



## Guidelines:

### Health requirements for

### Ladies Beauty Salons & Ladies Personal Care Centres

PCFC- Entity (Business Unit) Name	:	Trakhees – Department of Planning & Development
Department Name	:	Environment, Health & Safety (EHS)
Section Name	:	Public Health & Safety
Document Reference Number	:	PCFC-TRK-EHS-PHS-G11
Revision Number	:	02
Revision Date	:	November 2022
Classification	:	Public



## 1. Purpose

- To ensure commitment of all Ladies Beauty Salons/Personal Care Centres with the public health requirements set forth by Trakhees – EHS.
- To ensure the implementation of an ‘Unified Health Requirements Program’, in all Ladies Beauty Salons/Personal Care Centres in the jurisdiction of PCFC – Ports, Customs & Free Zone Corporation, Dubai.

## 2. Scope

The Health requirements are applicable to all Ladies Beauty Salons/Personal Care Centres operating in the area of Jurisdiction of PCFC (Ports, Customs & Free Zone Corporation), Dubai

## 3. Details of Implementation

### 3.1 Documents:

- 3.1.1. A valid professional trade license issued from Trakhees Licensing division/JAFZA should be available and the company name/trade name/operating name/licensee should reflect the service provided by the center.
- 3.1.2. Updated staff list with all required and relevant data of all the staff members must be available.
- 3.1.3. EHS file should be available with all the required documents (hard / soft copy) for verification during inspection.
- 3.1.4. Only those activities mentioned in the license are allowed to be performed within the facility.



### 3.2 Staff:

- 3.2.1. All staff should obtain Occupational Health Certificate issued from DHA prior to starting the work in the premise. Renewal application shall be placed one month prior to date of expiration.
- 3.2.2. Each employee must have adequate no. of uniforms and shall wear it during the working hours & keep it clean and presentable.
- 3.2.3. Personal hygiene of the staff should be maintained through all the required measures like wearing the Personal Protective Equipment, trimming the nails short, not wearing jewellery, covering the entire foot, following the NO SMOKING policy etc.
- 3.2.4. Employees must wash and sanitize their hands before and after serving each customer.
- 3.2.5. Unhygienic and inappropriate practices are not allowed in the premises.
- 3.2.6. Gloves must be worn when providing hair coloring service.
- 3.2.7. The employee must avoid dealing with any customer if she suffers from any of the conditions like skin infections, open sores/wounds and infectious/contagious diseases.

### 3.3 Furniture:

- 3.3.1. Facility shall be equipped with good quality and comfortable service chairs that are easy to clean. Chairs shall not be provided with ashtrays.
- 3.3.2. Cabinets, storage drawers, display shelves and special storage drawers for staff etc. must be provided and kept well organized, neat and tidy all the time.
- 3.3.3. Waiting area must be provided with appropriate seating arrangements and shall be suitably away from service areas.
- 3.3.4. Counters for hair cutting and styling service must be made of non-absorbable materials, free of cracks and easy to clean and sanitize. The counter shall be made of granite, glass or similar materials (which are impervious and easy to clean).



### 3.4 The saloon must be provided with:

- 3.4.1 Area must be sufficient considering the extent of operation in terms of no. of worker / customer, furniture, machineries etc.
- 3.4.2. A suitable area for cleaning and for preparing hair dyes. The area shall have smooth surfaces that are easily cleaned and disinfected. It should be fitted with appropriate sink/s provided with ceramic tiles minimum half meter high.
- 3.4.3. Sufficient number of towels & aprons for each dressing/service chair. Disposable towels should be provided.
- 3.4.4. A plastic laundry basket to collect used towels and aprons for washing. It is forbidden to re-use towels and aprons without washing, and it is preferred to keep washed and clean towels and aprons in plastic bags for use. It is not allowed to wash or dry towels, linen and aprons inside or outside the shop.
- 3.4.5. Sufficient number of personal care tools made of approved and good quality materials (disposable tools are preferred).
- 3.4.6. Valid Pest Control Contract with approved agency and treatment records should be available.
- 3.4.7. Waste bins equipped with foot operated covers. Garbage bags placed in the bins shall be emptied frequently after each activity or at least when it is  $\frac{3}{4}$  full. Waste shall never be retained overnight.

