

**The Gallery –**

**Exit Lockdown Strategy**

**Helping To Keep the R down**

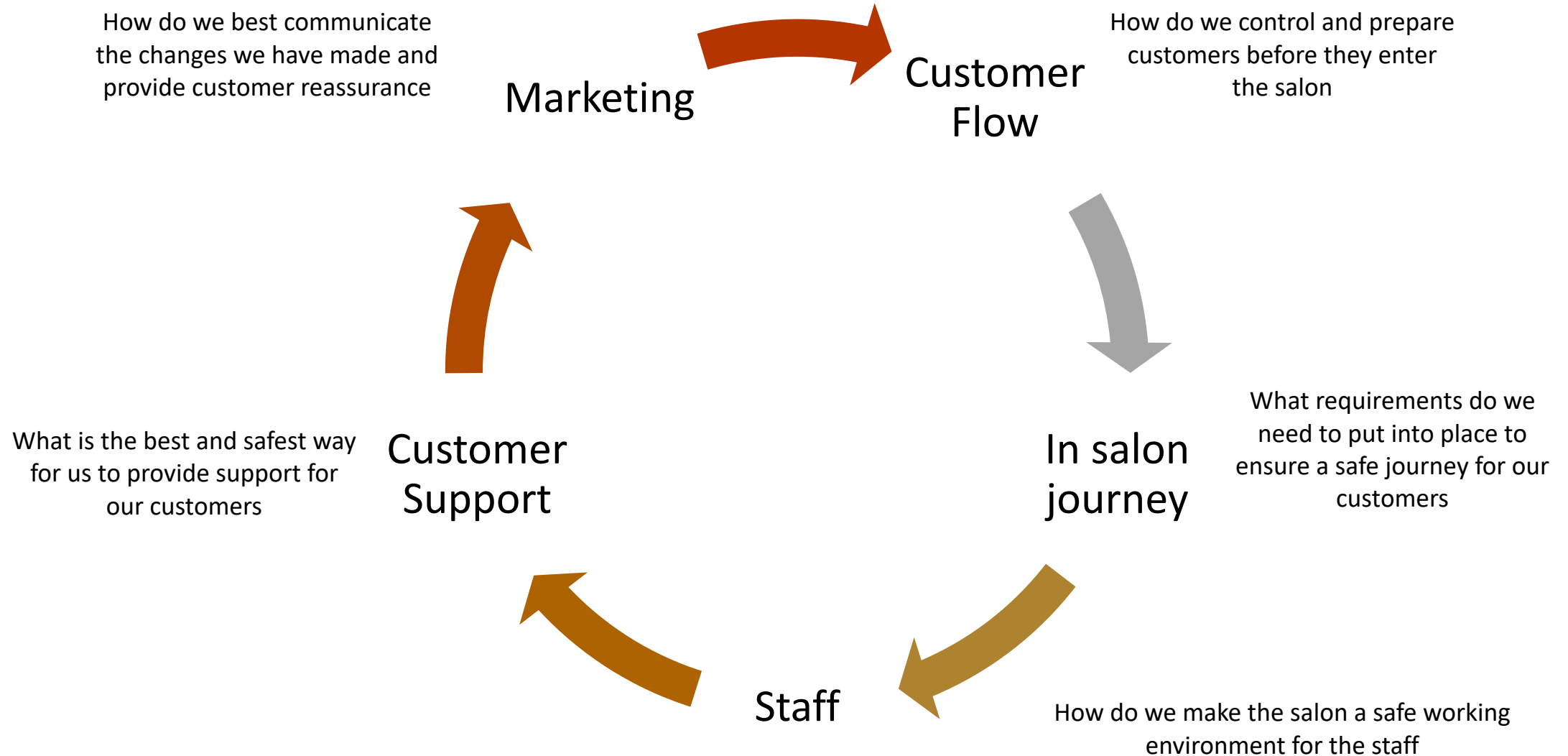


# Approach



Build and execute an 'Exit Strategy' that will enable the salon to reopen once the UK government lift restrictions. Currently planning for the 4<sup>th</sup> July 2020. The salon operations must adapt and reflect the necessary social distancing requirements. It is essential that the salon is a safe environment for both staff and customers and remains a positive experience for our customers.

