

OUR COMMITMENT

We will provide you with a safe environment that complies with guidelines issued by the Government and our local authority:

OUR BARBERS

- ✓ We have undertaken a thorough review of our Barbers and its services
- ✓ We have rearranged the Barbers space to adhere to social distancing guidelines
- ✓ Every surface will be cleaned regularly and wiped with the appropriate sanitiser between each appointment
- ✓ All items of equipment will be disinfected before and after every service
- ✓ Disposable gowns and towels will be used at all times
- ✓ We will ensure adequate ventilation throughout the Barbers with doors open where possible
- ✓ We will, if required, extend opening hours and divide our teams into shifts whilst ensuring we maintain social distancing

OUR TEAM

- ✓ All team members are trained to care for our customers in a safe, hygienic and professional manner
- ✓ We have agreed social distancing for our team in communal staff areas
- ✓ Staff have been briefed to not attend the Barbers if they have a temperature, or are feeling unwell or if any person in their household is unwell or is self-isolating

OUR PROFESSIONAL SERVICES

- ✓ We have reviewed our service menu and removed any that we feel will be unsafe at this time
- ✓ Our team will wear gloves, masks and aprons on the Barbers floor and all team members will wash their hands before and after every client interaction
- ✓ PPE will be replaced after every client

CLIENT ARRIVAL AND RECEPTION

- ✓ We will accept walk-ins as long as customer information is provided and time and social distancing guidelines allow. All appointments must be booked using our online system: www.margatebarber.co
- ✓ We will stagger customer appointment times
- ✓ We will greet you warmly but without a handshake or a hug
- ✓ Hand sanitiser must be used on entry to the Barbers
- ✓ We may request a digital thermometer forehead check
- ✓ Clients must minimise what they bring as you will be asked to keep all belongings with you
- ✓ We ask that clients attend their appointments alone unless you are a minor
- ✓ We ask that you pay using card or cashless means where possible
- ✓ Waiting areas will be arranged to adhere to social distancing

WE ASK YOU, OUR CUSTOMERS TO.....

- ✓ Arrive at the time agreed to allow us to adhere to social distancing guidelines
- ✓ Arrive with clean hair
- ✓ To wear the face mask provided by us if requested by your Barber
- ✓ To wash your hands or use hand sanitisers on entering the premises and after each service
- ✓ We will not be serving refreshments
- ✓ We will not have magazines or newspapers in the Barbers
- ✓ To contact us and re-arrange your appointment if you have a temperature, or are feeling unwell; or if any person in your household is unwell or is self-isolating, please telephone or follow the link in your confirmation email
- X Do not come to the Barbers if you or anyone you live with is unwell or self-isolating
- ✓ We are happy to discuss any of your individual concerns, please feel free to call the Barbers or speak with a member of the team

Margate Barber Co.
22 Hawley St
Margate
CT9 1QA

Risks Assessment – *(this document should be reviewed by staff and available to the public on request).* **Version 1.**

Risk Identified – Staff & Customer Safety whilst performing the task below 1 or 2 meters.

Remedial Action – *The business has supplied full medical PPE face masks, disposable gowns and gloves to ensure the health & safety of staff and customers when in close proximity.*

After each customer we will wash our hands, clean all tools of trade, wipe the seat down and dispose of the customer gown immediately.

Waiting seats will also be wiped after each customer.

The staff member and I talk and discuss regularly the precautions required to stay safe in relation to Covid19.

Risk Identified – Walk in Trade resulting in potential overcrowding within the shop.

Remedial Action – *A working electronic customer booking system is now in practice.*

The business no longer accepts walk in trade unless there are clear gaps within the diary with no booking and these will be carefully monitored.

The confirmation booking will now highlight the procedure for visiting the establishment, including where to wait if they arrive early or late.

Risk Identified – Customer waiting outside of the business prior to their allotted time.

