

# HEALTH & HYGIENE GUIDELINES FOR THE BEAUTY & WELLNESS INDUSTRY, POST COVID-19 PANDEMIC

Initiated By  
BEAUTY & WELLNESS  
SECTOR SKILL COUNCIL



ISSUED IN PUBLIC INTEREST

## PREFACE



Shri Narendra Modi

Hon'ble Prime Minister of India

Beauty & Wellness Sector Skill Council (B&WSSC), is promoted by NSDC under the aegis of Ministry of Skill Development and Entrepreneurship with an aim to focus on establishing an effective and efficient eco-system for development and imparting of skills for Beauty and Wellness industry, thereby enhancing the employability of the Indian youth, globally.



Dr. Mahendra Nath Pandey

Union Minister for Skill Development  
& Entrepreneurship

The guidelines prepared by **B&WSSC** is to provide **practical guidance on Health & Safety norms** to be followed by the professional workforce engaged in Beauty & Wellness business in India, **post COVID-19 Pandemic**, aimed at minimizing the risk of further spread of virus & loss of lives.

# GUIDELINES FOR

- SAFE USAGE OF INFRASTRUCTURE FACILITY
- INDUSTRY PERSONNEL
- CLIENTELE
- SALON PROFESSIONALS
- REJUVENATION PROFESSIONALS
- FITNESS PROFESSIONALS
- YOGA PROFESSIONALS
- ALTERNATE THERAPY PROFESSIONALS

## SAFE USAGE OF INFRASTRUCTURE FACILITY - OPERATIONAL GUIDELINES

- Personnel cleaning the salon/spa/work area must wear covered shoes/boots, disposable gloves and disposable N-95/ triple layered surgical face mask, before any cleaning procedure
- Premises to be cleaned with soap and water solution prior to disinfection
- Indoor areas should be mopped with 1% Sodium Hypochlorite or Phenolic disinfectants
- Metallic surfaces such as door handles, security locks, keys etc. to be wiped with 70% alcohol solution
- Outdoor areas should be washed with disinfectants twice a day, i.e., prior opening and post closing of the premises
- Disposable glasses & sugar sachets for tea/coffee, and PET water bottles to be given to clientele
- All high contact surfaces like table tops, trolleys, chair handles, taps, faucets, pens, diary, files, keyboards, mouse, mouse pad, tea/coffee dispensing machines, bottles, mirrors, fitness equipment & machines, intercom systems, equipment like telephone, printers / scanners, and other office machines should be wiped after every use daily, with a linen / absorbable cloth soaked in 1% Sodium Hypochlorite
- Reception area, pantry, clientele service rooms and changing room to be cleaned with Chloroxyleneol (4.5-5.5%) / Benzalkonium Chloride or any other disinfectants, twice or thrice everyday
- Vacuum cleaners can be used to remove the dust particles

## SAFE USAGE OF INFRASTRUCTURE FACILITY - OPERATIONAL GUIDELINES

- Cleaning personnel should use separate set of cleaning equipment (mops, nylon scrubber, etc.) for toilets, sinks and water closets
- Washrooms should be sanitized with phenolic disinfectants post every use
- All cleaning equipment to be disinfected after use
- Used masks, gloves and cleaning materials made of cloth (mop and wiping cloth) to be discarded to prevent cross contamination
- Buckets should be disinfected by dipping in bleach solution or rinsed in hot water & dried in sunlight
- Premises to be fumigated every day, post the working hours
- Camphor can be used in the diffusers
- Used non-disposable linen /gowns should be soaked in bleach solution, washed with detergent and rinsed in hot water, and then to be sun-dried properly
- Cleaning personnel should segregate the recyclable & non-recyclable wastes in separate bins
- Cleaning personnel should wash their hands with soap and water properly for 20 sec. post the completion of each job
- Dispensers to be refilled with sanitizer regularly

## PREPARATION OF 1% SODIUM HYPOCHLORITE SOLUTION

- Sodium Hypochlorite – liquid bleach 3.5% available chlorine: 1 part bleach to 2.5 parts water
- Sodium Hypochlorite – liquid 5% available chlorine: 1 part bleach to 4 parts water
- NaDCC (Sodium Dichloroisocyanurate) powder 60% available chlorine: 17 grams to 1 Litre water
- NaDCC (1.5 g/ tablet) – tablets 60% available chlorine: 11 tablets to 1 Litre water
- Chloramine – powder 25% available chlorine: 80 grams to 1 Litre water
- Bleaching powder - 70% available chlorine: 7grams to 1 Litre water
- Any other: As per manufacturer's Instructions

