

Policies and Procedures Manual

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Skin Deep Salon	DOCUMENT ORIGINATOR	DOCUMENT CONTROL RELEASE	QS-001 VERSION: 01
	Sign	Sign	
	Date	Date	
NAME:			
Bullying and Harassment Policy			

1.0 PURPOSE

To document the policy to ensure a safe workplace for employees that is free from bullying and harassment.

It is the goal of Skin Deep Salon too have no discriminative and bullying behaviour in the workplace. Skin Deep Salon has a zero tolerance to this behaviour and will discipline employee's partaking in this behaviour seriously.

2.0 SCOPE

This policy applies to all employees, including management of Skin Deep Salon. It is a condition of employment that all employees behave in a professional manner and treat each other with dignity and respect while they are at work.

3.0 ASSOCIATED DOCUMENTS

Anti-Discrimination Act 1977
Fair Work Act 2009
Disability Discrimination Act 1992
Work Health and Safety Act 2011
Code of Conduct Policy

4.0 DEFINITIONS

Bullying and harassment is the repeated, unreasonable behaviour directed towards an employee or group of employees that creates a risk to health and safety. Bullying and harassment can include:

- Verbal abuse
- Sexual intimidation or harassment
- Threatening behaviour either physically or mentally
- Gossiping about colleagues
- Isolating behaviour
- Practical jokes
- Discrimination

It is the responsibility of management to take all reasonable steps to ensure that the work environment is free of workplace bullying. Acts of workplace bullying by one employee or a group of employees against another employee will not be tolerated. As part of this policy, management will:

- Establish procedures and train staff

RESPONSIBILITIES OF STAFF

5.1 All employees are to identify any bullying and harassment as a workplace hazard that can cause physical or psychological harm or injury to someone. Follow the same procedures for hazard management for any bullying and harassment incidents in the workplace.

5.2 All employees of Skin Deep Salon are responsible for ensuring that breaches of this policy do not occur.

- 5.3 Engaging in harassing, discriminating or bullying conduct in the workplace constitutes a breach of this policy and the Code of Conduct Policy and may result in disciplinary action up to and including dismissal.
- 5.4 All employees have a duty of care towards other employees and clients not to partake in bullying or harassing behaviour. If an employee of Skin Deep Salon witnesses bullying or harassing behaviour towards another staff member or client, the employee **MUST** report the incident or incidents to their immediate supervisor using the hazard report form.
- 5.5 If a staff member feels they are subject to bullying behaviour they must report this to their supervisor.

CONSEQUENCES OF MISCONDUCT

- 5.6 If an employee is found to be in breach of this policy, Skin Deep Salon reserves the right to begin an investigation that may result in disciplinary proceedings or termination of employment.

End of Document

<h1 style="margin: 0;">Skin Deep Salon</h1>	DOCUMENT ORIGINATOR	DOCUMENT CONTROL RELEASE	<h2 style="margin: 0;">QS-002</h2> <p style="margin: 0;">VERSION: 01</p>
	Sign Date NAME:	Sign Date	
<h3 style="margin: 0;">Code of Conduct Policy</h3>			

1.0 PURPOSE

To document the policy for the standards of behaviour that are expected of staff in the performance of their duties. It gives guidance where staff need to make personal and ethical decisions.

2.0 SCOPE

This policy applies to all employees, including management of Skin Deep Salon. All employee obligations extend to:

- The performance of an employee's official duties
- Representation of Skin Deep Salon at training events, business trips or work related functions.
- Attendance at work related social events

An employee who does not comply with their obligations may be subject to disciplinary actions which may include suspension or termination of employment.

3.0 ASSOCIATED DOCUMENTS

Anti-Discrimination Act 1977
 Fair Work Act 2009
 Disability Discrimination Act 1992
 Privacy Act 2000
 Work Health and Safety Act 2011
 Personal Hygiene Policy

4.0 DEFINITIONS

Discrimination – The unjust or judgemental treatment of different categories of people, especially on the grounds of race, age or sex.

Conflict of interest – Occur where staff with a particular interest could be influenced, or appear to be influenced in the performance of their duties.

5.0 CODE OF CONDUCT

GENERAL PRINCIPLES

Management has a responsibility to:

- 5.1 Support employees and lead by example.
- 5.2 Assist employees to understand their responsibilities.
- 5.3 Make fair and consistent decisions.
- 5.4 Address concerning behaviour by determining the action to be taken based on the nature and seriousness of the concerning behaviour.
- 5.5 Provide a safe work environment free from discrimination and harassment.

All employees have a duty of care to:

- 5.5 Treat other employees with fairness, courtesy, respect and without discrimination.
- 5.6 Act honestly, avoiding situations which may give rise to conflict of interest with customers and colleagues.
- 5.7 Carry out all duties in a professional, responsible and diligent manner.
- 5.8 Behave in a manner that is ethical and professional and upholds the values of Skin Deep Salon.

STANDARDS TO BE OBSERVED IN PERFORMING DUTIES

In performing their duties of employment, employees are expected to observe the following obligations:

- 5.9 Protect and respect the rights and reputation of other staff members and customers.
- 5.10 Never partake in behaviour that could be perceived as harassment, intimidation, discrimination, bullying or threatening in any way.
- 5.11 Avoid conflict of interest situations.
- 5.12 Where the potential for a conflict of interest cannot be avoided, disclose the circumstances to your manager/supervisor.

COMMITMENT TO CLIENTS

All employees are expected to:

- 5.13 Serve the best interests of customers at all times and provide the highest quality service possible.
- 5.14 Always be friendly and professional with customers.
- 5.15 Maintain clear and honest communication with customers.
- 5.16 Maintain the confidentiality of customers.

COMMITMENT TO WORKPLACE

All employees are expected to:

- 5.17 Project a professional image in behaviour, personal appearance and work environments.
- 5.18 Always be friendly and professional with colleagues.
- 5.19 Follow the Personal Hygiene Policy.
- 5.20 Not use mind altering substances before or during work hours.
- 5.21 Conduct business honestly and in compliance with the law, in regard to financial matters, record keeping and all other aspects of the business.

MAINTAIN CONFIDENTIALITY OF EMPLOYEES AND CUSTOMERS

- 5.16 Always maintain confidentiality of customer details and deal with customers with tact and diplomacy.
- 5.17 Always maintain the confidentiality of colleagues and deal with colleagues with tact and diplomacy.
- 5.18 Ensure all customer and employee records are stored securely and in the designated place.

GRIEVANCE AND DISPUTE SETTLING

- 5.19 In the event of an employee having a grievance or dispute, the employee shall in the first instance attempt to resolve the matter with their immediate supervisor.
- 5.20 If the grievance or dispute is not resolved in the above way, the employee may refer the matter to the next higher level of management for discussion.
- 5.21 If the grievance or dispute is still unresolved, the matter shall be reported to the union the employee is a member of or the relevant board or commission.

STAFF ATTENDANCE IN THE WORKPLACE

- 5.22 All employees must read the staff roster when it is released and notify of shift unavailability at least two days in advance.
- 5.23 If an employee is sick or can't make it to work due to unforeseen circumstances, they should notify the workplace as soon as possible.
- 5.24 It is possible to swap shifts with other employees, providing management are notified at least two days in advance.
- 5.25 All applications for leave, such as personal and carers leave must be submitted by employees at least two weeks prior to date requested for leave, unless in the event of emergency circumstances.

WORKPLACE ETHICS

- 5.26 All employees must conduct and present themselves in a professional manner.
- 5.27 Employees are required to exercise integrity in relationships with customers and fellow colleagues.
- 5.28 Employees must always conduct themselves in a way that is respectful of customers and other colleagues based on cultural differences and behaviour standards. Swearing or discriminatory language will not be tolerated.

TRAINING

- 5.29 All employees should only perform treatments and services that they have been properly trained to do, in order to avoid harm to the client.
- 5.30 In the event that an employee is in training to perform a treatment or service, the treatment or service must be observed by a properly trained staff member and the client must give consent to have the treatment or service performed by an untrained therapist.

End of Document

<h1>Skin Deep Salon</h1>	DOCUMENT ORIGINATOR	DOCUMENT CONTROL RELEASE	<h2>QS-003</h2> <p>VERSION: 02</p>
	Sign	Sign	
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	NAME:		
<h3>Customer Service Policy and Procedures</h3>			

1.0 PURPOSE

To document the policy for the principles, standards and practice of customer service that Skin Deep Salon expects staff to provide to all customers.

2.0 SCOPE

This policy applies to all employees, including management of Skin Deep Salon.

3.0 ASSOCIATED DOCUMENTS

Code of Conduct Policy
Store Operations Procedure

4.0 DEFINITIONS

Customer – A person who buys or is considering buying goods or services from Skin Deep Salon.

5.0 STANDARDS OF CUSTOMER SERVICE

GENERAL PRINCIPLES

Throughout all contact with customers, colleagues and third parties, staff should aim to meet their needs through professional, courteous and efficient service. Staff will:

- 5.1 Treat all customers and colleagues with respect and courtesy.
- 5.2 Respect cultural differences of customers and colleagues.
- 5.3 Actively listen to what customers have to say.
- 5.4 Personalise the service to the needs and circumstances of each customer where practical.
- 5.5 Respond to enquiries promptly and efficiently.
- 5.6 Consult customers about their service needs.

FACE TO FACE MEETINGS:

When staff meet customers face to face they will:

- 5.7 Greet them immediately by name if possible.
- 5.8 Greet them with a smile and positive body language.
- 5.9 Greet them in a polite, professional and friendly manner.
- 5.10 Always be sensitive to individual differences by remaining formal, respectful and polite.
- 5.11 When greeting customers, always ask them how you may help.
- 5.12 If client cannot be serviced immediately, acknowledge the client and tell them you will be with them shortly.
- 5.13 Maintain a warm and inviting atmosphere for the client at all times. This includes, being polite, friendly and professional at all times, monitoring the temperature of the store, keeping positive relationships between staff, maintaining a clean and tidy work environment, keeping noise to a minimum and observing the Personal Hygiene and Uniform Policy.
- 5.14 Farewell clients using the clients name and positive body language. Always say thankyou and goodbye when fare-welling customers.

TELEPHONE

Throughout all contact with customers on the telephone, staff will:

- 5.15 Answer the telephone within three rings.
- 5.16 Greet the customer warmly and with a “smile” in your voice.
- 5.17 Remain polite, professional and friendly at all times.
- 5.18 Identify yourself, the name of the business and ask the caller how you can help.
- 5.19 When taking a message from a caller, staff will note the date and time of the call, the caller’s name and contact number and the details of the message. Who the message is for must be clearly indicated.

SALES

- 5.20 All purchased products must be paid for at time of purchase by either credit card, EFTPOS or cash in Australian currency.
- 5.21 All sales must be conducted in accordance with the Store Operations Procedures.
- 5.22 All sales of products must be followed up to seven days after purchase by an email enquiry asking about customer satisfaction of the product.

CUSTOMER COMPLAINTS

In the event of a customer complaint. Staff will:

- 5.23 Always treat complaints with a high level of customer service and take opportunities to turn incidents of client dissatisfaction into a positive experience for the customer.
- 5.24 Always treat the customer with respect and courtesy.
- 5.25 Listen to what the customer has to say.
- 5.26 While listening to the complaint, use open and positive body language.
- 5.27 Be sensitive to the customer and consider the complaint on its merits, paying care to individual differences and needs.
- 5.28 Ensure all evidence for the complaint is collected.
- 5.29 Acknowledge the complaint when you have collected all evidence.
- 5.30 If it is deemed the complaint has originated through the fault of Skin Deep Salon or any products that have been sold by Skin Deep Salon, resolve the complaint immediately by refunding, repairing or exchanging the product or service.
- 5.31 Complete documentation for complaint and give to supervisor.
- 5.32 If the complaint cannot be resolved, contact your supervisor.
- 5.33 Keep all complaints confidential.
- 5.34 Follow up all complaints with an email to ensure customer satisfaction one week after the complaint has been resolved.
- 5.35 In the event that a customer becomes abusive or physically threatening, remain calm and professional, remove yourself from the situation and seek assistance from your supervisor.

