



Sally UK & Ireland – Covid-19 Risk Assessment

Salon Success Offices – Aylesbury – June 2020

Returning to work – Government Guidance

The UK Government is now actively encouraging people to return to work, **but only those whose jobs cannot be performed working from home**. If you can work from home this should still be done as often as possible. To support this message they have issued new guidance on returning to work whilst minimising the risk of Covid-19 transmission.

This Covid-19 Risk Assessment is drawn up on the basis of published Government guidance and applied to the office environment of the Salon Success – Future Centre - in Aylesbury.

5 Key Steps to minimise risk of transmission

The objective is to confirm that Sally UK as the employer has complied with the Government's guidance on managing the risk of Covid-19 and that the following 5 key steps have been implemented to minimise the risk to employees of transmission:-

1. We have carried out a Covid-19 risk assessment and shared the results with the people who work here (this document).
2. We have cleaning, handwashing and hygiene procedures in line with Government guidance.
3. We have taken all reasonable steps to help people work from home.
4. We have taken all reasonable steps to maintain a 2m distance in the workplace.
5. Where people cannot be 2m apart, we have done everything practical to manage transmission risk.

Information to provide employees before returning to the Office

Before employees return to the office Salon Success will get in touch with them in order to:-

- Ensure they are up to date with the latest Government Guidance and remind them of the key ways to avoid transmission of the virus, eg, regular and thorough hand washing, importance of social distancing measures, etc,.
- Request notification from the employee whether they are in a clinically vulnerable group or live in a household with such a person.
- Remind employees of existing government guidance on self-isolation, general hygiene and use of public transport (eg, compulsory wearing of masks) before they return to work.
- Brief them on the main changes to their place of work prior to their return.

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Social Distancing Measures – maintaining a 2m distance whenever possible.

Open Plan Desk layout and use of enclosed offices / meeting rooms

- On June 5th, 2020 the Head of European Risk & Compliance and Salon Success Graphic Designer performed a walkthrough of the Salon Success new offices in Aylesbury - The Future Centre.
- This covered the open plan desk layout located on the upstairs floor, and the enclosed meeting rooms and reception area on the ground floor, for the purposes of determining the maximum number of people to be permitted in each location while maintaining a 2m distance.
- For the open plan desks this can only be achieved using a 'diagonal' seating approach as 'opposite' and 'side by side' are under 2m distance.
- To enable sufficient 2m distancing to be maintained between clusters of desk, 'diagonally back to back', the slimmest part of the desks must be used for employees to position their seating.
- Employees to use only their own designated desks to minimise contamination risk of 'desk sharing.'
- All 'social areas' to be made inaccessible and cordoned off.
- All soft furnishings throughout to be removed and put into storage areas.
- Downstairs & upstairs lift to be cordoned off with tape and not used

Upstairs:

Open plan desk spaces

Maximum of 29 allowed for use from 57 total desk spaces available (50.9%)

- 365 area – 3 / 6
- Events – 3 / 6
- Club Services (1) – 3 / 6
- Club Services (2) – 2 / 3 – employee using desk nearest blue wall to enter and exit desk in consultation with person using furthest desk from wall to ensure safe distancing
- Sales support (1) – 2 / 4
- Sales support (2) – 2 / 4
- Sales support (3) – 2 / 4
- Simon & Lyn's area – 1 / 2
- PR / Digital – 2 / 4
- Merchandising – 3 / 6
- Marketing – 3 / 6
- Design – 2 / 4
- Zoe & Claire's area – 1 / 2

The one meeting room upstairs, 'The Study', to allow a maximum of 3 people, as notified by signage outside, but 2m distancing to be respected at all times. To enable the 'tracking and tracing' of people coming into close contact with someone later identified as infected with Covid-19, this meeting room will ONLY BE ALLOWED FOR USE following a booking on Outlook showing every meeting time, date and list of attendees. These meeting logs to be maintained by Lyn Hughes.

The 'Snug Room' to be cordoned off with tape and used for storage.

The Executive Management Team (EMG), in consultation with line managers, to decide priority of returners, rotation, staggered starts and finishes etc, based on Business needs.

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A phased approach to be used for Salon Success team returning to office work with Club Services included in 'Phase One' commencing June 22nd, in light of planned opening of hairdressing salons set for July 4th. These 6 'Club' employees to work in 2 shifts with 3 per shift to be in office at any time.

Consideration should also be given, if applicable, to those who have notified the Business of being clinically vulnerable (eg, pregnant women or those with underlying health conditions) or living in a household with such people.

Printer area

- Signage to instruct users to wipe the touchscreen surface **PRIOR** to use and provision of cleaning wipes to be located near the printer.
- 'Drop off point' – area near printer where documents can be exchanged with minimum contact

Upstairs kitchen

- Maximum use of one person at a time, as notified by signage, door to remain open during day

Upstairs bathroom

- Shower room and disabled toilet to be sealed off and not used.

Upstairs toilets

- Entrance fire doors to be propped open during the day
- To be used one person at a time if possible

Downstairs:

Reception area

- plexi glass screen to be fixed onto reception desk
- internal glass reception doors to be left open

Meeting rooms

The following rooms and areas will have a sign outside showing the maximum number of people permitted as follows (doors to remain open if used and closed if not):-

- Social area room – 3 – three small glass top tables with bar stools located at least 2m apart
- 'The Wonder' – 1 – promo working room
- 'The Buzz' - 2
- 'The Crop' – 3
- 'Digital studio' – 1 – working space for Design team
- 'The Studio' – 4 – very limited use, chairs only to be used spaced at least 2m apart, all other furniture not available
- 'The Braid' – N/A – to be used as storage

There is the possibility to increase capacity of available desk spaces, using enclosed offices per list above, to temporarily or as an emergency, increase maximum office attendance of 29. However this is not the preferred action nor recommended use of these meeting rooms.