### 3.5. Cleaning and Sterilizing:

- 3.5.1. Tools must be cleaned manually first and then thoroughly washed in hot water using a brush.
- 3.5.2. Then keep all the washed tools fully dipped in the disinfectant solution. The disinfectant shall be an approved one and it should be used in the required concentrations. Adequate number of glass jars shall be available and the solution should be changed periodically to ensure effectiveness. It is important to note that tools must be dipped in the solution fully.



- 3.5.3. UV light sterilizing machine must be provided for metals tools (1 for each 3 chairs) and maintained clean. Tools must be kept inside the machine after cleaning, disinfecting and drying them considering the capacity of the machine. The lamp of the machine must be changed periodically according to the operating instructions.
- 3.5.4. Heat sterilizing devices (dry heat or steam) must be provided in the salon, especially for metal tools used for cosmetics and personal care, equipped with thermostat and time control system.
- 3.5.5. Customers can bring their own bag/container with necessary tools to be used on them provided all the tools are brand new with packing intact to ensure hygiene.
- 3.5.6. Use clean and sterilized hair brushes that are kept in clean and suitable drawers and it must be separated from used tools. It is not allowed to re-use brushes among customers unless washed and sterilized properly.
- 3.5.7. Non-metal nail care tools and face sponges must be disposable and packaged well. It is not allowed to re-use them for other customers, and must be properly disposed after use.
- 3.5.8. Sitting and servicing areas, floors, surfaces, corners, sauna and steam rooms, as well as cabinets, shelves, drawers, curtains and toilets must be cleaned and disinfected as required.
- 3.5.9. Disposable wooden sticks (spatula) must be used for waxing, and it is not allowed to double dip the stick in the waxing container or use it for other customers. A poster for “No double dipping” must be provided.
- 3.5.10. Single use wax roller should be provided in case required to be use.
- 3.5.11. Disposable bed (paper) cover must be provided and changed after each customer in service area. The new one will be placed just prior to providing the service, so that the customer satisfaction shall be ensured.
- 3.5.12. All facial machines must be maintained clean and disinfected, and the water must be changed periodically. The water bowl of the machine must be made of glass to ensure the purity of water always and the internal heater must be made of rustproof material. Distilled water is preferred to be used to prevent sedimentation.



- 3.5.13. Only a needed amount of cosmetic should be taken from the main container into a clean and disinfected bowl using disposable spatulas to be used. It is not allowed to use the product directly from its container.
- 3.5.14. Hands and feet must be washed, cleaned, disinfected and kept dry during manicure and pedicure operations. Legs shall not be shaved within 24 hours of pedicure procedure as a measure to prevent infection through the micro-cuts which normally happen during shaving.

### 3.6. Cosmetics & Personal Care Products:

- 3.6.1. Hair dyes, cosmetics and personal care products must be registered with Dubai Municipality - Health & Safety Department - Registration & Permit Section. Documents for reference should be available.
- 3.6.2. It is not allowed to create beauty products/blends and use or sell to customers. Sticker must be placed on the cosmetic container shows opening date, especially for products that rely on expiration period from the date of opening.
- 3.6.3. Hair colouring instructions and timings must be followed to avoid risks of skin absorption and all instructions on cosmetic and personal care products about mixing steps and ratios, sensitivity test and precautions must be followed.
- 3.6.4. The salon can keep not more than (5) containers of each cosmetic product for display. But for sale (if permitted in the license) and regular use in the salon, they can store required quantity.

