

# WELCOME BACK! YOUR SALON READY



Safety & Hygiene Guide

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# A NEW MISSION

## ADAPTING TO THE NEW REALITY OF YOUR SALON

The current situation makes it necessary to establish **new safety and hygiene protocols** to guarantee the best conditions for your clients and for your team. To help you as you go back to work, we have compiled the main recommendations on health and safety published by various official sources.

Stay informed on the recommendations from official agencies so that your business is always in compliance with safety and hygiene regulations in accordance with current law. The situation is changing and the speed with which you adapt will influence the success of your business.



This guide has been developed to collect official information in order to facilitate the implementation of safety and hygiene measures in hair salons. It does not replace the recommendations of health authorities.

# STRATEGIC CHANGES IN YOUR SALON

Clients are looking forward to going back to the salon and having their hairdresser take care of their look. This is the time to assess possible strategic changes to convey safety and confidence to clients.

- After reopening, there will be **peaks of high demand at the salon**, so the business must adapt.



**Extend salon opening hours and make them flexible** to provide service to the same number of clients without crowding the space and to ensure that your team can work with greater social distancing.

- Offer services **by appointment only**.



Preferably making appointments by phone to reduce the number of people in the salon. You can also publish the information on social media or communicate with your clients by e-mail, always complying with the Protection of Personal Data Law.

- Try to **keep the timing for each client/service** as short as possible and design new combinations of services to meet the needs of clients who will not want to stay in the salon for one minute longer than necessary.
- **Keep clients informed** of health and safety measures and what they can expect during their salon appointment, to maintain maximum hygiene and precautionary measures.



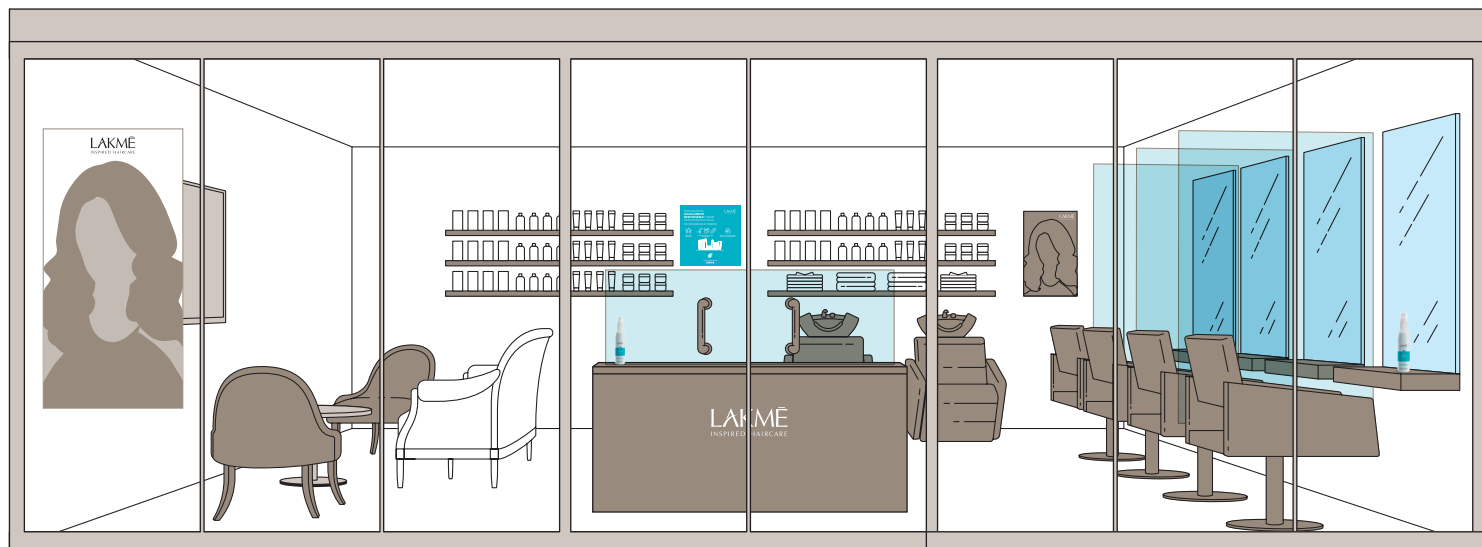
Convey confidence by placing **informative posters** at strategic points in the salon.

- **Prepare everything you need before starting a service** to avoid unnecessary movement around the salon.