# INDUSTRY PERSONNEL

- Lean into pre-booking, so that social distancing norms can be maintained
- Incorporate basic health questions to get an assurance for the clientele well being before giving them an appointment
- Update confirmed appointments and remind via SMS with a short note on rescheduling if they feel ill or unwell
- Ensure the working premises is well ventilated by using air purifiers to reduce dust, dander, smoke, allergens & odour resulting in a healthier, fresher & cleaner environment
- Maintain an ambient temperature of 24-30 degree centigrade with a relative humidity of 40-70 % with the support of mechanical ventilation and air conditioning systems
- Check whether the exhaust fans are running properly to exhaust air for better ventilation
- Conduct COVID-19 awareness program for the employees
- Install thermal scanner at the entry gate of the premises
- Practice social distancing, by avoiding handshakes/ hugs to coworkers/clientele
- Restructure the workplace set-up, by keeping a minimum distance of 2 meters in between two clientele
- Display posters/ signages promoting regular hand-washing and respiratory hygiene in the premises

# INDUSTRY PERSONNEL

- Ensure proper supply of Personal Protective Equipment like tissues, antibacterial soaps, alcohol-based hand cleansers, triple layered surgical face masks, gloves, etc. for the employees and clientele
- Place sanitizing hand rub dispensers at prominent places around the workplace, and promote regular & thorough hand-washing with soap & water or sanitizer
- Ensure that all the employees wear disposable N-95/ triple layered surgical face masks throughout the day
- Display rate list on organization's website /mobile application/notice boards
- Avoid keeping magazines/ journals /brochures in the reception area
- Request clientele not to crowd the reception area and stand in queue for payment/ queries/ feedback by keeping a minimum distance of 1 meter
- Encourage digital payments
- Ask the employees to work in shifts
- Prohibit the consumption of tobacco in the premises
- Request the employees to break for lunch in shifts to avoid contact and cross contamination
- Empower staff to stay at home even if they have mild symptoms of COVID-19



# CLIENTELE GUIDELINES

- PRE-SERVICE
- DURING SERVICE
- POST-SERVICE

## CLIENTELE - PRE-SERVICE

- Volunteer for thermal screening
- Sanitize hands on arrival to lessen the risk of cross infection
- Wear disposable N-95/ triple layered surgical face mask and disposable gloves prior to the service
- Abstain from shaking hands and physical closeness as much as possible
- Avoid bringing along children, especially below 5 years of age, or someone else for company
- Take prior appointment for the required service(s)
- Inform at least 12 hours prior, for any cancellation of the appointment(s)
- Check the availability of therapist while taking appointment(s)
- Visit the premises/ set-up only as per the appointment schedule
- Do not touch your face, nose, eyes, and mouth as these are vital entryways for the virus
- Cancel appointment if experiencing fever, breathing difficulties, and coughing

# CLIENTELE - DURING SERVICE & POST-SERVICE

## DURING SERVICE

- Declare any symptoms, foreign travel history and exposure to high risk segments, if any
- Ensure the therapist only uses disposable gowns, towels, linen, head bands, aprons, gloves, caps and napkins
- Ask the therapist to sanitize the hands before the service, and limit contact to the minimum
- Request the therapist to use sealed single-use product pack for the service
- Drink tea/coffee in disposable glasses and use sugar sachets only
- Discard the disposable gown, face mask, PET bottles, glasses post use properly
- Wear the face mask while availing services other than face services

## POST-SERVICE

- Wear a disposable N-95/ triple layered surgical face mask post-service
- Use digital mode of payment to reduce the chance of contamination
- Sanitize hands, mobile phones, handbags, wallets, personal belongings, etc., while leaving

# SALON PROFESSIONALS

- SKIN THERAPISTS
- HAIR STYLISTS
- MAKE-UP ARTISTS
- NAIL ARTISTS / MANICURISTS/ PEDICURISTS

# SKIN THERAPISTS

- Ensure therapy rooms are cleaned & dis-infected post every service
- Check whether the ambient room temperature is comfortable to the clientele
- Wash hands properly with soap & water or clean with sanitizer before and after attending each clientele
- Use disposable linen, head bands, gowns for clientele and disposable apron, hair gear, triple layered surgical face mask, and gloves
- Open the sterilize tools & equipment in front of the clientele just before the usage
- Maintain basic hygiene, like neatly tied and covered hair, clean nails, etc.
- Sanitize trolley with disinfectants on a regular basis
- Place disposable sheet on the trolley before placing the products
- Use single-use packed products with disposable spatula for the services
- Sterilize tools & equipment like comedone extractor, scissors, pack brush, water bowl, electrical machine's probes, waxing tools, nailcare sets, etc., before and after every use

