

NAIL SERVICES PROVIDER'S HYGIENE & SAFETY MEASURES

IN VIEW OF COVID-19

Updated: 16 JUNE 2020

This list is discussed and amended by a panel of professional nail service providers in various meetings over a span of three weeks, to be manageable and effective to the industry.

Note: All businesses must comply with the safety measure regulated by the Government. These measures are additional precautions strongly encouraged for salons to practice. Measures would be reviewed and updated from time to time.

Compliance with Government's regulations

1. All businesses must ensure cleanliness and hygiene practices, as recommended under the SG Clean campaign; and comply with the health and hygiene advisories by the Ministry of Health (MOH), Ministry of Manpower (MOM) and National Environment Agency (NEA). Safe Entry system, SG Clean campaign, Trace Together, etc. Be updated with the news for the most accurate information.
2. Salons must be SG CLEAN ready, and are strongly encouraged to obtain SG CLEAN quality mark. More information for SG CLEAN can be found at: <https://www.sgclean.gov.sg>

Salon Environment

3. All employees and customers will put on a 3-ply face mask at all times at the premises, even during the time service is provided.
4. All employees are encouraged to put on a face shield for extra protection from droplets. Plastic or vinyl table top dividers in between manicurist and customer may be used instead. All dividers must be disinfected after every service
5. All businesses will assign one manicurist to follow through all treatments with the same customer (i.e. one customer can only see one manicurist regardless of service).
6. All businesses will not cross deploy staff across outlets.
7. All businesses will provide hand sanitizers at the main entrance or reception counter for the customer's use before and after each treatment. Customers are encouraged to wash their hands with soap and water prior to each service.
8. All businesses will recommend electronic and contactless payment methods to minimise contact and use of cash. All businesses are encouraged to digitalise payment.
9. All businesses will place markings around the premise to guide & remind customers to maintain a safe distance of minimum 1 meter.
10. All businesses will cordon off the waiting area within the premise. Customers may wait outside the salon with safe distancing measures in place. Customers are encouraged to arrive at appointment time, leave immediately after service ends, and to come alone.
11. All businesses will ensure that all product testers and samples are removed.
12. All businesses will ensure that table tops are clutter-free for regular and easy cleaning.
13. All businesses will refrain the sharing of common items at manicure and pedicure seats, such as magazines, cushions, blankets, etc. Item must be disinfected after each customer if used.
14. All businesses will ensure good ventilation in the premises by opening the windows/doors or turning on a fan, to remove chemicals fumes and bacterial.
15. All businesses will not serve food and beverages, except for bottled or packet drinks.

Work Stations

16. All businesses will ensure that the station is thoroughly disinfected after use. Work stations must be wipe down & disinfected after every customer using 70%-99% alcohol-based cleaning solution. All tools, brushes and implements used for the service, must be sterilised and disinfected before each service using relevant solutions.
17. All businesses will ensure that common contact items, such as hand-rest, must be covered with towel or disposable covers, and replace them after each customer.
18. All businesses will ensure foot basin, foot rest and pedicure chair must be sprayed with disinfectant or alcohol and wiped down after each customer.
19. All manicurists will sanitize their hands and the customer's hands and feet before and after each customer's treatment.
20. All businesses will refrain the sharing of non-sanitizable items, such as nail files, emery boards, buffers and other disposables. Non-sanitizable items should be disposed, given to the customer or kept in personalised bags for the customer's next visit.

Safety Measures & Personal Hygiene for Employees (Manicurists/Counter staff)

21. All employees must ensure that they are healthy and well. Do not report to work if feeling unwell.
22. All employees will remove used masks, gloves and disposables safely and tied them up in a bag before disposal. A designated lidded trash bin, separate from regular trash, is recommended.
23. All employees are encouraged to wear disposable hand gloves. Gloves are compulsory if employee has cuts/ open wounds on their hands or fingers.
24. All businesses will allocate staggered rest and lunch breaks for employees. Practise social distancing in pantries and rest areas. No congregation at all times.
25. All Employees will wear an apron during service, and remove apron before leaving the salon for breaks, meals, etc. Aprons must be sprayed with disinfectant daily and kept clean.

