



Department for the
Economy
www.economy-ni.gov.uk

KEEPING WORKERS AND CLIENTS SAFE DURING COVID-19 IN CLOSE CONTACT SERVICES

**COVID-19 SECURE GUIDANCE FOR EMPLOYERS, EMPLOYEES
AND THE SELF-EMPLOYED - 19 NOVEMBER 2020**

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**WE ALL
MUST DO IT
TO GET
THROUGH IT**



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DISTANCE**



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CONTINUE TO FOLLOW THE PUBLIC HEALTH ADVICE AND REGULATIONS



Wash your hands



Keep your distance



Wear a face covering



Download the
'StopCOVID NI' App



If you have symptoms,
stay at home, self-isolate
and book a test



Limit social contacts



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Introduction

The UK is currently experiencing a public health emergency as a result of the COVID-19 pandemic. It is critical that employers, employees, the self-employed and clients take steps to keep everyone safe. This document is to help you understand how to work safely and keep your clients safe during this pandemic, ensuring as many people as possible comply with social distancing guidelines (as per the recommended 2m, or 1m with risk mitigation where 2m is not viable, is acceptable). We hope it gives you freedom within a practical framework to think about what you need to do to continue, or restart, operations during the COVID-19 pandemic. We understand how important it is that you can work safely and support your employees' and clients' health and wellbeing during the COVID-19 pandemic and not contribute to the spread of the virus. The government is clear that workers should not be forced into an unsafe workplace and the health and safety of workers and clients, and public health, should not be put at risk.

This document has been adopted by the Department for the Economy from the guidance prepared by the Department for Business, Energy and Industrial Strategy (BEIS). We have received significant assistance from the Department of Health, The Executive Office, Information Commissioner's Office, Environmental Health Officers, the UK Spa Association, the British Beauty Council and the National Hair & Beauty Federation in the preparation of this guidance and the Department is grateful for their assistance and contributions.

Public health is devolved in Northern Ireland. This guidance should be considered alongside local public health and safety requirements and legislation in Northern Ireland detailed on <https://www.nibusinessinfo.co.uk/>

We expect that this document will be updated over time. This version is up to date as of 21 April 2021. You can check for updates at <https://www.nibusinessinfo.co.uk/>

This document is one of a set of documents about how to work safely in different types of workplace. This one is designed to be relevant for people who provide close contact services.

What do we mean by 'close contact services'?

Close contact services include hairdressing, barbering, beauty, aesthetics, nails, makeup, tattoo, tanning, spa, sports and massage therapy, well-being and holistic locations, dress fitters, tailors and fashion designers.



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This guidance is also designed for those who provide mobile close contact services from their homes and in other people's homes, delivering the close contact services detailed above in allied sectors such as the arts or entertainment, those in retail environments, as well as those studying hair and beauty in vocational training environments.

How to use this guidance

This document sets out guidance on how to open workplaces safely while minimising the risk of spreading COVID-19. It gives practical considerations of how this can be applied in the workplace.

Each business will need to translate this into the specific actions it needs to take, depending on the nature of their business, including the size and type of business, how it is organised, operated, managed and regulated. They will also need to monitor these measures to make sure they are continuing to protect clients and workers.

This guidance does not supersede any legal obligations relating to health and safety, employment or equalities (there is legal protection against some types of discrimination <https://www.nidirect.gov.uk/articles/diversity-and-discrimination>) and it is important that as a business or an employer you continue to comply with your existing obligations. This document contains non-statutory guidance to take into account when complying with these existing obligations. When considering how to apply this guidance, take into account agency workers, contractors and other people, as well as your employees.

Where a premises delivers a mix of close contact services, only those close contact services that are permitted to be open should be available.

To help you decide which actions to take, you must carry out an appropriate COVID-19 risk assessment, just as you would for other health and safety related hazards. This risk assessment must be done in consultation with unions or workers. For further information on thinking about risk visit <https://www.hse.gov.uk/simple-health-safety/risk/index.htm> and https://www.lra.org.uk/sites/default/files/2020-06/Covid-19-Working-Through-This-Together-6%20-%20June%202020_0.pdf



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Guidance on Social Distancing

If you leave the place where you live, you should wherever possible maintain a social distance of at least 2 metres (6 feet) between you and anyone outside of your household, to minimise your exposure to the virus and the potential to spread the infection. Where two metres is not possible a minimum of one metre distancing is still safer than close contact if additional mitigating measures are implemented e.g. good hand hygiene and respiratory hygiene practices including the wearing of face coverings.

Who should adhere to social distancing measures?

Everyone should adhere to these measures at all times. On occasions when social distancing may not be possible or practicable, e.g. when providing or receiving medical assistance, other effective measures including good hand hygiene and respiratory hygiene practices should be considered crucial and adopted and wearing of a face covering in these circumstances is recommended.



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1. Thinking about risk

Objective: That all employers carry out a COVID-19 risk assessment

COVID-19 is a public health emergency. Everyone needs to assess and manage the risks of COVID-19, and in particular businesses should consider the risks to their workers and clients. As an employer, you also have a legal responsibility to protect workers and others from risk to their health and safety. This means you need to think about the risks they face and do everything reasonably practicable to minimise them, recognising you cannot completely eliminate the risk of COVID-19. An example template for a risk assessment has been included at Annex A and for the latest business advice, support and guidance visit <https://www.nibusinessinfo.co.uk/campaign/coronavirus-updates-support-your-business>

You must make sure that the risk assessment for your business addresses the risks of COVID-19, using this guidance to inform your decisions and control measures. You should also consider the security implications of any decisions and control measures you intend to put in place, as any revisions could present new or altered security risks that may require mitigation. A risk assessment is not about creating huge amounts of paperwork, but rather about identifying sensible measures to control the risks in your workplace. If you have fewer than five workers, or are self-employed, you don't have to write anything down as part of your risk assessment. Your risk assessment will help you decide whether you have done everything you need to. There are interactive tools available to support you from the Health and Safety Executive (HSE) at <https://www.nibusinessinfo.co.uk/node/10994>

Employers have a duty to consult their people on health and safety. You can do this by listening and talking to them about the work and how you will manage risks from COVID-19. The people who do the work are often the best people to understand the risks in the workplace and will have a view on how to work safely. Involving them in making decisions shows that you take their health and safety seriously. You must consult with the health and safety representative selected by a recognised trade union or, if there isn't one, a representative chosen by workers. As an employer, you cannot decide who the representative will be.

