



K R I S T I N A G A S P E R A S

BEAUTY ACADEMY

KRISTINA GASPERAS ACADEMY LTD CORONAVIRUS (COVID-19) POLICY & PROCEDURES

The purpose of this policy is to reduce the risk to clients and staff members of contracting coronavirus (COVID-19) whilst receiving services from/performing services for Kristina Gasperas Academy Ltd.

Author: ALGIS GASPERAS, BUSINESS MANAGER

Date of Issue: 30/06/2020

Last Review Date: 08/10/2020

Next Planned Review: 08/01/2021

Definitions

Company: Kristina Gasperas Academy Ltd

Service(s): Any of the services provided by the Company, as listed on the website kristinagasperasacademy.com.

Staff: Any person providing Service(s) on behalf of the Company.

Client(s): The recipient(s) of the Service(s).

Agreement: The agreement between the Client(s) and the Company, confirmed by email, for provision of the Service(s); or the agreement between the Model(s) and the Company, confirmed by email, for provision of modelling services by the Model(s).

Event: The occasion and venue where the Service(s) will be provided by the Company.

Party: Persons in addition to the Client requiring Service(s) at the Event.

Model(s): Persons attending the Event who will be providing modelling services during the Event.

Contact: Contact with another person. Includes, but is not limited to, any of the following:

- Living in the same household, regardless of whether 2-metre social distancing has been adhered to, or personal protective equipment (PPE) was worn by either person.
- Face-to-face contact within the home address for any length of time, with persons who do not live in the household, regardless of whether 2-metre social distancing has been adhered to, or PPE was worn by either person.
- Being within 2 metres for any length of time, with persons outside of the home address, regardless of whether PPE was worn by either person.



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Coronavirus: SARS coronavirus-2 (SARS-CoV-2) which can result in the disease COVID-19.

Studio: K-Studio, 85 White Hart Lane, Barnes, London SW13 0PW.

Symptoms: Symptoms of Coronavirus including but not limited to:

- High temperature – feeling hot to touch on the chest or back.
- New/Persistent/Dry cough - coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours.
- Shortness of breath.
- Extreme exhaustion.
- Diarrhoea and vomiting.
- Muscle pain.
- Loss of sense of smell and/or taste, or things smell or taste different to normal.

(Although it is accepted that sometimes there are no Symptoms present in an infected person)

1. Purpose

- 1.1. To ensure that the Company remains up to date with protocols for reducing the risk of transmitting Coronavirus whilst providing Service(s) to Client(s) and members of the Party.
- 1.2. To meet the legal requirements of:
 - 1.2.1. The Health Protection (Coronavirus) Regulations 2020 insofar as they apply.
 - 1.2.2. The Guidance issued by HM Government from time to time relating to the Service(s) carried out by the Company.

2. Scope

- 2.1. The Policy is to be followed by:
 - 2.1.1. All Staff.
 - 2.1.2. The Client(s).
 - 2.1.3. Members of the Party.
 - 2.1.4. Model(s).

3. Objectives

- 3.1. To ensure that safe, effective procedures are in place for Staff, the Client(s), members of the Party and Model(s) in order to limit the spread of Coronavirus.

4. Policy

- 4.1. The Company recognises that the Coronavirus pandemic is a fast-moving situation. As professional makeup artists and hairstylists, ensuring robust infection control practices and business continuity plans form part of the appropriate management and running of



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the Company. The Company will follow this policy and requires the Client(s), members of the Party and Model(s) to also do so. In the event that the Client(s) and/or members of the Party and/or Model(s) refuse to follow this policy, the Company may refuse to provide the Service(s) and any payments received up to that point for provision of the Service(s), or due for modelling services, may be retained by the Company at the Company's discretion.

5. Company's Responsibilities to Reduce the Risk of Contracting or Spreading Coronavirus through the Provision of Service(s)