CUSTOMERS WITH SPECIAL NEEDS

- 5.36 Ensure you treat all customers with special needs or requirements fairly and with courtesy and respect.
- 5.37 Make every effort to accommodate customers with special needs or requirements.
- 5.38 If you cannot accommodate customer with special needs or requirements, ask for assistance from other staff members or supervisor.

LINES OF COMMUNICATION

If employee of Skin Deep Salon does not understand the requirements of this policy. The lines of communication are as follows:

- 5.39 First go to other colleagues that may have an understanding of workplace requirements.
- 5.40 Second line of communication is shift supervisor.
- 5.41 Third line of communication is Store Management.

If there are problems or issues relating to staff or customer service requests or requirements. The lines of communication are as follows:

- 5.42 First line of communication shift supervisor.
- 5.43 Second line of communication Store Management.
- 5.44 If your shift supervisor is not available (leave, sick etc), identify and approach the person deputising that role or the next person in the organisational chart who has responsibility to assist with any clarification of roles, staff or customer related issues.

End of Document

Skin Deep Salon	DOCUMENT ORIGINATOR	DOCUMENT CONTROL RELEASE	QS-004 VERSION: 02
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NAME:			
Environmental Protection Policy			

1.0 PURPOSE

To document the policy for environmentally sustainable work practices.

2.0 SCOPE

This procedure applies to management and employees of Skin Deep Salon.

3.0 ASSOCIATED DOCUMENTS

Environmental Protection Legislation
Environmental Waste Disposal Policy
Corrective Action Report Form

DEFINITIONS

Environmental Hazard – The use of resources or work practices that could have a negative impact on the environment.

4.0 POLICY

It is the responsibility of Skin Deep Salon to select a Waste Assessment Team to assess and implement the following:

- 4.1 Identify environmental and resource efficiency issues.
- 4.2 Collect available data on resource use.
- 4.3 Identify and characterise waste streams.
- 4.4 Evaluate data collected on resource use.
- 4.5 Identify options to reduce resource efficiency issues.
- 4.6 Prepare a report and plan of action.
- 4.7 Report plan of action to Management of Skin Deep Salon for approval.
- 4.8 Start implementing plan of action after approval has been given.

It is the goal of Skin Deep Salon to:

- 4.9 Reduce waste production and environmental hazards by selecting a Waste Assessment Team.

It is the responsibility of employees of Skin Deep Salon to:

- 4.7 Report environmental hazards to Management who will inform Waste Assessment Team.

PROCEDURES FOR ENVIRONMENTAL PROTECTION

MINIMISE WASTE

- 5.1 Only stockpile waste if this enables more cost effective recycling.
- 5.2 Avoid accumulation of unnecessary items.
- 5.3 Employees are to be responsible for the waste they produce.
- 5.4 Employees are to be educated in environmentally sound disposal of waste.
- 5.5 Follow the Environmental Waste Disposal Policy when disposing of waste.

REUSING AND RECYCLING

- 5.6 Where possible reuse materials.
- 5.7 Recycle all recyclable materials according to the Environmental Waste Disposal Policy.

SPILLS

- 5.8 All spills must be disposed of correctly according to the Environmental Waste Disposal Policy.

CONSERVING ENERGY

- 5.9 Turn off lights and equipment when they do not need to be operating.
- 5.10 Minimise the use of hot water when it is not needed
- 5.11 Keep doors closed to maximise heating and cooling efficiency.

CONSERVING WATER

- 5.12 Determine the minimum volume of water you need.
- 5.13 Ensure all taps are turned off properly and not dripping.
- 5.14 Turn off hoses at hairdressing basins when not in use.

PRESERVING WATERWAYS

- 5.15 Ensure chemicals are not washed down the sink.

REPORTING

- 5.16 If an employee notices an environmental hazard, employee should take all steps to remove the hazard immediately, providing there is no risk to Work Health and Safety (WHS).
- 5.17 If employee cannot remove hazard or notices any breaches of this Policy, employee should report the environmental hazard to management by completing the Corrective Action Report Form.

End of Document

Skin Deep Salon	DOCUMENT ORIGINATOR	DOCUMENT CONTROL RELEASE	QS-005 VERSION: 02
	Sign	Sign	
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	NAME:		
Housekeeping Policy			

1.0 PURPOSE

To document the policy for housekeeping to ensure safe, hygienic and environmentally sustainable management of normal operations.

2.0 SCOPE

This Policy applies to work areas (Point of sale, treatment areas, storage areas, hazardous goods, walkways, fixtures and display areas) which at all times must be kept CLEAN, UNCLUTTERED and SAFE.

3.0 ASSOCIATED DOCUMENTS

SDS – Safety Data Sheets
Safe Work Policy
Work Health and Safety Legislation
Health and Hygiene Regulations

4.0 HOUSEKEEPING POLICY

- 4.1 All employees must follow the cleaning and linen roster and perform cleaning duties when rostered.

MAINTAINING AND CLEANING WORK AREAS

- 4.2 All employees will work towards maintaining their workplace and common areas in the workplace in a clean and orderly manner. All work areas must be kept in a safe and uncluttered manner.
- 4.3 All tools, equipment and any other workplace items must be stored in their designated places and not left in common areas.
- 4.4 All work surfaces must be cleaned with disinfectant spray at the beginning and end of each day during the opening and closing routine and during the day as needed (ensuring that customers and other staff are not inconvenienced).
- 4.5 Individual work areas are to be kept clean, tidy and uncluttered to ensure that work activities may proceed in an orderly and efficient manner.
- 4.6 To keep work area tidy, all items must be put back into their designated places after use.
- 4.7 Waste from work areas must be disposed of immediately according to the environmental waste disposal policy.
- 4.8 All materials used for cleaning work areas must be placed back in their designated areas so that they can be found easily by work colleagues.
- 4.9 All point of sale areas such as counters and benchtops must remain tidy and uncluttered at all times.
- 4.10 All walkways, aisles and exits must be kept free of debris and uncluttered and in accordance with WHS Legislation. These should be vacuumed or swept at the beginning and end of each day and as needed during the day (ensuring that customers are not inconvenienced).
- 4.11 All walkways and hard floor areas must be mopped at the end of every day according to WHS Legislation and the Safe Work Policy.
- 4.12 Storage areas must be kept clean and organised and in accordance with the Safe Work Policy.

STORAGE OF EQUIPMENT

- 4.13 All equipment used for cleaning the general salon area and equipment used for treatments must be put back into designated places after use to ensure cleanliness of the salon area and to ensure it can be found by other staff easily.
- 4.14 All equipment must be stored in accordance with the manufacturer instructions.

CLEANING AND MAINTAINING EQUIPMENT AND CONSUMMABLES

- 4.14 Electrical equipment such as point of sale equipment and equipment used for treatments must be wiped down with a damp cloth. **Electrical equipment must not have disinfectant solution sprayed directly on to the equipment.**
- 4.15 Check all electrical cords prior to using ALL electrical equipment. Ensure that there are no visible faults and that test tags are in date.
- 4.16 All equipment must be kept in a clean and good working condition.
- 4.17 All equipment, including equipment used for cleaning must be used and cleaned according to the manufacturer's instructions and by following the Safe Work Policy.
- 4.18 Vacuum cleaner dust containers or bags should be emptied after every use where practical.
- 4.19 All consumable materials must be refilled or replaced after use.
- 4.20 All equipment, materials and consumables must be stored in their designated areas. Mops must not be stored on the ground or in buckets.

HEALTH AND HYGIENE

- 4.21 All re-usable equipment used for services must be sanitised or sterilised according to the Health and Hygiene and Skin Penetration Guidelines.
- 4.22 All work areas used for services must be cleaned after the service according to the Health and Hygiene and Skin Penetration Guidelines.
- 4.23 All employees are expected to abide by Health and Hygiene and Skin Penetration Guidelines when carrying out cleaning duties in order to satisfy the requirements of insurances, licences and registration of the premises.

SHELVING AND DISPLAYS

- 4.24 Shelving, fixtures, display areas and all stock they contain should be cleaned and dusted monthly.
- 4.25 Shelved items must be placed in an orderly manner and arranged so that the items cannot easily fall.
- 4.26 When dusting and cleaning shelving or displays, only remove the products from one shelf at a time.
- 4.27 Items on shelves must not be placed in front of shelves so that employees have to climb or reach over these items in order to reach the shelves.

USING CLEANING CHEMICALS AND DISINFECTANT SOLUTIONS

- 4.28 Always wear appropriate PPE when handling chemicals.
- 4.29 All cleaning chemicals must be used and stored according to Manufacturer instructions.
- 4.30 All disinfectant solutions must be diluted according to the Manufacturer's instructions.
- 4.31 Follow the Safe Work Policy when using hazardous chemicals.

WASTE DISPOSAL

- 4.32 All waste must be sorted and disposed of according to the Environmental Waste Disposal Policy.
- 4.33 All waste must be removed from treatment areas and reception area immediately and if unable to be disposed of immediately (such as cardboard boxes) must be stored in storage area in a safe manner until it can be disposed of.
- 4.34 All treatment and contaminated waste must be disposed of according to the Health and Hygiene and Skin Penetration Guidelines.

SPILLS

- 4.35 Liquid spills must be cleaned up immediately and in accordance with the Safe Work Policy.

End of Document

<h1>Skin Deep Salon</h1>	DOCUMENT ORIGINATOR	DOCUMENT CONTROL RELEASE	<h2>QS-006</h2> <p>VERSION: 03</p>
	Sign Date NAME:	Sign Date	
<h3>Merchandising Policy</h3>			

1.0 PURPOSE

To document a framework within which product choices and display techniques can be used to maximise retail sales.

SCOPE

2.0 This policy applies to all employees of Skin Deep Salon that are responsible for merchandising stock.

3.0 DEFINITIONS

Merchandising includes:

- General store character
- Product selection and emphasis
- Product display and promotion
- Pricing
- Education and Advertising
- Product choice

4.0 ASSOCIATED DOCUMENTS

Stock Control Procedures
 Work Health and Safety Legislation (WHS)
 Visual Merchandising Manual

5.0 GENERAL STORE CHARACTER

- 5.1 All merchandising needs to be in line with the standards of the organisation as outlined in the Visual Merchandising Manual.
- 5.2 The focus of all merchandising should be of a high quality standard.
- 5.3 All store merchandising must be in line with the image of the store.
- 5.4 All store merchandising must follow the elements of design which are balance, size, colour, focal point, lighting and simplicity.
- 5.5 When choosing a merchandising theme and props and colours, they must be in similar colours and design to advertising materials and catalogues.

PRODUCT EMPHASIS

To emphasize a product means to give it a more prominent position in the store and to make efforts to increase its sale. This can be done by:

- 5.6 Displaying product in a prominent position and according to the visual merchandising plan.
- 5.7 Price the product at a lower mark-up than other items not being emphasized.
- 5.8 Promoting information about the item and ways to use it to customers.
- 5.9 Providing a new product display area.

UNPACKING MERCHANDISE

- 5.10 Before unpacking merchandise, check over the box to ensure there is no damage or leakage of products. If damage is found, report to supervisor.

- 5.11 Use box cutters to open the box in a safe fashion.
- 5.12 Handle all stock according to stock characteristics. For example, fragile merchandise should be handled with care.
- 5.13 Always unpack merchandise in a place where stock will not get damaged or create a safety hazard.
- 5.14 Validate all merchandise against the purchase order to ensure all stock is received. If stock is missing, contact supervisor.
- 5.15 Identify any damaged stock, mark the stock as damaged on the purchase order, put the stock aside, and report to supervisor.
- 5.16 Store all merchandise according to manufacturer instructions.

PRICING OF PRODUCTS

- 5.17 All products on displays must be individually labelled with the correct price according to legislative requirements. All prices for retail products must be in accordance with the recommended retail price listed by the manufacturer.
- 5.18 All prices must be attached to the bottom of the packaging of products.
- 5.19 Any marked down items must have old price labels removed and all products must be individually labelled with the marked down price.
- 5.20 If the price on the store floor does not match the price when scanning the barcode, the customer should always receive the displayed price on the shop floor.

LOCATION OF DISPLAY AREAS

- 5.12 Display area should be in accordance with the visual merchandising plan.
- 5.13 Always follow WHS legislation when choosing location of display areas. Display areas should not be blocking walkways or aisles.
- 5.14 Display areas should always be in areas of focal points for customers and easily accessible in order to emphasize products.

BUILDING AND ROTATION OF DISPLAYS

- 5.15 All products must be displayed in a straightforward and uncluttered manner.
- 5.16 Displays must be built in accordance with manufacturer instructions and only used up to their load bearing capacity.
- 5.17 Displays should be only used for one month and then a new display must be built.
- 5.18 Displays may be rotated to other areas of the store after one month, but should never stay in the same position in the store for more than a month.
- 5.19 If a display has been rotated to a new area of the store, a new display must be created and replace the rotated display in the old location.

MAINTENANCE OF DISPLAYS

- 5.20 Displays should be replenished as needed and at the beginning and end of every day with old products at the front of the display and new products positioned at the back.
- 5.21 Displays should be wiped over and cleaned of dust every day.

USE OF DISPLAYS

- 5.22 Display cabinets are to be used only for store promotions. Store shelving is to be used for stocking products for retail sales.
- 5.23 Displays should be dismantled and rebuilt every month for new promotions.

MERCHANDISE RANGE

- 5.21 For each cosmetic brand, the employee performing merchandising duties must ensure that ten examples of every retail product the store stocks and sells is displayed on store shelving for customers to see and buy.

End of Document

Skin Deep Salon	DOCUMENT ORIGINATOR	DOCUMENT CONTROL RELEASE	QS-007 VERSION: 03
	Sign	Sign	
	Date	Date	
	NAME:		
Personal Hygiene and Dress Code Policy			

1.0 PURPOSE

To document the policy for the personal hygiene expectations for all employees.

SCOPE

This policy applies to all employees of Skin Deep Salon. If employees do not adhere to this policy, disciplinary action may be taken.

2.0 DEFINITIONS

Nil

3.0 ASSOCIATED DOCUMENTS

Health and Hygiene Regulations
Staff counselling and disciplinary procedures

4.0 PERSONAL HYGIENE

All employees are expected to:

- 4.1 Turn up to work in a clean, ironed uniform if working in the beauty department. Turn up to work in clean, ironed, dark coloured clothes if working in the hair department.
- 4.2 All employees must wear black, enclosed shoes.
- 4.3 If employee is working in the beauty department, hair should be tied back off the face.
- 4.4 Shower every day with soap.
- 4.5 Maintain dental hygiene and brush teeth before work to avoid bad breath.
- 4.6 Have clean, maintained nails.
- 4.7 Wear deodorant to avoid body odour
- 4.8 Maintain personal hygiene throughout the day by washing hands and wearing deodorant.
- 4.9 Wash hands before performing a service on a client according to hand washing procedure in Health and Hygiene Guidelines.
- 4.10 Wash hands after going to the bathroom, handling food or beverages, blowing nose, smoking and performing any other duties that may cause hands to be carrying bacteria.
- 4.11 Employees must not smell of cigarette smoke. Deodorant or perfume must be used after smoking.
- 4.12 Use hand sanitizer before performing a service on a client.

DRESS CODE

Beauty employees

- 4.13 Skin Deep Salon provides beauty department employees with a uniform that must be worn at all times. Employees are expected to attend work in a clean ironed uniform.
- 4.14 If for some reason employee is unable to wear full salon uniform, they must speak to their supervisor who will provide a loan uniform.
- 4.15 Beauty employees must wear black, enclosed shoes with no heel.
- 4.16 Beauty employees must wear black hair bands and hair accessories required to tie hair back.
- 4.17 Beauty employees must not wear jewellery or earrings that dangle from the ears. A wedding ring and one pair of small studs in the ear is acceptable.
- 4.18 Tattoos must not be visible.

Hair employees

- 4.19 Hair employees must wear clean, dark coloured clothes.
- 4.20 Hair employees must wear clean, black, enclosed shoes.

If an employee has any issue in regards to this policy, they must follow the organisation chart of their store and speak to their supervisor who may then consult management.

End of Document

Skin Deep Salon	DOCUMENT ORIGINATOR	DOCUMENT CONTROL RELEASE	QS-008 VERSION: 01
	Sign	Sign	
	Date	Date	
NAME:			
Returns and Refund Policy			

1.0 PURPOSE

To document the policy for customer returns and refunds.

2.0 DEFINITIONS

Nil

3.0 ASSOCIATED DOCUMENTS

Competition and consumer ACT 2010
Point of Sale Transactions Procedures

4.0 RETURNS AND REFUND POLICY

CHANGE OF MIND

- 4.1 If a customer changes their mind about a product they have purchased, the purchase price can be refunded or the goods exchanged under the following conditions:

- Items must be returned within 14 days of purchase.
- Proof of purchase is presented.
- The returned item must be unused.

FAULTY ITEMS

- 4.2 If an item is faulty, wrongly described or different from the sample shown then legal obligations shall be met by refunding the purchase price, exchanging the product or providing a store credit note providing the item is returned within a reasonable time and with proof of purchase.

DOCUMENTATION

- 4.3 Complete a Merchandise return form and follow Point of Sale Transaction Procedures to issue the refund.

End of Document

<h1>Skin Deep Salon</h1>	DOCUMENT ORIGINATOR	DOCUMENT CONTROL RELEASE	<h2>QS-009</h2> <p>VERSION: 05</p>
	Sign	Sign	
	Date	Date	
	NAME:		
<h3>Safe Work Policy and Procedures</h3>			

1.0 PURPOSE

To document the policy for Safe Work practices to ensure the health, safety and welfare of all employees and customers.

2.0 SCOPE

This policy applies to work areas and work activities to maintain a safe working environment by removing or reducing work related risks and ensure all work activities are performed safely.

Definitions

- **Cleaning** – Cleaning should always be used prior to disinfection and sterilisation to remove debris and foreign matter from a tool or piece of equipment. Hot soapy water should be used. Tools and equipment should be dried with a lint free cloth prior to disinfecting and sterilisation.
- **Disinfection** – The chemical or thermal treatment of tools and equipment that have not been contaminated with blood or body fluid to reduce and remove infectious agents from tools and equipment.
- **Sterilisation** – The use of radiation, heat or steam to remove all infectious agents from tools and equipment. Must be used for any equipment contaminated with blood or body fluid or for re-useable equipment used to penetrate the skin.

3.0 ASSOCIATED DOCUMENTS

SDS – Safety Data Sheets
Housekeeping Policy
Work Health and Safety State and Territory regulations
Skin Penetration Guidelines

4.0 SAFE WORK POLICY

Responsibilities

Management is responsible for providing and maintaining:

- A safe working environment
- Safe systems of work
- Facilities for the welfare of workers
- Any information, instruction, training and supervision needed to make sure that all workers are safe from injury and risks to their health.
- Personal protective equipment
- Ensure that the Work Health and Safety ACT and Regulations that apply to working conditions and work environment are observed and enforced.

Employees are responsible for:

- Ensuring their own personal health and safety and that of others in the workplace according to Work Health and Safety Legislation in order for all insurances to be valid.
- Complying with safe work practices with the intent of avoiding injury to themselves and others.
- Wear personal protective equipment and clothing when necessary
- Comply with any direction given by management for health and safety

- Not misuse or intervene with anything provided for health and safety
- Identify hazards and take remedial action if this does not pose a risk to the health and safety of the employee, or others in the workplace.
- Report all accidents and incidents on the job immediately, no matter how trivial
- Report all known or observed hazards to supervisor or manager
- Participating in consultative processes when asked to do so by management

SAFE WORK PROCEDURES

FORMAL RISK ASSESSMENTS

- 4.1 Formal risk assessments must be carried out when new beauty treatments, hair services or equipment are introduced to the salon or when asked to do so by management.
- 4.2 A risk assessment form with the assessed risk must be completed for any identified hazards and submitted to management.
- 4.3 Employee may be required to participate in consultative processes for hazard management.
- 4.4 If the employee identifies hazards in the normal course of performing duties, follow the procedure for dealing with workplace hazards.

REPORTING OF WORKPLACE INCIDENTS

- 4.5 An incident report form must be completed for any of the following incidents in the workplace and submitted to management:
 - All accidents, even where injury has not occurred
 - Injuries
 - Emergencies
 - Dangerous incidents
 - Severe allergic reactions of products

PRE-START CHECKS

Always conduct pre-start checks prior to using equipment. The following procedures should be followed when conducting pre-start checks:

Tools and equipment

- Ensure there are no faults in the tool or piece of equipment to be used.
- Ensure the correct piece of equipment or tool is used to perform the task.
- Ensure all tools and equipment have been sanitised or sterilised according to Health and Hygiene and Skin Penetration Guidelines.

Electrical equipment

- Always ensure electrical equipment is turned off prior to conducting the pre-start check.
- If the equipment has been tested and tagged, ensure it is within the testing date range.
- Check for faults in the equipment such as frayed cords or buzzing sounds.
- Ensure powerboards are not overloaded.
- Ensure the area is free of hazards, such as water or flammable chemicals.
- Always start the equipment in accordance with the manufacturer instructions.

DEALING WITH WORKPLACE HAZARDS

- 4.6 First rule when dealing with workplace hazards – Never put yourself or others at risk to control a hazard. Always ask for assistance from your supervisor if the hazard is beyond your scope of responsibilities, or will pose a risk to health and safety of yourself and others to control the hazard.
- 4.7 When a spill has been identified, display signage straight away if this does not put yourself or others at risk.
- 4.8 Wear personal protective equipment when dealing with the hazard, where appropriate.

- 4.9 Eliminate the hazard if possible if the elimination does not pose a risk to your safety or the safety of others.
- 4.10 In the case of faulty electrical equipment, remove the item from service, tag the item as faulty and store it in the designated area.
- 4.11 Report all hazards to your supervisor or work place safety representative by completing page three of the risk assessment form (complete risk assessment does not need to be carried out for identified hazards during course of normal working day).
- 4.12 Ensure to work in compliance with Hazard Management Procedures QS018.

MAINTAINING WORK AREAS

- 4.13 All exits and walkways must be kept clear of debris, blockages and clutter.
- 4.14 Work areas should be cleaned and maintained in a way that does not interfere with employee or customer safety.
- 4.15 Storage areas must be kept well organised and in a way that does not create a hazard trying to access stored items. Items in storage areas must not be stacked on top of each other higher than 1 metre.
- 4.16 Heavy items in storage areas must be kept on lower levels.
- 4.17 Shelving and display areas should not be overstocked and items should be placed in a safe position so as not to create a hazard by falling on employees or customers.
- 4.18 When cleaning shelving, do not place items in a place that could cause a hazard to employees or customers.
- 4.19 Employees must follow the manual handling industry code of practice when maintaining work areas, especially when using cleaning equipment such as mops and vacuum cleaners.

USING AND MAINTAINING TOOLS AND EQUIPMENT

- 4.20 Always conduct a pre-start check prior to using tools and equipment.
- 4.21 Use all tools and equipment according to manufacturer instructions.
- 4.22 Maintain all tools and equipment according to manufacturer instructions.
- 4.23 Remove any tool or piece of equipment that is not in good working order, tag equipment as faulty and report to manager.
- 4.24 Employees must follow the manual handling industry code of practice for the State or Territory they are working in when using tools and equipment, especially when using cleaning equipment such as mops and vacuum cleaners.
- 4.25 When dealing with electrical equipment, follow electrical safety policy below.