At its most effective, full involvement of your workers creates a culture where relationships between employers and workers are based on collaboration, trust and joint problem solving. As is normal practice, workers should be involved in assessing workplace risks and the development and review of workplace health and safety policies in partnership with the employer.



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Employers and workers should always come together to resolve issues. If concerns still cannot be resolved, see below for further steps you can take.

How to raise a concern:

- Contact your employee representative;
- Contact your trade union if you have one;
- Use the HSENI form available at <https://www.secure.hseni.gov.uk/forms/complaint.aspx>
- Contact HSENI by email: mail@hseni.gov.uk
- [Contact Labour Relations Agency https://www.lra.org.uk/contact](https://www.lra.org.uk/contact)

Where the enforcing authority, such as the HSENI or your local council, identifies employers who are not taking action to comply with the relevant public health legislation and guidance to control public health risks, they are empowered to take a range of actions to improve control of workplace risks. For example, this would cover employers not taking appropriate action to ensure social distancing, where possible.

Failure to complete a risk assessment which takes account of COVID-19, or completing a risk assessment but failing to put in place sufficient measures to manage the risk of COVID-19, could constitute a breach of health and safety law. The actions the enforcing authority can take include the provision of specific advice to employers to support them to achieve the required standard, through to issuing enforcement notices to help secure improvements. Serious breaches and failure to comply with enforcement notices can constitute a criminal offence, with serious fines and even imprisonment for up to two years. There is also a wider system of enforcement, which includes specific obligations and conditions for licensed premises.

Employers are expected to respond to any advice or notices issued by enforcing authorities rapidly and are required to do so within any timescales imposed by the enforcing authorities. The vast majority of employers are responsible and will join with the UK's fight against COVID-19 by working with the Government and their sector bodies to protect their workers and the public. However, regulators are carrying out compliance checks nationwide to ensure that employers are taking the necessary steps.



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1.1 Managing risk

Objective: To reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority.

Employers have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures. Employers must work with any other employers or contractors sharing the workplace so that everybody's health and safety is protected. In the context of COVID-19 this means protecting the health and safety of your workers and clients by working through these steps in order:

- Ensuring both workers and clients who feel unwell stay at home and do not attend the premises.
- In every workplace, increasing the frequency of handwashing and surface cleaning.
- Businesses and workplaces should make every reasonable effort to enable working from home as a first option. Where working from home is not possible, workplaces should make every reasonable effort to comply with the social distancing guidelines set out by the government (as per the recommended 2m, or 1m with risk mitigation where 2m is not viable, is acceptable). You should consider and set out the mitigations you will introduce in your risk assessments.
- Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and if so, take all the mitigating actions possible to reduce the risk of transmission between staff and clients.
- Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity can be redesigned to maintain a 2m distance or 1m with risk mitigations where 2m is not viable.
- Further mitigating actions include:
 - Further increasing the frequency of hand washing and surface cleaning.
 - Keeping the activity time involved as short as possible.
 - Using screens or barriers to separate clients from one another. As everyone working in close proximity for an extended period of time must wear a visor or goggles and a Type II face mask screens will not be necessary between the practitioner and the client.
 - Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
 - Unless crucial for the treatment, avoid skin to skin contact and use gloves where possible. Consideration should be given to what is a safe practice. Practitioners should assess their practice for all therapy treatments they deliver to ensure they only provide safe services. Practitioners should seek to avoid skin-to-skin contact with colleagues and clients if it is not crucial for the treatment.



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- Gloves provide a barrier where there is anticipated contact with blood or body fluids and should continue to be used for any treatments where this is a risk. However over-use of gloves leads to contamination of both the user's gloves and the surrounding environment.
 - Frequent hand decontamination is very important. Alcohol-based hand rub should be used regularly where hand washing cannot occur.
 - Unless crucial for the treatment, avoid skin to skin contact and use gloves where possible.
 - Using a consistent pairing system, defined as fixing which workers work together, if workers have to be in close proximity (defined as being within arm's-length of someone else for a sustained period of time).
- Clearly, when providing close contact services, it often may not be possible to maintain social distancing guidelines (2m, or 1m apart with risk mitigation, is acceptable). As a result, personal protective equipment in the form of a visor or goggles and a Type II face mask will be required to mitigate the risk, further details on which can be found in section 6.
 - In your assessment you should have particular regard to whether the people doing the work are especially vulnerable to COVID-19.
 - Finally, if people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. Close contact services which require workers to be within the 'highest risk zone' of clients (defined as the area in front of the face where splashes and droplets from the nose and mouth, that may not be visible, can be present and pose a hazard from the client to the practitioner and vice versa), for the entire duration or the majority of the time the service is being provided, should not be resumed unless mitigating actions can be introduced in line with this guidance to make them safe. The closer someone is to the source of the virus, the greater the risk of transmission. Particular attention should also be paid to avoiding contact with surfaces near to the client and thoroughly cleaning those surfaces after each client. No one is obliged to work in an unsafe work environment.

The recommendations in the rest of this document are ones you should consider as you go through this process. You could also consider any advice that has been produced specifically for your sector, for example by trades associations or professional bodies.

If you have not already done so, you must carry out an assessment of the risks posed by COVID-19 in your workplace as soon as possible. If you are currently operating, you are likely to have gone through a lot of this thinking already. We recommend that you use this document to identify any further improvements you should make. You should review the measures you have put in place to make sure they are working. You should also review them if they may no longer be effective or if there are changes in the workplace that could lead to new risks.



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1.2 Sharing the results of your risk assessment

You must share the results of your risk assessment with your workforce. If possible, you should consider publishing the results on your website, a dedicated employee website or employee communications portal.

We would expect all businesses to demonstrate to their workers and customers that they have properly assessed their risk and taken appropriate measures to mitigate this.



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2. Keeping your clients and visitors safe

2.1 Keeping clients and visitors safe

Objective: To minimise the risk of transmission and protect the health of clients and visitors in close contact services.