LAKMÉ  
SAFETY & HYGIENE  
IN YOUR SALON

**WELCOME BACK!**  
**YOUR SALON READY**  
**TU SALÓN A PUNTO**  
**VOTRE SALON À POINT**



ENTRANCE / SHOP WINDOW  
ENTRADA / ESCAPARATE  
HALL D'ENTRÉE / VITRINE



INFORMATION PANELS / CARTELES INFORMATIVOS / AFFICHES EXPLICATIVES

# RECEPTION

- Receive the client while keeping a **safe distance**.
- Provide each client with a **mask** if they don't have one.
- Encourage the use of a **hydroalcoholic solution** to disinfect hands.  
**Hand cleanser Spray** or **Hand cleanser Gel**.
- Provide **gloves**. Use only latex, nitrile, or vinyl.
- Rethink the **coat check**.



Collect clients' warm clothes and belongings individually, in plastic covers or clothes covers.

If you think it's easier, contact clients beforehand to tell them to bring as few belongings (bags, accessories...) as possible, to reduce risks.

Store client clothing separately from staff clothing.

- Consider installing a transparent **partition**.
- **Space out the waiting area** to avoid accumulation of clients waiting.
- For safety reasons, **remove magazines** and print media in general, as well as any other items that people may touch.
- **Rethink amenities offered to clients**.
  - Remove your usual offering of snacks, candies, or coffees.
  - Only have water available to clients (in individual bottles).
  - If you have a water dispenser, use disposable cups and disinfect the dispenser several times a day.
- **Avoid cash**. If that's not possible, avoid direct contact by using a container where clients can deposit the money.
- **Avoid using shared paper agendas**. Use digital agendas instead.

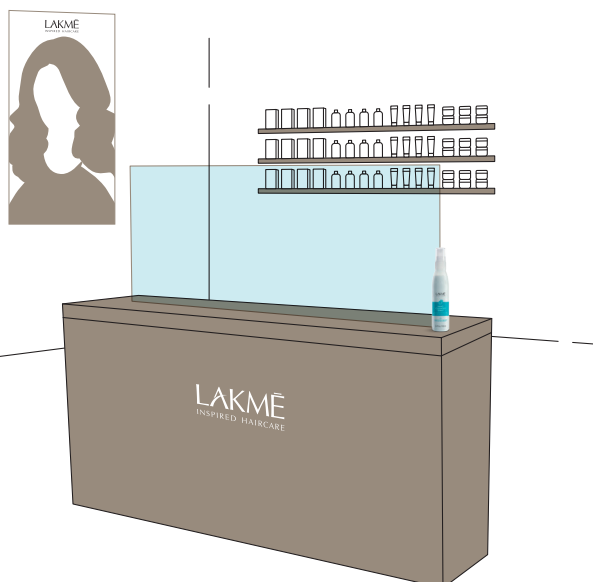


Provide each team member with an agenda, or assess the possibility of having one person focused on managing calendars and cleaning.

