

Hairforce1 Barber Code of Conduct

This Code applies to all Hairforce 1 barber members. The Code is designed to guide barbers in the ethical conduct of business and to set our barbers apart from other professionals in the industry. Hairforce 1 is a professional organization that promotes excellence, integrity, and professionalism in the barbering industry. Hairforce 1's reputation depends on every barber adopting and practicing the Hairforce 1 Barbers Code of conduct. By agreeing to the Hairforce 1 barbering code of conduct you are stating that you are committed to the highest ethical standards in the industry. Hairforce 1 standards and practices, as outlined in our Standards of Quality, clearly demonstrates our commitment to the highest professional standards.

Responsibility to the Public

Legal Compliance:

- Barbers shall comply with all existing laws, regulations and codes governing business practices established by law, and local governmental bodies where they conduct business.

Public Health and Safety:

- Barbers shall at all times consider the health, safety and welfare of the public in their conduct of business.

False Advertising:

- Barbers shall not engage in any form of false or misleading advertising or marketing and shall not imply through advertising or other means that contractors or employees are qualified barbering professionals, unless such is the fact.

Illegal Conduct:

- Barbers shall not assist or abet improper or illegal conduct of anyone in connection with barbering or providing services as a professional Barber.

Responsibility to The Client

Disclosure:

- A barbers services for a client shall clearly set forth the scope and nature of the services involved, the services to be performed and the method of compensation for those services.

Compensation:

- Barbers may offer professional services to a client for any form of legal and fair compensation.

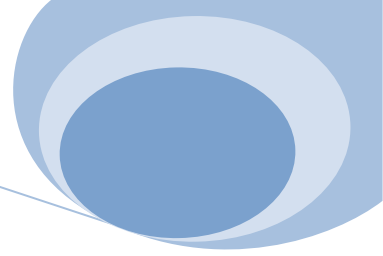
Professional Representation:

- Barbers shall not offer their services as a qualified professional Barber or hair care professional unless the barber is, by training and experience, competent to adequately perform the work required.

Client Confidentiality:

- Barbers shall not divulge any confidential information about the client – including photographs or videos without the express permission of the client; with an exception for photographs, specifications or drawings over which the designer retains proprietary rights.

Barbers shall be candid and truthful in all professional communications.



Responsibility:

- Barbers shall act with responsibility in the best interest of their clients and shall maintain sound business relationships with suppliers and contractors to ensure the best possible outcome for the client.

Performance Standards:

- Barbers shall stand behind the quality of their products and services through clearly communicated and mutually agreed upon performance standards.

Complaints:

- Barbers shall provide clients with a means of making a complaint or providing feedback on services rendered.

Refund:

- Barbers shall clearly provide clients with a refund policy that states the terms and condition of the refund (refund or free service to be signed off by management ONLY)

Responsibility to other Barber Professionals and Staff

Interference:

- Barbers shall not interfere with the performance of another professional's contractual or professional relationship with a client unless asked to by the barber in question or management makes the decision to either step in or ask somebody to step in.

Reputation:

- Barbers shall not initiate, or participate in, any discussion or activity which might result in an unjust injury to another barber or hair care professional's reputation or business.

Credit:

- Barbers shall only take credit for services that have been delivered by that barber, or if the barber behind the work is happy to give credit to another staff member.

Confidentiality:

- Barbers should respect the confidentiality of sensitive information obtained from clients, other Barbers or hair care professionals, or others during their professional activities.

Responsibility to The Profession

Professional Standards:

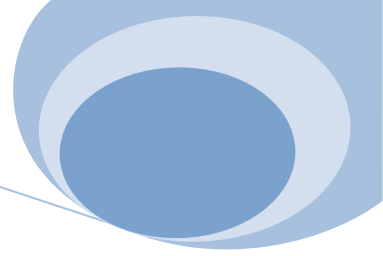
- Barbers agree to maintain standards of professional and personal conduct that will positively reflect the business and the profession.

Professional Development:

- Barbers shall seek to continually upgrade their professional knowledge and competency

Hairforce 1

54 London Road, Romford, Essex, RM7 9QX
Tel: 01708 762481



All employees must be held accountable for their actions. All services rendered must be to the customers satisfaction. If results prove unsavoury, the employee must be held accountable for their service.