- The opening up of the economy following the COVID-19 outbreak is being supported by Public Health Agency's Test, Trace and Protect service. You should assist this service by keeping a temporary record of your clients and visitors for 21 days, in a way that is manageable for your business, and assist the Test Trace and Protect service with requests for that data if needed. This could help contain clusters or outbreaks. **Close contact businesses must operate on an appointment only basis – no walk-ins are currently permitted.** Many businesses that take bookings already have systems for recording their clients and visitors – including restaurants, hotels, and hair salons. If you do not already do this, you should do so to help fight the virus.
- The Health Protection (Coronavirus, Restrictions) (No. 2) Regulations (Northern Ireland) 2020 require businesses operating in the close contact sector to operate on an appointment only basis and acquire personal details of every client as set out in Annex B:
- It is important to note that businesses should ensure that any personal information collected is limited in nature and does not go beyond necessary information requirements such as an individual's contact details and time and date of arrival and departure.
- Businesses must be clear, open and honest with people about why they are collecting their personal data, how long this data will be retained, who the personal data may be shared with and how the data **will not** be used for any additional purposes beyond the scope of the test trace and protect service. Furthermore, businesses, particularly those who do not ordinarily operate client/visitor recording systems, should have appropriate security measures in place to protect any personal information collected as well as ensuring that only appropriate staff personnel can access this information.
- For the most up to date information and guidance visit - <https://www.publichealth.hscni.net/covid-19-coronavirus/testing-and-tracing-covid-19/contact-tracing-faqs#what-do-i-need-to-know-and-do>

Steps that will usually be needed:

- Encouraging clients to use hand sanitiser or handwashing facilities as they enter the premises or before treatment.



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- Calculating the maximum number of clients that can reasonably follow social distancing guidelines (as per the recommended 2m, or 1m with risk mitigation where 2m is not viable, is acceptable) and limiting the number of appointments at any one time. Take into account total floor space as well as likely pinch points and busy areas.
- Determining if schedules for essential close contact services and contractor visits can be revised to reduce interaction and overlap between people.
- When booking an appointment, asking the client if they can attend on their own, where possible.
- Reminding clients who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.
- Informing clients and contractors of guidance about visiting the premises prior to and at the point of arrival, including information on websites, on booking forms and in entrance ways.
- Adjusting how people move through the premises to reduce congestion and contact between clients, for example, queue management or one-way flow. This may only be possible in larger establishments.
- Ensuring any changes to entrances, exits and queue management take into account reasonable adjustments for those who need them, including disabled clients. For example, maintaining pedestrian and parking access for disabled clients.
- Using outside spaces for queuing where available and safe, for example some car parks excluding disabled parking bays. Queues outside should be managed to ensure they do not cause risk to individuals or other businesses, for example by introducing queuing systems, using barriers and having staff direct clients.
- Minimising contact between different workers whilst serving a client, such as photographers, models, makeup artists and stylists in a photoshoot.
- Maintaining social distancing in waiting areas when clients wait for their appointments. When waiting areas can no longer maintain social distancing, consider moving to a 'one-in-one-out' policy.
- Encouraging clients to arrive at the time of their scheduled appointment.
- Reviewing working practices to minimise the duration of contact with the client. Where extended close contact services are undertaken, such as close contact services (for example braiding or massages), should consider how the length of the appointment could be minimised.
- The use of changing rooms should be discouraged wherever possible. Clients should be advised to change and shower at home.
- Businesses should consider providing shorter, more basic treatments to keep the time to a minimum.
- Making clients aware of, and encouraging compliance with, limits on gatherings.



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- COVID-19 related screening questions to be asked of clients ahead of their appointment, including;
 - Have you had the recent onset of a new continuous cough?
 - Do you have a high temperature?
 - Have you noticed a loss of, or change in, normal sense of taste or smell?

The client should be advised that if they have any of these symptoms, however mild, they should stay at home and reschedule their appointment.

- Working with neighbouring businesses and local authorities to consider how to spread the number of people arriving throughout the day, for example by staggering opening hours; this will help reduce demand on public transport at key times and avoid overcrowding.
- Working with neighbouring businesses and local authorities to provide additional parking or facilities such as bike-racks, where possible, to help clients avoid using public transport.
- Steps should be taken to mitigate the increased risk of transmission associated with aerosol production from raised voices, such as when speaking loudly or singing loudly, particularly in confined and poorly ventilated spaces. This should include lowering the volume of background music and discouraging people from raising their voices or shouting. Evidence on the most effective steps that can be taken to limit the transmission of the virus continues to be regularly reviewed. This guidance may be updated in the future in response to changing scientific understanding.

2.2 Ventilation

Objective – To use ventilation to mitigate the transmission risk of COVID-19.

Ventilation into the building should be optimised to ensure the maximum fresh air supply is provided to all areas of the facility wherever possible.

Ventilation systems should provide a good supply of fresh air.

Steps that will usually be needed:

- Increasing the existing ventilation rate by adjusting the fan speed.
- Operation of any ventilation system when there are people in the building.
- Monitoring and managing filters in accordance to manufacturer instructions.
- Keeping doors and windows open if possible.



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2.3 Client toilets

Objective: To ensure that toilets are kept open and to ensure/promote good hygiene, social distancing, and cleanliness in toilet facilities.

Public toilets, portable toilets and toilets inside premises should be kept open and carefully managed to reduce the risk of transmission of COVID-19.

Steps that will usually be needed:

- Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency and to avoid touching your face, and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.
- Consider the use of social distancing marking in areas where queues normally form, and the adoption of a limited entry approach, with one in, one out (whilst avoiding the creation of additional bottlenecks).
- To enable good hand hygiene consider making hand sanitiser available on entry to toilets where safe and practical, and ensure suitable handwashing facilities including running water and liquid soap and suitable options for drying (either paper towels or hand driers) are available.
- Setting clear use and cleaning guidance for toilets, with increased frequency of cleaning in line with usage. Use normal cleaning products, paying attention to frequently hand touched surfaces, and consider use of disposable cloths or paper roll to clean all hard surfaces.
- Keep the facilities well ventilated, for example by fixing doors open where safe and appropriate.
- Special care should be taken for cleaning of portable toilets and larger toilet blocks.
- Putting up a visible cleaning schedule and keep it up to date and visible.
- Providing more waste facilities and more frequent rubbish collection.



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2.4 Providing and explaining available guidance

Objective: To make sure people understand what they need to do to maintain safety.