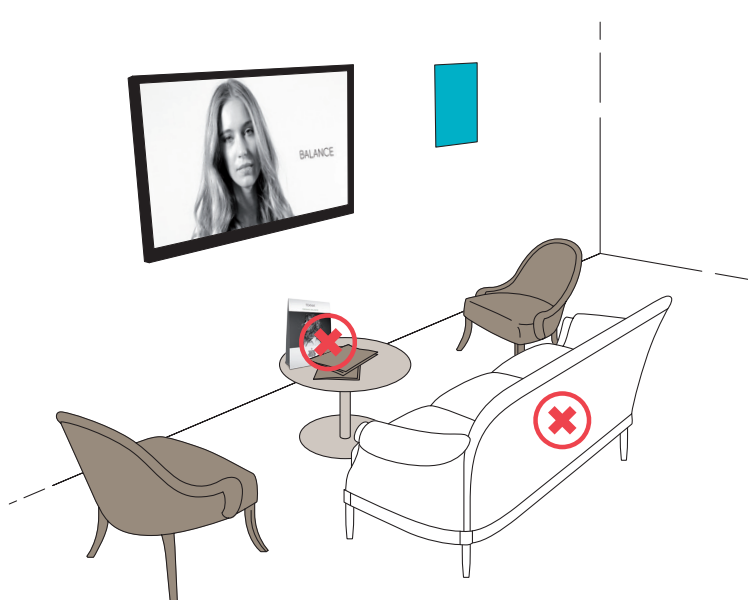


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IN YOUR SALON

COUNTER RECEPTION DESK  
ZONA MOSTRADOR  
ESPACE COMPTOIR



WAITING ÁREA  
ZONA DE ESPERA  
ESPACE D'ATTENTE



HAND CLEANSER SPRAY  
Ref. 45903



INDIVIDUAL USE AGENDA  
AGENDAS DE USO INDIVIDUAL  
AGENDA À USAGE INDIVIDUEL



INFORMATION PANELS  
CARTELES INFORMATIVOS  
AFFICHES EXPLICATIVES

# WORK SPACES

- **Space out the vanity and sink area.**
  - Leave at least 2 meters between clients.
  - Consider installing partitions between vanities/sinks or leave a free space between each client.
- Always have a **hydroalcoholic solution** available at the sinks and vanities.



**Hand Cleanser Spray or Hand Cleanser Gel.**

- Keep up **proper cleaning** of the salon at all times.
  - **Disinfect** the chair, dresser and items the client has interacted with **after each service**.
  - **Disinfect daily the entire** premises, shelves, reception, storage, etc.



Do not leave **cleaning products** in clients' sight.  
Store them in a safe and easily accessible place.

- **Ventilate spaces** frequently for at least 5 minutes.





## LAKMÉ SAFETY & HYGIENE IN YOUR SALON

CONSULTATION AREA AND SERVICE AREA  
ZONA CONSULTA Y ZONA SERVICIO  
ESPACE CONSULTATION ET ESPACE TRAVAIL



HAND CLEANSER SPRAY  
Ref. 45903



DISPOSABLE CAPES  
Ref. 80675



INFORMATION PANELS  
CARTELES INFORMATIVOS  
AFFICHES EXPLICATIVES

# PERSONAL PROTECTION

- Use **disposable materials** during services such as single-use capes or gowns.
- In the case of **textile materials**, replace them for each client. Once discarded for washing, isolate them in closed bags. Wash at a temperature of 60° - 90°C.
- Each stylist must have their own **working material**.



**1 hairdresser – 1 clean tool kit – 1 client**

Do not share tools between clients or hairdressers during services.

- **Do not use a wearable pouch** to carry work tools.
- **Disinfect utensils between each use.**
  - Tools: scissors, combs, brushes, etc.
  - Containers, trays, or holders for tool storage should also be disinfected.
- **Use the products safely.**
  - Clean and disinfect the outer packaging after each use with a client (especially easy-to-touch parts such as the applicator).
  - Wash your hands before applying a product or use disposable tools such as spatulas to pick up the product.
  - Do not share products during services. If necessary, disinfect the external packaging beforehand.

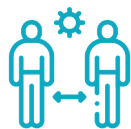
# INDIVIDUAL PROTECTION FOR PROFESSIONALS

Team members are a salon's heart and soul. Their look and attitude are key to creating an atmosphere of serenity and confidence in the salon.

Their look must convey maximum safety and hygiene, so we advise having your team follow these tips:



Wash your hands regularly.



Maintain the maximum **safe distance** at all times.



**Wear masks with at least FFP2 protection** to ensure two-way protection. It is possible to use face masks together with protective whole face shields. The shields are not covered or closed at the bottom so they must be used together with masks.



**Wear new gloves for each service.** Under no circumstances should you forgo frequent hand washing.

- Wear a simple **uniform**.
  - Do not wear street clothes or shoes. Specific footwear is recommended for use at work, which should be kept at the salon.
  - At the end of the day, take off your work clothes and put them in a plastic bag to take them home.
  - Wash your work uniform daily at 60-90°C.
- Avoid wearing hair loose.
- **Avoid accessories** such as jewelry or other items that may come in contact with clients.
- Opt for "no makeup" makeup and a manicure with short nails, to convey a **neat and clean look**.

- **Act naturally and transparently** when applying hygiene protocols in the salon.
  - Unwrap sterile or new materials in front of the client.
  - Disinfect any surface after completing a task.
  - Inform clients how to proceed at all times so that they, too, can contribute to salon safety.
- **Avoid talking about the outside situation.**



The salon should be a **relaxing space** where clients can escape their worries and focus on enjoying the experience.

# PRODUCTS AND SALES AREA

- Thoroughly clean and disinfect all shelves and products before reopening.
- Remove all testers.
- Clean the exhibition area daily and disinfect any product that has been touched before replacing it.



Resale products may only be handled by salon staff.

# RECEPTION OF ORDERS FROM SUPPLIERS

- The delivery person must **leave packages on the floor** of the entrance area.
- Orders must be handled with **gloves**.
- **Disinfect** boxes or packaging with a bleach solution.

