



RECOMMENDATIONS FOR THE FASHION, HEALTH AND HYGIENE SECTOR

Important: This document also includes health measures for companies in the sector that are still closed. Nevertheless, these companies will be able to take advantage of the time before the reopening to prepare their customer reception areas and to be ready on the day of the reopening.

This document should serve as a basis for companies to organize a gradual resumption of activities during the phase when the virus is still active and there is a risk of relapse.

In accordance with articles L. 312-1 and 312-2 of the Labour Code, the employer is obliged to ensure the safety and health of employees in all work-related aspects and, as part of his responsibilities, he is required to take the necessary measures to protect the safety and health of employees, including occupational risk prevention, information and training activities and the establishment of the necessary organization and means.

In accordance with article L. 313-1 of the Labour Code, it is the responsibility of each employee to take care, as far as he or she is able, of his or her own safety and health and that of other persons concerned by his or her acts or omissions at work, in accordance with his or her training and the instructions of his or her employer.

In the event of non-compliance with the recommendations indicated below, employees may contact the designated worker in charge of the employee protection mission, in his or her absence the occupational physician on whom their company depends and, in the event of persistent problems, the Occupational Health and Environment Division of the Health Directorate under the number: [247-85587](tel:247-85587).

FASHION, HEALTH, HYGIENE

Contrary to other artisanal sectors, hygiene is already an essential and fundamental concept within the dynamics of all the nationals of the fashion, health and hygiene sector. Moreover, these establishments have experienced a strong progression, making, if necessary, more important the prioritization of their sanitary measures.

The diversity of the companies is wide, but hygiene conditions are an essential aspect of their commercial success and are maintained within their facilities as a guarantee of customer service, which is also controlled by periodic inspections by the competent public authorities.

Health and the trades in question are concepts whose positive effects are correlated, so that the treatments carried out at its professionals are not complicated due to a lack of hygiene, and these centers can make use of materials and advice offered by their product suppliers.

This document lists the measures to be implemented by the companies to ensure the necessary sanitary conditions for the personnel when resuming activity and these recommendations have been formulated in accordance with the Grand-Ducal Regulation of 17 April 2020 introducing a series of measures in the field of occupational safety and health in the context of the fight against COVID-19.

The main risks for workplaces in relation to COVID-19 are the risks of contact with other people (this may be colleagues or clients) during work.

We distinguish 4 different aspects:

- 1. Standard measures**
- 2. Specific measures in offices and workshops**
- 3. Specific measures in client areas**
- 4. Specific measures in relation to a customer at home**

1. Standard measurements:

Before the recovery:

- a. Ensure that all employees in the workplace receive and understand the necessary information on the protective measures to be observed.
- b. Strictly enforce the exclusion from the workplace of persons showing symptoms of infection;
 - The employee must remain at home. If symptoms persist, the employee must consult a doctor by teleconsultation or go to one of the nearest Advanced Care Centers;
 - The employer must follow the isolation protocol recommended by the Health Department before reintegrating an employee presenting a risk of contagion at his workstation;

Physical/social isolation and hygiene:

- c. Strictly respect barrier gestures, and in particular:
 - Respect a minimum distance of 2 meters; if a distance of 2 meters cannot be respected, the wearing of a mask or any other device to cover the mouth and nose is mandatory;
 - Wearing a mask or any other device to cover the mouth and nose is compulsory in all circumstances for activities that welcome the public; carry out regular and thorough hand washing with soap and water (provide paper, soap, etc.) and dry hands with disposable paper towels or alternatively use a hydroalcoholic solution;
 - do not shake hands, hug or kiss.
- d. Do not touch your face, cough and sneeze into a handkerchief or into the crook of your elbow. Preferably use disposable tissues and always wash your hands after coughing or sneezing. Tissues should be discarded after use.
- e. Immediately cover small wounds and cracks in the skin with a bandage;

Organization of work:

- f. Limit the sharing of tools to the extent possible with other employees.
- g. Keep equipment, tools and personal protective equipment clean by cleaning them regularly.
- h. Ensure that in break rooms, toilets, shower rooms and all other rooms where more than one person may be present, the principles of a minimum distance of two meters are observed.
- i. Work as much as possible in fixed shifts.

- j. For the journey to work, prefer individual transport (car, bicycle, on foot).
- k. If it is necessary to get within 2 meters of another person, limit this exposure as much as possible over time and limit the number of people in such a situation. Wearing a mask or any other device that covers the nose and mouth is therefore mandatory.

