tattoo and piercing parlours. Face coverings should not be removed unless essential for a particular treatment – for example, for a treatment on the face area covered by the mask.

People are also encouraged to wear face coverings in enclosed public spaces where there are people they do not normally meet.

Find further detail on when and where to wear face coverings.

Some people don't have to wear a face covering including for health, age or equality reasons.

It is important to use face coverings properly. This means telling clients to:

- Wash their hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.
- When wearing a face covering, avoid touching their face or face covering.
- Change their face covering if it becomes damp.
- Continue to clean their hands regularly.

Businesses should take reasonable steps to encourage customer compliance, for example through in store communications or notices at the entrance. If necessary, police can issue fines to members of the public for non-compliance. Businesses will not be required to provide face coverings for their customers.

Please be mindful that the wearing of a face covering may inhibit communication with people who rely on lip reading, facial expressions and clear sound.

HM Government

# 7. Workforce management

HM Government

# 7.1 Shift patterns and outbreaks

7.1.1 Shift patterns and working groups

**Objective:** To change the way work is organised to create distinct groups and reduce the number of contacts each worker has.

## Steps that will usually be needed:

- 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.
- 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.
- Using a defined process to help maintain social distancing during shift handovers.
- Limiting role/task rotation including remaining at a consistent workstation where possible.
- Staggering shift start times, minimising worker congregation such as at entrances and exits.
- Creating a schedule for staff detailing in advance how treatments will take place and what arrangements have been made with clients.
- You must 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.

# 7.1 Shift patterns and outbreaks

7.1.2 Outbreaks in the workplace

**Objective**: To provide guidance in an event of a COVID-19 outbreak in the workplace

## Steps that will usually be needed:

- 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.
- 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.
- 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.

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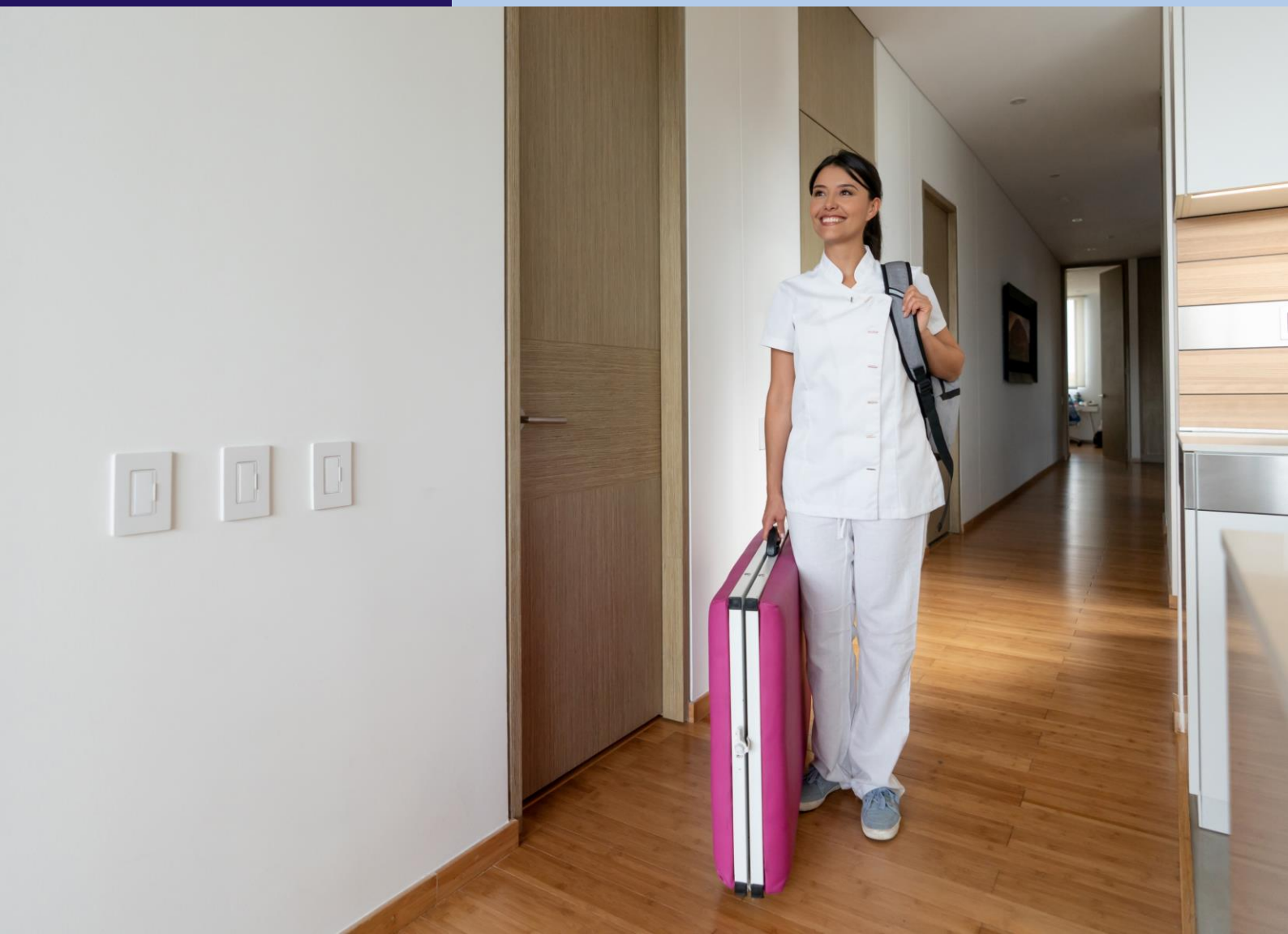
# 7.2 Work-related travel