# SKIN THERAPISTS

- Use hand held micro-massagers for doing facials (while wearing disposable gloves)
- Avoid threading, and recommend peel off wax to the clientele
- Use disposable spatula to apply the peel off wax
- Apply talcum powder with a piece of cotton on the forehead/upper lips for threading
- Use disposable spatula for the wax application, and disposable strips for waxing
- Take out the excess products in wax heater, post use
- Maintain proper distance between the clientele and oneself
- Dispose the used products properly in closed bins
- Take bath, post all the sessions of that day
- Wash the uniforms in hot water with detergent and bleach

# HAIR STYLISTS

- Wash hands with soap and water or sanitize hands properly before and after every treatment
- Wear disposable N-95/ triple layered surgical face mask, disposable apron and disposable hair cap for every service
- Use disposable towels and disposable gloves for haircare service(s)
- Maintain basic hygiene, like neatly tied & covered hair, clean nails, etc
- Use single-use packs with disposable spatula/ brush for the services
- Maintain a suitable distance with the clientele while performing haircare service(s)
- Ensure work stations, hydraulic chairs, tools, equipment and trolleys are sanitized with disinfectant after every use
- Remove all visible hairs or debris from the combs, brushes, rollers, and scissors by rinsing in lukewarm shampoo water
- All equipment and tools should be dried using a clean, dry disposable cloth and put in the sterilizer
- Clean the clippers with brush and then wipe it with 70% alcohol

# HAIR STYLISTS

- Use disposable neck wraps for clientele
- Take scissors and combs from the sterilizer and dip it into Isopropyl alcohol before use
- Sterilize wooden and plastic hair brushes using ultra-violet rays
- Discard blades post shaving in a closed bin
- Keep spray bottle filled with disinfectant to clean the work station
- Request the housekeeping personnel to remove the hairs on the floor post haircut service
- Dispose used products/ tools properly
- Take bath, post all the sessions of that day
- Wash the uniforms in hot water with detergent and bleach



# MAKE-UP ARTISTS

- Maintain proper distance between the clientele and oneself
- Sanitize hands and wear disposable N-95/ triple layered surgical face mask before applying make-up
- Maintain basic hygiene, like neatly tied & covered hair, clean nails etc.
- Use clean metal spatula to scoop or scrape products from original containers and place them on a palette to work, instead of dipping directly into creams, liquids or gel formula products
- Use disposable make-up applicators like lip wands, mascara spoolies, Q-tips /cotton swabs, powder puffs and wedge sponges
- Remove the top layer of the powdered products with a tissue, post every use
- Use cosmetic sanitizer mists or create sanitizing sprits in an empty spray bottle
- Never double dip the disposable wand for mascara application
- Sanitize make-up pencils by sharpening, post every use, and clean the sharpener each time
- Use a spatula to put lipstick or gloss on a mixing palette and apply with a disposable lip brush

# MAKE-UP ARTISTS

- Sanitize the lipstick with isopropyl alcohol or remove the top layer by wiping with a tissue
- Use latex-free sponges to avoid potential allergic reactions
- Wash make-up brushes with lukewarm water and shampoo/ dishwasher liquid or dry wash using a special cleaner formulated with isododecane to remove oil-based products
- Replace make-up products regularly, especially for the eyes
- Check for the expiry dates of the products before every use and discard used/ expired products and tools properly
- Use isopropyl alcohol or greater to sanitize any tools including tweezers, scissors and lash curlers. Be sure the alcohol has evaporated before using the tool on the clientele
- Wash hands with soap and water or sanitize hands properly before and after every service
- Take bath, post all the sessions of that day
- Wash the uniforms in hot water with detergent and bleach

# NAIL ARTISTS / MANICURISTS/ PEDICURISTS

- Wear disposable N-95/ triple layered surgical face mask, disposable apron & rubber gloves before starting the nailcare services
- Maintain basic hygiene, like neatly tied & covered hair, clean nails, etc
- Use disposable paper towels or electronic hand dryer and toothpicks during the service
- Check for the expiry dates of the products before every use and discard used/ expired products and tools properly
- Spray 70% isopropyl alcohol on porous tools like the emery board, block buffers, sanding bands and air dry after each service
- Disinfect metallic tools like steel pushers, steel filers, cuticle nippers, nail cutters, tip clippers, mandrels in glutaraldehyde solution, as per manufacturer guidelines

# NAIL ARTISTS / MANICURISTS/ PEDICURISTS

- Clean gel brushes, gel jars, gel polishes, nail art brushes, toe-separators, etc. with acetone or isopropyl alcohol
- Use nail tech protector screens during the procedure, if possible
- Sanitize gel UV/ LED nail lamp, post every use
- Disinfect non-porous tools in activated glutaraldehyde as per manufacturers directions post use
- Take bath, post all the sessions of that day
- Wash the uniforms in hot water with detergent and bleach

## REJUVENATION - SPA THERAPISTS

- Maintain suitable distance between the clientele and oneself
- Wash hands properly with soap and water or clean with sanitizer before and after every service
- Wear disposable N-95/ triple layered surgical face mask and disposable apron & head gear before starting the procedure
- Maintain basic hygiene, like neatly tied and covered hair, clean nails, etc
- Ensure therapy rooms are cleaned by the housekeeping personnel, post every treatment
- Check whether the ambient room temperature is comfortable to the clientele
- Use disposable linen, towels, head bands, gowns for the clientele
- Sanitize massage equipment and supplies including massage stool, beds, face cradle, lotion dispenser, hot stones, etc., after every use
- Change oil bottle holsters between each clientele
- Do not put dispensed oil or lotion back into its original container
- Use single-use packs for the treatments

## REJUVENATION - SPA THERAPISTS

- Keep abrasions clean and covered with an antiseptic cream and a bandage on the massage area of the clientele
- Place disposable sheet on the trolley before placing the products
- Check for the expiry dates of the products before every use and discard used/ expired products and tools properly
- Open the sterilize tools and equipment in front of the clientele, just before the use
- Fold the linen away from oneself while changing, to avoid cross contamination
- Request the housekeeping personnel to dispose off the used gowns, masks, linen, face cradle covers, etc., properly after every session
- Discard the unused open product in a closed bin
- Take bath, post all the sessions of that day
- Wash the massage uniforms in hot water with detergent and bleach

## FITNESS - TRAINERS

- Declare any symptoms, foreign travel history and exposure to high risk segments, if any
- Maintain basic hygiene and keep proper distance between the clientele and oneself during the training session
- Wear disposable N-95/ triple layered surgical face mask and gloves inside the gymnasium
- Wash hands with soap and water or sanitize hands properly before and after every session
- Sanitize fitness equipment and machines with disinfectant after every session
- Train one clientele at a time
- Abstain from shaking hands and sharing personal care items like towels, water bottles, etc. with clientele/ co-trainers
- Do not touch face, nose, eyes, and mouth of oneself
- Focus on breathing exercises to improve cardiorespiratory endurance of the clientele
- Cover cuts/ physical injury with a band-aid/ bandage to avoid cross contamination
- Take a shower immediately, post the training sessions of that day
- Wash the uniforms in hot water with detergent and bleach

## YOGA - INSTRUCTORS/ TRAINERS

- Maintain basic hygiene and keep proper distance between the clientele & oneself during the session
- Wear disposable N-95/ triple layered surgical face mask and gloves when communicating with the trainees
- Wash hands with soap and water or sanitize hands properly before and after every session
- Clean yoga mats with disinfectant post every session
- Practice Yogasana, Pranayama, Kapalbhati and meditation for at least 30 minutes daily, to increase the respiratory endurance of the trainees
- Encourage the trainees to inhale steam and to drink lukewarm water throughout the day as a preventive measure
- Request the trainees to apply sesame oil/ coconut oil/ ghee in both the nostrils (Pratimarsh Nasya) in morning and evening to promote well-being
- Ensure to take bath, post the sessions of that day
- Wash the clothes in hot water with detergent and bleach
- Request the housekeeping personnel to clean premises with Chloroxylenol (4.5-5.5%) / Benzalkonium Chloride or any other disinfectants everyday



## ALTERNATE THERAPY – NEUROTHERAPISTS

- Wear disposable N-95/ triple layered surgical face mask when communicating with the clientele
- Wash hands with soap and water or sanitize hands properly before and after every session
- Maintain basic hygiene and keep proper distance between the clientele and oneself during the therapy session
- Apply talcum powder with a piece of cotton on the therapy area of the clientele body
- Discard the used products in a closed bin properly
- Clean mats and equipment with disinfectant, post every session
- Wash the clothes in hot water with detergent and bleach
- Practice breathing exercises and meditation for at least 30 minutes daily, to enhance respiratory endurance of the clientele
- Encourage the trainees to inhale steam and to drink lukewarm water throughout the day as a preventive measure
- Rub revival points and perform Tejas Kriya for immunity boosting
- Keep a minimum distance of 3 feet between the clientele while conducting the therapy
- Request the housekeeping personnel to clean the premises with Chloroxyleneol (4.5-5.5%)/ Benzalkonium Chloride or any other disinfectants everyday
- Ensure to take bath, post the therapy sessions of that day

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“TOGETHER, MAY WE GIVE OUR YOUTH  
& WOMEN THE SKILLING ROOTS TO GROW  
& CAREER WINGS TO FLY”

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