INFECTION CONTROL

- 4.26 All employees are expected to use standard and transmission based precautions to minimise the risk of infection.
- 4.27 All employees are to wear appropriate personal protective equipment to minimise the risk of cross infection. All non-intact skin is to be completely covered with a waterproof dressing prior to performing treatment.
- 4.28 All employees are expected to follow Personal Hygiene Policy.
- 4.29 Skin Penetration Guidelines must be followed when carrying out skin penetration procedures or for any equipment that has accidentally penetrated the skin.
- 4.30 All sharps that are to be disposed of, must be disposed in the sharps container.
- 4.31 All cleaning of instruments must flow from the dirty to clean zone (and sterile zone where appropriate) to avoid cross contamination.
- 4.32 All clean tools and equipment must be stored in the clean area of the workplace to avoid cross contamination with dirty tools and equipment.
- 4.33 All cleaning areas should be wiped over and disinfected prior to cleaning tasks being carried out and after the completion of cleaning tasks.
- 4.34 All re-usable equipment that has not been used for skin penetration must be cleaned and disinfected after use according the Health and Hygiene Guidelines.
- 4.35 All re-usable equipment that has become contaminated with blood or body fluid must be sterilised according to the Health and Hygiene Guidelines.

- 4.36 Any waste containing blood or body fluids must be disposed of into the clinical and related waste bin.
- 4.37 Thermal disinfection can be used for equipment that can handle high temperature in water. The water must be at 80 degrees Celsius and be thermally disinfected for a period of 10 minutes.
- 4.38 Where thermal disinfection is not appropriate, all tools and equipment must be chemically disinfected according to manufacturer specifications. An alcohol solution should be used for metal implements to avoid rust and a hospital grade disinfectant should be used for all other tools and equipment according to the manufacturer instructions.

STERILISATION PROCEDURES

- 4.39 Ensure the sterilisation operation takes place in the “Griffith Autoclave” (example only, and does not replace students brand of workplace sterilising unit).
- 4.40 Read the label on the side of the autoclave to ensure that the last validation is within 12 months, and the last calibration is within 6 months. If the last validation and calibration are outside of these time periods, the unit should not be used to sterilise instruments until it has been maintained.
- 4.41 Wear appropriate personal protective equipment.
- 4.42 Ensure all instruments to be sterilised have been properly washed with appropriate detergent solution, dried with a lint free cloth and stored in the clean (not sterile) zone of the workplace to avoid cross contamination with dirty instruments.
- 4.43 Ensure the number of instruments to be sterilised is less than 10 per cycle (example only), as the Griffith Autoclave has been validated for a maximum load of 10 instruments.
- 4.44 Wear appropriate personal protective equipment throughout the packaging and loading operations.
- 4.45 Obtain the correct number of sterilisation packaging pockets, and visually inspect each one prior to opening. Note: only open the package in the clean zone of the workplace to avoid any potential sources of cross contamination.
- 4.46 Pack the instruments into the sterilisation packaging one at a time, and visually check that the adhesive strip is complete and sealed, and the colour indicator on the packaging is not damaged.
- 4.47 Complete the packaging label. The label MUST include details of person performing the sterilising procedures, date, load number, steriliser number, contents of the load.
- 4.48 When loading the steriliser, place each packaged instrument into the steriliser and ensure that none of the packaging is touching the side of the steriliser, or the packaging of other instruments.
- 4.49 Close the door to the steriliser, and choose a cycle that is within the Australian Standards, as set out below.

Temperature °C	KiloPascal (Kpa)	Milibar	Psi (pounds per square inch)	Holding time
121	103	1030	15	15
126	138	1380	20	10
132	186	1860	27	4
134	203	2060	30	3

- 4.50 At least once during the sterilisation cycle, check that the readings for pressure and temperature shown on the display on the sterilising unit match those on the print out from the sterilising unit, as a basic calibration activity. If the measurements do not match, the sterilisation cycle should be considered a fail, and this should be reported to the supervisor.
- 4.51 After the drying cycle is complete, the steriliser will flash ‘complete’ on the digital display on the front of the sterilising unit.
- 4.52 Wearing appropriate personal protective equipment, remove each instrument one at a time and validate the load, ensuring that the adhesive seal is still intact, the packaging is dry and that the colour indicator has changed.
- 4.53 If the load has not passed, place all items back in the dirty zone of the premises to be sterilised again.
- 4.54 If the load has passed, remove the sterilised instruments in their intact packaging to an appropriate clean storage area for use. Note: long term supplies of sterilised instruments should not be made as the packaging, and hence the sterility, can be compromised over extended storage times.
- 4.55 If in doubt of the sterility of an instrument, contact your supervisor prior to placing the instruments in the clean storage area.

- 4.56 Once sterilisation duties have been completed, inspect and clean the steriliser.
- 4.57 Clean the cleaning and sterilising area by wiping with disinfectant.

ELECTRICAL SAFETY

- 4.58 Always conduct a pre-start check prior to using any electrical equipment.
- 4.59 Use all electrical equipment according to manufacturer instructions.
- 4.60 Remove or replace electrical cords with exposed wires or faults, tag equipment as faulty and report to manager using hazard report form.
- 4.61 Follow the Hazard Management Procedure for faulty equipment if you have identified an equipment fault.
- 4.62 Do not overload power boards.
- 4.63 All electrical equipment is to be tested and tagged every twelve months with the date it was inspected.
- 4.64 Do not run electrical leads across floors. Try to keep cleaning duties such as vacuuming to opening and closing times. If unavoidable, ensure you carry out procedure in a safe way that will not cause harm to employees or customers.
- 4.65 Inspect all electrical equipment every day during opening procedure.
- 4.66 Do not have water near electrical equipment.
- 4.67 Report all incidents of electrical malfunctions, including short circuits, overloaded circuits to management.

DEALING WITH CHEMICALS INCLUDING HAZARDOUS CHEMICALS

- 4.68 Always wear Personal Protective equipment provided when using chemicals.
- 4.69 Read Safety Data Sheet (SDS) prior to using any chemical.
- 4.70 Use all chemicals according to Manufacturer instructions.
- 4.71 Read warning labels and HAZCHEM labels to ensure you are using chemical safely
- 4.72 Store chemicals in their designated place.
- 4.73 When disposing of chemicals, solidify with absorbent material and place in airtight container in general waste. Do not throw down the sink.
- 4.74 All employees must follow the managing hazardous chemicals code of practice when dealing with hazardous chemicals.

FOLLOW EMERGENCY PROCEDURES

- 4.75 In the case of an emergency, all employees must follow the Accident and Emergency Procedures

PARTICIPATE IN CONSULTATIVE PROCESSES

- 4.76 All employees must participate in consultative processes for managing risks in the workplace when asked to do so by management.
- 4.77 WHS consultation meetings may happen in a group or individually.

End of Document

Skin Deep Salon	DOCUMENT ORIGINATOR	DOCUMENT CONTROL RELEASE	QS-010 VERSION: 02
	Sign	Sign	
	Date	Date	
NAME:			
Salon Quantities and Measurements Policy			

1.0 PURPOSE

To document the policy for salon quantities and measurements so that the treatment is performed in a manner which minimises waste and is profitable for the salon.

2.0 DEFINITIONS

N/A

3.0 ASSOCIATED DOCUMENTS

SDS – Safety Data Sheets
Health and Hygiene Regulations
General Services Policy

4.0 PROCEDURE

- 4.1 Perform treatment according to the General Services Policy.
- 4.2 Perform the service attempting to stay within the following guidelines for product quantities and measurements

Product	Measurement
Beauty Employees	
False Eye Lashes	1 pair or maximum of 10 single lashes
Foundation	Size of a 5c piece
Cleanser	Size of a 20c piece
Toner	Enough to dampen a cotton pad
Exfoliant	Size of a twenty cent piece
Serum	Size of a 5c piece
Mask	According to manufacturer instructions
Moisturiser for face	Size of a 10c piece
Massage medium for manicure and pedicare services	Size of a fifty cent piece for each hand or leg
Cuticle care products	One drop on each nail
Hair Employees	
Shampoo	10c piece
Conditioner	20c piece
Tint for Regrowth	20grams
Lightener for Half head foils	30grams
Serum	5c piece
Leave in Cream	10c piece
Mousse	1 pump
Developer for regrowth	20grams

NOTE: Check with Salon manager if you believe a service is going to use more product than indicated in the above table

End of Document

Skin Deep Salon	DOCUMENT ORIGINATOR	DOCUMENT CONTROL RELEASE	QS-011 VERSION: 02
	Sign	Sign	
	Date	Date	
	NAME:		
Salon Time Management Policy			

1.0 PURPOSE

To document the policy for salon services so that the treatment is performed in a manner which is typical for the service and profitable for the salon

2.0 ASSOCIATED DOCUMENTS

SDS – Safety Data Sheets
Work Health and Safety Act
Health and Hygiene Regulations
General Services Policy

3.0 PROCEDURE

- 3.1 Perform treatment according to General Services Policy.
- 3.2 Perform the service staying within the following guidelines for treatment times.

Treatment/Hair Service	Minimum and Maximum Times
Beauty Employees	
Make-up service	45 minutes
Make-up service with false lash application	60 minutes
Remedial camouflage full make-up service	60 minutes
Remedial camouflage service only	20 minutes
Product Demonstration	30 minutes
Relaxation Massage	60 minutes
Aromatherapy Massage	60 minutes
Express manicure	30 minutes
Deluxe manicure	60 minutes
Express pedicure	30 minutes
Deluxe pedicure	60 minutes
Brow wax	15 minutes
½ leg wax	30 mins
Full leg wax	45 mins
Bikini line wax	15 mins
Underarm wax	15 mins
Arm wax	20 mins
Any facial waxing	10 mins
Hair Employees	
Regrowth Tint Colour	15mins
Semi-Permanent Colour	20mins
Hair Cut	45mins
Blowdry	30mins
Haircut with Blowdry	60mins
Half Head Foils	45mins

NOTE: If a client has learning or physical disabilities or their English is not fluent the maximum times may be exceeded. Check with Salon manager if you believe a service is going to take more time than indicated in the above table

- 3.3 When booking clients, the relevant time above must be marked out in the appointment software system for the appropriate therapist/hairdresser, with an extra 10 minutes added for cleaning duties after treatment.
- 3.4 No appointment should be made with a shorter time than specified in 3.3 to avoid overbooking and customer waiting times.

End of Document

Skin Deep Salon	DOCUMENT ORIGINATOR	DOCUMENT CONTROL RELEASE	QS-012 VERSION: 02
	Sign	Sign	
	Date	Date	
	NAME:		
Cash Handling and Store Security Policy			

1.0 PURPOSE

To document the policy for cash handling procedures and maintaining security in the store.

2.0 DEFINITIONS

POS means point-of-sale terminal

3.0 ASSOCIATED DOCUMENTS

Point of Sale Transaction Procedures
Store Operations Procedures

4.0 POLICY

All employees are expected to ensure security of the store in the following areas:

CASH HANDLING

- 4.1 Always store all cash in secure designated area.
- 4.2 Cash draws at point-of-sale terminals must never be left open unless a transaction is being processed.
- 4.3 Access to point-of-sale terminal must be restricted to authorised personnel.
- 4.4 Clear point-of-sale and transfer tender every two hours or when cash in register exceeds \$800.
- 4.5 When removing and transporting cash, always proceed to the secure designated area with one other person.
- 4.6 Never leave an active point-of-sale terminal unattended or out of clear view.
- 4.7 When balancing the register, ensure it is done at the end of the day and all outside doors are locked.

BALANCING REGISTER

- 4.8 If errors in reconciliation of takings come to the amount of less than \$20, fill out a reconciliation form and give it to your supervisor.
- 4.9 If errors in reconciliation of takings come to an amount of more than \$20, contact your supervisor who will investigate the matter.

End of Document

Skin Deep Salon	DOCUMENT ORIGINATOR	DOCUMENT CONTROL RELEASE	QS-013 VERSION:04
	Sign	Sign	
	Date	Date	
	NAME:		
Environmental Waste Disposal Policy			

1.0 PURPOSE

To document the policy for waste disposal to ensure safe, hygienic and environmentally sound management of normal operations.

2.0 SCOPE

This procedure applies to sinks, rubbish disposal areas and client treatment areas.

