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To: [Supervisor Candace Andersen](#); [SupervisorMitchoff](#); [SupervisorMitchoff](#)
Cc: [Nicole Lecher](#); [Julie Enea](#)
Subject: LunchboxWax: Re-Opening Help Needed
Date: Wednesday, June 3, 2020 10:20:03 AM
Attachments: [LunchboxWax Sanitation.docx](#)
[COVID-19 Best Practice Resource List.pdf](#)

Good Supervisor Mitchell, Supervisor Andersen, and Supervisor Burgis,

I am reaching out to each of you as our representative for Concord, San Ramon and Brentwood in which I own businesses and have been forced to lay off our entire staff and remain closed since March 16th. I applaud the efforts and unlimited time you have committed to protect the health and wellness of our communities and commend the results you have achieved with the data you shared yesterday. Every life lost to CoVid is one too many but it is promising to know that only 11 hospital beds are occupied as of today.

In an effort to provide facts please accept this email along with the attached Best Practice, re-opening staff training & salon preparation as evidence that we not only meet but far exceed the California Department of Health, CDPH, CoVid-19 Industry Guidance: Hair Salons and Barbershops published on May 24, 2020. I am available at any time for any additional questions you may have to help you support us and welcome being added to the agenda for your weekly public meeting (I have copied Julie Enea).

I write this letter on behalf of my 52 waxologists who are begging to return to work to have some sense of purpose and normalcy in their lives again. They see around them people out and about, working, shopping, and now dining out, but are forced to not work. I find it almost impossible to explain to our team why a chiropractic or Cryotherapy business can open in our communities, where we with private 400 square foot suites, where our guests at every appointment are in contact with only one person in their own private suite, cannot reopen.

We as a small business owner, our team of employees and our guests are ready to reopen before there is irreparable and permanent economic damage. Reopening after Covid should be predicated on consistent evaluation of business risks and procedures to protect guests and workers. Unfortunately, peoples' personal biases and personal beliefs about business practices, have created a discriminatory and disparate impact on businesses and workers (primarily female and minority) who sanitation and guest protection standards far exceed those business that have are being allowed to open.

Salons are being lumped as a group and being assumed to be less sanitary and posing a higher risk than medical offices, retail stores and restaurants. This is not just untrue. Waxing salons in particular present far less interaction in number of people then restaurants and retail, full disinfection after every guest

(to the same standards as medical offices) and have always followed the every high standards of the Board of Barbering and Cosmetology. Waxing salons are low client volume, extraordinarily clean, operate under state regulations for cleanliness, exceed all state requirements and have installed equipment and procedures to exceed most currently operating business.

LunchboxWax is a waxing only salon. We have 7 locations in the Bay Area in Dublin, Alameda, Walnut Creek, Concord, Brentwood, Camden Park. We have been forced to closed since March 17th and have 50+ employees who are all unable to work and are struggling to pay their bills. We can and do meet the all of the disinfecting, cleanliness, and social distancing requirements and go above and beyond all of the cleaning and sanitation requirements, recommendations and guidelines that have been announced all businesses that have already opened. Each salon is staffed between 2 and 5 Waxologists at any given time The average 1500 square foot salon is set up with a lobby/reception area and 4 or 5 or 6 suites in which all of the services are performed. Our ration of staff to guest is 1:1 ratio. Our salons have all been inspected by the CA Barber Cosmetology Board and always passed with 100% compliance. We have over 5500 5 star reviews, most of which mention reference our high standards of cleanliness, hygiene and level of care of LunchboxWax.

Guest make appointments by phone or online. Our guest appointment confirmation includes reminder calls, texts and emails to all guests the day prior and include any reminder on hygiene requirements and health.

Every employee working in our salon is licensed by the CA Board of Barbering & Cosmetology, has passed tests on health and hygiene and undergo a future 3 weeks of training by LunchboxWax and are being certified in additional health and hygiene certificate programs with regard to use of germicides and viricides including Barricade and . both of which kill the majority of common pathogens including Flu viruses, bacteria, TB, HIV, etc.