Professionalism

Promoting a fair environment amongst employees and customers is especially important. Appointments must be followed and walk in clients will be taken in the order they arrive at the customers discretion.

Accountability

Conversations with customers must stay confidential. All personal information discussed while servicing a customer is private and must not become gossip.

Respect All Persons

All persons entering the shop are to be treated with the utmost respect and made to feel as if their presence is welcome.

There will be a designated employee that will open and close the shop on a daily basis. This is the greatest responsibility there is. Other daily activities will be delegated and monitored by management.

Community

The community is arguably the most important aspect that goes into success of a barber shop. The focus on community will be in the forefront. Employees must be respectable citizens that promote positivity throughout the community. The shop will be an open environment to **all** who need professional services.

Solicitation

Employees will be allowed to advertise their personal business to all Hairforce 1 clients. Once it is made apparent to you that a client likes to wait for a specific barber, you are not to promote your services to that client e.g. you must not attempt to 'poach' them. If there is a new customer in the shop that may not be familiar with the environment, all other services become secondary to the relationship with the shop.

Time management

Time management is a necessary skill in this business. When appointments are set, be prepared to provide service in the allotted time frame. Schedules must be kept for strategic planning. This is especially important for the reputation of the shop and a key factor in retaining customers. Barbers and clients have a 15min late window as stated on our website. In the event you are more than 15min late for an appointment the client is to receive a refund of their booking fee and the necessary fees will be deducted from your income.

Fairness

All employees are to handle themselves with integrity and conduct themselves in an honest fashion when dealing with customers and colleagues.

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Customer Confidentiality

- Everyone purchasing a service will be treated with respect and appreciation. This is particularly important to the longevity of the business as the goal is to obtain loyal customers.

Business hours

Monday to Thursday 10:00 – 19:00

Friday and Saturday 09:30 – 20:00

Sunday – CLOSED

Lateness/Absence/leaving early

- ALL absences and/or notifications of lateness are to be reported to **07375 329 807** before the start of your shift.
- 30+ Mins late without a valid reason or without contact with management may result in a 10% commission decrease.
- In the event of a quiet day/evening; shifts may finish **no more** than 15 minutes prior to scheduled end time. Should a client arrive (walk in) 15 minutes or more before the end of your shift, you are obligated to provide them with a haircut. Leaving the salon/stopping services 15+ minutes before your scheduled end of shift may result in a 10% commission decrease.

Lunch breaks

- o Staff members completing a full day's shift are entitled to **1 hour**
- o Apprentices or staff working a 'short' shift are entitled to **40 minutes**.
- o Only two staff members **max** to take their lunch break at the same time.
- o No eating on the shop floor under any circumstances.
- o Eating is to take place in the kitchen area; any items used are to be washed and put away immediately after use, surfaces/microwave/floors to be wiped clean of any spillages and all rubbish is to go in the bin. This is to be done before returning to your station.

Salon Responsibilities

- Staff members are obligated to provide haircuts for **all clients** without preference, prejudice, or favouritism. Haircuts are to be provided and clients distributed in a productive and organised manner using a 'one on – one off' system.
The only exceptions to this rule will be -
 - o If you have a client(s) who have made a booking online.
 - o The haircut is outside of your skill set and/or you have been given permission from management.
- Uniform is to be worn **at all times** by all staff members.
- Staff are to take turns to answer the salon phone which is to be done in a professional manner.
- Staff are to take turns sweeping the salon floor.
- All staff are to clean their stations before leaving. This includes cleaning their mirror, wiping down their work station and locking away their equipment and products. Worktops are to be left clean and clear.
- Intimate relationships between 2 staff members on Hairforce 1 premises are strictly prohibited.

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- Access to the Academy is strictly prohibited to all barbers who are not employed by the Academy unless management is present.
- Management reserves the right to document, either via taking photos or recording videos, any haircuts at their discretion.

I hereby agree to follow the codes of conduct as outlined in this document and understand that any breach of these terms may result in disciplinary proceedings and/or dismissal.

Signed:

Print Name:

Date:
