

NORDSTROM BEAUTY HYGIENE STANDARDS

As stated in the overview, good hygiene is a top priority in the Beauty Division. The practices outlined in this section are non-negotiable and in some cases, mandated by law. All topics here are designed to keep you and our customers safe from any kind of injury or infection. Beauty Studios, Anastasia Studios, Style Bars, Spa Nordstrom Express and all other Beauty areas are held to the highest standards of cleanliness in order to maintain good hygiene.

Supplies

The following supplies (if applicable) should be stocked at every workstation:

- Tissue
- Disposable lip brushes
- Disposable mascara wands
- Disposable make-up sponges
- Cotton balls
- Cotton swabs
- Hand mirror
- EPA Registered Disinfecting wipes
- Glass cleaner
- One spray bottle for water – labeled as per OSHA regulation
- One spray bottle for alcohol
- One spray bottle for polish remover
- Hand sanitizer
- Make-up brush cleaner
- Hygienic Spray (pink solution – ELC brands)



Bottles must be properly labeled according to OSHA standards. New labels can be viewed here:

Cleanliness

- Before applying make-up or product to a customer, wash hands with soap and water, or use a hand sanitizer. This should be done in front of the customer.
- Your workspace and your tools should be clean and ready for the next customer at all times
- To clean a lipstick: scrape or wipe off the top layer, clean with alcohol, and wipe dry
- Use a sharpener to shed the top layer of eye pencils and lip pencils before disinfecting with alcohol



- Always use cotton swabs when sampling product from jars
- Glass surfaces should be cleaned after each consultation, or whenever an area has been contaminated. Wipe clean with alcohol and then do a second cleaning with glass cleaner
- At closing wipe down all testers, bottles and containers with disinfecting wipes or alcohol and let air dry

Disposable Applicators

- Use disposable applicators
- Never reuse an applicator after it has come in contact with a customer

Testers with attached brushes

- Remove the brush portion of the applicator on testers that have attached brushes (e.g., mascaras and lip glosses). Only disposable applicators should be used to sample these items
- Some testers may not be able to be sampled if the attached brush is removed (e.g., YSL Touché éclat). For these unique testers, do not remove the brush, and use the following best practices:
 - Clean the attached brush with brush cleaner (e.g., Dante) in between every customer
 - Replace the tester when the attached brush appears dingy and over-used. Note: Plan ahead to replace these testers more frequently
 - If you suspect that a tester was used by a customer who may have an infection of any kind, immediately dispose of the tester and replace it with a new one (this applies to all testers)

Make-up Brushes

- Between customers, clean brushes with a spray-on brush cleaner such as Dante
- Non-disposable brushes should be washed thoroughly at the end of each working day with a mild shampoo and water and laid flat to dry
- Never wash make-up brushes in customer restrooms
- Never use a dirty make-up brush on a customer
- Employees should not take make-up brushes home for cleaning

Laundry

- Laundry generated in Beauty must be laundered by an outside laundry service.

Employees should not take laundry home for cleaning

- If there is a Spa in the store, the Beauty manager should coordinate with the Spa manager for use of the Spa machines. Please note that it is the responsibility of Beauty, not Spa, to do Beauty laundry
- You may wish to coordinate with the Restaurant Managers and/or Store Admin for your outside laundry service

Licensed Services in the Beauty Division

- An EPA registered disinfectant (Cavicide) must be used at any station where salon/spa tools are being used (e.g., tweezers, nail tools)
- Customers must sign the Beauty Consent for Service Form each time they receive the following services: professional peels, microdermabrasion, and waxing/tweezing. Ask the Beauty Department Manager to walk you through our consent process. Nordstrom shall retain all consent forms for one year in a secure cabinet in the department
 - For waxing services, adhere to the following guidelines:
 - Follow wax manufacturers' treatment instructions and follow pre- and post-wax recommendations
 - Never reuse wax or the applicator. If wax is contaminated, select bacteria can live in wax and be harmful to other clients. You may need to use several disposable wax applicators to complete one brow wax
 - Only wax an area once (don't wax an area twice even if hairs still remain)
 - Listen to a client's expectations and past wax history (if any)
 - Always keep the wax at a moderate temperature as recommended by the manufacturer; use a disposable applicator to test the heat of the wax before using on the client (the inside of your wrist is a good place to test)

Additional Information

- OSHA requires that items such as spray bottles and chemical containers be covered and clearly labeled
- If a large spill occurs of alcohol or an unknown substance, contact your local fire department
- After a supply container is emptied (e.g., alcohol, cavicide), rinse the empty

container in the staff sink drain and flush thoroughly with water. Screw the cap back on securely before disposing as waste

- To dispose of small amounts of substances such as alcohol or cavicide, pour the liquid down a staff sink only. Use plenty of water to flush down drain
- Isopropyl Alcohol (rubbing alcohol) is flammable and needs to be handled with care. Please refer to the following guidelines:
 - Use CAUTION, as alcohol is a flammable liquid
 - Avoid contact with skin
 - Keep alcohol in covered containers to avoid spills/and or inhalation
 - Store alcohol in a tightly sealed and labeled container at all times. Store away from a heat source on the bottom shelf of a closed cabinet

When to decline service

Do not apply make-up or products to broken skin, unidentified skin lesions, bumps, or rashes, or in any situation in which you are uncomfortable. If you find yourself in a situation in which you should not apply make-up or product to a client, remember the following:

- This is for your protection as well as for the well being of all our customers
- Be polite, but confident that for the customer's own benefit, you cannot apply product to the skin. For example, "It looks like you have some irritation on your cheek. I don't want to aggravate it further, so I don't feel comfortable applying any product today, but if you want to come see me again after it clears up, I would love to do your make-up another time."
- If the customer insists, do not back down. Stick to your original position that it is in the customer's best interest not to apply product today. If it becomes a customer service issue, involve your counter manager or department manager
- If you have ANY concerns or questions at any time, inform your manager
- In addition, if you as a Beauty employee have or suspect that you have a condition that may be contagious please consult with your HR Manager or Department Manager immediately.