# Approach



# Approach Contact



Customer bookings:

We are planning our opening on the 4<sup>th</sup> July 2020.

We will be calling all customers and invite them to book following a brief analysis of their needs and concerns.

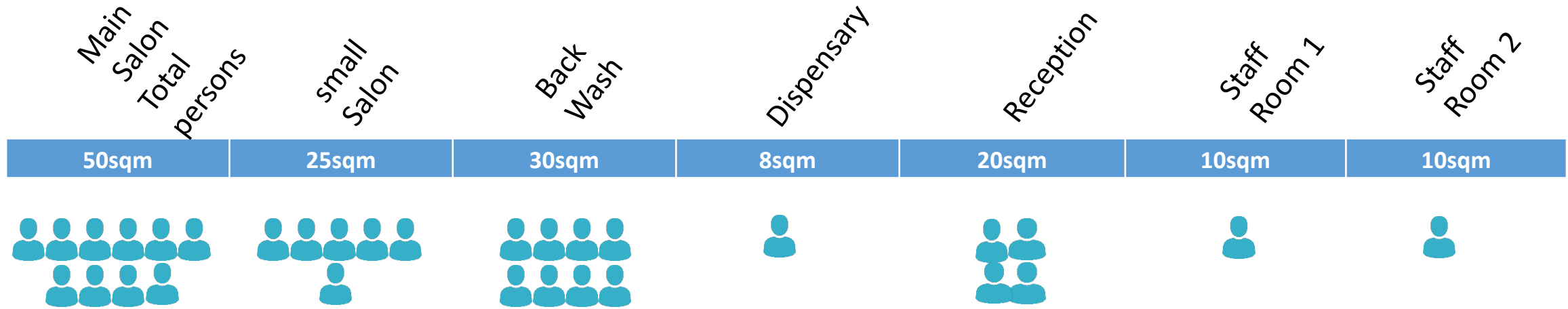
We will be calling customers, to re-book, in the order of those cancelled first to last.

Starting calling in the 2<sup>nd</sup> week of June.

We will advise customers of the follow up call made by reception to confirm the booking, take payment and advise them on the flow and the safety procedures In place.

We will communicate no waiting in the salon therefore no under 12 year old children

# Approach Follow up communication



- Please be on time failure to be on time means reduction in appointment time or need to re-book.
- You will be greeted at the door and asked to wait
- There will be markings on the floor to indicate where where you should / should not stand
- you will be asked to wear a face mask before you enter the salon, we will provide if necessary
- You will have your temperature taken before you enter the salon
- you will then be taken straight to the workstation by your stylist
- That stylist will tend to you throughout your service
- A 'one way system' will be in operation
- **You will be asked to pay over the phone before their appointment to minimise interaction and congestion. Time expectation and cost explained.**

# Customer communication



## PRINCIPLES TO MINIMIZE RISK

<p>MAINTAIN A PHYSICAL DISTANCE OF AT LEAST 2 METRES AT THE STYLING STATION AND BACKWASH</p>	<p>REPEAT HAND HYGIENE: WASH HANDS BEFORE AND AFTER EACH CLIENT</p>	<p>PROMOTE HAND HYGIENE: OFFER YOUR CLIENTS THE OPPORTUNITY TO CLEAN THEIR HANDS</p>	<p>USE A FACE MASK OR COVER</p>	<p>USE GLOVES WHILE WASHING AND COLOURING THE HAIR</p>	<p>WEAR DEDICATED UNIFORM IN THE SALON</p>	<p>WORK WITH SINGLE-USE FABRICS AND TOOLS FOR EACH CLIENT (OR WASH FABRICS AT MIN 60°/DISINFECT TOOLS AFTER EACH USE)</p>
<p>CLEAN ALL TOOLS AND PRODUCT PACKAGING AFTER EACH CLIENT*</p>	<p>CLEAN THE STYLING STATION, CHAIRS AND BACKWASH AREA AFTER EACH CLIENT*</p>	<p>CLEAN ALL SALON SURFACES A MINIMUM OF TWICE A DAY*</p>	<p>REMOVE ALL MAGAZINES AND TABLETS IN COMMUNAL AREAS</p>	<p>PROMOTE ONLINE BOOKING AND PRE-PAYMENT</p>	<p>ACTIVELY COMMUNICATE THESE PRINCIPLES TO ALL CLIENTS</p>	