Remedial Action – *The business will allow up to (4) customers within the working and waiting area and two Barbers at anyone time. For instances where customers arrive early or late a clear message on where to wait will be present.*

This will ensure that social distancing guidelines are adhered to, as the business wants to also ensure the walkways along the road are not blocked with customers.

Risk Identified - Staff that are unwell.

Remedial Action – *Staff should not come to work if they are unwell, regardless of the symptoms. The business requests that you record and monitor your symptoms and if they resemble Covid19, then please follow the government guidelines.*

Risk identified – Sufficient ventilation of the room.

Remedial Action – *The business will ensure that one of the two doors always remains open whilst customers are visiting the establishment.*

Risk Identified – Deliveries to the business or third-party workman within business hours.

Remedial Action – *The business has set out the procedures for deliveries and third-party workers.*

Risk Identified - Entry & Exit into the business.

Remedial Action - *It will be our best endeavour to keep the door to the shop open. However, when this is not possible the door handle would be a high touch item and will be included within the HIGH touch items cleaning rota.*

Risk Identified - Reading material and drinks for customers.

Remedial Action– *The firm will no longer provide reading materials. The firm may still offer cans of drinks or water to the customers but no cups or vessels for drinking out of at this time, which means no tea or coffee.*

Risk Identified – Customers & staff coughing & sneezing within the business.

Remedial Action – *The business will monitor this risk throughout the day, here are some of the actions the business will take:*

- *For continuous coughing and/or sneezing, the business will provide PPE and in some extreme cases, the costs of the appointment will be refunded immediately, and the customer will be politely asked to leave.*
- *For sporadic coughs and sneezes the firm will display signs guiding customers and staff on what to do in these instances. Staff will be expected to wash their hands immediately in line with internal procedures and customers will be asked also to wash their hands before continuing. Ensure the room is ventilated. The business will provide PPE for customers if necessary.*

Staff – cannot work if they cannot control coughing or sneezing – PPE has been provided to all staff in the form of gowns and fixed face masks.

Risk Identified – Identify high touch items for the public and for staff. (The Barbers tools of trade)

Remedial Action – *Both myself and my staff member will only use our own equipment and I will ensure staff have what they need to avoid sharing.*

If anything is shared, then it must be sterilised before and after use.

Items that have close contact with customers – will be cleaned or renewed after each customer, using sanitization or water and soap.

All working chairs including waiting will be wiped down with sanitation after each and every use.

Customer gowns will only be used once per customer and will be HOT washed prior to the next use.

Risk Identified – Toilet & general cleaning

Remedial Action – *The toilet needs to contain sufficient cleaning products and prompts for staff (and customers) to wash their hands. (Customers may use the staff toilet if required) It would be good practice to wipe the sink, taps and toilet handle frequently. The toilet and the shop in general should be thoroughly wiped down at the end of each day. For busy periods, this process could be increased to twice a day.*

Risk Identified - Cash handling & PDQ payments including contactless payment.

Remedial Action – *Cash and cash handling should be kept to a minimum. After handling cash all staff should sanitize their hands before proceeding.*

- **PDQ contactless** - *the machine will be included as a high touch item within the cleaning rota. For customer contactless providing the machine is not passed to the customer or touched by the customer no further remedial action is required.*
- **For PDQ touch payments** - *the machine should be cleaned before and after use and a pair of disposable plastic gloves can be provided.*
- **SOAP & WATER IS JUST AS EFFECTIVE AS HAND SANITISER**

Risk Identified – What to do if COVID 19 is identified within my workspace.

Remedial Action – *A formal procedure has been included within the internal procedure should this circumstance arise.*

- *Close Barbers*
- *Anything that is not secured – fittings will be removed*
- *Everything that remains internally is sanitised and wiped clean*

Items that were removed are then wiped clean prior to be

MBCo Internal Procedures ,tasks & ongoing checklist

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Internal Procedures, tasks & ongoing checklist to be read alongside the RISK Assessment Version 1.

(1) Customer Booking System

The customer booking system will be reviewed regularly and updated according to Government guidelines to keep customers informed of what to do and expect when visiting the shop.

(2) Understanding the here and now

Assist me by monitoring any customers and their behaviour outside of the business and ensure the signs we place are understood and applicable. Should we need to address anything that I have missed please bring this up with me at the end of the day so we can rectify any issues.

(3) Clothing and conduct - the business has provided PPE for you to wear at all times whilst in the business.

- Please ensure these items are clean and presentable for each shift.
- Please only use one gown per customer, used items should be placed within the washing basket provided or disposed of if applicable immediately after each use.

(4) Cleaning Checklist

Devise and maintain a checklist for general cleaning and monitoring, including the PPE station.

For example:

- Hand Sanitiser on door entry and PPE station - twice per day refill if required
- Disposable face masks and gloves - check once per day
- Effective and quick cleaning products - check once per day
- Order your required products in good time
- General review of the business cleanliness and effectiveness – frequency twice per day
- The wiping down of customer areas high touch items other than the two working chairs which will be wiped down after each use. This general cleaning should occur at least twice per day
- PDQ's
- The collection and washing of the gowns – daily
- Ensure the business is ventilated correctly
- Cleaning of all door handles
- Individuals Equipment – cleaning of close touch equipment must be performed after each customer. Other general items and worktops should also be wiped at least twice per day and again at the end of the day
- Toilet – This should be included within the rota and should be wiped clean after each use. The toilet will need to be checked to ensure sufficient cleaning products are present

(5) Staff that are unwell

Please do not come to work if you are unwell regardless of your symptoms – please call me prior to your shift to advise of your absence.

(6) Stock

Ensure that you have sufficient cleaning products & PPE by including an inventory check on your supplies.

(7) Cash handling – & PDQ payments including Non-Contactless payment.

Cash and cash handling should be kept to a minimum. After handling cash all staff should sanitize their hands before proceeding.

PDQ contactless - the machine will be included as a high touch item within the cleaning rota. For customer contactless providing the machine is not passed to the customer or touched by the customer no further remedial action is required.

For PDQ touch payments - the machine should be cleaned before and after use and a pair of disposable plastic gloves can be provided.

(8) Third Party Workers within business hours or around other staff

- Repairs are best completed outside of working hours, however if this is not possible then all third party workers are required to wear face masks and gloves at all times and will be supervised at all times to ensure no unnecessary dialogue with staff or customers. On exiting, the business will be cleaned and wiped down within the area worked upon.
- The business has requested a “body temperature gun” for TP workers on entry as an extra precaution.
- Deliveries cannot be brought into the business whilst customers are present unless gloves and a mask are already being worn by the delivery person. All deliveries should be handled by one person at a time and sanitised carefully before deploying.

(9) Where Covid19 has been identified within the business

A formal procedure has been included within the internal procedure should this circumstance arise.

- *Close Barbers*
- *Anything that is not secured – fittings will be removed*
- *Everything that remains internally is sanitised and wiped clean*
- *Items that were removed are then wiped clean and sanitized prior to being returned to the business*

(10) Customers & Staff coughing & sneezing within the business.

The business will monitor this risk throughout the day, here are some of the actions the business will take for continuous coughing and/or sneezing. The business will provide PPE and in some extreme cases, the costs of the appointment will be refunded immediately and the customer will be politely asked to leave.

For sporadic coughs and sneezes, the firm will display signs advising customers and staff on what to do in these instances. Staff will be expected to wash their hands immediately in line with internal procedures and customers will be asked also to wash their hands before continuing. Ensure the room is ventilated. The business will provide PPE for customers if necessary.

Staff – cannot work if they cannot control coughing or sneezing – PPE has been provided to all staff in the form of gowns and fixed face masks.

(11) Staff safety and working within the business.

The member of staff will need to read and understand the risk assessment and internal procedures.

The business has a PPE station providing masks, sanitization and a body temperature gun which identifies body heat changes. (Usually used for staff and owners/directors of the business). But can be extended to customers should they agree or request this.

The business expects staff to ensure hands and general cleanliness is always paramount by following the guidelines