



**BHA**

## WORKPLACE POLICY & PROCEDURE MANUAL



# BHA SALON WORKPLACE POLICY & PROCEDURE MANUAL

## Introduction

BHA has developed this employee/student manual to be used as a guideline for answers to questions employees/students frequently ask. It is not intended to be a contractual agreement of any kind. All policies, procedures, terms and conditions of the employment relationship are subject to change. Specific questions concerning this Manual should be directed to your supervisor or trainer.

The information contained in this Manual applies to all employees/students of the Salon. No management official other than the Owners of the Salon has the authority to enter into any agreement contrary to the foregoing or make any oral assurance or promise of continued employment.

Please read this Manual thoroughly. You can review any part of this manual on the salon's computers (Client computer) or read a hardcopy version. All policies stated in this Manual are subject to change at the sole discretion of the Salon.

**From time to time this manual will be updated with information regarding changes in Salon policy. Notification of any change, addition or deletion of our policy will be posted on the bulletin board. It will be your responsibility to review this change in this manual. As always, if you have any questions, please ask.**

**Important:** This Manual is not a contract, express or implied, guaranteeing employment for any specific duration.

## Manual Disclaimer

If, at any time, any policy, procedure, rule or regulation of the salon is in conflict with, or in violation of, any Federal or State law, those laws will govern and our policy will be changed accordingly.

The information in this manual is intended as a summary of Salon procedures. If there is any question as to the meaning or intent of any information contained in this Manual, the Salon policy in full detail will govern. The owners will make any final decision as to the applicability of any policy.

The details of any employee benefits, such as group insurance and the like, are only as described in the booklets and contract provided by the carriers of such benefits. Information in your Manual is intended only to highlight such benefits.

## Conflict of Interest

The Salon expects its employees/students to exercise the utmost good faith in the performance of their duties.

Employees/students have the obligation to avoid any business interest or relationship, financial or otherwise that might adversely affect or influence their judgment in the performance of any Salon services or which might tend to impair public confidence in the BHA Salon.

Employees/students are personally responsible to avoid the improper use of Salon property and/or equipment that could result in questionable or illegal payments, gifts, or offers of anything of value.

Management must approve any employment outside the BHA Salon. This includes work as a distributor, educator and/or makeup artist, stylist.

Violation of this policy may be subject to possible legal action.

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### Confidentiality of Information

It is vital that the salon maintains the confidentiality of all business operations, activities, and affairs as well as its client list. If, during employment/or student attendance, you acquire confidential or proprietary information about the BHA Salon and its clients, such information must be handled in strict confidence. Do not discuss any Salon affairs with outsiders. Remember that you are also responsible for the internal security of such information.

The protection of confidential business information and trade secrets is vital to the interests and the success of the BHA Salon and its clients.

#### Some examples of confidential information include:

1. Client lists
2. Compensation data
3. New material research
4. Financial & sales information
5. Pending projects and proposals
6. Business & marketing strategies
7. Educational materials and processes

Employees/Students will not seek to benefit personally nor permit others to benefit through the use of confidential information obtained as a result of their work assignment. No employee/student may use or disclose any confidential information, directly or indirectly, without specific written authorization from the Salon Owner either during your employment with this Salon or after your employment terminates.

If a violation occurs, the Salon may be held legally responsible. Violation of this policy may be subject to possible legal action.

### Student Salon services

BHA does not offer refunds or complimentary services on any service or treatment. BHA is a student salon, not a commercial salon, clients are having services performed at their own risk and BHA takes no responsibility for the end result.

If a client expresses dissatisfaction, immediately seek Management's assistance so the client's concerns are properly addressed.

### Client Cancellation Policy

BHA will Endeavour to contact you as soon as possible if a student cancels their shift however BHA do not take responsibility for students who do not show up for a shift, if this is the case BHA staff will reschedule your service to another time.

As much as we would like, we cannot guarantee any service for late arrivals (15 minutes or more). In most cases, we will have to reschedule you or possibly abbreviate the intended services.

We ask that you call us at least 24 hours in advance if you need to cancel your appointment.

### Student / Employee Tardiness

You should make every effort to be in the Salon, on time, when scheduled for work. If you are faced with an emergency and must be away, you must report this to Management as soon as possible.

### Hair Extension Policy

Unfortunately clients with hair extensions are asked to source services from commercial salons as BHA is a student salon.