\*Currently, WHO/OMS recommends using for disinfection after cleaning: 70% ethyl alcohol to disinfect small areas between uses, such as reusable equipment or tools (for example, combs, scissors, clips...). Sodium hypochlorite at 0.5% (equivalent to 5000 ppm) for disinfecting surfaces could be also used. You can use either wipes or spray.

# Staff



- All staff will have return to works completed before they begin work back in the salon
- Staff will be required to wear masks throughout their shift
- Temperature scans will required at the start of every shift
- Staff will be divided into 2 working groups to reduce risk of full team going into self isolation
- Lunches will be staggered to reduce congestion in the staff rooms 2 staff rooms in operation
- Staff will be required to clean all sections after every use
- Staff will be required to clean all equipment after every use (barbicide)
- Toilets to be cleaned after every use
- Barbicides for every operational work station
- One member of staff on each team to be in charge of PPE for the shift and report to manager if low on supplies

# Opening Checklist



READY!

## Post Covid-19 Re-Opening Operations

	Action Item	Go or No Go	Completed	Date of Completion	Owner	Comments
PPE	Masks for staff	No Go	yes	30 <sup>th</sup> may 2020	Lorenzo	
	Gloves for staff	No Go	yes	30 <sup>th</sup> May 2020	Lorenzo	
	Sufficient antibacterial cleaning supplies for the salon	No Go	yes	20thMay 2020	Lorenzo	
	Temperature Monitors	Go	yes	16 <sup>th</sup> June 2020	Lorenzo	
Staff	Staff removed from Furlough	No Go	Yes	from 22 <sup>nd</sup> June 2020	Lorenzo	
	Staff briefed on Social Distancing and health and safety	No Go	Yes	22 <sup>nd</sup> 24 <sup>th</sup> 26 <sup>th</sup> 30 <sup>th</sup> June 2020	Lorenzo	
	Salon rota completed	No Go	yes	01 June 2020	Lorenzo	
	Return to works completed	No Go	Yes	from 22 <sup>nd</sup> June 2020	Lorenzo	
Fixture and fittings	Floor markings installed	No Go	Yes	30 <sup>th</sup> June 2020	Lorenzo	
	Every other workstation taken out of action	No Go	yes	30 <sup>th</sup> June 2020	Lorenzo	
In salon Operations	Salon deep clean	No Go	yes	16 <sup>th</sup> June 2020/ 3 <sup>rd</sup> July 2020	Lorenzo	
	Update health and safety policies	No Go	Yes	22 <sup>nd</sup> June 2020	Lorenzo	
	Fire tests completed	No Go	yes	19 <sup>th</sup> June 2020	Lorenzo	
Marketing	In salon covid POS	Go	yes	22 <sup>nd</sup> June 2020	Lorenzo	
	Social covid POS	Go	yes	22 <sup>nd</sup> June 2020	Lorenzo	
	Opening hours updated	Go	yes	01 <sup>st</sup> June 2020	Lorenzo	



# Opening Hours



Monday	<b>8am-6pm</b>
Tuesday	<b>8am-6pm</b>
Wednesday	<b>8am-10pm</b>
Thursday	<b>8am-10pm</b>
Friday	<b>8am-10pm</b>
Saturday	<b>8am-5pm</b>
Sunday	<b>TBA</b>

Any Questions?