3.0 ASSOCIATED DOCUMENTS

SDS – Safety Data Sheets
 Safe Work Policy
 Housekeeping Policy
 Salon Quantities and Measurement Policy
 Environmental Protection Legislation
 Work Health and Safety (WHS) Legislation
 Health and Hygiene Regulations

4.0 POLICY

GENERAL AND TREATMENT WASTE

- 4.1 Appropriate waste disposal is the responsibility of all employees
- 4.2 Waste should be removed from all work areas promptly and according to WHS Legislation and Health and Hygiene Regulations.
- 4.3 In the case that waste can't be disposed of promptly such as in the case of disposing of boxes from a delivery of product orders, remove waste from reception or service areas and store in storage area safely until waste can be disposed of.
- 4.4 All general waste must be sorted into cardboard boxes, recyclable materials and general waste such as food scraps, treatment waste and consumables.
- 4.5 Cardboard boxes are to be flattened down and disposed of in the designated area for cardboard waste.
- 4.6 Recyclable materials are to be disposed of into the recycling bin.
- 4.7 General waste and treatment waste should be disposed of immediately into the lined waste bin and be emptied at the end of every day and as needed during the day.

CHEMICAL AND HAZARDOUS WASTE

- 4.8 Wear appropriate Personal Protective Equipment (PPE) when dealing with chemical or hazardous waste (read Safety Data Sheet for appropriate PPE).
- 4.9 Dilute detergents and disinfectants may be disposed of down the sink and flushed with at least 30 seconds of running water.
- 4.10 Solvents such as methylated spirits are NOT to be disposed of down the sink.
- 4.11 When disposing of solvents, solidify with absorbent material and place in airtight container/plastic bag and put into general waste bin.

SHARPS

- 4.12 All disposable sharps MUST be disposed of in the sharps container.

CLINICAL WASTE

- 4.14 Any waste that contains blood or body fluids must be disposed of in the bin labelled clinical and related waste.

EXCESS PRODUCT FROM TREATMENTS OR SERVICES

- 4.15 Any product that is being used on a client must NOT be returned to the original container.
- 4.16 To avoid waste follow the Salon Quantities and Measurement Policy
- 4.17 Once removed from the container it must be disposed of in accordance with the manufacturer instructions.

NOTE: If in doubt of how to dispose of any item consult with management.

WATER WASTE MINIMISATION

- 4.18 Any leaking taps are to be reported to management immediately.
- 4.19 Taps should not be left running unnecessarily.
- 4.20 Water use should be measured to avoid overuse.
- 4.21 Fill sink with an amount of water that is appropriate for the cleaning task being undertaken. Avoid overfilling sink.
- 4.22 Avoid washing equipment under a running tap.
- 4.23 Always turn hoses off at the hairdressing basin when not in use.

POWER MINIMISATION

- 4.24 Do not leave electrical equipment turned on when not in use.
- 4.25 Turn off lights when not in use.
- 4.26 All non-essential electrical equipment is to be turned off at the end of the working day.

End of Document

Skin Deep Salon	DOCUMENT ORIGINATOR	DOCUMENT CONTROL RELEASE	QS-023 VERSION: 01
	Sign	Sign	
	Date	Date	
NAME:			
Social Media Policy			

1.0 PURPOSE

To provide guidelines for appropriate engagement with social media to assist in ensuring you do not compromise yourself or Skin Deep Salon.

2.0 SCOPE

This policy applies to all employees of Skin Deep Salon.

3.0 DEFINITIONS

Social Media is any online platform or application that allows collaboration, communication and/or interaction. These platforms and applications are included but not limited to the following:

- Social networking sites: e.g. Facebook, LinkedIn, Myspace, Google+
- Video and photo sharing sites: e.g. YouTube, Vimeo, Instagram, Flickr
- Blogging and Microblogging sites: e.g. Wordpress, Blogger, Twitter, Tumblr, Snapchat
- Wikis: e.g. Wikipedia

4.0 ASSOCIATED DOCUMENTS

Bullying and Harassment Policy
Code of Conduct Policy

5.0 SOCIAL MEDIA PRINCIPLES

The following principles act as a guide to help you determine the appropriate use of social media. These principles apply when engaging with social media in relation to both practical use of social media, and to your responsibilities as an employee of Skin Deep Salon:

- 5.1 Familiarise yourself with the Skin Deep Salon Code of Conduct Policy.
- 5.2 Do not post anything on behalf of Skin Deep Salon unless you are authorised to do so.
- 5.3 Always maintain confidentiality of Skin Deep Salon's information and respect the privacy and reputation of others.
- 5.4 Always seek written consent prior to using other people's information (such as logos, images, photographs, or trademarks etc. with the exception of photos shared on social media where a credit is posted alongside the content).
- 5.5 When referencing information or content, where possible, provide a link back to the source.
- 5.6 Only authorised Skin Deep Salon spokespeople can respond to complaints or criticisms about the Company on any public site to ensure fact based responses.
- 5.7 Be positive, courteous, respectful and constructive in all interactions on social media, and when you are referring to Skin Deep Salon and its employees or customers.
- 5.8 When discussing Skin Deep Salon or related matters on the Internet, you must identify yourself and your role at Skin Deep Salon. Always ensure you make it clear whether what you are saying is your own opinion, or that of the Company's. For example, if you create a blog about beauty and mention you work at Skin Deep Salon, you should use a disclaimer such as "The content on this site is my own and does not necessarily represent the position or opinions of Skin Deep Salon."

- 5.9 You are personally responsible for the content you post on social media. Always remember that once you have posted it on the Internet, it is almost always viewable by the public and can be near impossible to remove it completely.
- 6.0 **BREACH OF POLICY**
Certain conduct is inappropriate at any time when you are online, including in a personal capacity. It is important to remember that social media platforms are public forums and there may be implications in your actions, either by Skin Deep Salon or legally, if you engage in any of the following:
- Harassment, Discrimination or Bullying
 - Illegal or Unethical Behaviour
 - Breaches of Confidentiality
 - Privacy
- 6.1 Under no circumstances should offensive or derogatory comments be made about Skin Deep Salon, your colleagues, employers, customers, or any third parties on the Internet. This may amount to cyber-bullying and could be deemed a disciplinary offence.
- 6.2 Circumstances where use of social media may result in disciplinary action include but are not limited to the following:
- Using social media to bully, harass or discriminate against work colleagues, customers and/or third parties;
 - Posting of defamatory content on social media;
 - Posting workplace disputes or grievances on social media;
 - Using offensive language or posting offensive content on social media;
 - Disclosure of confidential information or intellectual property on the sites; or
 - Serious and/or repeated breaches of this policy.
- 6.3 Employees who engage in breach of policy, even outside the workplace, may be liable to face disciplinary action. Failure to comply with this policy may result in disciplinary action being taken against employees up to and including termination of employment.
- 7.0 **MATERIAL POSTED BY OTHERS**
If you see any content which you believe is inappropriate in relation to Skin Deep Salon or its employees on social media, you should inform the Salon Manager. You are not to respond on behalf of the Company unless authorised to do so.

SKIN DEEP SALON SOCIAL MEDIA CODE OF CONDUCT

- 5.12 **Harassment, Discrimination and Bullying**
- Do not discriminate against people due to their race, gender, religion, sexual preference, or any other perceived difference.
 - Do not engage in conduct online that may humiliate or offend colleagues, employers, customers, suppliers, or any other third party.
- 5.13 **Illegal or Unethical Behaviour**
- Always respect copyright, intellectual property and privacy laws.
 - Do not use Skin Deep Salon logos or trademarks without pre-approval.
- 5.14 **Privacy**
- Do not discuss Skin Deep Salon's confidential information.
 - Do not disclose other people's or company's confidential information (including colleagues, customers, suppliers, and all other third parties).
 - Only disclose publicly available information about Skin Deep Salon.

End of Document

Skin Deep Salon	DOCUMENT ORIGINATOR	DOCUMENT CONTROL RELEASE	QS-014 VERSION: 03
	Sign Date NAME:	Sign Date	
Cash Handling and Store Security Procedures			

1.0 PURPOSE

To document the procedures for cash handling and maintaining security in the store to avoid the risk of personal harm to employees and other staff and theft of money and merchandise.

2.0 DEFINITIONS

POS means point-of-sale

POST meant point-of-sale terminal

3.0 ASSOCIATED DOCUMENTS

Point of Sale Transactions Procedures

Store Operation Procedures

Fair Trading Act

4.0 PROCEDURES

All employees are expected to ensure security of the store in the following areas:

CASH HANDLING

- 4.1 Always store all cash in the secure designated area.
- 4.2 When counting money, ensure it is not done in clear view of customers or the general public.
- 4.3 Cash draws at POST must never be left open unless a transaction is being processed.
- 4.4 Avoid being distracted when cash draw is open.
- 4.5 Always maintain security of the register by never leave the key in the register draw when it is closed.
- 4.6 Never leave cash outside the cash draw when the draw is closed.
- 4.7 Access to the POST must be restricted to authorised personnel only.
- 4.8 Clear POST and transfer tender every two hours or when cash exceeds \$800.
- 4.9 When clearing the POST, always leave the float of \$300 in the POST.
- 4.10 Cash cleared from the register must be transported immediately to the secure designated area.
- 4.11 Always take care of your own safety when transporting cash. If you feel unsafe, transport cash with another staff member.
- 4.12 Never leave an active POST unattended or out of clear view.
- 4.13 When balancing the POST, ensure it is done at the end of the day and all outside doors are locked.

BALANCING REGISTER

- 4.14 If errors in reconciliation of takings come to the amount of less than \$20, fill out a reconciliation form and give it to your supervisor.
- 4.15 If errors in reconciliation of takings come to an amount of more than \$20, contact your supervisor who will investigate the matter.

SECURITY OF EFTPOS MACHINE

- 4.16 Ensure EFTPOS machine is never left unattended.
- 4.17 Store EFTPOS machine in secure designated place.

SHOPLIFTING PROCEDURES

If employee suspects a person of shoplifting or sees an act of shoplifting, employees are expected to:

- 4.18 Observe the suspected shoplifter and inform other staff members if possible.
- 4.19 Approach the suspected shoplifter upon leaving the store and ask to look in their bag. If the employee feels nervous or unsafe approaching the suspected shoplifter, ask another member of staff for assistance or call security.
- 4.20 Always treat the suspected shoplifter in a polite, discreet, yet firm and professional manner.
- 4.21 If suspected shoplifter refuses to cooperate, explain that the store has a right under the Fair Trading Act to inspect bags. Show the customer the sign on the front door.
- 4.22 If suspected shoplifter still refuses to cooperate, call management or security.
- 4.23 If it is determined suspected shoplifter has stolen merchandise report to security and police.
- 4.24 If at any point during these procedures, the suspected shoplifter becomes aggressive or physically threatening, remove yourself from the situation and call security or police.

MISSING AND STOLEN PRODUCTS PROCEDURES

- 4.25 As soon as it is discovered that merchandise, equipment or money is missing or has been stolen, notify management immediately.
- 4.26 If you see another staff member or know of another staff member stealing stock or acting suspiciously. Do not approach or question the staff member yourself. Report the incident straight to management.

SECURITY OF PRODUCTS ON STOCK FLOOR

- 4.27 Ensure all display cabinets containing stock are only opened to remove stock for sales and are immediately re-locked.
- 4.28 All keys for cabinets should be stored in the secure designated place.
- 4.29 Stock rooms should always remain locked and only be accessed by staff members who have received appropriate training.

EXTERNAL CONTRACTOR SECURITY

- 4.30 External contractors should not be allowed into stock room unless supervised by a member of staff.
- 4.31 External contractors should be treated in a similar manner as customers when it comes to the security of cash and equipment.

End of Document

Skin Deep Salon	DOCUMENT ORIGINATOR	DOCUMENT CONTROL RELEASE	QS-015 VERSION: 02
	Sign	Sign	
	Date	Date	
	NAME:		
Customer Service and Sales Procedures			

1.0 PURPOSE

To document the requirements for customer service and sales procedures so that staff effectively apply selling techniques and tools in order to achieve sales objectives and profitable growth.

2.0 SCOPE

These procedures apply to all employees of Skin Deep Salon that are involved in the sale of products and services.