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**Client Late Arrivals**

If a client is more than 15 minutes late their appointment will be rescheduled. We firmly believe in the value of the client’s time and make a conscience effort to avoid long waiting periods in the salon. If time is critical to your schedule on a particular day, please make us aware of your schedule when scheduling your appointment.

**Walk-Ins**

We welcome walk-in customers, however if it is not convenient with our schedule you may have a waiting period or need to schedule an actual appointment.

**Client Missed Appointments**

In the event that a client misses three consecutive appointments without contacting the salon, they will be unable to schedule future appointments. However, they may be considered as a walk-in.

**Confirmation Calls**

As a courtesy, we try to call and confirm your appointment a business day prior to your appointment. However, if we are unable to call or reach you, please understand that it is your responsibility to remember your appointment dates and times to avoid late arrivals and missed appointments.

**Parking**

Client parking is available at the front and side of the Salon.

Parking in front of the college is prohibited for employee/student members. Parking is limited to designated areas, which include parking at the rear car park. The purpose of this is to allow ample parking for the reason we are here - our clients.

**Children Policy**

We love families and children. However, we use chemicals, hot irons and sharp scissors - and don't want anyone to be injured while visiting, BHA must at all times follow OH&S guidelines as it is a training salon we ask that you do not bring children into the student salon. This includes bringing your babysitter with you.

**Payment**

BHA accepts cash, Eftpos and credit card only with a minimum spend of \$10.00 on your Eftpos card.

**Fees**

All fees for services rendered are expected upon commencement of services. We will be more than happy to discuss all charges and fees. Considering that all services are individually priced, please request a total price prior to receiving services. If you should conclude that you are unable to pay for all your services, we will gladly reschedule your appointment.

Please Note - Credit for salon services is not an option, we accept all major credit cards.

**Professional Retail Policy**

Products may be returned within two weeks of purchase in original condition unopened, with receipt.

**Mobile Phones and Pagers**

Our goal is to provide a relaxing atmosphere so that you may enjoy our services. Please put mobile phones on vibrate or turn them off while visiting the salon. You are welcome to use your mobile phone in the reception area.

Students/employees must have their mobile phone switched off.

**Patch Test**

We recommend a skin patch test 48 hours before all colour or bleaching services.

**Smoking**

The salon is a smoke-free environment and promotes itself as such.

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### Client Health Conditions

During your personal consultation, please provide us with all pertinent information required regarding your health history. This will allow us to recommend specific treatments just for you, as well as keep us informed as to any adjustments we may need to make for your services/treatments. All information you provide is required and will be kept in strict confidence, per Privacy policy. Please be sure to keep us up-to-date on any/all changes.

### Cleaning and Sanitation

We hold our products and staff/students to such a high standard; our cleanliness and sanitation policies are extremely uncompromising.

Please note that eating and drinking in classrooms, salon and the boardroom is prohibited.

### General

All workstations should be clean and free of debris and dirt. All equipment and tools should be washed and disinfected after each use and a new set of unused equipment (combs, brushes, files, sheets, towels, smocks, etc.) should be used on each client.

We strongly emphasize that the Health and Wellbeing Act 2008

<http://www.health.vic.gov.au/phwa/> and Health guidelines for personal care & body art industries [http://www.health.vic.gov.au/ideas/regulations/hlth\\_guidelines](http://www.health.vic.gov.au/ideas/regulations/hlth_guidelines) be followed to safeguard the public against transmission of disease. Please note it is your responsibility to take the time to research and read and understand the valuable information contained in these links

Cleanliness, both for footbath units and for work areas generally, is very much on the mind of guests and the general public.

### Between Each Guest

All tools should be washed and disinfected after each use in accordance with the disinfection requirements of the Health and Wellbeing Act 2008. Hands should be thoroughly washed before next guest's treatment.

### When applicable:

- Drain water and remove all debris from the foot spa.
- Clean the surfaces and walls of the foot spa with soap or detergent and rinse with clean, clear water.
- Disinfect with an EPA-registered disinfectant with demonstrated bactericidal, fungicidal, and virucidal activity used according to manufacturer's instructions.

All products should be kept in manufacturer' labeled containers, along their Material Safety Data (M.S.D.S) Sheets which have instructions for safe use and handling. Disinfecting products must state on the label or hang tag the efficacy telling what organisms the product is effective against.