### 3.7 General Requirements:

- 3.7.1 Smoking is not allowed in the salon, and No Smoking signs must be provided.
- 3.7.2. Accommodation and cooking are not allowed in the salon.
- 3.7.3 Not allowed to use black coloured Henna on the skin:



- 3.7.4 Not allowed to use hair removal machines such as laser and Intense Pulsed Light (IPL) in salons and beauty centers. Not allowed to use foot razors/Credo blade for removing the dead skin/calluses.
- 3.7.5 Alum if used for disinfection shall be of single use to prevent cross contamination.
- 3.7.6 Animals are not allowed in the salon.
- 3.7.7 Not allowed to use gas cylinders in the salon.
- 3.7.8 Tanning service is not allowed for people under the age of 18 years.
- 3.7.9 Period of tanning must be followed as instructed by manufacturer.
- 3.7.10 Provide suitable area for the tanning service, goggles for eye protection and follow the safety requirements of the device.
- 3.7.11 In case of providing tanning service using sprays, the products must be registered.

### 3.8. Moroccan bath:

- 3.8.1. Ensure not to provide the service for customers with skin diseases.
- 3.8.2. Walls and floors and ceiling must be made of smooth and easy to clean surfaces.
- 3.8.3. The bath must be cleaned immediately after each customer.
- 3.8.4. Moroccan bath must be completely isolated from other sections of the salon.
- 3.8.5. Separate dressing room must be provided for the bath.
- 3.8.6. Cabinets (with locks) for customers' clothes and footwear, and cabinets' legs should be made of materials not subject to rust and are not adjacent to the floor.
- 3.8.7. High standards of cleaning, sanitizing and drying must be applied in the bath before providing service to customers, especially in shower areas.
- 3.8.8. Used towels must be kept in baskets to be washed and cleaned, and it is not allowed to re-use towels for other customers unless they are washed, cleaned and dried properly.



- 3.8.9. Disposable Loofah sponge must be provided for each customer and it is not allowed to re-use it for others. Proper disposal of the sponges are requested.
- 3.8.10. All products used must be from approved sources, good quality and approved or registered by Dubai Municipality. No one is allowed to use any other self-made products.
- 3.8.11. No one is allowed to deal with, or try to treat any skin diseases, or to provide any medical instructions for customers. If a contagious skin problem/contagious disease is noticed with customers, he should be directed to a Doctor. Avoid scrubs or dealing with irritated or injured skin.
- 3.8.12. Maintain appropriate temperature in the bath to avoid thermal shock or skin burns. It is preferred to test the bath temperature by workers before serving customers.
- 3.8.13. Regular maintenance inside the bath to avoid molds growth on floors, walls, ceilings, lying and shower areas.
- 3.8.14. A sufficient exhaust facility must be available in the bath to maintain adequate ventilation.
- 3.8.15. Wearing gloves during the service is preferred.
- 3.8.16. Provide non-slip bath mats around shower areas in steam bath rooms.
- 3.8.17. Not allowed to appear inappropriately with bathrobe outside the bath.

### 3.9. Management responsibilities:

- 3.9.1. Management must be aware of the health requirements set forth by Trakhees-EHS.
- 3.9.2. Corrective and preventive actions must be taken if failed to comply with the requirements.
- 3.9.3. Monitoring health practices of employees and directing them to the best practices continuously.
- 3.9.4. Educating new employees about work procedures and best health practices to be followed before starting the job in the salon.





- 3.9.5. Reviewing & complying with all comments mentioned in the inspection report within stipulated time.
- 3.9.6. Verifying staff's occupational health certificate and expiry dates. New employees should not be allowed to start the job unless they obtain the occupational health test.
- 3.9.7. It is important to ensure the facility is not being utilized for accommodation, cooking or storing personal needs of staff in the salon.
- 3.9.8. Educate the staff not to provide services like skin peeling, scrubbing or lightening etc. and not to provide services that might increase skin sensitivity such as Moroccan bath before and after waxing.
- 3.9.9. It is important to follow the instructions of the facial machine, especially for cleaning, disinfecting and maintaining customer safety while performing the facial service.
- 3.9.10. All salon owners are responsible to follow the above instructions to prevent any violations related to practices or misuse of cosmetics and to protect public health & safety.
- 3.9.11. Violating the above instructions will result in penalties and sanctions in accordance with Trakhees-EHS existing violation Codes.