

## General Best Practices

Here are a few guidelines to ensure the preparedness of your salon, and what LunchboxWax is doing for you.

- Upon request of the salon owner, corporate will notify guests of any protocols/steps we are taking to ensure the health of the guest and employees. We will notify guests via email, social media platform, etc. that we deem most appropriate.
  - Please be prepared to enforce protocols set forth by corporate. (Ex: If a guest is sick, reschedule their appt.)
- Please watch out for any internal notification for information, training material, or updated notices.
  - Notifications could include:
    - Additional/ alternative products if there is a shortage of something.
    - Extra information and training material for dealing with guests/employees.
- Make sure you have a plan of action:
  - Check the CDC/ready.gov websites for updates/information. Stay in the know.
  - Know your insurance policy.
  - Check-in with your SD/Manager about the cleaning schedule. Ensure cleaning is being done thoroughly and with proper products.
  - Check-in with your waxologists.
  - How are they feeling/handling situations in the suite when this topic come up?
  - Are they informed of the issue and are taking proper precautions with guests, and following protocol?
  - Take out any potential problematic scenarios.
    - Ex: Communal offerings (unwrapped mints).

# Sanitation Best Practices

*A sanitary environment is one of the highest priorities at LunchboxWax. When guests know we care about their health and safety, they can feel at ease in our salons.*

## **Hand Washing/Sanitizing: When in Doubt, Wash**

- Upon arriving at work
- Before gloving
- After removing gloves
- After contact with any potentially contaminated surface or item
- After working in common areas or performing housekeeping duties
- Between direct contact with different guests
- Before and after eating, drinking or handling food
- After personal use of toilet facilities
- When hands are visibly soiled
- After sneezing, coughing or blowing your nose
- Before leaving work
- Whenever necessary (use sensible judgment)

## **Body Hygiene**

- Bathe or shower daily
- Keep your hair clean
- Pull back long hair at work
- Keep nails trimmed and clean
- Keep perfume at a minimum
- Do not wear jewelry on your hands or wrists
- Wear clean clothes every day

## **Equipment Disinfection and Cross Contamination**

Contamination means a surface or substance has been exposed to microorganisms. Cross-contamination occurs when you touch a contaminated surface or substance and then touch a non-contaminated item. For example, if you touch a guest's skin with your hand and then touch the pump, cross-contamination has occurred. The following items are key in disinfection control and cross-contamination prevention:

- Disposable gloves and sticks
- Pumpable products
- Disinfection jar
- Hand sanitizer
- Disinfectant wipes
- Disinfectant spray

The above items alone will not prevent contamination; however, using the following practices will:

- Never dip a previously used stick in wax, whether it was dipped in wax once already or if it has touched skin.
- For each service, place disinfected, dry tools (tweezers and/or scissors) on a tissue before you begin waxing.
- After each service and after you have removed gloves, immediately sanitize hands with hand sanitizer before you leave the suite.
- When returning to the suite after service, with washed hands, disinfect table with Clorox wipes (or comparable product) and remove any wax residue from the table cover, cart, and floor with wax remover.
- Spray an esthetic wipe with Barbicide, and wipe pumps and any surface area of the cart that hands came in contact with.

### **Additional COVID-Specific Requirements**

- Remove any shareable items in the salon including:
  - Magazines
  - Mints
  - Product Testers
- Waxologists will wear at all times:
  - Masks / Face Shields
  - Aprons
  - Gloves – during service and at the front desk.
- Remove Gel Tint / Clear Gel Test products.
  - Optional: Eyebrow Pencils + Concealer Duos may still be applied by a waxologist to test on guests during the service, as they can be sharpened in between each use.

## Common Area Best Practices

### Overview

- Cleaning + Disinfecting Best Practices for the following areasReception Area
  - Restroom
  - Suite: In-Service
  - Check-Out
  - Suite Turnover
  - Product Displays
  - Breakroom
  - Before + After Shift Processes
  - Additional Considerations

### *Cleaning + Disinfecting*

Here is a brief recap of cleaning (sanitizing) and disinfecting.