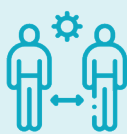
# WASTE MANAGEMENT

- **Trash cans must have a lid and a pedal** for opening by foot.
- All garbage containers must have an internal **plastic bag**.
  - Remove the plastic bags daily.
  - Close the bags without touching the internal part of the bag nor the contents.
- When replacing the plastic bag, **clean the trash can** and disinfect at least the parts that can be touched.
- Always **wash your hands** when finished.

# SAFETY RECOMMENDATIONS



Wash hands frequently with soap and water.



Maintain a safe distance (2 meters).



Apply the recommended protection measures.



Avoid touching your eyes, nose and mouth.



Cover up your mouth and nose with the inside of your elbow or a disposable tissue when you cough.



Use hydroalcoholic solution frequently to maintain optimal hygiene conditions. **Hand Cleanser Spray** or **Hand Cleanser Gel**.



Cleaning and disinfecting surfaces is very important.



If you have symptoms of infection, stay home to prevent other people from getting sick and follow the protocols indicated by the health authorities.

And also, for your safety, we recommend:

- Strictly follow the manufacturer's instructions when using disinfection products.
- Use hydroalcoholic solutions with approximately 70% concentration.
- Do not use disinfecting solutions on hot surfaces.
- Do not use disinfecting solutions directly on the surfaces. Apply them to a cloth and use it to clean.
- Do not spray alcohol directly on electronic components.
- After cleaning, throw away disposable wipes and tissues in a specific trash can without other materials.
- Caution! Alcohol can react with oxidants like hydrogen peroxide ( $H_2O_2$ ).
- Close empty disinfectant containers and throw them away separately.
- Always store these products closed and away from heat sources.

# APPENDIX

- HAND CLEANING (WHO)
- HAND DISINFECTION (WHO)
- HAND CLEANSER
- MASKS (WHO)
- GLOVES (WHO)
- INFORMATION PANELS

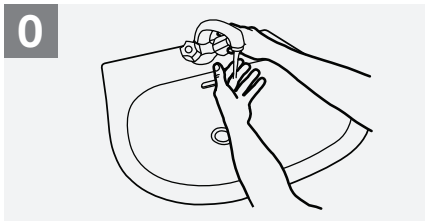


# How to Handwash?

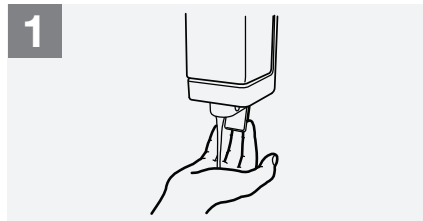
WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB



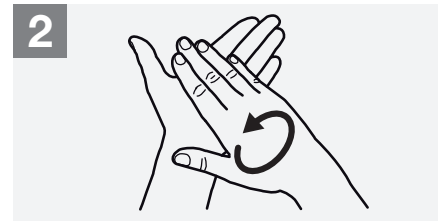
**Duration of the entire procedure: 40-60 seconds**



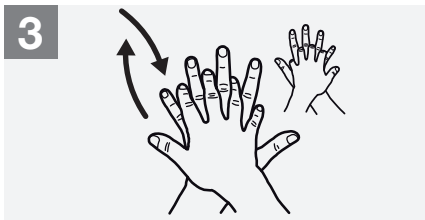
**Wet hands with water;**



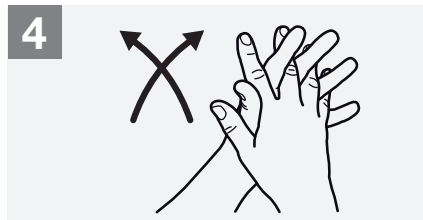
**Apply enough soap to cover all hand surfaces;**



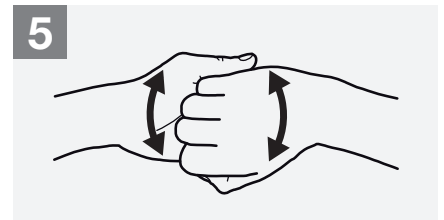
**Rub hands palm to palm;**



**Right palm over left dorsum with interlaced fingers and vice versa;**



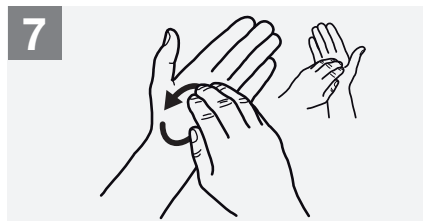
**Palm to palm with fingers interlaced;**