Steps that will usually be needed:

- Operating on an appointment only basis.
- Providing clear guidance on expected client behaviours, social distancing and hygiene to people before arrival, when scheduling their appointment, and on arrival, for example, with signage and visual aids. Explaining to clients that failure to observe safety measures will result in close contact services not being provided.
- Providing written or spoken communication of the latest guidelines to both workers and clients inside and outside the premises. You should display posters or information setting out how clients should behave on your premises to keep everyone safe. Consider the particular needs of workers and clients, particularly those with legal protection against discrimination, such as those who are hearing or visually impaired.
- Providing a safety briefing of on-site protocols, rules for shared areas and key facilities, for example, handwashing, in particular for freelance workers who may work at multiple locations.
- Ensuring latest guidelines are visible throughout the entire premises.
- Ensuring information provided to clients and visitors, such as advice on the location or size of queues, does not compromise their safety.
- Ensuring privacy information is provided or displayed to individuals at an early point of contact outlining what personal data may be collected (and why), how long it will be retained, who it will be shared with, how it will be erased and an assurance that it will not be used for any further purpose beyond the test trace and protect service.



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3. Who should go to work

Objective: That everyone should work from home, unless they cannot work from home.

It is recognised that for most workers providing these close contact services, it is often not possible to work from home.

People who can work from home should continue to do so. Employers should decide, in consultation with their workers, whether it is viable for them to continue working from home. Where it is decided that workers should come into their place of work then this will need to be reflected in the risk assessment and actions taken to manage the risks of transmission in line with this guidance.

Steps that will usually be needed:

- Considering who is essential to be on site; for example, in certain businesses, those not in client-facing roles such as administrative staff should work from home if at all possible.
- Planning for a phased return to work for people safely and effectively by considering the number of people who can be safely accommodated on site whilst maintaining social distancing within the layout of your premises.
- Recognising that some people in this environment may choose to see clients in their homes or a workplace, taking the necessary steps to properly manage risks in both environments.
- Monitoring the wellbeing of people who are working from home and helping them stay connected to the rest of the workforce, especially if the majority of their colleagues are on-site.
- Keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security.
- Providing equipment for people to work from home safely and effectively. For administrative roles, this may include access to work systems.



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3.1 Protecting people who are at higher risk

Objective: To protect clinically extremely vulnerable individuals.

From 31 July 2020, shielding for extremely vulnerable people has been paused and they should instead follow the guidance for the wider vulnerable group. Extremely vulnerable people should be particularly careful to adhere to social distancing guidelines and [other guidance](#) to reduce the risk. More information on that can be found here <https://www.nidirect.gov.uk/articles/coronavirus-covid-19-advice-vulnerable-people>. They can go to the workplace as long as it is COVID-secure, but should carry on working from home wherever possible.

Steps that will usually be needed:

- Providing support for workers around mental health and wellbeing. This could include advice or telephone support.
- See current guidance (above) for advice on who is in the clinically extremely vulnerable.

3.2 People who need to self-isolate

Objective: To make sure individuals who are advised to stay at home under [existing government guidance](#) to stop infection spreading do not physically come to work. This includes individuals who have symptoms of COVID-19, those who live in a household or are in a [support bubble](#) with someone who has symptoms and those who are advised to self-isolate as part of the Test, Trace, Protect service.

Steps that will usually be needed:

- Enabling workers to work from home while self-isolating if appropriate.
- See current guidance for [employees](#) and [employers](#) relating to statutory sick pay due to COVID-19.
- See [current guidance](#) for people who have symptoms and those who live with others who have symptoms.
- Ensuring both workers and clients who feel unwell stay at home and do not attend the workplace or location where the service is being provided.



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3.3 Equality in the workplace

Objective: To make sure that nobody is discriminated against.

- In applying this guidance, employers should be mindful of the particular needs of different groups of workers or individuals.
- There are specific laws against discrimination.
- Employers also have particular responsibilities towards disabled workers and those who are new or expectant mothers.

Steps that will usually be needed:

- Understanding and taking into account the particular circumstances of those with different needs taking account of the laws against discrimination.
- Involving and communicating appropriately with workers taking account of any protection against discrimination the law provides, particularly where this might either expose them to a different degree of risk, or might make any steps you are thinking about inappropriate or challenging for them.
- Considering whether you need to put in place any particular measures or adjustments to take account of your duties under the equalities legislation.
- Making reasonable adjustments to avoid disabled workers being put at a disadvantage and assessing the health and safety risks for new or expectant mothers.
- Understanding and responding to the concerns of those who consider themselves at increased risk. Making sure that the steps you take do not have an unjustifiable negative impact on some groups compared to others.



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4. Social Distancing for workers

Objective: Ensuring workers maintain social distancing guidelines (as per the recommended 2m, or 1m with risk mitigation where 2m is not viable, is acceptable) wherever possible, including while arriving at and departing from work and while in work.

- You must maintain social distancing in the workplace wherever possible.
- When providing close contact services, the nature of the work is such that maintaining social distancing will not usually be possible when actively serving a client. In these circumstances, both employers, employees and the self-employed should do everything they reasonably can to reduce risk.
- Mitigating actions include:
 - Further increasing the frequency of hand washing and surface cleaning.
 - Keeping the activity time involved as short as possible.
 - Using screens or barriers to separate clients from one another. If the practitioner is wearing a visor or goggles and Type II face mask, screens will not provide additional protection between the practitioner and the individual.
 - Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
- Seeking to avoid skin to skin contact with colleagues, and clients if not crucial for the treatment, and wearing gloves where possible as advised in section 1.1 – Managing Risk.
- Using a consistent pairing system if workers have to be in close proximity.
- Only opening client waiting areas where social distancing can be maintained.
- Maintaining social distancing between the treatment or service areas, such as client chairs.
- Social distancing applies to all parts of a business or home, not just the room where the service is delivered, but waiting rooms, corridors and staircases, where applicable. These are often the most challenging areas to maintain social distancing and workers should be specifically reminded.



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4.1 Coming to work and leaving work

Objective: To maintain social distancing wherever possible, on arrival and departure and to enable handwashing upon arrival.

Steps that will usually be needed:

- Staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with legal protection against discrimination.
- Providing additional parking or facilities such as bike-racks to help people walk, run, or cycle to work, recognising this may not be possible in smaller workplaces.
- Discussing with clients before arrival whether parking facilities are available for those providing close contact services in the home.
- Reducing congestion, for example, by having more entry points to the workplace, where possible.
- Using markings and introducing one-way flow at entry and exit points, where possible.
- Providing handwashing facilities (or hand sanitiser where not possible) at entry and exit points and not using touch-based security devices such as keypads where possible.
- Collaborating with other businesses who may share the premises to minimise the numbers of people on site.
- See [Executive guidance](#) on travelling to and from work.