3.0 ASSOCIATED DOCUMENTS

Customer Service Policy and Procedures
Safe Work Policy and Procedures
Australian Consumer Legislation
Point of Sale Transaction Procedures

4.0 SALES PERFORMANCE

Staff are expected to achieve the agreed sales target/objectives which are set by your manager by:

- 4.1 Controlling merchandise quantities.
- 4.2 Maintain good relationships with customers by following the Customer Service Policy and Procedures.
- 4.3 Sell promotions to appropriate customers.
- 4.4 Keeping product knowledge up to date.
- 4.5 If unsure about the details of a product, refer customers to the product specialist.
- 4.6 Confirming product knowledge with other staff members.
- 4.7 Identifying sales opportunities.
- 4.8 Always trying to make sales of complementary products or services to customers without being "pushy."
- 4.9 Sell add on products and services.

CUSTOMER SERVICE

- 4.10 Greet customer according to Customer Service Policy and Procedures.
- 4.11 Question customer accordingly to identify their needs and requirements.
- 4.12 Recommend appropriate products and services according to client requirements and client budget.
- 4.13 Identify and acknowledge customer objections.
- 4.14 Offer Solutions to customer objections.
- 4.15 Advise client on proper use of products including any safety requirements of products and adverse reactions.
- 4.16 Perform sale according to Point of Sale Transaction Procedures.

PRODUCT RECOMMENDATIONS

- 4.17 All employees have an ethical duty to ensure they give correct and appropriate advice when giving product recommendations to clients. If an employee does not have appropriate product knowledge, employee should refer customer to product specialist.

CONSUMER LAW

- 4.17 Always provide customers with accurate and truthful information about products and services.
- 4.18 Accurate prices must be displayed clearly for all product
- 4.19 Customers are entitled to repair, refund or exchange outlined in the Returns and Refund Policy.

End of Document

<h1 style="margin: 0;">Skin Deep Salon</h1>	DOCUMENT ORIGINATOR	DOCUMENT CONTROL RELEASE	<h2 style="margin: 0;">QS-016</h2> <p style="margin: 0;">VERSION: 02</p>
	Sign	Sign	
	Date	Date	
NAME:			
<h3 style="margin: 0;">Emergency and critical incident Procedures</h3>			

1.0 PURPOSE

To document the procedure for employees to follow when dealing with an emergency situation.

2.0 SCOPE

This procedure applies to all employees and visitors and covers the actions that must be taken by various personnel from the time of incident or emergency is detected.

It is clearly recognised that each emergency will have its own features that cannot be completely anticipated here. This document gives the general structure for the management of a variety of foreseeable emergency situations.

ASSOCIATED DOCUMENTS

Work health and Safety Legislation

3.0 DEFINITIONS

Emergency - is an unplanned or imminent event that affects or threatens the health, safety or welfare of people, property and infrastructure and which requires a significant and coordinated response.

Emergency Management – is the coordination of an emergency response and management of recovery. The aim of emergency management is to minimise the physical and psychological impacts on all parties and assets.

Critical incident - is an unexpected, traumatic event, involving personal or professional threat which evokes extreme stress, fear or injury.

4.0 ASSOCIATED PERSONNEL

First aid personnel

Work Health and Safety Officer

Personnel responsible for evacuation procedures

Nominated fire warden

Nominated first aid officer

5.0 PROCEDURE

FIRE

- 5.1 In the event of a minor fire incident where there are no naked flames and it is safe to put out, then attempt to do so using an extinguisher or fire blanket if you are confident and trained to do. Report the incident to the fire warden.
- 5.2 If the fire is significant, do not attempt to put the fire out. You should trigger the fire alarm.
- 5.3 Regardless of whether you trigger the alarm or hear the alarm, immediately evacuate the building, following evacuation procedures and proceed to evacuation point.

- 5.4 Your fire warden will contact the appropriate emergency services and take a role call to ensure everyone has safely evacuated the building.
- 5.5 If you have knowledge of the cause of the fire, contact your fire warden.

EVACUATION

- 5.6 In the event of an alert to evacuate, either verbal or by alarm proceed in an orderly fashion along designated routes to the designated assembly area.
- 5.7 When evacuating, walk, do not run. Running is a slip, trip or fall hazard which could lead to serious injury during an evacuation.
- 5.8 Use the nearest available exit and do not use elevators.
- 5.9 Leave belongings behind.
- 5.10 Ensure assistance is provided to anyone having difficulty and people with disabilities or special needs.
- 5.11 Personnel responsible for evacuation procedures will register staff attendance and customers on the premises at the time of evacuation.
- 5.12 Remain at the assembly area until advised by the Work Health and Safety Officer and/or emergency personnel that it is safe to return to the premises.

PHYSICAL THREAT OR HOLD UP SITUATION

- 5.13 In the event of an aggressive person, try to calm the person, acknowledge their feeling of frustration and ask them to explain their needs.
- 5.14 If the aggressive behaviour continues, try to leave the situation and seek assistance.
- 5.15 If the person is becoming increasingly aggressive or threatens violence, withdraw from the situation immediately.
- 5.16 In the event of a hold up situation, assume the offender is armed and that any firearms are loaded.
- 5.17 Comply with instructions given by the offender, doing no more or less than what you are told to do and answer all questions asked.
- 5.18 Do not attempt to disarm the offender.
- 5.19 Take mental notes of details about the offender and any items that are touched by the offender.
- 5.20 If it is safe to do so, raise the alarm.

ELECTRIC SHOCK

Minor shocks

- 5.21 If you or someone else suffers from a mild electrical shock, you should report the incident to your manager or supervisor. Incidences of static electrical shocks do not need to be reported, unless they are a frequent occurrence when using electrical equipment for treatments.
- 5.22 If the mild shock has happened from faulty equipment, then the equipment should be removed from use until it has been properly tested. A hazard report form should be completed and given to manager or supervisor.
- 5.23 Complete an incident report form and give it to your manager or supervisor.

Severe shocks

- 5.24 Check the area of the incident carefully. If the person being shocked is still in contact with the electrical source, do not touch them. If possible turn off electricity at the power box.
- 5.25 Never use water, even if there is a fire, as water can conduct electricity.
- 5.26 If possible, turn the electricity off at the power box, the circuit breaker or the fuse box.
- 5.27 Call emergency services.
- 5.28 Follow first aid and medical emergency procedures.

FIRST AID AND MEDICAL EMERGENCY

- 5.29 If a person is seriously injured or ill, phone an ambulance immediately.
- 5.30 Call out to other staff for help and to the nominated first aid officer.
- 5.31 Stay with the injured or ill party if safe to do so. Never put yourself at risk of harm to stay with the injured party.
- 5.32 Send someone outside to flag down the ambulance.

- 5.33 For less serious incidents contact the first aid officer who can manage minor incidents such as cuts, bruises and grazes by using the first aid kit.
- 5.34 Always follow first aid instructions listed on Safety Data Sheet (SDS) for any chemical accidents of incidents.
- 5.35 For any first aid or medical emergency, complete an incident report form.

End of Document

Skin Deep Salon	DOCUMENT ORIGINATOR	DOCUMENT CONTROL RELEASE	QS-017 VERSION: 02
	Sign	Sign	
	Date	Date	
	NAME:		
General Services Procedures			

1.0 PURPOSE

To document the procedures for all beauty and hairdressing services provided so that the service adheres to Work Health and Safety Legislation and Health and Hygiene Regulations and produces the required result for the client.

2.0 DEFINITIONS

Personal protective equipment means gloves, apron and goggles.

3.0 ASSOCIATED DOCUMENTS

SDS – Safety Data Sheets
Work Health and Safety Act
Health and Hygiene and Skin Penetration Guidelines

4.0 PROCEDURE

PREPARATION OF SERVICE AREA

- 4.1 Prepare service area in accordance with Health and Hygiene and/or Skin Penetration Guidelines and Work Health and Safety Legislation.
- 4.2 Ensure service area has been cleaned and sanitised by spraying and wiping with disinfectant.
- 4.3 Ensure all products, tools and equipment needed for the service are set up and available in the treatment room/service area, prior to the service beginning.
- 4.4 Prepare service area ensuring it is clean and tidy and all tools and equipment to be used are sanitised or sterilised (according to Health and Hygiene and/or Skin Penetration Guidelines) prior to use.
- 4.5 All disposable tools and equipment should be available in appropriate quantities needed for the service, and set up in the treatment room/service area, prior to the service beginning.
- 4.6 Ensure any tools used for skin penetration have been sterilised.
- 4.7 Service area should be set up with clean linen for every client, including disposable table mats and bed sheeting where appropriate.
- 4.8 Ensure a lined waste bin is easily accessible for all services. All waste containing blood and body fluids is to be disposed of into the clinical and related waste bin.

PREPARATION OF CLIENT

- 4.9 All new clients are to complete a consultation form.
- 4.10 Returning clients are to check over existing consultation forms and confirm everything is still correct.
- 4.11 To prepare the client, perform a client consultation to understand the client's desired outcome from the service.
- 4.12 Establish that there are no contra-indications present that would prevent the service.
- 4.13 If there are any contagious contra-indications present that will prevent service, explain to the client that the service cannot be performed. Do not diagnose the contra-indication and refer the client to a medical practitioner.
- 4.14 Determine if there are any contra-indications present that may cause you to have to alter the service.
- 4.15 Develop a treatment/service plan applicable to the service that is required by the client.
- 4.16 Ensure the client is gowned correctly before proceeding with the service.

PREPARATION OF THERAPIST/HAIRDRESSER

- 4.17 Ensure you follow the Personal Hygiene and Dress Code Policy prior to carrying out any services.
- 4.18 Prior to performing any service wash your hands using warm water and the correct handwashing technique according to Health and Hygiene Guidelines.

- 4.19 Ensure any non-intact skin is covered with a waterproof dressing.
- 4.20 Use appropriate personal protective equipment prior to commencing service, such as single use, disposable gloves, aprons and protective eyewear (if needed).

SERVICE PERFORMANCE

- 4.21 Perform the service staying within the guidelines of the salon time management policy.
- 4.22 Perform the service staying within the guidelines of the salon quantities and measurements policy.
- 4.23 Always ensure your client's comfort is maintained throughout the service by observing the client's reactions to the service and asking them if they are comfortable.

HEALTH AND HYGIENE

- 4.24 All employees are expected to abide by Health and Hygiene and Skin Penetration Guidelines when performing treatments in order to satisfy the requirements of insurances, licences and registration of the premises

EVALUATION OF SERVICE AND PROVIDING POST TREATMENT ADVICE

- 4.25 Check with the client that the service has delivered the desired outcome.
- 4.26 Perform any reasonable adjustments to the outcome that the client requires.
- 4.27 Record the service outcome on the treatment/service plan and any adjustments made.
- 4.28 Give the client post treatment/service advice and advice on homecare.
- 4.29 Always attempt to sell appropriate products to clients after all services.
- 4.30 Record any products purchased on treatment/service plan.
- 4.31 After service is completed, attempt to rebook the client for the same or a new service.

CLEANING EQUIPMENT AND SERVICE AREA

- 4.32 Ensure all disposables are put in the waste bin in accordance with Health and Hygiene Regulations and the Environmental Waste Disposal Policy.
- 4.33 Ensure all non-disposable tools are removed for disinfection or sterilisation according to Health and Hygiene Regulations.
- 4.34 Ensure all disposable sharps are disposed of according to Health and Hygiene Regulations in the sharps bin.
- 4.35 Wipe down service area with disinfectant solution.
- 4.36 All linen must be cleaned after every client according to linen cleaning roster.

End of Document

<h1 style="margin: 0;">Skin Deep Salon</h1>	DOCUMENT ORIGINATOR	DOCUMENT CONTROL RELEASE	<h2 style="margin: 0;">QS-018</h2> <p style="margin: 0;">VERSION: 03</p>
	Sign	Sign	
	Date	Date	
	NAME:		
<h3 style="margin: 0;">Hazard Management Procedures</h3>			

1.0 PURPOSE

To document the procedure for employees to follow when dealing with a potential hazard

2.0 DEFINITIONS

Hazard means anything that could cause injury.

Risk is the possibility that harm to a person may occur when exposed to the hazard.

