

CLEAN SALON-SUITE PROTOCOL

Hi Stylists! During these uncertain times, looking towards the future can be just as scary as dealing with the present. Thankfully, we're in this together.

Our **#KadusFamily** is strong and resilient. Lean on each other, and know we're here to help you stay positive, inspired & supported. Reach out to us with your questions or for support on **@kadusprousa** and check out our free Clean Salon/Suite Best Practice Guides. This document does not replace the recommendations of the Health Authorities which should prevail at all times. Follow state & local regulations.

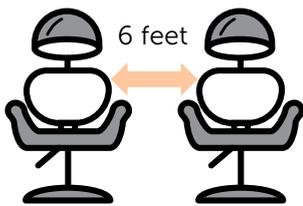
We are **#strongertogether**.

Review Our New Salon/Suite Protocols

- 1 Salon-Suite Organization
- 2 Working Organization
- 3 New Client Journey
- 4 What to do in Case of Infection Suspicion



SALON-SUITE ORGANIZATION



WORK-STATION

- ❑ If you are in a salon, consider adjusting the number of workstations and maintain a distance of at least 6 feet between clients where possible.
- ❑ A distance of at least 6 feet must be maintained in all directions around each workplace.
- ❑ Consider having only the client and the stylist may approach each other for the duration of the service.
- ❑ Take protective measures by wearing masks and gloves.
- ❑ Consider working with only one client at a time.
 - ❑ Use cleaned/unused working materials per customer
 - ❑ Observe personal hygiene, hand disinfection, change of disposable gloves and masks.



WAITING AREA

- ❑ To avoid crowds, close waiting areas and play areas.
- ❑ Advise clients to arrive alone to appointments.



PAYMENT

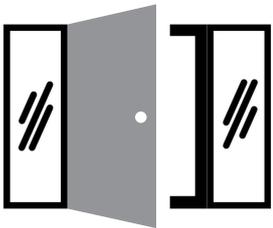
- ❑ Consider placing a protective shield in-between the client & payment area.
- ❑ If possible, process payments by credit card, Zelle or Venmo.



SANITATION & BREAK ROOMS

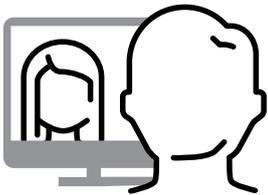
- ❑ Hand sanitizers, skin-friendly liquid soap and disposable towels must be provided. Adequate cleaning and hygiene should be maintained.
- ❑ You may need to adjust cleaning intervals. This is particularly important for sanitary facilities and common areas.
- ❑ Consider sufficient distance in break rooms if you have one.

SALON-SUITE ORGANIZATION



VENTILATION

- ❑ Salons/Suites, including break and sanitary rooms, must be adequately ventilated – even in unfavorable weather conditions.
 - ❑ This reduces any risk of infection as it may reduce pathogenic droplets present in the air.



TRAINING & CERTIFICATION

- ❑ Consider having all stylists trained and/or certified online in the prevention and occupational safety measures in the salon/suite and for customer contact.
- ❑ Meetings or stylist trainings should be reduced to the bare minimum or postponed.
- ❑ Consider using telephone or video conferencing as much as possible.



WORKING EQUIPMENT AND TOOLS

- ❑ Working utensils such as combs and brushes should only be used on newly washed head of client.
- ❑ All materials and utensils must be properly cleaned after each client.



HOURS OF OPERATION

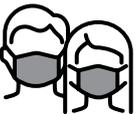
- ❑ Consider establishing extended or flexible hours of operation.
- ❑ Consider staggering all stylist shifts and break times.

WORKING ORGANIZATION



APPOINTMENTS

- Adjust appointments to stay within recommended safety guidance:
 - Only allow the maximum number of clients you can welcome in salon/suite at the same time to keep within spacing criteria.
 - Consider extending or providing flexible hours of operation.
 - Consider staggering stylist working times.
 - Take into consideration the time needed to clean materials and work-stations in-between clients.
- Recommend reschedule of client's appointment in case of symptoms such as cough or fever.



CLIENT & STYLIST SAFETY RULES

- Maintain the State & Local distancing guidelines to avoid crowding.
- Stylist & client to wear masks during the entire service.
- Prioritize conversations with client via mirror.
- Disinfect tools and working station before & after each client.
- Avoid touching the client's face.
- Stylist and client to wear disposable/washable protective gown/apron.
- Always perform service with gloves.
- Stylist & client to wash hands frequently and carefully.
- Cough or sneeze on disposable tissue or on the bend of the elbow.
- Don't hug or shake hands with clients or colleagues.
- Client chooses to receive a service and exempts the salon from liability.



NEW CLIENT JOURNEY

FIRST IMPRESSIONS

First impressions are important. Your clients are looking for reassurance, share your Clean Salon Protocols & make all your precautions highly visible.

- Always keep to the safe distance with your client.
- Consider talking about hair, beauty & fashion and not too much about the crisis. The salon experience should be part of the journey back to normalcy.
- Make music part of the journey to keep the experience unique.
- SMILE, even behind a mask your client will see it in your eyes.

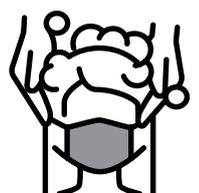
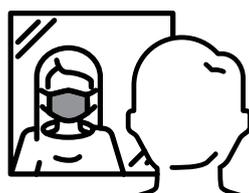
CONSULTATION

- Start with the condition of the hair.
- Guide your client to the right services taking into account the gap in their normal routine.
- Consider talking to the client looking into the mirror and not directly.

SHAMPOO

Shampooing is the favorite part of the experience for most clients.

- Consider continuing to deliver this service.
- Consider continuing massage techniques without touching the face.
- When washing, make sure to pay attention to the client's mask.



NEW CLIENT JOURNEY



TREATMENT

The treatment is the heart of the hair healing process.

- Provide recommendations for at home treatments to maintain the results.



SERVICES

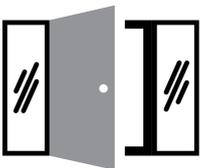
- Involve your client in the process of the color mixing. Take extra care with the application of all products to avoid contact with the scalp.
- Discuss the action and benefit of the product to build credibility of the at-home follow up recommendations.



RETAIL

Until salon/suite visit frequency returns to normal, the retailing of products for at-home maintenance is even more important.

- Have products & prices clearly displayed, as well as the benefits of each.

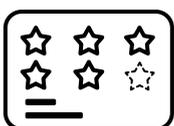


LEAVING

- Be sure to thank your client for re-visiting you.
- Consider getting your client's feedback on their experience, especially on the safety measures taken.
- If possible, process payments by credit card.

MARKETING & CLIENT LOYALTY

- Loyalty is a two-way process. Recommend clients to pre-book their next visit.
- Share your website and social media links for salon/suite updates & to stay connected with your clients.
- Disinfect all tools and working station once the client has left and before welcoming a new one.



WHAT TO DO IN CASE OF INFECTION SUSPICION

At the time of booking, it should be pointed out that clients and/or stylists with symptoms of a respiratory infection should not be in the salon/suite.

Reiterate that this is a safety precaution and ask clients to respect the regulations set out by local authorities.

Follow your state & local regulations.