- New towels and sheets should be used for each client.
- Hands should be thoroughly washed before a massage treatment.
- All interior of stations should remain clear of dirt and debris.

Please make sure that items inside are organized and clean because this is visible to every guest.

### Work Stations

Each station should only have these items left on top at the end of every day:

- Keep your station free of personal items and clutter
- Bleach, dryer, flat iron, & clippers. No foil rolls, business cards, products, etc. should remain on top of a station
- Maintain a clean environment in and around your station (which includes mirrors, drawers and styling chair). i.e., sweep hair, keep products and tools organized, place dirty towels in laundry bin, etc.
- Finish opened products before opening new ones

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**Dispensary**

Our salon has selected the finest of professional products for your use. These products must be used and inventoried properly. Finish opened products before opening new ones. Refill your station with Back Bar products only. These products, including color are not to be taken out of the Salon for any reason without authorization from Management.

**Dress requirements**

**Students must:**

Maintain a high standard of dress as laid down by the Workplace Health and Safety Act be acceptable to industry/commerce standards

Please note that minimum standards include appropriate footwear (no thongs - scuffs).

**Appearance**

Personal cleanliness and appearance are of the utmost importance in the Salon industry. A well-groomed employee/student in updated attire immediately creates a favorable impression of the services we provide, especially when it pairs with a friendly smile, a gracious greeting and cutting edge techniques.

**Dress Code**

All employees/students are required to arrive at the salon each shift meeting the salon dress code in its entirety, Black Top, Black pants and black closed shoes (beauty students may also wear a white top). Any time an employee/student is performing services in the salon they must be dressed professionally (i.e., classes, days off, etc.).

Management reserves the right to clarify the interpretation of the dress code. If you are dressed inappropriately for work/salon you may be sent home to change. When in doubt, please ask a manager prior to wearing the item(s) to salon. Employees/students failing to adhere to proper Salon standards with respect to appearance and grooming are in violation of Salon policy.

**Here are the basic dress code policies:**

- All dress will project an image of fashion, professionalism and good taste
- No employee should be attired in such a manner as to be distracting to guests or team members
- Overly casual clothing is unacceptable (i.e., graphic t-shirts, thongs, faded and/or torn garments, etc.)
- Clothing made of denim or corduroy material is not permitted (i.e., jean jackets, skirts, etc)
- No bare stomachs or backs. Shirts should cover waistline.
- No shorts or skorts. Skirts must be a professional length
- All clothes must be in clean, pressed condition
- No athletic shoes or any shoes resembling athletic wear (sneakers)
- All shoes must be in clean, neat condition closed in heel and toe
- Apply make-up (if applicable) and style hair prior to coming to work
- If sleeveless shirts are worn, underarms must be properly groomed

Any fines incurred by the employee/student from any governing body are the employee's/students sole responsibility.

**Workplace health and safety**

BHA has workplace health and safety rules designed to protect students whilst on site or engaged in the Academy's activities.

**Reporting Accidents**

All accidents, personal or property are to be immediately reported to Management. Personal injury assistance will be provided. When necessary, you will be transported to the nearest physician or hospital of your choice and your family will be notified at your request. If you are critically injured, we will follow your instructions that are on file. Please inform us of any change in whom you want notified or change of phone numbers. If you are unable to make your own choice and your family cannot be located to assist you, we will arrange for the best care available.

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### Reporting Accidents -Cont

Do not overlook an accident. Since untreated injuries can turn into major health problems, the Salon requires that all personal injuries, including minor accidents, be reported within the same workday as the incident, on the accident /incident report form. If an employee/student is away from the office when an accident occurs, the employee/student must report the incident within 24 hours. Employees/students failing to report a personal injury within the specified time frames are in violation of Salon policy.

### Emergency or Medical Needs

In the event of emergency situations such as fire or an accident, take immediate action. Notify your supervisor if it will not impede personal safety. If you have a personal or medical emergency or you have any physical limitations, medical allergies or any other special medical needs, advise the Salon Manager and clearly specify what reasonable accommodations will meet your need.

It is the responsibility of employees/students to inform management of any changes in their medical needs (i.e. update medicine, personal emergency contact person etc).

### Ambulance

Ambulance assistance will be sought if deemed necessary.