SANITATION STANDARDS PRIOR TO COVID-19:

Product Inventory and Product Storage:

- Each suite and salon are set up comply with state regulations
- All products to be used are stored in sealed and labeled containers.
- For each service only the specific items used for that service are exposed and any leftover items not used for the service are disposed of.

Guest Sanitation & Health

- Every guest is required to complete an Intake Form disclosing pertinent health information and history
- As guests arrive, we have touchless hand sanitizer dispensers available. We also encourage every guest to use the restroom so they have an opportunity to wash their hands prior to their service.
- Guests are able to maintain a safe social distancing distance from other guests and waxologist before their service.
- Every room has a sink, hand soap and sanitizers and guest may &

employees must wash their hands prior and after their service – just like in a doctor's office.

- In each suite individually packed cleaning wipes and hand sanitizer are readily available for guests to use.

Waxologist Sanitation

- As per CA state law all services are performed wearing gloves. Gloves are not reusable. Gloves are removed per CDC/medial guidance on proper technique.
- Waxologists wash their hands with soap before and after each service.
- Masks are available to staff

The Waxing Service

- All waxing procedures are compliant with state regulations.
- Guest skin is cleansed multiple times during service
- Reusable tools are cleaned in Barbicide following the state law requirements.
- Gloves and Aprons are worn

Routine Cleaning Practices

- Barricade or equivalent disinfectant for all non-disposable tools and utensils as required by the Ca barber and Cosmetology Board is use.
- All surfaces in suites as wells as the lobby that may have come into contact with guests or employees are disinfected, after each guest, with products that kill viruses in between 30 seconds and 2 minutes.
- After each guest leaves the suite the suite is cleaned using professional grade cleaning products for wiping down all areas which the guest and the waxolosits has been in contact with.
- After each guest check out the desk are is cleaned using professional grade products.

End of Shift extra cleaning

- Room checks – at the end of each shift the suite is signed off by a team member to enforce the cleaning standards.

ADDITIONAL SANTIITION WE HAVE IMPLIMENTED TO ADDRESS COVID-19:

Additional Sanitation and Health Procedures that we are implementing so we can re-open safely:

- Each salon has installed ACTIVE PURE - Air Scrubber by Aerus. ActivePure has been tested in a variety of settings and has been proven effective in killing 99.9% to 99.9999% bacteria, viruses and other pathogens on surfaces and in the air, in university and laboratory tests. These tests have shown that ActivePure is effective against DNA and RNA viruses like these, Common Flu, Swine Flu (H1N1), Avian Bird Flu (H5N8), Hepatitis A (HAV), and MS2 bacteriophage.
- Masks are available to every Waxologsits for every service to be worn during work shift.
- All Waxologist will complete the **BARBICIDE® COVID-19 Certification Course**. This program is designed to present the most current information that is pertinent to the Professional Beauty Professional. The guidelines for the Professional Beauty industry are covered.
- Reminder calls day prior to the appointment – make sure to reiterate if they are sick for any reason, we do not want them coming on and

reschedule guest

- Front door handles are covered with copper covering. Copper kills viruses and germs naturally. Continue to wipe down door handles during shift
- Transition to paperless intake forms and check out and frequent cleaning of pens, clipboard and any items that might still be required during check-in and checkout.
- Pens, when necessary will be used with disposable pen protectors.
- Increased cleaning during shift of reception area and all surfaces areas including chairs, door handles.
- Remove magazines and other items that might be likely to be touched by more than one person.

We are a 5-star salon with over 5500 positive reviews, many of which speak to the high standards of cleanliness of the salon and high professional quality of our services. Based on the education, certification and training of our team about our sanitation requirements, the size of the salon, the 1:1 ration of staff to guests, the high standards of sanitation and cleaning, and use of professional products, we are provide a low volume, high safety environment for the public for personal services.

We request that we be allowed to open based on the scientific and professional standards we adhere to that exceed many, if not most other business and industries that are currently operating.

Our team appreciates the support to help us return to some sense of normalcy and allow me the opportunity to stay in business to be able to provide for my team and their families.

Thank you
Nicky

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LunchboxWax

Franchise Owner

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