- Sanitizing must happen *before* disinfecting, as it greatly reduces the number of germs on the surface.
- Disinfecting is not effective without first sanitizing. It will clean what sanitizing has left behind, but cannot do the initial sweep on its own.
- It is important to incorporate both of these steps when “cleaning” an area, to ensure the area or surface is properly sanitized and disinfected.

Steps for cleaning and disinfecting:

- One-Step: Use Rejuvenate in your salon, a product that both cleans and disinfects.
- Two-Step:
  - Clean the surface.
    - Can be as simple as a spray bottle with a couple of drops of dish soap in water; spray and wipe with a paper towel. This must happen before using a Barbicide, Lysol or Clorox wipe for proper disinfection.
    - \*NOTE: If you use Rejuvenate in your salon – you can skip this step – as Rejuvenate is a one-step disinfectant.
  - Next, if not using Rejuvenate, disinfect with a Barbicide, Lysol, or Clorox wipe, and allowing the surface to dry for two minutes.
  - For more information on cleaning and disinfecting – refer to the LBU: Re-Opening Learning Plan, Safety + Sanitation class.

### *Reception Area Best Practices*

- Warm greeting to guests:

- No handshake (CDC approves Elbow Bump)
- Smile with eye contact.
- Use engaging tone of voice to compensate for a masked smile.
- No magazines and mints and other shareable items in the reception area.
- Waxologists can encourage guests to help themselves to water, but not get water for them.
  - Wiping down (cleaning + disinfecting) water station regularly, including after each guest.
- If salon has a vanity – regularly wipe down entire area and between guests.
- Once a guest has been greeted and escorted to the suite – while they are ready, here are areas to check and wipe down:
  - Door handles.
  - Water station.
  - Vanity.
  - Guest side of front desk.
  - Seats.
  - Product display.

### *Restroom Best Practices*

Regularly and between each guest – clean + sanitize:

- Door handles.
- Light switches.
- Pink box.
- Accessibility railing.
- Toilet and handle.
- Sink, faucet, and handles.
- Soap and towel dispensers.
- Shelving.
- Trash.

### *Suite: In-Service Best Practices*

- Wash hands before putting on gloves.
  - If sink is in the suite, put gloves on immediately after.
  - If you have a hand-washing station outside of the suite, use hand sanitizer after entering the room and before putting gloves on.
- As always, wearing gloves throughout the service.
  - Changing gloves in between services when necessary, i.e. moving from Brazilian/Manzilian to any other service.
  - Use hand sanitizer between changing gloves.
- Wear mask/face shield and aprons.
- Utilize SMA (Sanitary Maintenance Area) for supplies during the service.
  - Setting up supplies before starting the service to prevent contamination of clean items on the cart.
- Once service concludes and gloves are removed, use hand sanitizer before exiting the suite and immediately going to wash hands.
  - For some services, such as Brazilian, there is naturally time built in to wash hands post-service.
  - For facial services or other services that don't require the guest to undress, it is still equally as important to wash hands.
    - Let guest know, "I will meet you up front in just a moment – I'm going to wash my hands."

### *Check-Out Best Practices*

- Before meeting the guest at the front desk, use hand sanitizer and put on a pair of gloves.
  - Will be worn throughout the check-out process with guest, including:
    - Showing/Handling products.
    - Handling debit/credit cards + cash.
    - Giving out business cards.
    - Giving receipts/pens to sign.

### *Suite Turnover Best Practices*

- Remove wax residue from all surfaces, including table, lamp, cart, floors, etc.
- Clean and disinfect the table first.
  - This is the surface the guest has the most contact with.
  - Also because it is eventually covered by table paper, we want to ensure we adhere to the contact time required before covering the table.
- After cleaning and disinfecting the table and leaving it to dry, move on to cleaning and disinfecting the following:
  - The lamp.
  - The cart.
    - Wipe off tweezers / trimmers before putting them in the disinfectant.
  - Back bar products and containers / lids.
  - Guest seating, clothing hooks, and trash.
  - Door handles, music knob, light switches.
  - Counter and display.
  - Aprons.
- After suite turnover – throw away gloves and wash hands.
  - Again, if hand-washing station is outside of the suite, use hand sanitizer before exiting the suite to wash hands.