- 5.1. It is not possible to provide makeup and/or hairstyling services whilst maintaining a 2-metre distance from the Client(s)/members of the Party/Model(s). The distancing is designed to prevent transmission of Coronavirus through breathing in droplets containing the virus emitted through coughing, sneezing and/or breathing.
- 5.2. Direct Contact. In order for the Company to minimise the risk of Staff contracting or spreading Coronavirus through direct contact and in order to protect the Client(s)/members of the Party/Model(s), Staff shall:
 - 5.2.1. Take the temperature of the Client(s)/members of the Party/Model(s) if they deem it necessary, using a touch-free thermometer, before providing the Service(s) and show the reading to the Client(s)/members of the Party/Model(s), confirming the absence of high temperature/fever.
 - 5.2.2. Wear personal protective equipment (PPE), the type of which is at the discretion of the individual Staff member(s) and may include:
 - A face covering and/or clear visor.
 - Gloves.
 - An apron or gown.All disposable PPE is to be disposed of into a waste container with a lid, after the Service(s) have been completed on an individual Client/member of the Party/Model.
Reusable PPE is to be removed and placed in a sealable plastic bag after the Service(s) have been completed on an individual Client/member of the Party/Model.
If an apron or gown is not worn during provision of the Service(s) then the upper garments will be changed once the Service(s) have been completed.
 - 5.2.3. Avoid touching their face whilst providing the Service(s).
 - 5.2.4. Avoid touching their mobile phone and any other personal items whilst providing the Service(s).
 - 5.2.5. Spend only the minimum amount of time possible, which is necessary to complete the Service(s), within 2 metres of the Client(s)/members of the Party/Model(s).



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- 5.2.6. Avoid touching the Client(s)/members of the Party/Model(s) unless performing a process which is necessary to provide the Service(s).
- 5.2.7. Only accept payment by card if payment is required on the day that the Service(s) are performed.
- 5.2.8. Practice respiratory hygiene, including but not limited to:
- Using a tissue when coughing or sneezing, and immediately disposing of the same in a waste container with a lid, then washing the hands.
 - Coughing or sneezing into the inside of a bent elbow.
- 5.2.9. Practice hand hygiene, including but not limited to washing hands with soap and water for a minimum of 20 seconds:
- Before leaving the home address.
 - On arrival at the Event.
 - Before and after using the toilet.
 - Before commencing the Service(s).
 - Before putting on gloves and/or any other PPE.
 - After touching the face with bare hands.
 - After removing PPE.

Where it is not practicable or possible to wash hands, the Staff member(s) shall instead use a hand sanitiser, containing a minimum of 70% alcohol, and apply fastidiously to all areas of the hands.

- 5.2.10. Remain vigilant for Symptoms.

In the event that a Staff member believes that they may have become infected with Coronavirus, or is informed that someone with whom they have been in Contact in the past 14 days has may have become infected with Coronavirus, they shall:

- Follow the advice of the UK National Health Service and UK Government, namely:
 - Stay at home for 7 days from the 1st date of symptoms.
 - Stay at home for 14 days from the 1st date of symptoms of a person who lives at the same home address as the Staff member.
- Make contact via phone call, text message or email with everyone whom the Staff member has been in Contact with in the past 14 days, to inform them that they should also follow the advice above.

- 5.3. Indirect Contact. In order for the Company to minimise the risk of Staff contracting or spreading Coronavirus through indirect contact and in order to protect the Client(s)/members of the Party/Model(s), Staff shall always:

- 5.3.1. Ensure that all surfaces and touch points in the Studio/Staff members' workstation at the Event, as well as their makeup and/or hairstyling kit, including but not limited to door handles, chairs and mirrors are cleaned with an



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appropriate anti-viral cleaning fluid prior to, during (when appropriate to do so) and after providing the Service(s).

5.3.2. Practice makeup kit hygiene by:

- Using one set of makeup brushes on one Client/member of the Party/Model only, then placing them into a sealed plastic bag until they can be cleaned using an appropriate anti-viral cleaning fluid.
- Using disposable makeup tools where possible.
- Scooping makeup products onto a disposable palette or using a fresh brush for each application in order to reduce the risk of cross-contamination through “double dipping”.
- Using disposable wipes and towels.

5.3.3. Practice hairstyling kit hygiene by:

- Using one set of contact hair tools (for example but not limited to, brushes and combs) on one Client/member of the Party/Model only, then placing them into a sealed plastic bag until they can be cleaned using an appropriate anti-viral cleaning fluid.
- Using spray or pump products where possible in order to reduce the risk of cross-contamination through “double dipping”.
- Using disposable towels.
- Minimising the use of hairdryers wherever possible.
- Cleaning heated contact styling tools between each Client/member of the Party/Model using an appropriate anti-viral cleaning fluid.

5.4. The Staff member(s) shall endeavour to create a safe working space for themselves and the Client(s)/members of the Party/Model(s) by opening as many doors and windows as possible to increase ventilation.

5.5. The Staff member(s) shall not eat or drink during the provision of the Service(s), except for water from a plastic bottle if required, the outside of which will be cleaned as per section 5.3.1.