Safety Measures & Personal Hygiene to Encourage to Customers

26. All customers are encouraged to make an appointment in advance to allow salons to make necessary arrangements. Walk-in is strongly discouraged.
27. All customers will fill up health questionnaire and record their temperature before entering the salon. Customers who are feeling unwell should be politely turned away.

*Salons & Professionals who are willing to adopt these measures for your business,
 you may inform us at the URL: <https://forms.gle/dDQvYwStcVayGB1a6>
 Let us work together to uplift our sector's professional & hygiene image for the new normal post-circuit
 breaker.*



Useful Links and Resources:

Enterprise Singapore	Safe Management Measures	https://www.enterprisesg.gov.sg/covid-19/safe-distance
	Advisory on COVID-19 for businesses	https://www.enterprisesg.gov.sg/covid-19
	Advisory for Phase 2 Re-opening of Retail Establishments and Lifestyle-Related Services	https://www.enterprisesg.gov.sg/-/media/esg/files/media-centre/media-releases/2020/jun-2020/retail-advisory_16-june-2020/safe-management-measures-for-retail_reopening_16jun_final.pdf
GoBusiness	General Guidelines	https://covid.gobusiness.gov.sg/safemanagement/general/
	Sector Specific Guidelines	https://covid.gobusiness.gov.sg/safemanagement/sector/
	List of Permitted Services	https://covid.gobusiness.gov.sg/permittedlist/
MOM	Requirements for Safe Management Measures at the workplace	https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures
SafeEntry	SafeEntry	https://www.safeentry.gov.sg/
Sg Clean	Sg Clean	https://www.sgclean.gov.sg/

If in doubt, or require more assistance and advice, please feel free to reach out to us!



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Be Ready, Stay Safe

7 KEY REQUIREMENTS FOR SAFE MANAGEMENT AT WORKPLACES



From 2 June 2020, more businesses will be allowed to gradually resume activities.

Businesses that may resume operations from 2 June must submit their on-site manpower numbers via the COVID GoBusiness portal (<https://covid.gobusiness.gov.sg>) within two weeks of resumption of on-site activities. Businesses may do so with immediate effect.

Before reopening, businesses must implement **SAFE MANAGEMENT MEASURES** to provide a safe environment for workers and customers.

1 Appoint Safe Management Officer(s) to assist in implementation of Safe Management Measures

Conduct inspections and checks, ensure compliance, and keep records of inspections and checks.



2 Employees who can work from home must continue to do so



Go to the office only if necessary to access systems and equipment which cannot be accessed from home, or to fulfil legal requirements.



Do **not** go to work for activities that can be done by teleconferencing or other means.

3 Reduce physical interaction and ensure safe distancing



Work in split teams. No cross-deployment between shifts or teams.



Stagger working and break hours.



Avoid socialising with colleagues within and outside of the workplace.



Keep a safe distance of at least one metre between persons at all times.



Avoid congregation of employees at all common spaces like entrances, lobbies and pantries.

4 Support contact tracing



Use SafeEntry to record entry of all employees and visitors.

5 Wear masks and observe good personal hygiene



6 Keep workplaces clean



Frequently clean and disinfect common spaces and equipment.

7 Implement health checks and protocols to manage potential COVID-19 cases

- Check for fevers and respiratory symptoms - twice daily for employees, before entry for visitors.
- All personnel must make a health declaration before entering workplace. Those who are unwell must not go to work.
- Employees feeling unwell should see a doctor and, where possible, visit only one clinic.



Measures above must be in place and communicated to employees prior to resuming work.

Checks will be conducted. Businesses that do not fulfil the requirements will have their operations suspended. Report breaches or poor practices via SnapSAFE (www.mom.gov.sg/eservices/snapsafe).

For the list of services that can resume on 2 June 2020:
<https://covid.gobusiness.gov.sg/guides/permittedserviceslist.pdf>

For Safe Management Measures and sector-specific requirements:
<https://covid.gobusiness.gov.sg/safemanagement/general>
 ("Safe Management Requirements")

For info on SafeEntry:
go.gov.sg/safeentry-visitor-management-system

For info on other support measures:
covid.gobusiness.gov.sg

Queries?

Call **6898 1800**
 Our hotline operates from:
 8.30am - 5.30pm (Monday - Friday);
 8.30am - 1.00pm (Saturdays)
 *Closed on public holidays



"COVID-19 Chat for Biz" chatbot - get real-time responses to your queries now!