4.2 Moving around salons, premises and other people's homes

Objective: To maintain social distancing as far as possible while people travel through the workplace.

Steps that will usually be needed:

- Implementing physical changes like barriers or screens between, behind or in front of workstations where possible, such as between clients, for example at wash stations, and in reception areas.
- Providing floor markings and signage to remind both workers and clients to maintain social distancing wherever possible, particularly in client interaction zones.
- Introducing more one-way flow in high traffic areas.
- Discussing with the client ahead of a visit to other people's homes to ask that social distancing guidelines (as per the recommended 2m, or 1m with risk mitigation where 2m is not viable, is acceptable) is maintained from other people in the household.



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- People delivering services in other people's homes or retail environments should also refer to guidance on working safely during COVID-19 in other people's homes and in shops and branches - <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches>

4.3 Workplaces and workstations

Objective: To maintain social distancing between individuals when they are at their workstations.

- For people who work in one place, workstations should allow them to maintain social distancing wherever possible.
- Workstations should be assigned to an individual as much as possible. If they need to be shared, they should be shared by the smallest possible number of people.
- If it is not possible to ensure working areas comply with social distancing guidelines (as per the recommended 2m, or 1m with risk mitigation where 2m is not viable, is acceptable) then businesses should consider whether that activity needs to continue for the business to operate, and if so take all mitigating actions possible to reduce the risk of transmission.

Steps that will usually be needed:

- Reviewing layouts and processes to maintain social distancing (as per the recommended 2m, or 1m with risk mitigation where 2m is not viable, is acceptable) between clients being served simultaneously, ensuring there is sufficient spacing between client chairs, for example, closing off alternate chairs.
- Using floor tape or paint to mark areas to help people comply with social distancing guidelines (as per the recommended 2m, or 1m with risk mitigation where 2m is not viable, is acceptable).
- Operating on an appointment only basis.
- Avoiding overrunning or overlapping appointments and contacting clients virtually to let them know when they are ready to be seen, where possible.
- Asking clients to arrive at the scheduled time of their appointment and only providing a waiting area if social distancing can be maintained.
- Using screens to create a physical barrier between workstations, where this is practical. This will not be required between the practitioner and client when the practitioner is wearing a visor or goggles and a Type II Face mask.



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- Using a consistent pairing system, defined as fixing which workers work together, if workers have to be in close proximity. For example, this could include a stylist and apprentice.
- Minimising contacts around transactions, for example, considering using contactless payments including tips, where possible.
- Minimising how frequently equipment is shared between workers, frequently cleaning between uses and assigning to an individual where possible.
- Using disposable items where possible, for example nail files, and ensuring non-disposable items are cleaned between clients.

4.4 Common Areas

Objective: To maintain social distancing while using common areas.

Steps that will usually be needed:

- Staggering break times to reduce pressure on the staff break rooms or places to eat and ensuring social distancing is maintained in staff break rooms.
- Using safe outside areas for breaks.
- Creating additional space by using other parts of the working area or building that have been freed up by remote working.
- Installing screens to protect workers in receptions or similar areas.
- Encouraging workers to bring their own food and drinks. Not allowing food or drink to be consumed in the salon by clients other than water in disposable cups or bottles.
- Reconfiguring seating and tables, such as in waiting areas, to optimise spacing and reduce face-to-face interactions.
- Encouraging workers to remain on-site for their shift.
- Considering use of social distance marking for other common areas such as toilets, staff rooms, changing rooms and in any other areas where queues typically form.
- Preparing products, tools and equipment in advance of scheduled appointments, such as scissors or hairbrushes in hairdressers, to minimise movement to communal working areas.
- Scheduling appointments to avoid client congestion in waiting areas, particularly in establishments with smaller waiting areas or ask clients to wait outside or in their car if they arrive early or appointments are running late.
- Clients should arrive on their own and minimise any personal possessions they bring with them such as coats and bags.
- Only the client should be present in the same room for appointments in the home.
- Providing a secure area where social distancing is maintained for a client when services or treatments require development time, for example hair colouring.



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4.5 Accidents, security and other incidents

Objective: To prioritise safety during incidents.

- In an emergency, for example, an accident, provision of first aid, fire or break-in, people do not have to comply with social distancing guidelines if it would be unsafe.
- People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands.

Steps that will usually be needed:

- Reviewing your incident and emergency procedures to ensure they reflect the social distancing principles as far as possible.
- Considering the security implications of any changes you intend to make to your operations and practices in response to COVID-19, as any revisions may present new or altered security risks which may need mitigations.
- The Centre for the Protection of National Infrastructure (CPNI) has and continues to produce guidance on COVID-19 recovery: This can be accessed at [government guidance](#). The PSNI's Counter Terrorism Security Advisor would be happy to provide further advice and can be contacted at ctsa@psni.pnn.police.uk



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5. Cleaning the workplace

5.1 Before reopening

Objective: To make sure that any site or location that has been closed or partially operated is clean and ready to restart, including:

- An assessment for all sites, or parts of sites that have been closed, before restarting work.
- Providers should ensure the reopening checklist includes fire safety, equipment, and water system checks for legionella.
- Cleaning procedures and providing hand sanitiser, before restarting work.

Steps that will usually be needed:

- Checking whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.
- Most air conditioning systems do not need adjustment, however where systems serve multiple buildings, or you are unsure, advice should be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers.

5.2 Keeping the workplace clean

Objective: To keep the workplace clean and prevent transmission by touching contaminated surfaces.

Steps that will usually be needed:

- Operating on an appointment only basis in order to reduce the risk of infection transmission.
- Spacing appointments to allow for frequent cleaning of work areas and equipment between uses, using your usual cleaning products.
- Frequent cleaning of objects and surfaces that are touched regularly, including door handles or staff handheld devices, and making sure there are adequate disposal arrangements for cleaning products.
- Clearing workspaces, and removing waste and belongings from the work area at the end of a shift.
- Sanitising any reusable equipment, including client chairs, treatment beds, and equipment, such as scissors used after each appointment, and at the start and end of shifts.



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- Using disposable gowns for each client. Where this is not possible, use separate gowns (and towels in the normal way) for each client, washing between use and disposing appropriately as required.
- If you are cleaning after a known or suspected case of COVID-19 then you should refer to the [specific guidance](#).
- Encouraging staff not to wear their work clothing or uniforms at home or to and from the workplace, to change uniforms on a daily basis and to wash immediately after use.
- Maintaining good ventilation in the work environment, for example keeping windows or doors open.
- Providing extra non recycling bins for workers and clients to dispose of single use face coverings and PPE. You should refer to the [guidance](#) on how to dispose of personal or business waste, including face coverings and PPE.

5.3 Hygiene – handwashing, sanitation facilities and toilets

Objective: To help everyone keep good hygiene through the working day.

Steps that will usually be needed:

- Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency and avoiding touching your face.
- Adopting good handwashing technique and increasing handwashing in between appointments. For mobile operators, in the absence of handwashing facilities, you must use hand sanitiser.
- Providing clients access to tissues and informing them that if they do need to sneeze or cough, they should do so into the tissue, which should then be discarded appropriately and that they should wash their hands thoroughly or use hand sanitiser after using a tissue.
- Providing regular reminders and signage to maintain hygiene standards.
- Unless crucial for the treatment, change practices to avoid any potential skin to skin contact or use gloves where possible.
- Providing hand sanitiser in multiple locations in premises in addition to washrooms.
- Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.
- Cleaning the workplace between each client.
- Enhancing cleaning for busy areas.
- Providing more waste facilities and more frequent rubbish collection.
- Providing hand drying facilities – either paper towels or electrical dryers.



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5.4 Changing rooms and showers

Objective: To minimise the risk of transmission in changing rooms and showers.

Steps that will usually be needed:

- The use of changing rooms should be discouraged wherever possible. Where the use of shower and changing facilities is unavoidable, for example in spas, you should set clear use and cleaning guidance for showers, lockers and changing rooms to ensure they are kept clean and clear of personal items and that social distancing is achieved as much as possible.
- Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day.
- Where fitting rooms are essential, for example during photoshoots or fashion shows, they should be cleaned very frequently, typically between each use.

5.5 Handling goods, merchandise and other materials

Objective: To reduce transmission through contact with objects in the premises.

Steps that will usually be needed:

- Operating on an appointment only basis in order to reduce the risk of infection transmission
- Encouraging increased handwashing and introducing more handwashing facilities for workers and clients or providing hand sanitiser where this is not practical.
- Implementing enhanced handling procedures of laundry to prevent potential contamination of surrounding surfaces, to prevent raising dust or dispersing the virus.
- Putting in place picking-up and dropping-off collection points where possible, rather than passing goods hand-to-hand.
- Enforcing cleaning procedures for goods and merchandise entering the site.
- Regularly cleaning equipment that employees may bring from or take home. Cleaning should also take place before and following client use.
- Minimising person-to-person contact when accepting deliveries by creating pick-up and drop-off collection points for deliveries entering the premises.
- Ensuring that equipment entering a person's home is thoroughly cleaned before use and between clients, with usual cleaning products.
- Minimising client contact with testers, for example, employees demonstrating testers from a distance or facilitating the use of testers.



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6. Personal Protective Equipment (PPE) and face coverings

PPE protects the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment.

Where you are already using PPE in your work activity to protect against non-COVID-19 risks, you should continue to do so.

At the start of this document we described the steps you need to take to manage COVID-19 risk in the workplace. This includes working from home and maintaining social distancing guidelines (as per the recommended 2m, or 1m with risk mitigation where 2m is not viable, is acceptable).

COVID19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hand and respiratory hygiene, environmental cleaning and fixed teams or partnering.

In workplaces such as hair salons and beauty salons, barbers, spas, and tattoo studios and photoshoot studios, it is likely to be difficult to maintain social distancing, as employees need to work in close proximity to their clients, usually for an extended period of time. An extended period of time refers to the majority of the working day, irrespective of the number of clients served during the day.

The person providing a service (barbers, or beauty therapists or make-up artists as they are the most likely to be working in the high-risk zone i.e. barbers shaving), because of the period of time spent in close proximity to a person's face, mouth and nose should therefore wear further protection in addition to any that they might usually wear. **This should take the form of a clear visor or goggles and a Type II Face Mask.**

Clear visors cover the face (and typically provides a barrier between the wearer and the client from respiratory droplets caused by sneezing, coughing or speaking). Visors must fit the user and be worn properly. They should cover the forehead, extend below the chin, and wrap around the side of the face. Both disposable and re-usable visors are available. A re-usable visor must be cleaned and disinfected between each client using normal cleaning products. **Face visors should be used with a Type II Face Mask.**

Goggles may be used as an alternative to a clear visor, when worn with a Type II Face Mask. Goggles provide eye protection to the wearer. To be worn in place of a clear visor, goggles must be close fitting with no obvious openings or vents that would otherwise allow droplets to enter the eyes. Reusable eye protection should be cleaned according to the manufacturer's instructions. Type II face masks are not PPE but will provide a physical barrier to minimise contamination of the mouth and nose when used correctly.



Ensure you are hydrated before putting a face covering on. Guidance on how to put on, wear and remove a Type II face covering safely is provided below:

Putting on your face covering

1. Wash your hands thoroughly with soap and water for 20 seconds, or use hand sanitiser, before putting a face covering on.
2. If the face covering has ties (instead of ear loops), make sure it is securely tied over your ears at the crown and nape of the neck.
3. Once on, make sure the face covering is extended to cover your mouth and chin.
4. Ensure the face covering is flat against your cheeks. With both hands, mould the metal strip over the bridge of your nose.

Safe use of a face covering

Keep your hands away from your face and face covering.

When you need to remove your face covering (e.g. to take a drink or eat) then you should replace it with a new face covering before continuing to work.

Face coverings should:

- cover both nose and mouth
- not be allowed to dangle around the neck
- not be touched once on
- be changed if they become moist or damaged, or if difficult to breathe through
- be worn once and then discarded safely, ideally into a non-touch and self-closing bin

Taking off your face covering

Safe removal of a face covering is important.

1. wash your hands or use hand sanitiser
2. untie or break the bottom ties, followed by top ties or elastic
3. gently pull the covering away from the face and remove it by handling the ties only
4. discard the covering safely, ideally into a non-touch and self-closing bin
5. wash your hands again

In instances where you are contacted via Test, Trace, Protect having been in contact with someone who has tested positive for COVID-19, you will still need to self-isolate even if you are wearing a visor and Type II face mask at work. This is because the risk of transmission cannot be ruled out, even if wearing a visor and face covering reduces that risk.



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Taking of a Client's Face Covering

A number beauty treatments and hair/ barbering services may require the removal of the client's face covering. It is recommended that the client is asked to safely remove and hold their face covering during such treatments. It should be noted the removal of face coverings would be associated with some increase in risk of virus transmission. The period without face coverings should be kept to a minimum and careful attention paid to other mitigations such as ventilation. The client should replace their face covering as soon as this part of the treatment is finished.

There are different [regulations](#) which apply to the use of medical grade devices and equipment including hand gels and PPE.

A face covering can be very simple and just needs to cover the mouth and nose. Wearing a face covering is required by law when travelling as a passenger on public transport in Northern Ireland and in a number of indoor premises – see The Health Protection (Coronavirus, Wearing of Face Coverings) (Amendment) Regulations (Northern Ireland) 2021 (legislation.gov.uk). This requires:

A person providing a close contact service as defined in the Health Protection (Coronavirus, Restrictions) Regulations (Northern Ireland) 2021 must wear, and take reasonable steps to ensure that a person receiving the service wears, a face covering unless -

- (a) a person has a reasonable excuse not to do so, or
- (b) it is necessary not to wear a face covering due to the nature of the service.

To find out more about face coverings and further detail on [when and where to wear face coverings](https://www.nidirect.gov.uk/articles/coronavirus-covid-19-face-coverings) please refer to - <https://www.nidirect.gov.uk/articles/coronavirus-covid-19-face-coverings>

It is important to use face coverings properly. This means telling clients to:

- wash their hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it
- when wearing a face covering, avoid touching their face or face covering
- change their face covering if it becomes damp
- continue to clean their hands regularly

Businesses should take reasonable steps to encourage customer compliance, for example through in store communications or notices at the entrance. If necessary, police can issue fines to members of the public for non-compliance. Businesses will not be required to provide face coverings for their customers.

Please be mindful that the wearing of a face covering may inhibit communication with people who rely on lip reading, facial expressions and clear sound.



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7. Workforce management

7.1 Shift patterns and working groups

7.1.1 Objective: To change the way work is organised to create distinct groups and reduce the number of contacts each worker has.

Steps that will usually be needed:

- As far as possible, where workers are split into teams or shift groups, or assigned to specific tasks, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people.
- Identifying areas where people have to directly pass things to each other and finding ways to remove direct contact such as by using drop-off points or transfer zones.
- Using a defined process to help maintain social distancing during shift handovers.
- Limiting role/task rotation including remaining at a consistent workstation where possible.
- Staggering shift start times, minimising worker congregation such as at entrances and exits.
- Creating a schedule for staff detailing in advance how treatments will take place and what arrangements have been made with clients.
- You should assist the test and trace service by keeping a temporary record of your staff shift patterns for 21 days and sharing these where requested <https://www.publichealth.hscni.net/covid-19-coronavirus/testing-and-tracing-covid-19/contact-tracing-faqs#what-do-i-need-to-know-and-do> . This could help contain clusters or outbreaks.
- You should collect no more than the following information (for contact tracing purposes):
 - the names of staff who work at the premises;
 - a contact phone number for each member of staff;
 - the dates and times that staff are at work; and
 - the name of the assigned staff member should be recorded alongside the name of the customer they were in close contact with for an extended period of time.



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7.1.2 Outbreaks in the workplace

Objective: To provide guidance in an event of a COVID-19 outbreak in the workplace.

Steps that will usually be needed:

1. As part of your risk assessment, you should ensure you have an up to date plan in case there is a COVID-19 outbreak. This plan should nominate a single point of contact where possible who should lead on contacting the Public Health Agency (PHA). The PHA Covid 19 Management Framework is available at <https://www.publichealth.hscni.net/sites/default/files/2020-09/Covid%2019%20Management%20Framework%20v7%201%20-%2014%2008%202020%20Final.pdf> A copy of the HSC Covid 19 in a business setting - a quick guide is included on the next page. It provides a summary of the steps for employers to take if there is a suspected Covid 19 case in the workplace.
2. Details of how you or anyone else can arrange to get a test for Covid 19 is available at <https://www.publichealth.hscni.net/>

7.2 Work- related travel

Objective: To avoid unnecessary work travel and keep people safe when they do need to travel between locations.

Steps that will usually be needed:

- Avoiding using public transport, and aiming to walk, cycle, or drive instead. If using public transport is necessary, wearing a face covering is mandatory.
- Minimising the number of people outside of your household or [support bubble](#) travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face.
- Cleaning shared vehicles between shifts or on handover.
- Putting in place procedures to minimise person-to-person contact during deliveries to other sites.
- Minimising contact during payments and exchange of documentation, for example by using electronic payment methods and electronically signed and exchanged documents.



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COVID-19 in a business setting - a quick guide for employers

Suspected case (employee has symptoms)

- If an employee has COVID-19 symptoms (new continuous cough, fever, new loss of taste or smell) send them home immediately and tell them to book a test online at www.gov.uk or by calling 119 and to follow the stay at home guidance.
- Clean premises thoroughly as normal, paying particular attention to anywhere the employee may have touched frequently (door handles, light switches, cash register, computer keyboard, telephone etc).
- Use disposable cloths and cleaning equipment. You can find guidance on cleaning after a case of COVID at www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings.
- Double bag any personal waste.
- It is not necessary to close the business or workplace or send any other staff member(s) home unless you are advised to do so following investigation by the Public Health Agency (PHA).

One employee or customer tests positive

- The PHA Contact Tracing Service (CTS) will be in touch with the person who has tested positive (the case) to identify all their close contacts - including at work or in businesses they have visited. The case will have to self-isolate for **10 days**. If any of those close contacts are co-workers, the case may wish to (but is not obliged to) ask their employer to alert those co-workers.
- Not all people the person has met will be close contacts. The CTS will determine this through their discussion.
- All close contacts will then be called by the CTS and told to self-isolate for **14 days**. If they develop symptoms they should book a test. Close contacts should NOT book tests unless they develop symptoms. Please note a close contact must complete the full 14 days self-isolation even if they receive a negative test result.
- People who live with a close contact of a case will NOT have to self isolate unless they are also a close contact of the case.
- **Businesses do not have to close because one employee has tested positive.**
- Follow the cleaning advice above and reinforce prevention messages.
- You should support workers who need to self-isolate and must not ask them to attend the workplace if they have been advised to stay at home.