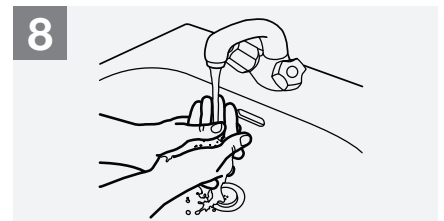
**Backs of fingers to opposing palms with fingers interlocked;**



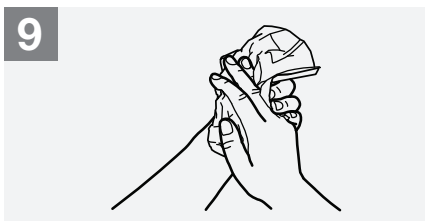
**Rotational rubbing of left thumb clasped in right palm and vice versa;**



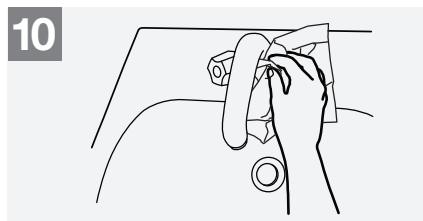
**Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;**



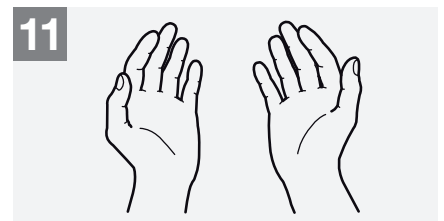
**Rinse hands with water;**



**Dry hands thoroughly with a single use towel;**



**Use towel to turn off faucet;**



**Your hands are now safe.**



**World Health Organization**

**Patient Safety**

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**SAVE LIVES**

**Clean Your Hands**

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WHO acknowledges the Hôpitaux Universitaires de Genève (HUG), in particular the members of the Infection Control Programme, for their active participation in developing this material.

May 2009

# How to Handrub?

**RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED**



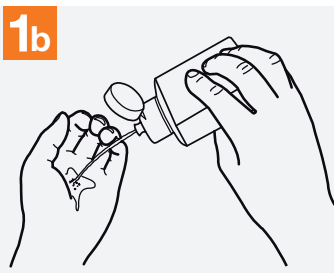
**Duration of the entire procedure: 20-30 seconds**

**1a**



Apply a palmful of the product in a cupped hand, covering all surfaces;

**1b**

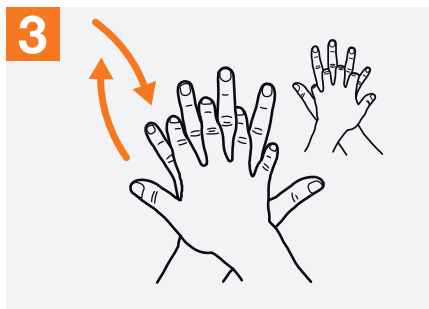


**2**



Rub hands palm to palm;

**3**



Right palm over left dorsum with interlaced fingers and vice versa;

**4**



Palm to palm with fingers interlaced;

**5**



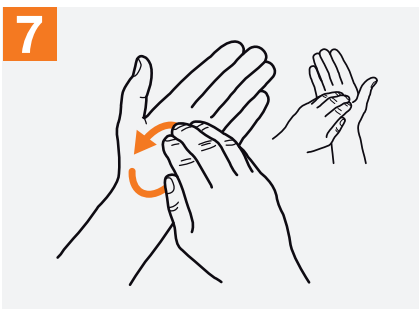
Backs of fingers to opposing palms with fingers interlocked;

**6**



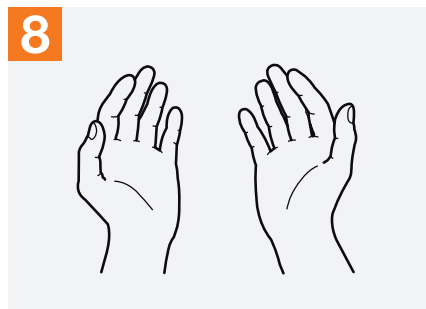
Rotational rubbing of left thumb clasped in right palm and vice versa;

**7**



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;

**8**



Once dry, your hands are safe.



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# HAND CLEANSER

Hydroalcoholic, protective and cleansing solution with moisturizing properties for the skin. A sustainable formula that combines ingredients such as ethanol of biological origin and plant-based glycerin, as well as a hydrating and anti-irritant complex of Aloe Vera and Betafin®, betaine that is extracted from sustainable crops of sugar cane.