6. Client(s)/Members of Party/Model(s)' Responsibilities to Reduce the Risk of Contracting or Spreading Coronavirus through the Provision of Service(s)

6.1. The Client/member of the Party/Model acknowledges that it may not be possible to receive the Service(s) without the Staff member(s) being within 2 metres of them.

6.2. Direct Contact. In order for the Client(s)/members of the Party/Model(s) to minimise the risk of themselves contracting or spreading Coronavirus through direct contact and in order to protect the Staff member(s) and other Client(s)/members of the Party/Model(s), the Client/member of the Party/Model shall always:

6.2.1. Allow the Staff member(s), if requested, to take their temperature to confirm the absence of fever before commencing work on the Service(s).



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- 6.2.2. Wear a face covering, if requested by a Staff member, whilst receiving the Service(s). The face covering should only be removed upon instruction of the Staff member(s) as and when required to complete provision of the Service(s). The Client/member of the Party/Model shall bring their own face covering; however, the Staff member(s) will have spare disposable face coverings should they be required.
- 6.2.3. Avoid touching their face whilst the Service(s) are being provided.
- 6.2.4. Avoid touching their mobile phone and any other personal items whilst the Service(s) are being provided.
- 6.2.5. Spend only the minimum amount of time possible, which is necessary for the Service(s) to be provided, within 2 metres of the Staff member(s) and refrain from touching them.
- 6.2.6. Make any payments required by card only.
- 6.2.7. Practice respiratory hygiene, including but not limited to:
- Using a tissue when coughing or sneezing, and immediately disposing of the same in a waste container with a lid, then washing the hands.
 - Coughing or sneezing into the inside of a bent elbow.
- 6.2.8. Practice hand hygiene, including but not limited to washing hands with soap and water for a minimum of 20 seconds:
- Before leaving the home address.
 - On arrival at the Event.
 - Before and after using the toilet.
 - Before commencement of the Service(s).
 - Before putting on gloves and/or any other personal protective equipment (PPE).
 - After touching the face with bare hands.
 - After removing PPE.
 - After provision of the Service(s) has been completed.
- Where it is not practicable or possible to wash hands, the Client(s)/members of the Party/Model(s) shall instead use a hand sanitiser, containing a minimum of 70% alcohol, and apply fastidiously to all areas of the hands.
- 6.2.9. Remain vigilant for Symptoms.
- In the event that the Client/member of the Party/Model believes they may have been infected with Coronavirus, or is informed that someone with whom they have been in Contact with in the past 14 days has or may have become infected with Coronavirus, they shall inform a Staff member as soon as possible.
- 6.3. Indirect Contact. In order for the Client(s)/members of the Party/Model(s) to minimise the risk of themselves contracting or spreading Coronavirus through indirect



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contact and in order to protect the Staff member(s), other Client(s)/members of the Party/Model(s), the Client/member of the Party/Model shall always:

6.3.1. Comply with all instructions given to them by the Staff member(s) in relation to where to walk, stand and sit during provision of the Service(s).

6.3.2. Agree to the doors and windows remaining open for ventilation during provision of the Service(s).

6.4. The Client(s)/members of the Party/Model(s) shall not eat or drink during the provision of the Service(s), except for water from a bottle, which they will keep in their possession.

7. Administrative Procedures to Reduce the Risk of Contracting or Spreading Coronavirus Between the Staff Member(s) and Client(s)/Members of Party/Model(s)

In order to reduce the time spent together by the Staff member(s) and the Client(s)/members of the Party/Model(s) at the Event, the preceding administrative procedures will be followed.

7.1. A questionnaire shall be sent to the Client(s) and Model(s). It is required that this be completed and returned to the Company at least 12 hours before the Event if the Client will be attending alone. If members of the Party will be attending the Event, it is required that the questionnaire be completed and returned by the Client to the Company 7 days before the Event. The Company will then send all members of the Party who will be attending the Event a similar questionnaire. The Client(s)/members of the Party/Model(s) are obligated to advise the Company or a Staff member immediately if any of the responses have changed once their questionnaire has been submitted. In the event that a questionnaire is not returned within the timeframes specified above the Agreement may be cancelled, and any fees paid or due may be retained, at the Company's discretion.

7.2. The Company shall confirm to the Client(s), any members of the Party who will be attending the Event and Model(s), upon receipt of the questionnaire, that neither they nor any members of their household have shown Symptoms in the past 14 days and that they have not knowingly had Contact with anyone who has shown Symptoms or been confirmed as having contracted Coronavirus in the past 14 days.