2. Specific measures in offices and workshops:

- a. Limit on-site personnel to the strict minimum! If possible, use teleworking.
- b. Ensure strong and visible posting of health instructions.
- c. Arrange workstations and work shifts to minimize physical interaction between people (reminder of the 2-meters distance). Have employees work in the same teams, so that they do not come into contact with other people in the company each time (avoid staff transfers between sites). For example, compartmentalize offices as much as possible.
- d. Use markings, ribbons or possibly physical barriers (shop windows, movable walls, ...) to delimit areas or squares consistent with the 2 meters between individuals.
- e. Establish rules at entrances, exits and passageways (corridor type, ...) using the means mentioned above.
- f. Regularly clean the most common contact surfaces (door handles, counters, desks, etc.) using suitable disinfectants.
- g. Regularly ventilate the examination rooms by turning off the air conditioning.
- h. If necessary, examine the possibilities of spreading activities out over time during the working day (widening the opening hours). This will automatically have an impact on the number of people present.
- i. Similarly, stagger breaks as much as possible. Make sure that they follow one another rather than coinciding with each other and that they are carried out in different locations.
- j. Limit contact with external parties as much as possible, such as suppliers, customers or others (for example, access to a department may be denied to any employee who does not work in that department).
- k. Set up strict rules concerning the delivery of goods in depots (e.g. respect of the 2-meters distance, delivery of parcels/goods without contact, etc.).

3. Specific measures in customer areas:

Organization of premises and work:

- a. Limit customer access to the stores to ensure the 2-meters distance is maintained. If a distance of at least two meters is not possible, a mask or other device to cover the nose and mouth must be worn.
- b. Install a sign at the entrance of these establishments with all the information useful to the client:
 - reminder of instructions

- service organization
 - tail organization
 - modes of payment
 - withdrawal of goods / products
 - possibility to place pre-orders by phone with preparation in advance
- c. Materialize by marking on the ground or any other means the measurement of a minimum of 2 meters of physical distance.
 - d. Establish, if possible, a one-way traffic flow to avoid people crossing each other.
 - e. Remove water fountains. If necessary, provide individual water bottles to employees.
 - f. If possible, leave the doors open to limit contact with the handles and as long as this does not prevent access to the store.
 - g. Examine the possibilities of spreading activities out over time during the working day (widening the opening ranges). This will automatically have an impact on the number of people present.
 - h. If they take place on site, eat meals at staggered times and with a minimum distance of 2 meters from the table; if necessary, define the number of people who can have lunch together and leave only a sufficient number of chairs; mark the location of the chair on the floor, avoid wheelchairs, which encourage closeness.
 - i. Install, if possible, a dedicated outdoor cashier station or delivery service.
 - j. Prefer payment by contactless credit card and if you pay in cash, do not put your hand to your face until after washing your hands.
 - k. Organize the transfer of goods and money to avoid "hand to hand" exchanges (e.g.: the employee places the goods on a surface where the customer can pick them up, the use of the coin collector is systematized), otherwise recommend the wearing of disposable gloves for the employee who handles change.
 - l. If necessary, install a transparent barrier (plexiglass or transparent film).

Specific measures in relation to physical contact with the customer:

- a. Take clients by appointment only and allow sufficient time between appointments to avoid cross-connecting clients.
- b. When making appointments, inform clients and screen out at-risk clients. If the appointment with these clients cannot be rescheduled, it is imperative that protective measures be taken to minimize the risk to employees.
- c. Limit client visits to one unaccompanied person.
- d. Where appropriate, arrange opening times reserved for vulnerable persons and clients requiring accompaniment (e.g. children).
- e. Limit the number of clients per treatment room to maintain the 2-meters distance.
- f. Clients are also expected to wear a mask or other device to cover nose and

mouth when visiting public areas.

- g. Provide personal protective equipment for employees in contact with the client.
- h. Avoid frontal contact if possible during all activities or working sideways.
- i. Assign individual work tools to employees whenever possible.
- j. Disinfect or even sterilize (for tools where feasible) work tools used in contact with customers between each pass.
- k. In case of exchange of products between employee and customer (e.g. glasses) ensure that these products are cleaned beforehand.
- l. Disinfect all surfaces between two customers with suitable products.
- m. Disinfect all surfaces in the common area every two hours.
- n. Clean floors daily with a standard floor care product.