Alcohol of vegetal origin 77% vol

Natural origin index (ISO16128 Standard): 91%

Dermatologically tested.

**Application:** Spray on hands, rub and let dry without rinse. Its application is easy, and the product is quickly absorbed.



## SPRAY

Ideal to carry over, in your bag, in your backpack. When you go to restaurants, for a walk or to go shopping.

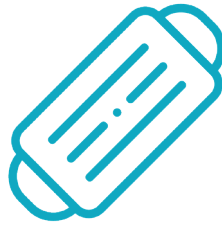
In addition, it can be used to clean the tools.



## GEL

Ideal to dispose at the entrance of the salon, at the reception desk, or at the sink to clean your hands at any time.





## Proper use of face masks

- Before putting on a mask, clean hands with alcohol-based hand rub or soap and water.
- Cover mouth and nose with mask and make sure there are no gaps between your face and the mask.
- Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water.
- Replace the mask with a new one as soon as it is damp and do not re-use single-use masks.
- To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin; clean hands with alcohol-based hand rub or soap and water.
- If your mask is reusable, wash it as soon as possible after each use with common detergent at 60°.



# Proper use of gloves

## HOW TO DON GLOVES



1. Take out a glove from its original box



2. Touch only a restricted surface of the glove corresponding to the wrist (at the top edge of the cuff)



3. Don the first glove



4. Take the second glove with the bare hand and touch only a restricted surface of glove corresponding to the wrist



5. To avoid touching the skin of the forearm with the gloved hand, turn the external surface of the glove to be donned on the folded fingers of the gloved hand, thus permitting to glove the second hand

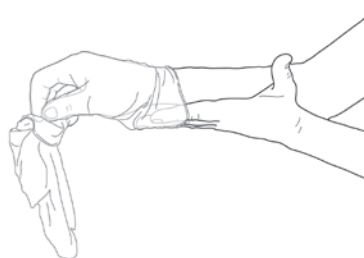


6. Once gloved, hands should not touch anything else that is not defined by indications and conditions for glove use

## HOW TO REMOVE GLOVES



1. Pinch one glove at the wrist level to remove it, without touching the skin of the forearm, and peel away from the hand, thus allowing the glove to turn inside out

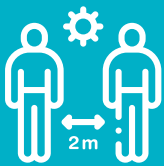


2. Hold the removed glove in the gloved hand and slide the fingers of the ungloved hand inside between the glove and the wrist. Remove the second glove by rolling it down the hand and fold into the first glove



3. Discard the removed gloves

THIS SALON IS  
**SOCIALLY RESPONSIBLE**  
AND FOLLOWS NEW  
SAFETY & HYGIENE  
PROTOCOLS



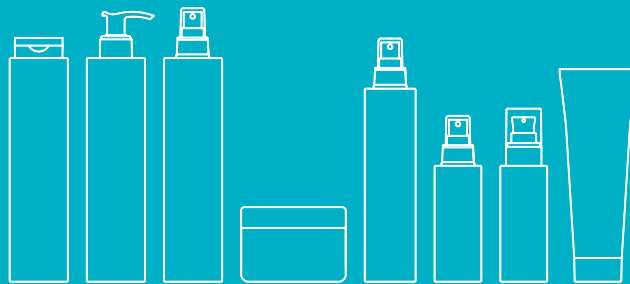
Safe  
distance



Clients and  
professionals protected



Spaces and tools clean  
and disinfected



High quality professional products

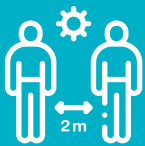


[www.lakme.com](http://www.lakme.com)



THIS SALON IS  
**SOCIALLY RESPONSIBLE**  
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PROTOCOLS

**LAKMĒ**  
INSPIRED HAIRCARE



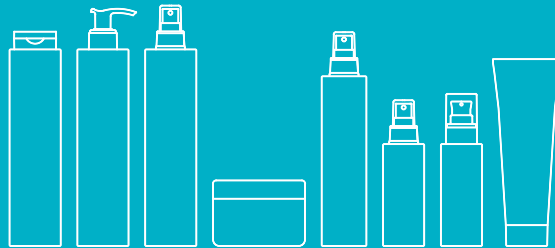
Safe  
distance



Clients and  
professionals protected



Spaces and tools clean  
and disinfected



High quality professional products



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PROTECTS YOU &  
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