**Objective:** To avoid unnecessary work travel and keep people safe when they do need to travel between locations.

## Steps that will usually be needed:

- Walking or cycling where possible. Where not possible, you can use public transport or drive. You must wear a face covering when using public transport.
- 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.
- Cleaning shared vehicles between shifts or on handover.
- Putting in place procedures to minimise person-to-person contact during deliveries to other sites.
- Minimising contact during payments and exchange of documentation, for example by using electronic payment methods and electronically signed and exchanged documents.



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# 7.3 Communications and Training

## 7.3.1 Returning to Work

**Objective**: To make sure all workers understand COVID-19 related safety procedures.

## Steps that will usually be needed:

- Providing clear, consistent and regular communication to improve understanding and consistency of ways of working.
- Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.
- Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.
- Ensuring staff understand how to use, store, clean or dispose of their PPE.

# 7.3 Communications and Training

## 7.3.2 Ongoing communications and signage

**Objective:** To make sure all workers are kept up to date with how safety measures are being implemented or updated.

## Steps that will usually be needed:

- Ongoing engagement with workers (including through trade unions or employee representative groups) to monitor and understand any unforeseen impacts of changes to working environments.
- 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).
- 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.
- 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.
- 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.
- Communicating with households before arrival to discuss the steps required to safely provide close contact services in the home.

Signage to promote social distancing measures

HM Government

# 8. Inbound and outbound goods

## Objective:

To maintain social distancing and avoid surface transmission when goods enter and leave the premises, especially in high volume situations, for example, despatch areas.

## Steps that will usually be needed:

- [ ] Minimising unnecessary contact for deliveries. For example, non-contact deliveries where the nature of the product allows for use of electronic pre-booking.
- [ ] Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.
- [ ] Where possible and safe, having single workers load or unload vehicles or meet delivery people at the front door.
- [ ] Scheduling deliveries for outside of client appointment times.
- [ ] Re-stocking/replenishing outside of workplace operating hours.

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# Where to obtain further guidance

**COVID-19: what you need to do**

https://www.gov.uk/coronavirus

**Support for businesses and employers during coronavirus (COVID-19)**

https://www.gov.uk/coronavirus/business-support

**General guidance for employees during coronavirus (COVID-19)**

https://www.gov.uk/guidance/guidance-and-support-for-employees-during-coronavirus-covid-19

# Appendix

## Definitions

| | |
|---|---|
| Common Areas | The term 'common area' refers to areas and amenities which are provided for the common use of more than one person including canteens, reception areas, meeting rooms, areas of worship, toilets, gardens, fire escapes, kitchens, fitness facilities, store rooms, laundry facilities. |
| Type II face mask | Type II face masks are medical face masks made up of a protective 3-ply construction that prevents large particles from reaching the client or working surfaces. |
| Support Bubbles | The term 'support bubble' refers to single adult households, where adults live alone or with dependent children only, expanding their support network so that it includes one other household of any size. Further guidance on this can be found here:<br><br>https://www.gov.uk/guidance/meeting-people-from-outside-your-household |

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# Appendix

Definitions

| | |
|---|---|
| Clinically extremely vulnerable | Clinically extremely vulnerable people will have received a letter telling them they are in this group, or will have been told by their GP. Guidance on who is in this group can be found here:<br><br>https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19 |
| Clinically vulnerable people | Clinically vulnerable people include those aged 70 or over and those with some underlying health conditions, all members of this group are listed in the 'clinically vulnerable' section here:<br><br>https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing |
| Services provided in the highest risk zone | ▪ Face waxing, sugaring or threading services<br>▪ Facial treatments<br>▪ Advanced facial technical (electrical or mechanical)<br>▪ Eyelash treatments<br>▪ Make-up application<br>▪ Dermarolling<br>▪ Dermaplaning<br>▪ Microblading<br>▪ Electrolysis on the face<br>▪ Eyebrow treatments<br>▪ Intricate detailing, outlining or shaving of beards<br>▪ Advanced beauty therapy and aesthetic treatments |

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