



**NHBF**

National Hair &  
Beauty Federation

# PROFESSIONAL CODE OF CONDUCT

HAIR AND BEAUTY BUSINESSES (2024)



# PROFESSIONAL CODE OF CONDUCT

HAIR, BEAUTY, AESTHETIC SALONS AND BARBERSHOPS.

## NHBF Members will:

- Always place the welfare of clients above any other consideration.
- Not bring any of the industries within the hair and beauty sector into disrepute.
- Aim to uphold professional standards and follow the NHBF good practice guidelines set out below.

## INSURANCE



- The law says that if you employ at least one person you must have employers liability insurance to provide protection for your employees, if they get injured or become ill as a result of working for you.
- Although not a legal requirement, public liability insurance is essential for any business. It covers the cost of claims made by customers and/or the members of the public that occur in connection to your business activity.
- Check with your insurance provider that you are covered for the service, treatments and procedures you undertake.
- Ensure your self-employed contractor has appropriate insurance. They should discuss this with their insurance provider.

## QUALIFICATIONS, TRAINING & LICENCES



### You must ensure:

- All members of your team have the relevant foundation regulated **qualifications** or 5 years plus hands on experience with relevant training for the services, treatments or procedures they provide and the equipment and tools they use.
- Trainees/apprentices are supervised by a competent member of the team.
- Team members receive **regular training and CPD** (continuing professional development).
- Your salon and the individuals working in it are registered with your local authority as required for the services, treatments and procedures you provide.
- You have **licences** for playing music (PRS and PPL), showing television and **serving alcohol** (including free alcohol).
- **Wi-Fi** users provide their details.

## HEALTH & SAFETY



### (HAIR & BEAUTY)

#### You must ensure:

- The mandatory health & safety poster is displayed in a prominent place in the staff area of your business.
- Risk assessments are completed and if you employ five or more people you have a health & safety policy.
- You have fire safety notices, a compliant first aid kit and notices, and an accident book.
- You have issued health & safety guidelines to everyone working in your salon.
- Appropriate personal protective equipment, for example, gloves (nitrile or vinyl, not latex), are worn for wet work, providing colour services, pedicures, shaving or intimate service, treatments and procedures.
- Your premises and all tools and equipment are maintained to ensure the health & safety of clients, visitors and people working in the salon.
- Rigorous hygiene and cleanliness routines are followed, for example, equipment and tools such as clippers, tweezers, brushes and combs must be sterilised.
- Sharps boxes are provided for safe disposal of razors, needles and other sharp objects.
- Instructions for the safe use of equipment, materials and products are followed.



## SALON STANDARDS



### You must ensure:

- The **salon environment** is clean and tidy, bins are emptied, toilets and washbasins are clean, and cotton towels are washed after each use.
- Salon towels and other protective materials (eg gowns, neck papers) are single use or washed after each client.
- Uniforms or other clothing are clean.
- Clinical waste is disposed of appropriately.
- There is a private area with secure storage (eg lockers) for clients to use before beauty treatments if clothing or personal items need to be removed.
- Services, treatments and procedures are completed to a high standard.
- Salon staff provide a consistently high standard of **customer service** and behave professionally at all times.

## ALLERGY ALERT & INDUSTRY TESTS - HAIR COLOUR



### You must ensure:

Clients for hair colour, eyebrow colour or eyelash tinting are tested for possible allergies to PPD at least 48 hours in advance, as set out in the NHBF consultation, allergy alert and industry tests (**hair** or **beauty**) and the **NHBF/CTPA protocols** and **FAQ's**.

- Clients are advised to seek medical advice if there are any contra-indications.
- It is explained to clients that allergy alert tests are carried out for their safety and demonstrate that the salon is working to professional standards.
- Relevant industry tests should be completed for all chemical services as detailed in the consultation, allergy alert and industry tests guide.

## CONSULTATION



### You must ensure:

- Thorough consultations are carried out and records are completed.
- **Healthcare questionnaires** and **client consultations** are completed (where applicable) for beauty and aesthetic clients.
- Services, treatments and procedures are clearly explained in advance, eg, what is involved, the cost, the time it will take (especially if the service, treatment or procedure involves multiple visits), its purpose, its benefits, any possible side effects or after-effects, any limitations and any contra-indications which indicate that a treatment or service is not suitable.
- The welfare of vulnerable clients is protected, for example, emotional state, mental health (including body dysmorphia), learning difficulties, physical disabilities, ageing and people whose first language is not English.
- Client data is kept strictly **confidential** and **GDPR-compliant**.
- Consultation and healthcare records are retained for at least six years.