Two employees or customers test positive

- Where two or more cases may be linked through their employment or attendance at a common business or setting, the PHA will consider this and assess if further investigation is needed. Two cases linked to a setting is not necessarily an outbreak as the link may be coincidental.
- The PHA may contact the business owner to get information and give advice on what to do. This could mean enhanced cleaning, testing of all employees or other preventative measures to break the chain of infection. These are determined on a case by case basis.
- PHA will work with the business owner until any outbreak or cluster is appropriately managed and the business can operate safely. This is designed to be a supportive process.
- Where appropriate the Health and Safety Executive or District Council may be involved in these discussions and action plans.

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7.3 Communications and Training

7.3.1 Returning to Work

Objective: To make sure all workers understand COVID-19 related safety procedures.

Steps that will usually be needed:

- Providing clear, consistent and regular communication to improve understanding and consistency of ways of working.
- Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.
- Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.
- Ensuring staff understand how to use and clean their PPE.

7.3.2 Ongoing communications and signage

Objective: To make sure all workers are kept up to date with how safety measures are being implemented or updated.

Steps that will usually be needed:

- Ongoing engagement with workers (including through trade unions or employee representative groups) to monitor and understand any unforeseen impacts of changes to working environments.
- Awareness and focus on the importance of mental health at times of uncertainty. The Executive has <https://www.publichealth.hscni.net/covid-19-coronavirus/covid-19-information-public#looking-after-yourself-and-your-family>
- Using simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language and those with legal protection against discrimination such as a person with a visual impairment.
- Using visual communications, for example whiteboards or signage, to explain changes to appointment schedules or stock shortages without the need for face-to-face communications.
- Communicating approaches and operational procedures to suppliers, clients or trade bodies to help their adoption and to share experience, such as with emails or social media.



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- Consider appropriate methods for communicating privacy information to individuals at the first point of contact about the customer contact details you will keep for contract tracing purposes. Being clear, open and honest with people about why you are collecting their data, who you will be sharing it with and how long you will keep it.
- Communicating with households before arrival to discuss the steps required to safely provide close contact services in the home.
- Encouraging staff and clients to download the Coronavirus (Covid-19): Stop Covid NI Proximity App - <https://www.nidirect.gov.uk/articles/coronavirus-covid-19-stopcovid-ni-proximity-app>



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8. Inbound and outbound goods

Objective: To maintain social distancing and avoid surface transmission when goods enter and leave the premises, especially in high volume situations, for example, despatch areas.

Steps that will usually be needed:

- Minimising unnecessary contact for deliveries. For example, non-contact deliveries where the nature of the product allows for use of electronic pre-booking.
- Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.
- Where possible and safe, having single workers load or unload vehicles or meet delivery people at the front door.
- Scheduling deliveries for outside of client appointment times.
- Re-stocking/replenishing outside of workplace operating hours.

Where to obtain further guidance COVID-19: what you need to do

<https://www.nibusinessinfo.co.uk/>

Support for businesses and employers during coronavirus (COVID-19)

<https://www.nibusinessinfo.co.uk/campaign/coronavirus-updates-support-your-business>



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Appendix

DEFINITIONS

Common Areas

The term 'common area' refers to areas and amenities which are provided for the common use of more than one person including canteens, reception areas, meeting rooms, areas of worship, toilets, gardens, fire escapes, kitchens, fitness facilities, store rooms, laundry facilities.

Support Bubbles

The term 'support bubble' refers to single adult households, where adults live alone or with dependent children only, expanding their support network so that it includes one other household of any size. Further guidance on this can be found here: <https://www.nidirect.gov.uk/articles/coronavirus-covid-19-regulations-guidance-and-what-they-mean-you>

Clinically extremely vulnerable

Clinically extremely vulnerable people will have received a letter telling them they are in this group, or will have been told by their GP. Guidance on who is in this group can be found here: <https://www.nidirect.gov.uk/articles/coronavirus-covid-19-advice-vulnerable-people>

Type II face mask

Type II face masks are medical face masks made up of a protective 3 ply construction that prevents large particles from reaching the client or working surfaces.

Service provided in the highest risk zone

While not exhaustive these are likely to include face waxing, sugaring or threading services, facial treatments, advanced facial technical (electrical or mechanical), eyelash treatments, make-up application, demarolling, dermaplaning, microblading, electrolysis on the face, eyebrow treatments, intricate detailing, outlining or shaving of beards, advanced beauty therapy and aesthetic treatments.



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For an example risk assessment visit the NHBF shop.



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|------------------|--|--------------------|--|
| Salon/barbershop | | Date of Assessment | |
| Activity | | Name of Assessor | |

Low risk: Improbable chance, unlikely to happen, or negligible risk (delay only).

Download
our free
guide for detailed
information about
the steps you should
take before and after
reopening your salon
or barbershop.

| ACTIVITY/ TASK | HAZARD/RISK | PEOPLE AT RISK | ACTION TAKEN | LOW RISK | MEDIUM RISK | HIGH RISK | ADDITIONAL ACTION NEEDED |
|----------------|-------------|----------------|--------------|----------|-----------------------|-----------------------|--------------------------|
| | | | | | <input type="radio"/> | <input type="radio"/> | |



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Annex B

- A service may be provided only to a client who has booked an appointment in advance online or by post, telephone, or text.
 - A person providing a service referred to in sub-paragraph (1) to a client must—
 - where client information is not provided in advance) obtain client information at the time of provision of the service;
 - record client information in a filing system (which may be an electronic system) suitable for recording, storing and retrieving the information;
 - retain client information for a period of 21 days beginning with the date on which the service was provided;
 - destroy client information as soon as reasonably practicable after the expiry of the period in head (c) unless there is another basis outside these regulations on which the details may lawfully be retained.
 - A person who provides a service referred to in sub-paragraph (1) must provide client information to a relevant person as soon as reasonably practicable but in any event within 24 hours of a request, if so requested by that person for the purpose of—
 - (a) preventing a threat to public health resulting from the spread of infection or contamination with coronavirus; and
 - (b) monitoring the spread of infection or contamination with coronavirus or the incidence of coronavirus disease.
 - In this paragraph "client information" means—
 - the name and telephone number of the client, the number of members of the client's household accompanying the client, and the name and telephone number of any person accompanying the client who is not a member of the client's household; and
 - the date and start time of provision of the service.
- This is an extract from the Health Protection (Coronavirus, Restrictions) (No. 2) Regulations (Northern Ireland) 2020/150 and a full copy of the legislation can be accessed at NI [Direct.gov.uk](https://www.direct.gov.uk)



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