### First aid

There are a number of staff on site who are trained First Aid Officers. Initial contact for assistance is by phone to academy reception who will arrange for first aid or ambulance assistance if required.

### Insurance cover

Students of the academy are not covered by insurance of any type whilst on campus except for the following circumstances:

- Apprentices are covered by their employer's work cover policy.
- Work experience, industry placement and vocational placement students are insured against permanent disabling
- injury and property damage providing the appropriate documentation has been completed within the specified time limits.
- Please note that private property or vehicles are not covered by BHA insurance. This is the individual's responsibility.

### Evacuation procedures

During emergency evacuations, supervisors and teachers act as emergency coordinators and retain absolute authority in respect to any actions, instructions or requests relating to an emergency. Students are required to familiarise themselves with emergency procedures for their specified areas of study. Evacuation maps are available in the academy information pages of the website.

### Personal protective equipment

Students are required to supply and wear mandatory personal protective equipment and apparel as determined by the practical training requirements of their course and Workplace Health and Safety Advisory Standards.

### Theft

Security measures are in place to hinder theft. Theft involves more than the taking of money and/or products. All client information and records, sales and marketing information and Salon records are the legal property of the Salon and must not leave the premises without explicit permission from Management. If you are caught stealing, you will be immediately and permanently dismissed, expelled and charges will be brought against you. Any non-compliance with this policy will be grounds for termination.

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### Salon Property

The salon equipment and products are expensive and difficult to replace. When using equipment and handling products, employees/students are expected to exercise care and follow all operating instructions, safety standards and guidelines.

### Personal Property

The company is not liable for lost, misplaced or stolen property. You should take all precautions necessary to safeguard your personal possessions. Your work area and any other company property are subject to inspection/search at any time, with or without notice. Work stations and work areas are to be kept neat and as organized as possible.

Improper, careless, negligent, destructive or unsafe use or operation of equipment and products are violations of Salon policy.

### Computer Policy

Producing, exchanging and retrieving information electronically by taking advantage of computer technology presents valuable opportunities for the Salon. While employees/students are encouraged to use this new technology, its use carries important responsibilities. Employees/students are expected to exhibit the same high level of ethical and business standards when using this new technology as they do with more traditional workplace communication resources.

The use of information systems is a privilege extended by the Salon, which may be withdrawn at any time. An employee's/students use of computer systems may be suspended immediately upon the discovery of a possible violation of these policies.

### The governing Award or Agreement

BHA Salon workplace applies is located at

<http://www.fairwork.gov.au/awards/a-z-of-modern-awards/pages/gi.aspx> download a copy of the award/agreement relevant to hairdressers and beauty therapists.

### Equal Employment Opportunity

The salon provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability in accordance with applicable federal laws. In addition, the Salon complies with all applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including but not limited to, hiring, placement, promotion, termination, layoff, recall transfer, leaves of absence, compensation, and training.

Where this manual refers to 'he', 'his', 'him', 'her', 'she' or 's/he' it should be understood its use is for simplicity and implies no discrimination to either gender.

### Termination of Employment

As mentioned elsewhere in this manual, all employment relationships with the salon is on an "at-will" basis. Although the Salon wishes that all relationships with employees would be long term and mutually rewarding, we recognize that some employees will leave. Below are examples of some of the most common circumstances under which employment is terminated:

- *Resignation*- Voluntary employment termination initiated by the employee, with a two (2) week advance notice.
- *Discharge*- Involuntary employment termination initiated by the Salon.
- *Layoff* - Involuntary employment termination initiated by the Salon for non-disciplinary reasons.
- *Retirement*- Voluntary employment termination initiated by the employee meeting age, length of service and other criteria for retirement from the organization.

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### Termination of Employment - Cont

Employees desiring to terminate their employment relationship with the Salon are urged to notify the Salon at least two weeks in advance of their intended termination. Notice should be given in writing to your supervisor. This act of courtesy will be entered on our employment record and will reflect in future references. We will require you to return any property belonging to the Salon before your last day of work. Proper notice generally allows the Salon sufficient time to calculate all moneys to be included in your final paycheck.

Without proper notice however, the final paycheck may be delayed until the end of the next normal pay period. Salon clients (those clients you received after your employment date & while working at the salon) will be advised of your leaving, through Management. They will be encouraged to remain a Salon client.