3.0 ASSOCIATED DOCUMENTS

Work Health and Safety Legislation

Safe work Policy

4.0 PROCEDURE

4.1 Identify the hazard

4.2 Assess the risk

PROCEDURE FOR DEALING WITH A SPILL

- 4.3 Before cleaning any spill, always assess the risk in cleaning the spill. Never put yourself or others at risk to clean a spill. If it is unsafe to clean a spill, such as water on an electrical source, notify management immediately.
- 4.4 In the case of a spill of liquid, food or other substance, display signage immediately.
- 4.5 Wear appropriate Personal Protective Equipment to clean spill.
- 4.6 If the spill is a hazardous substance, follow the Safe Work Policy section in dealing with chemicals and hazardous substances. This means clean the spill using absorbent paper and dispose of in a plastic bag in general waste.
- 4.7 If the spill is a flammable substance, look for any sources of ignition and remove them. If there is any electrical equipment nearby turn it off immediately.
- 4.8 If the spill is not a hazardous substance, eliminate the spill by sweeping, mopping or cleaning.
- 4.9 If you are unsure of the contents of the spill, always treat the spill as hazardous.
- 4.10 Fill out an incident report form and either fax, email or give it to management.

PROCEDURES FOR BLOOD OR BODY FLUID SPILLS

- 4.10 Ensure any non-intact skin is covered with waterproof dressing.
- 4.11 Wear single use gloves, apron and protective eyewear to protect self from infection risks.
- 4.12 Soak up blood or body fluid using paper towels.
- 4.13 Dispose of paper towels immediately into clinical and related waste bin.
- 4.14 Wash affected areas with warm water and detergent and bleach solution using 1:4 diluted bleach.
- 4.15 Rinse and dry affected areas using paper towels.
- 4.16 Dispose of paper towels into clinical and related waste bin.
- 4.17 Dispose of gloves into the clinical and related waste bin.
- 4.18 Wash hands thoroughly and pat dry.
- 4.19 Report incident using incident report form to supervisor

PROCEDURE FOR DEALING WITH CONTAMINATED NEEDLE STICK OR SHARPS INJURY

- 4.20 This procedure should be followed for any unintended skin penetration event by an instrument that has, or may have been contaminated by blood or body fluid. Examples are needles, scissors, tweezers, etc
- 4.21 If the instrument is disposable, dispose of the instrument that caused the injury safely in a sharps container.
- 4.22 If the instrument is not disposable, remove the instrument that has caused the injury to a safe non-sterile area.
- 4.23 If the unintended injury has occurred in an area on a person that is clothed, gowned or gloved, remove the garment where possible and place in a safe, non-sterile area.
- 4.24 If this is not possible, remove the garment as much as practical so that it does not continue to come into contact with the affected area of the body.
- 4.25 If the affected area of the body is bleeding, allow bleeding to occur for approximately 1 minute and handle blood, blood containing drapes or towels, using appropriate personal protective equipment. Remove any blood contaminated drapes or towels to safe and non-sterile area in accordance with blood spill procedures.
- 4.26 As soon as practically possible wash the affected area with soap and running tap water.
- 4.27 If you are treating yourself, apply antiseptic to the area, followed by a clean dressing.
- 4.28 If you are treating someone else suffering a stick injury, obtain and wear a fresh pair of gloves and then apply antiseptic, followed by a dressing to the affected area.
- 4.29 Report the incident to your supervisor.
- 4.30 The affected person should then seek the advice of a medical professional as soon as possible for blood and any other relevant testing.
- 4.31 Within 24 hours of the stick incident a Confidential Stick Injury form must be completed and lodged.

IN THE CASE OF FAULTY EQUIPMENT

- 4.32 In the case of faulty equipment, remove the equipment from use.
- 4.33 Tag the equipment as faulty and include the following information on the tag:
 - The problem with the equipment
 - The date the equipment was removed from use
 - Name of the person who found the fault
 - Name of the person the faulty equipment has been reported to
 - Date the faulty equipment was reported.
- 4.34 Once the equipment is tagged, store it in the storage area.
- 4.35 Report the fault to management immediately either face to face, email or by completing a faulty equipment form.

MANUAL HANDLING

- 4.36 Identify any manual handling risks and use appropriate control measures.
- 4.37 Use correct manual handling techniques to lift objects under 10 kilos.
- 4.38 Do not lift objects over 10 kilos, or any weight that is uncomfortable for you to lift without assistance.
- 4.39 Employee must engage in consultative processes with management in regards to manual handling hazards in the workplace.
- 4.40 Report manual handling risks to management or safety representative using Hazard/Risk Report form.

End of Document

<h1>Skin Deep Salon</h1>	DOCUMENT ORIGINATOR	DOCUMENT CONTROL RELEASE	<h1>QS-019</h1> <p>VERSION: 02</p>
	Sign	Sign	
	Date	Date	
	NAME:		
<h2>Point of Sale Transactions Procedures</h2>			

1.0 PURPOSE

To document the procedures for various point-of-sale transactions

2.0 DEFINITIONS

EFTPOS means Electronic Funds Transfer at Point of Sale

PIN means Personal Identification Number

POST means point-of-sale terminal

3.0 ASSOCIATED DOCUMENTS

Store security Policy

Safe Work Policy

4.0 PROCEDURE

- 4.1 All financial transactions must be recorded through the POST.
- 4.2 All point-of-sale equipment must be used in accordance with the Safe Work Policy and the manufacturer instructions for the piece of equipment.

PROCEDURE FOR CASH TRANSACTIONS

- 4.3 Enter the amount owing for the goods or services into the POST.
- 4.4 When customer purchases goods or services, verbally state the price.
- 4.5 Identify with the customer how they would like to pay.
- 4.6 Check that the amount of cash given is correct for the price of goods or services.
- 4.7 Place the cash on top of the register.
- 4.8 If change is needed, count out the correct amount of change to the client.
- 4.9 After change is given to client, place cash in register.
- 4.10 Give client the printed receipt.
- 4.11 Follow the store security policy when handling cash.

PROCEDURE FOR EFTPOS SALES

- 4.12 When customer purchases goods or services, verbally state the price.
- 4.13 Identify with the customer how they would like to pay.
- 4.14 Swipe EFTPOS card through EFTPOS terminal.
- 4.15 Enter EFTPOS ID code.
- 4.16 Enter the purchase amount.
- 4.17 Ask client to enter the account type into EFTPOS terminal.
- 4.18 Ask the client to check the amount and enter their PIN.
- 4.19 Give client the printed receipt.
- 4.20 Store workplace EFTPOS transaction receipt in register.

PROCEDURE FOR CREDIT CARD SALES

- 4.21 When customer purchases goods or services, verbally state the price.
- 4.22 Identify with the customer how they would like to pay.
- 4.23 Check that the credit card is accepted by the store.
- 4.24 Enter EFTPOS ID into terminal.
- 4.25 Enter purchase amount.
- 4.26 If client is using paypass, ask them to touch the card to the screen.
- 4.27 If the client is using a PIN number, ask them to enter the PIN number into the EFTPOS terminal.
- 4.28 Give the client the printed receipt.
- 4.29 Store the credit card transaction receipt in the register.

PROCEDURE FOR RETURNS AND REFUNDS

- 4.30 Customer must provide proof of purchase for any return to the store.
- 4.31 Explain the refund policy and procedures clearly to the customer.
- 4.32 Confirm refund requirements and options for exchange with customer.
- 4.33 If the return is for faulty equipment and the fault is minor, fill out repair form and send to manufacturer for repair.
- 4.34 If the return is for faulty skincare or haircare products or equipment with major faults, exchange the item where possible.
- 4.35 If exchange is not possible, issue a credit note to the store.
- 4.36 If customer is not happy with credit note, then issue a refund following manufacturer instructions for EFTPOS terminal.
- 4.37 Complete a merchandise return form and put a copy in the register for till balancing purposes and give a copy to your supervisor.

End of Document

<h1>Skin Deep Salon</h1>	DOCUMENT ORIGINATOR	DOCUMENT CONTROL RELEASE	<h2>QS-020</h2> <p>VERSION: 01</p>
	Sign	Sign	
	Date	Date	
	NAME:		
<h3>Staff Counselling and Disciplinary Procedures</h3>			

1.0 PURPOSE

To provide a guide to the application and management of disciplinary action for unacceptable performance or misconduct. The nature of the staff member's performance or behaviour will determine the stage of the disciplinary process to be applied.

SCOPE

This procedure applies to all employees and management staff. Nothing in this procedure prevents Skin Deep Salon from undertaking an alternative process where the matter is regarded as serious misconduct.

2.0 DEFINITIONS

Unacceptable performance is when a staff member's performance remains unacceptable following a reasonable period of time given for performance improvement.

Misconduct is when a staff member breaches their obligations under their contract of employment. Examples of misconduct include, but are not limited to:

- Breaches of policies, codes of conduct and other reasonable instructions
- Unauthorised absence from the workplace
- Inappropriate use of Skin Deep Salon property and facilities

Serious misconduct is when a staff member breaches their obligations under their 'contract of employment' to an extent that it is reasonable for Skin Deep Salon to discontinue the staff member's employment. Examples are, but not limited to:

- Threatened or actual assault of another staff member
- Serious conflict of interest
- Serious or repeated bullying, abuse or sexual harassment of another staff member
- Serious failure to observe Safe work Policy

3.0 ASSOCIATED DOCUMENTS

Code of Conduct Policy
 Personal Hygiene and Uniform Policy
 Safe Work Policy
 Work Health and Safety Act
 Fair Work Act

4.0 PROCEDURE

Establishment of Facts

As part of the process to establish the facts, supervisor may:

- 4.1 Assess any relevant documentation.
- 4.2 Interview other staff members who may have knowledge of the staff member's behaviour.
- 4.3 Document what has occurred.
- 4.4 Once sufficient documentation has been collected, the supervisor will meet with the staff member concerned.

Informal Counselling

- 4.5 Informal counselling of staff member will normally occur when, in the supervisor's opinion, the staff member's behaviour is such that formal disciplinary action is not appropriate.
- 4.6 At the informal counselling, the supervisor will:
- Provide details of the behaviour of concern
 - Provide the staff member with an opportunity to respond to the concern.
 - Work with the staff member in an attempt to find acceptable solutions to the issue.

Formal Counselling

- 4.7 Formal counselling of the staff member will normally occur when the staff member has previously been counselled informally, but behaviour has not improved.
- 4.8 At the formal counselling, the supervisor will:
- Provide details of the behaviour of concern
 - Provide the staff member with an opportunity to respond to the concern
- 4.9 After the formal counselling, the supervisor will prepare a written record of the meeting and plan a subsequent discussion with the staff member to review their behaviour.

Formal Warning

A formal warning will be given to a staff member when:

- 4.10 The staff member has previously been counselled formally, but behaviour has not improved to the standard required.
- 4.11 The staff member's performance remains unacceptable following a reasonable period of time for improvement.

Process for termination

If after the formal warning stage of this procedure and within a reasonable period of time there is still no or insufficient improvement in the staff member's performance, the supervisor should contact the manager of Skin Deep Salon.

- 4.12 The staff member shall be advised of the process in writing and given an opportunity to respond.
- 4.13 If termination of employment is approved by management, the staff member will be provided with written communication confirming the termination of their employment allowing for a notice period and/or compensation as required by the Fair Work Act 2009.

End of Document

Skin Deep Salon	DOCUMENT ORIGINATOR	DOCUMENT CONTROL RELEASE	QS-021 VERSION: 02
	Sign	Sign	
	Date	Date	
	NAME:		
Stock Control Procedures			

1.0 PURPOSE

To document the procedures and processes for management and control of stock in accordance with relevant regulations and legislations.

SCOPE

- 2.0 These procedures apply to all employees of Skin Deep Salon that are responsible for stock management.

3.0 DEFINITIONS

Stock is the merchandise kept on the premises of Skin Deep Salon and used for services and retail sales. Stock can refer to existing stock and delivery of new stock.