### *Product Display Best Practices*

- For instructions on how to fully clean Define Display, refer to the video.
  - Wipe down and disinfect the display and products after guest interaction with it.
    - If uncertain whether a guest used it or not, assume they have and disinfect.
  - For other products, such as the Nourish Line, wipe down products and shelving regularly, and after a guest has interacted with it.

### *Breakroom Best Practices*

Processes for cleaning and disinfecting will vary from salon to salon – here are some things to keep in mind when cleaning and disinfecting the break room:

- Light switches.
- Fridge.
- Table and seating.
- Sink, paper towels dispensers, soap dispensers,
- Appliances.
- Storage and shelving.
- Trash.

### *Before + After Shift Best Practices*

The process for cleaning and disinfecting before and after shifts will vary from salon to salon. It will be very important waxologists have a clear understanding of all tasks to be completed during this time.

Throughout the day and between each guest, waxologists will be cleaning and disinfecting as necessary. Before and after each shift is another opportunity to do one sweep of each of the aforementioned areas:

- Reception Area.
- Restroom.
- Suite.
- Front Desk.
- Product Displays.
- Breakroom.

### **Additional Considerations**

- Any downtime throughout the day can be utilized for the cleaning best practices below.
- Encourage social distancing by creating enough space between seating in the reception area, etc.
  - Alternatively, guests are able and encouraged to wait in their vehicles and can be called in for their appointment.
- Again, if wondering, “Should I clean / disinfect this?”, encourage all to do so.
- Focus on The Dance, encouraging waxologists to support each other with cleaning and disinfecting. Communicate when things have been, and need to be cleaned and disinfected.
- Encourage waxologists to practice social distancing guidelines as much as possible.
  - Maintain space between each other.
  - Limit physical interactions with coworkers’ property and persons.
  - This is a part of being collaborative and prioritizing the well-being of all.



## Precautions for Coworkers from CDC.gov

In addition to getting clear on our standards of cleaning and disinfecting, we will also want to be aware of the best way to protect ourselves, our team, and our guests by sharing these best practices from the CDC on May 22, 2020. The intention is to ensure we don't have a double standard when it comes to everyone's health. Coworkers not only employ the best precautions for guests but also ensure precautions are taken on behalf of each other.

### Person-to-person spread

The virus is thought to spread mainly from person-to-person.

- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs, sneezes, or talks.
- These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
- COVID-19 may be spread by people who are not showing symptoms.

### Everyone Should:

*Wash your hands often.*

- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

*Avoid close contact.*

- Avoid close contact with people who are sick, even inside your home. If possible, maintain 6 feet between the person who is sick and other household members.
- Put distance between yourself and other people outside of your home.
- Remember that some people without symptoms may be able to spread virus.
- Stay at least 6 feet (about 2 arms' length) from other people.
  - While we cannot avoid this with waxing, we can be cautious of this with our teams.

- Do not gather in groups.
- Stay out of crowded places and avoid mass gatherings.
- Keeping distance from others is especially important for people who are at higher risk of getting very sick.

*Cover your mouth and nose with a cloth face cover when around others.*

- You could spread COVID-19 to others even if you do not feel sick.
- Everyone should wear a cloth face cover when they have to go out in public, for example to the grocery store or to pick up other necessities.
- Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- The cloth face cover is meant to protect other people in case you are infected.
- Do NOT use a facemask meant for a healthcare worker.
- Continue to keep about 6 feet between yourself and others. The cloth face cover is not a substitute for social distancing.