4. Specific measures in relation to the customer at home:

a. Before the home visit:

- Make appointments by phone only. During this telephone conversation:
 - Ask the client if he or she has any symptoms or if there are people with coronavirus in his or her environment.
 - check with the client beforehand the terms and conditions of the home visit (e.g. granting employees access to sanitary facilities such as toilets and washbasins).
 - ask the client to facilitate access to the work area by leaving doors and windows open and lights on if possible, to avoid unnecessary contact with the most common surfaces.
 - if the customer objects to the recommended safety measures, assess whether the intervention is really necessary, if necessary refuse the appointment.
- Provide the staff with hydroalcoholic gel, single-use hand towels, cleaning materials and wipes, and an identified hermetic container for storing all waste.

b. During the procedure:

- Do not shake hands with clients.
- Make sure that no other person is present during the treatment.
- Wash hands with soap at the client's home (clean the taps with a wipe beforehand) or, failing that, with a hydroalcoholic gel.
- Ensure that clients are provided with a mask or other device to cover their nose and mouth during treatment.
- Provide personal protective equipment for employees in contact with the client.
- Disinfect or even sterilize (for tools, where feasible) work tools used in contact with customers between each visit.

IN THE PRESENCE OF EMPLOYEES CONSIDERED AS VULNERABLE PERSONS

People over the age of 65 or those who already suffer from one of the diseases listed below are at increased risk of developing severe complications. The diseases concerned are:

- Diabetes: insulin-dependent diabetics who are unbalanced or have complications secondary to their disease;
- Cardiovascular diseases: history of cardiovascular disease, complicated hypertension, history of stroke or coronary artery disease, heart surgery, stage NYHA III or IV heart failure;
- Chronic airway disease: people with chronic respiratory disease that may decompensate with a viral infection;
- Cancer: cancer patients undergoing treatment;
- People with congenital or acquired immunosuppression:
 - Drug: cancer chemotherapy, immunosuppressive chemotherapy, biotherapy and/or immunosuppressive dose corticosteroid therapy,
 - uncontrolled HIV infection or with CD4 <200/mm³,
 - following a solid organ or hematopoietic stem cell transplant,
 - related to a malignant haemopathy in the course of treatment,
 - patients with chronic renal failure on dialysis
 - Patients with cirrhosis at stage B or C of the Child- Pugh classification;
- Individuals with morbid obesity (body mass index > 40 kg/m²).

Employees who are considered vulnerable can work, but their employers are obliged to protect them particularly in the workplace, e.g. by keeping them as far away from other employees as possible. The employer invites vulnerable persons to contact their occupational physician in order to find a solution that best protects the health of the employees concerned.

IN THE PRESENCE OF EMPLOYEES WITH SYMPTOMS OF INFECTION

We also think it is important to mention in the recommendations the procedure to be followed in the case of an employee with symptoms of infection:

- Strictly enforce the exclusion from the workplace of persons with symptoms of infection;
 - The employee must remain at home. If symptoms persist, the employee must consult a doctor by teleconsultation or go to one of the nearest Advanced Care Centers;
 - The employer must follow the isolation protocol recommended by the Health Department before reintegrating an employee presenting a risk of contagion at his or her workstation;
- If an employee begins to experience symptoms in the workplace, the employer must have a procedure to isolate the employee in a room or have him/her wear a surgical mask until he/she leaves the workplace to see a doctor;
- People who have been in contact with a person who has tested positive on the COVID-19 are supported as follows:
 - High-risk exposure (= face-to-face contact for more than 15 minutes and within 2 meters without proper mask wearing OR direct physical contact OR contact in a closed environment with a COVID-19 case for more than 15 minutes without proper mask wearing and without a minimum distance of 2 meters): individuals will be contacted by the Health Directorate to be quarantined for 7 days with screening from day 5 onwards. If the test is negative, the quarantine will be lifted at the end of the 7th day and the person will continue self-monitoring for a further 7 days and will wear a mask during this period when in contact with other people. If necessary, a certificate of cessation of work will be issued by the Health Inspectorate for the first week of quarantine. A resumption of activities will be possible from the 8th day. In case of refusal to submit to a test on the 5th day, the total duration of the quarantine will be 14 days. If the person presents symptoms suggestive of COVID-19 infection at any time, he or she will have to be placed in isolation and a test for the virus will be carried out immediately.
 - Low-risk exposure (= face-to-face contact within 2 meters for less than 15 minutes (with or without mask) or more than 15 minutes with correct mask OR contact in a closed environment for less than 15 minutes (with or without mask) or more than 15 minutes with correct mask): self-monitoring for 14 days with twice daily temperature taking and consideration of possible symptoms. In case of symptoms compatible with COVID19 infection, a test for the virus will be carried out immediately.