4.0 ASSOCIATED DOCUMENTS

Work Health and Safety Legislation (WHS)
Safe work Policy
Manual Handling code of practice

5.0 PROCEDURES

HANDLING STOCK

- 5.1 When handling stock, ensure to adhere to the following:
- Work Health and Safety Legislation
 - Manual handling industry code of practice
 - Safe Work Policy

RECEIVING BAY

- 5.2 The receiving bay is to be used solely for the purpose of receiving and dispatching of goods.
- 5.3 The receiving bay must always be maintained in an orderly manner.
- 5.4 This area must be cleaned as needed or at least once a week by wiping over shelving and sweeping and mopping floor.
- 5.5 When stock is delivered to the receiving bay, employees should ensure the correct amount of boxes have been delivered and sign the delivery documentation.
- 5.6 Do not accept items that are not documented and never allow for signing for orders that are incomplete.
- 5.7 When stock is delivered to the receiving bay, employees are required to act promptly to move stock out of the receiving bay and distribute the stock to the appropriate store department. The receiving bay is never to be used as a storage area.
- 5.8 Once stock has been moved out of receiving bay to the appropriate store department, employees must follow receiving stock procedures before stock goes onto store floor or into storage.
- 5.9 The receiving bay must be maintained in line with Work Health and Safety Legislation which includes ensuring walkways and exits are not blocked
- 5.10 Employees must follow the manual handling code of practice when maintaining the receiving bay.

RECEIVING STOCK

- 5.11 Sign the receiving order.
- 5.12 Unpack merchandise according to WHS legislation and the Manual Handling Code of Practice.
- 5.13 Follow Safe Work Policy when unpacking merchandise and do not attempt to lift merchandise that is uncomfortable for the staff member to lift or over 10 kilos. Ask for assistance in either of these cases.
- 5.14 All equipment used for unpacking merchandise must be used in accordance with Work Health and Safety Legislation and the manufacturer instructions.
- 5.15 All equipment used for unpacking merchandise must be placed back in the designated area after use.
- 5.16 When goods have been safely unpacked, validate merchandise against the purchase order and record the incoming stock by scanning with the bar code scanner.
- 5.17 Inspect all items received for damage, quality and use-by-dates and follow the procedures for incomplete orders, out-of-date or damaged stock below.
- 5.18 Once the purchase order has been validated, give the delivery documentation to your supervisor.

PRODUCT QUALITY STANDARDS

- 5.19 All goods should be received in undamaged, unopened packaging and not to be out of date. If packaging is found to be damaged or tampered with, or products are out of date, follow the procedures for damaged stock below.
- 5.20 If products have been damaged whilst in storage or on displays, remove products from use and notify supervisor.

INCOMPLETE ORDERS, INCORRECT, OUT-OF-DATE OR DAMAGED STOCK

- 5.21 If orders are incomplete, mark the missing products on the purchase order and notify supervisor.
- 5.22 If you find damaged stock when unpacking merchandise, put the damaged stock in the designated area, mark off as damaged on the purchase order and notify your supervisor.
- 5.23 If stock is out of date, mark the out of date stock on the purchase order and notify your supervisor. Out of date stock should never be sold to customers and must be returned to manufacturer.
- 5.24 If stock is incorrect, mark the incorrect stock on the purchase order and notify your supervisor.
- 5.25 All delivery documentation should be given to your supervisor after goods have been validated.
- 5.26 Any out-of-date, missing or damaged stock should be reported to your supervisor when you hand over delivery documentation.

TICKETING STOCK

- 5.27 Electronic labelling and ticketing equipment must be used and maintained according to the manufacturer instructions.
- 5.28 Labelling and ticketing equipment must be stored according to manufacturer instructions and in the designated area. Equipment must be replaced in this area immediately after use so that other staff members can access the equipment easily.
- 5.29 All stock on store floor must be priced according to the recommended retail price and include GST.
- 5.30 All pricing labels are to be priced on the underside of product containers.
- 5.31 When performing stock rotation, check pricing labels for damage. If there is damage on label, remove it and replace the pricing label with the appropriate price.
- 5.32 If prices on a product change or go on sale, the old price labels must be removed immediately and products are to be individually labelled with the new price.

STORAGE OF STOCK

- 5.33 Excess stock that is not used for displays or on the store floor should be stored in its correct location in the storage area and stored according to the manufacturer instructions.
- 5.34 All stock should be stored in order of use by date, with the oldest dates being at the front and the newest at the back of the storage draw or shelf.
- 5.35 If stock has been damaged in storage, remove the stock from storage, place in the designated area for damaged stock and notify supervisor.

- 5.36 Store all hazardous substances according to the Safe Work Policy, Safety data sheet (SDS) for the chemical and in the designated storage area for hazardous substances.

ROTATION OF STOCK

- 5.37 When placing new stock on displays or shelving ensure new stock is placed at the back and old stock is placed at the front.
- 5.38 Check use by dates of stock every two weeks. If you find out-of-date stock, remove from display, put aside and notify supervisor who will dispose of the product.
- 5.39 Out of date stock should never be sold to customers and must be disposed of.
- 5.40 Record out-of-date stock under the waste column on the Stock Record Sheet and give the sheet to your supervisor with the out-of-date stock.

STOCK REPLENISHMENT

- 5.41 All stock on visual displays must be replenished with stock from the storage area as needed during the day and at the beginning and end of every day.
- 5.42 When replenishing stock, ensure stock levels are placed in a way that creates a fully stocked and balanced appearance. Do not overcrowd or overstock displays.
- 5.43 When replenishing stock, always ensure old stock is positioned towards the front of the display and new stock at the back of the display.
- 5.44 Always ensure products are placed on shelves in line with the correct pricing and barcode labels for the product. Never place a product in the wrong area on the shelf.

DISPATCH OF STOCK

- 5.45 All stock to be dispatched must be packed securely to avoid damage.
- 5.46 All stock to be dispatched must have a Delivery Dispatch form completed that is clear and easy to read.
- 5.47 The delivery dispatch form must be attached to the top of the packaging of stock to be dispatched in clear view.

End of Document

Skin Deep Salon	DOCUMENT ORIGINATOR	DOCUMENT CONTROL RELEASE	QS-022 VERSION: 02
	Sign	Sign	
	Date	Date	
NAME:			
Store Operation Procedures			

1.0 PURPOSE

To document the procedure for employees to follow for normal store operations.

2.0 SCOPE

This procedure applies to all employees who are responsible for opening and closing the store and operating point-of-sale equipment.

ASSOCIATED DOCUMENTS

Store Security Policy
Housekeeping Policy
Safe Work Policy
Salon Time Management Policy
Work Health and Safety Legislation

3.0 DEFINITIONS

POST – Point of Sale Terminal

4.0 PROCEDURE

OPENING PROCEDURE

- 4.1 Turn on lights and air conditioning/heating.
- 4.2 Turn the computer on.
- 4.3 Take the cash from the safe and set up the POST as per procedure below.
- 4.4 Wipe down benches and point-of-sale area.
- 4.5 Ensure all work areas are clean and free of debris.
- 4.6 Ensure walkways and aisles are clean and free from clutter or hazards.
- 4.7 Put out open sign and open front door.

POINT-OF-SALE PROCEDURES

OPENING POINT-OF-SALE TERMINAL

- 4.8 Log in to POST with login ID.
- 4.9 Take change float from the safe and put it into the register.
- 4.10 Ensure there is enough change in the change float available for the day. If not, notify supervisor who will organise a bank run.
- 4.11 Ensure there is a float of \$300 in the register at all times.
- 4.12 The change float for each point-of-sale terminal must be kept separate from the takings to be banked. The float must remain constant.
- 4.13 Complete the cash float record sheet, and place the following denominations into the till.

Denomination	Number	Amount
\$50	2	\$100
\$20	4	\$80
\$10	4	\$40
\$5	6	\$30
\$2	10	\$20
\$1	10	\$10
50c	30	\$15
20c	10	\$2
10c	20	\$2
5c	20	\$1

- 4.14 Ensure there are adequate supplies of point-of-sale merchandise available.
- 4.15 If point-of-sale merchandise is running low, notify supervisor who will order more.
- 4.16 Ensure that the cash float is maintained throughout the day and that denominations are replenished if they are running low.
- 4.17 If change is taken out of the safe during the day to maintain the float, complete a change form. Any change you remove from the safe must be replaced by clearing the till.

RECORDING TRANSACTION ERRORS

- 4.18 If an error is made when completing sales transactions it should be rectified immediately and if possible fixed on the spot.
- 4.19 If the error cannot be fixed immediately, a transaction error report form must be filled in with the details of the error.
- 4.20 Take a copy of the form and place it in the point-of-sale terminal so the register can be balanced.
- 4.21 Give a copy of the transaction error report form to your supervisor.
- 4.22 If the error is a large one, contact your supervisor immediately.

CLEARING POINT-OF-SALE TERMINAL

- 4.23 Point-of-sale area needs to be cleared every two hours, or when tender in register reaches over \$800.
- 4.24 When clearing point-of-sale terminal ensure store security policy for cash handling is adhered to.
- 4.25 Separate non cash tender from cash tender.
- 4.26 Separate cash float from takings.
- 4.27 Count takings and complete takings banking form.
- 4.28 Ensure cash float goes back into register.
- 4.29 Transfer takings to designated secure area.

BALANCING POINT-OF-SALE-TERMINAL

- 4.30 Balance the register at the end of the day and according to Cash Handling and Store Security Policy.
- 4.31 Separate the cash float from the total days takings and return it to the designated secure area.
- 4.32 Perform a register print out.
- 4.33 Reconcile takings and separate cash documents from non-cash documents.
- 4.34 Transport all cash and non-cash documents to secure designated area.

CLOSING POINT OF SALE TERMINAL

- 4.35 After the point-of-sale terminal has been balanced and reconciled and all cash removed, close the point of sale terminal.
- 4.36 Logout of the point-of sale terminal.
- 4.37 Shut down the computer.
- 4.38 Ensure all cash draws have all cash removed and are locked.

CLOSING PROCEDURE

- 4.39 Turn air conditioning/heating off.
- 4.40 Ensure safe is locked.
- 4.41 Wipe down point-of sale area with disinfectant spray.
- 4.42 Vacuum store.

- 4.43 Mop store.
- 4.44 Ensure all work areas are clean and free of debris.
- 4.45 Ensure all walkways are clean and free of debris.
- 4.46 Bring open sign in.
- 4.47 Turn off lights.
- 4.48 Lock doors.

ANSWERING PHONE, SCHEDULING APPOINTMENTS AND RECORD KEEPING

PHONE ANSWERING PROCEDURE

- 4.49 Answer calls before the third ring.
- 4.50 Give greeting "good (morning or afternoon)" Skin Deep Salon.
- 4.51 State your name.
- 4.52 Ask "How may I help you."
- 4.53 Record and promptly pass on messages to the relevant person using the telephone message pad.
- 4.54 Perform relevant action for the call e.g. take booking.
- 4.55 Perform follow up action as necessary.

PASSING ON MESSAGES

- 4.56 Pass on all messages either by telephone or other means of communication as soon as practically possible.
- 4.57 All messages **MUST** be passed on by the end of the working day.

SCHEDULING APPOINTMENTS

- 4.58 All appointments should be made in accordance with the Salon Time Management Policy.
- 4.59 When making appointments by phone, always find out who the caller is prior to making the appointment.
- 4.60 If the person making the appointment is a repeat client, pull their record up on the store computer system to make the appointment.
- 4.60 If the person making the appointment is a new client, always obtain the following details in order to schedule the appointment: name, surname, mobile phone number.
- 4.61 Always schedule an extra 15 minutes on to appointments to allow for customer consultation and for cleaning up after treatments and services.
- 4.62 When entering appointments into the store computer system or manually, always confirm the appointment with the client.
- 4.63 When confirming appointment with client, always ask the client to give at least 24 hours notice if possible when cancelling the appointment.
- 4.64 Send out a confirmation text to the client one day prior to their scheduled appointment.

RECORD KEEPING

- 4.65 All customer records must be kept in accordance with privacy legislation. No employee of Skin Deep Salon under any circumstances is to give out customer details to anyone other than the customer.
- 4.66 Every new customer must fill out a consultation form.
- 4.67 Consultation forms are to be entered into the customer data base on the computer promptly and at the very latest at the end of the day.
- 4.68 Once consultation forms have been entered into computer data base, hard copies should be stored in the secure designated area.
- 4.69 Always access and update the records of repeat customers every time they visit Skin Deep Salon.

End of Document