*Cover coughs and sneezes.*

- If you are in a private setting and do not have on your cloth face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
- Throw used tissues in the trash.
- Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

*Clean and disinfect.*

- Clean AND disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- Our guidelines for cleaning and disinfecting the salon can be found on LBU, Support Center, and LBU Interactive.

*Monitor Your Health.*

- Be alert for symptoms. Watch for fever, cough, shortness of breath, or other symptoms of COVID-19.
- Especially important if you are running essential errands, going into the office or workplace, and in settings where it may be difficult to keep a physical distance of 6 feet.
- Take your temperature if symptoms develop.
- Don't take your temperature within 30 minutes of exercising or after taking medications that could lower your temperature, like acetaminophen.
- Follow CDC guidance if symptoms develop.

# ReOpening Learning Plan - Outline

*Below is an outline of the Courses and Classes in this learning plan. Topics that lend themselves to more team coaching are noted beneath each class.*

*Waxology Course (25-35 minutes)*

- 1. Introduction**
- 2. Sanitation Basics**
  - a. Barbicide & Rejuvenate courses
    - i. Class links in LBU Interactive (Waxology - Sanitation)
  - b. Cleaning vs. Disinfecting
  - c. All the sanitation topics outlined earlier are included in the course.
- 3. Salon Flow & Sanitation**
  - a. How to Remove Contaminated Gloves link in LBU Interactive (Waxology - Sanitation)
  - b. How to Safely Remove Face Mask (WHO video link)
  - c. What You Need to Know About Handwashing (CDC video link)
- 4. Setting Expectations in the Wax Suite**
  - a. Setting Expectations over the phone (Role Play): Ensuring waxologists ask guests if they are currently sick if they have been around anyone who is sick, and reschedule as needed.

*Development course (30-40 minutes)*

- 1. Welcome**
- 2. Basics + Intention**
- 3. Salon Experience**
  - a. Role Play Front end loading conversations re: sanitation flow around guests.
- 4. Art of Education**
- 5. Approach to Offering**
- 6. Being of Service**
- 7. Mindfulness**
- 8. The Arts**
- 9. Goals**

## **Support Center Resources**

*Below is a list of documents created and provided by LunchboxWax Corporate and uploaded to our internal Support Center for Franchisees, Salon Directors, and Managers in our COVID-19 Central folder. This is not the complete list, but these are the main resources for a variety of topics. What has not been included mainly reference marketing or call notes.*

### **COVID-19 Central Repository**

- Define Product sealing Options
- Salon Flow + Sanitation Best Practices (Salon Owners/Salon Directors)
- Salon Re-Opening Procedures - checklist
- COVID-19 Best Practices
- COVID-19 Important Resources
- Memberships - 3 Strategy Options for Suspension During Closure

### **COVID-19 Marketing Materials**

- COVID-19 Temporary Closing Procedures
- Salon Closure Marketing Toolkit
- Voicemail Script for temporary closure
- COVID-19 Notices
- Temporary COVID-19 Google My Business Update

### **COVID - Support for Salon & Employees**

- Employee COVID Rights
- Employee Support - Overview
- ReOpening Learning Plan - Outline
- Salon Flow + Sanitation (Managers + Waxos)
- Incident Strategies
- Precautions for Coworkers from the CDC

### **COVID Info - Franchise Owners Only**

- The Greenberg Group Contact details
- Loan forgiveness & PPP Updates
- Alternate SBA Lender Options
- FranFund Webinar link and Cares Act Application Forms & Details

- [Yelp GoFund me Donation page for Small Businesses](#)
- [CARES Act - Loan Information & Updates](#)
- [Fiscal Response to COVID-19 - CARES Act](#)
- [SBA Loan Information](#)
- [IFA Rent Relief Webinar](#)
- [Real Estate Restructuring Info](#)
- [Raise Your Voice in Support of Business Interruption Coverage](#)
- [Tell Congress to Support Coronavirus Franchise Business Relief](#)
- [Labor update for Employers](#)