### Disciplinary Rules

As a general rule, any action that interferes with the orderly operation of the salon, the safety of its employees, clients, and equipment, or is contrary to generally accepted standards of human conduct or behavior will be cause for disciplinary action, up to and including discharge. The following are typical reasons for disciplinary action. These lists are not intended to be all-inclusive.

#### Group I: *These types of actions may result in immediate discharge:*

- Neglect, abuse, or disrespect toward a customer, visitor or Coworker
- Falsification of any Salon records
- Reporting to work or working under the influence of intoxicating beverages and/or narcotics or having possession of some on Salon property
- Failure or refusal to perform reasonable assigned duties
- Willful destruction of property
- Theft of employee, Salon or visitor property
- Possession of firearms or other illegal weapons on Salon property
- Immoral conduct on Salon property
- Discussion or disclosure of confidential information
- Concerted, deliberate restriction of output
- Assault, bribery, gambling, or other illegal acts
- Requesting tips or gratuities from clients
- Threatening, intimidating, coercing, disorderly conduct, fighting, instigating a fight or interfering with employees or Management at any time on Salon premises
- Any form of sexual harassment of employees or visitors
- Dishonesty, deception or fraud
- Excessive absenteeism regardless of reason

#### Group II: *These types of actions may result in a written warning followed by suspension and/or termination:*

- Inefficient or careless job performance, poor productivity
- Malicious practical joking or horseplay
- Profanity or vulgarity
- Unauthorized use of Salon telephone or equipment
- Absence and tardiness without reasonable cause
- Absence from Salon without permission
- Extension of lunch or breaks
- Defacing, tampering, removal of signs from bulletin boards
- Improper attire and appearance
- Loitering on Salon property or having frequent visitors
- Waste or personal use of materials and supplies or abuse of Salon property
- Failure to report injuries immediately according to prescribed policy
- Engaging in outside employment or activities that interfere with duties and obligations to the Salon
- Performing personal work on Salon time without permission
- Jeopardizing the personal safety of co-workers, self or client.

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- Failure to abide by Salon policies and procedures

If your performance, work habits, overall attitude or conduct becomes unsatisfactory in the judgment of the salon, or you commit any of the **above** offenses or violate any other Salon policies, you may receive disciplinary action, up to and including termination of employment.

#### BHA are members of HBIA employer association

#### Hours of Salon Operation

Monday	Closed
Tuesday	Closed
Wednesday	9:00 a.m. - 12.30 p.m.
Thursday	9:00 a.m. - 12.30p.m. and 6:00p.m. - 9:30p.m.
Friday	1:30 p.m. - 5:00 p.m.
Saturday	Closed
Sunday	Closed

Seasonal adjustments by the owner will be accommodated.

#### Hours of College Operation

Monday	9:00 a.m. -5:00 p.m.
Tuesday	9:00 a.m. -5:00 p.m.
Wednesday	9:00 a.m. -5:00 p.m.
Thursday	9:00 a.m. -5:00 p.m.
Friday	9:00 a.m. -5:00 p.m.
Saturday	Closed
Sunday	Closed

#### Work Schedule - non-attendance and shift availability

We view attendance in terms of the guest's time and your commitment to the guest. Tardiness reduces your service value because it takes away from the guest; as well as jeopardizes your success level...tardiness is a lack of commitment. Each morning and evening you should check the appointments on your schedule to ensure you are prepared. If you must come in later than expected on any given day, you must notify the Manager as soon as possible.

- Each employee is required to be in the salon and prepared to work for their scheduled shift.
- Employees must stay 20 minutes past the last client's scheduled appointment in case they arrive late rather than no-show.
- Tardiness and absenteeism shows a lack of commitment to your career and to the people who ultimately decide your future- our guests.
- Repeated tardiness or absenteeism will reflect against your performance and will result in counseling/disciplinary action. If not corrected, it may result in dismissal from the Salon.
- Employees/students who are absent from work because of illness may be asked to provide a doctor's certificate establishing they are, or have been, ill and unable to work.
- If you are going to be away due to illness or an unforeseen event, *please let management know as soon as possible*. This will allow us to make any adjustments to the guests and personnel already scheduled for that day. If unable to speak with management directly, please leave a Voicemail and speak with someone in administration.
- If you are going to be late, follow the same procedures for being away. (See above)
- Shift swapping must be approved by management prior to the swap.

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