7.3. The Company regrets that it is not possible for the Client(s)/members of the Party/Models who will be attending the Event, to invite any further guests. All Events will be scheduled and organised so that appropriate social distancing can be maintained at the Studio or venue where the Event is to take place.

7.4. Any pre-Event consultations may take place over video call in the week prior to the Event.

7.5. On arrival at the Studio, the Client/members of the Party may be requested to put on a face covering before being admitted inside. If the Client/member of the Party does



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not have a suitable face covering, they will be able to take one from a supply provided by the front door.

- 7.6. If the Event is to take place outside of the Studio, the Staff member(s)/Client(s)/members of the Party/Model(s) shall put on their face coverings before entering the venue.
- 7.7. The Staff member(s) may advise the Client(s)/members of the Party/Model(s) where to walk, stand and sit during the Event.
- 7.8. The Staff member(s) shall make hand sanitiser available for the Client(s)/members of the Party/Model(s) during the Event.
- 7.9. In the event that the Client(s)/members of the Party/Model(s) require the use of the toilet facilities, or to wash their hands, at the Studio, they will be directed by the Staff member. Client(s)/members of the Party/Model(s) will always be required to apply hand sanitiser, containing a minimum of 70% alcohol, to all areas of the hands after visiting the toilet.
- 7.10. Refreshments will not be provided at the Event and the Client(s)/members of the Party/Model(s) are requested not to consume in the room where the Service(s) are being provided during the Event, except for water from a plastic bottle, if required, which they will keep in their possession.
- 7.11. Client(s)/members of the Party/Model(s) will be permitted to leave the Studio/venue during break times, during which time they will be expected to maintain 2-metre social distancing, before returning to the venue for the continuation of the Event.

8. Circumstances in Which Service(s) Cannot be Provided and/or Model(s) Cannot be Permitted to Attend

- 8.1. It is at the Company's discretion as to whether Service(s) can be provided to the Client(s)/members of the Party and whether Model(s) will be permitted to attend the Event, where:
 - 8.1.1. The Client/member of the Party/Model has knowingly had Contact with someone who has shown Symptoms within the last 14 days.
 - 8.1.2. The Client/member of the Party/Model has knowingly had Contact with someone who themselves has knowingly had Contact with a person who has shown Symptoms within the last 14 days.
 - 8.1.3. The Client/member of the Party/Model is or has been advised to be shielding.
 - 8.1.4. The Client/member of the Party/Model has been found to be untruthful or has not returned their questionnaire within the timeframes specified in section 7.1.
 - 8.1.5. The Client/member of the Party/Model is deemed by a Staff member to be showing Symptoms on the day of the Event.
- 8.2. Where the circumstances in section 8.1 come to the attention of a Staff member in advance of the Event, the Staff member shall contact the Client to discuss the matter and attempt to find a workable solution. If one cannot be found the Staff member



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may, at their discretion, refuse to allow the Client/member of the Party/Model to attend the Event, and any fees paid/due may be retained at the discretion of the Company.

- 8.3. Where the circumstances in section 8.1 come to the attention of a Staff member on the day of the Event, the Staff member shall not be able to continue with provision of the Service(s) within the Agreement and any fees paid/due will be retained. Staff members may either not attend or immediately leave the venue where the Service(s) are to be provided, or request that the Client/member of the Party/Model leaves immediately. The Company expects a level of honesty and integrity from the Client(s), members of the Party and Model(s).

9. Coronavirus Infections or Exposure

- 9.1. There is a continuing duty of care placed on the Staff member(s) and the Client(s)/members of the Party/Model(s) to immediately notify each other if they believe that they may have or have been in Contact with someone who is showing Symptoms within the last 14 days.
- 9.2. In the event that up to 14 days after the Event a Client/member of the Party/Model starts to show Symptoms, or becomes aware that they came into contact with someone showing Symptoms within 14 days before the Event, they must inform the Company immediately, regardless of whether they themselves have developed Symptoms.
- 9.3. Where the notification described in section 9.2 has been received, or a Staff member has otherwise reason to believe that they themselves, or someone that they have come into Contact with within the last 14 days, is showing Symptoms, the following shall apply.
 - 9.3.1. The Staff member shall immediately notify all persons they have provided Service(s) to within the last 14 days, as well as all other Staff members and Model(s) they have come into Contact with.
 - 9.3.2. Confidentiality as per GDPR shall remain in place to ensure that the personal details of anyone who a Staff member has been contacted by shall remain confidential.