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Open plan downstairs kitchen

- Maximum use of one person at a time, as notified by signage.

Printer area

- Signage to instruct users to wipe the touchscreen surface **PRIOR** to use and provision of cleaning wipes to be located near the printer.

Implementation of arrow directional walkways

- To facilitate the 2m distancing of employees walking into, around and exiting the offices a one way directional signage system will be laid on the office floors.
- Employees will enter the offices at the reception door and use the staircase immediately left (to go up only) to access the upstairs open plan desks and follow the arrowed walkways throughout until they exit upstairs via the opposite staircase (to go down only).
- In conjunction with laying directional walkways all 'no entry areas' to be cordoned off with tape.

Social Distancing Measures – when a 2m distance is not physically possible.

- Notices to be displayed giving guidance on when the 2 metre distancing rule cannot practically be observed.
- In these situations employees to be encouraged to maintain the maximum distance possible but at least a minimum of 1 metre.
- When distance is under 2 metres they should also minimise as far as possible this time of closer contact as there is a direct correlation between the risk of infection and the time exposed to closer contact, eg, scientists advising the Government say the risk of spending six seconds at a distance of 1m from someone is the same as spending one minute at a distance of 2m.
- Coughing at a closer distance should be avoided if at all possible and if not should always be into a tissue, into own clothes or strictly away from another person.

Cleaning, handwashing and hygiene procedures

Deep clean of offices

- External cleaning company to carry out 'deep clean' of all office areas before employees return including carpets, flooring, desks, tables, equipment, all surfaces including in kitchen & toilets and all door handles.

Regular cleaning

- External cleaners to provide 1 thorough office clean per day.
- Cleaning coverage increased to include all touch point areas such as desks, printers, kitchen and other surfaces, door handles and any other frequently used contact areas.
- Cleaning Company to provide comprehensive breakdown of daily cleans and their own Risk Assessment for the site – to be displayed on Covid-19 Notice Boards in both downstairs and upstairs kitchens.

Minimising frequently used contact surfaces

- During the working day as many **doors to be kept open** as possible to avoid handles being touched by multiple people and to reduce closed spaces.
- This includes the following **7 fire doors**, which should be propped open at start of day and closed at end of day. (This is contrary to traditional Health & Safety guidance but risk of Covid-19 transmission is considered greater than the risk of fire) :-
- 4 – one each at top and bottom of both staircases
- 2 - downstairs and upstairs toilets
- 1 – upstairs kitchen
- Dishwasher door in kitchens to remain open until loaded up and only closed prior to turning on.

Air conditioning unit

This equipment to be cleaned and the mode set to 'fresh air only in and out'

Cleaning and hand washing/sanitising procedures where high risk of contact transmission

- Notice to be displayed at Reception entrance that the hand sanitiser located there must be used prior to entry into offices.
- Hand sanitiser gel to be located in all areas where high risk of contact transmission, eg, desk and canteen surfaces, door handles of meeting rooms, bathrooms doors, reception area, printer, landline telephones etc,,
- Notices to be displayed showing location of all hand washing / sanitising facilities and other Personal Protective Equipment (PPP) and encouraging regular and effective hand washing, avoiding touching face with unwashed hands and coughing only into tissues at a safe distance from other employees.
- All meeting rooms & enclosed offices to have hand sanitiser gel, wipes, cleaning spray and tissues for cleaning tables and surfaces after use.
- The kitchen areas to have wipes and cleaning spray to be used on surfaces, fridge etc, after each time the area is used - maximum of one person allowed per visit. All kitchen cupboards to be cordoned off with tape. Employees to bring and use their own kitchen utensils.
- Specified hand washing / sanitising cleaning stations – to be located in two areas in each half of the open plan offices upstairs – one next to the shredder & franking machine and one next to the printer by the Club Services desks.

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Helping employees work from home

- Throughout the strict lockdown period during March to May 2020 employees were strongly encouraged by the Government to work from home whenever possible. As restrictions have started being gently eased employees are now encouraged to return to work, if it is not possible to work from home, and only if their work place provides a safe environment which adequately mitigates against the risk of Covid-19 transmission.
- Sally as an employer has embraced this concept and has, and will continue to, encourage and facilitate efficient working from home procedures. Due to the social distancing 2m rules this way of working will likely continue for at least 50% of employees for the foreseeable future.
- Specific examples of helping with working from home include:-
 - Responsive IT hardware & software remote support including connectivity / VPN, etc
 - Encouraging regular multiple user meetings via webex video conferencing facilities
 - Regular Business updates from the Senior Leadership Team, via webex or email, to home working employees, including Covid-19 newsletter.
 - Encouraging all line managers to have regular contact with their direct reports, and occasional informal catch ups with their furloughed reports, to promote employees wellbeing and minimise feelings of isolation.
 - Keeping a check of employee productivity by line managers setting clear and realistic project deadlines and monitoring outcomes.

FINALLY – If employees show symptoms of Covid-19

The main symptoms of Coronavirus are:-

- high temperature / new and continuous cough / loss or change to your sense of smell or taste

If employees show these symptoms they **must not come to the office** and should self-isolate for at least 7 days and get tested as soon as possible. If symptoms arise while at the office they must leave immediately, avoid close contact with any colleagues when leaving and follow same procedure.

The Company will then use any track and trace methods available to identify potential transmission.