## AGE RESTRICTIONS



Please note: beauty treatments are not recommended for under-16s except earlobe piercing (one hole, stud and gun), waxing, facials, manicures and pedicures.

### In addition, you must ensure:

- Any risks are clearly explained to the client.
- For under-16-year-olds and vulnerable adults, written permission is obtained from a parent or legal guardian who should also be present during the treatment.
- Hair colour products containing PPD or similar chemicals are never applied to anyone aged under 16.
- The following beauty treatments should not be offered to under-18s: aesthetic treatments such as injectables, UV tanning, intimate waxing, IPL, micropigmentation and microblading.

## ADVERTISING, PROMOTION & PRICING



### You must ensure:

- Your **advertising** and promotions are clear, complete and not misleading about price, value, availability, quality or the benefits of the products, services or treatments being offered.
- Clear descriptions of services, treatments and procedures and what's included in the price are provided.
- Prices and accepted methods of payment are clearly displayed.
- No additional charges are made for payment by credit or debit card, or other payment methods such as PayPal (this is against the law).
- You have a clear **cancellation or 'no-show' policy**.
- If you sell goods or equipment such as hair straighteners or hairdryers in the salon or online, or if you offer contracts or credit arrangements, you meet the legal requirements.
- Permission is obtained in advance if an image of an individual who could be identified is used in your advertising, promotion or publicity materials.
- Where possible, **gender-neutral** price lists are used so it is clear to clients that prices are the same for men and women and vary only because of the time taken, the products used and the skills and experience of the stylist/barber/therapist, not because of gender differences.



## PAY AND TIPS



### You must ensure:

- As a minimum, employees are paid at the correct rate of the **National Minimum Wage or the National Living Wage**.
- **Tips** are passed onto team members in accordance with the Code of Practice on tipping. A mandatory code is currently being prepared.
- It is made clear to clients that tips are discretionary.
- Clients and team members understand how tips are dealt with.

## COMPLAINTS



### You must ensure:

- Your salon has a **complaints policy**.
- Any clients with unresolved complaints are directed to **Hair & Beauty Mediation**, a certified alternative dispute resolution provider\* (as required by the Consumer Rights Act 2015).







## NAVIGATING CLIENT REFUSAL IN UK SALONS: LEGAL & ETHICAL CONSIDERATIONS



As salon owners and practitioners, we often face challenging situations that require us to balance legal obligations, ethical considerations, and client welfare.

One such situation is when we might need to refuse service to a client.

### Here are some key points to consider:

- **Clear Policies:** Establish and communicate clear, non-discriminatory policies for service refusal.
- **Consistent Application:** Apply these policies uniformly to all clients.
- **Professional Communication:** If you must refuse service, communicate the reason clearly and professionally.
- **Documentation:** Keep records of refusals and the reasons behind them.
- **Continuous Education:** Stay informed about legal requirements and industry best practices.
- **Inclusivity:** Foster an inclusive environment that welcomes all clients, regardless of their background or identity.
- **Seek Advice:** When in doubt, consult with legal professionals or industry bodies like the NHBF.

## EMPLOYMENT



As a legal requirement you must ensure that all staff are:

- paid at least the NMW or NLW as detailed in the **NHBF guide to minimum wage**
- issued with an **itemised** paper or digital **payslip** detailing how their pay has been calculated
- are given a written statement of terms of **employment**
- automatically enrolled into an eligible workplace pension scheme, as detailed in the **NHBF guide to workplace pensions**
- provided with a clear and transparent Data Protection Policy as detailed in the NHBF guide to data protection and **GDPR guide**
- aware of all **company policies** such as your maternity/paternity/adoption, health & safety, discrimination, sickness, absence, grievance, IT/social media

There should be a clear and agreed contract with all chair, space and room renting individuals as detailed in the NHBF In-depth [guide to having chair/space/room renters in your salon or barbershop](#).

Use this [checklist](#) to see if an individual is self-employed or an employee.

## THE NHBF IS HERE FOR YOU:

As a Member you'll always have someone to turn to for help, information and advice. This includes free practical support and guidance for managing people and running your business, crucial 24/7 legal lifeline, free chair, space and room renting agreements, valuable discounts on business essentials including insurance and free 24/7 commercial law support.

Find out more: [www.nhbf.co.uk](http://www.nhbf.co.uk)

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