

## SOUTH AFRICA

1<sup>st</sup> Floor, Die Fakkkel  
22 Oxford Street  
Durbanville

PO Box 2282  
Durbanville  
7551  
Dx 22, Durbanville

Tel: +27 (21) 914 0513



## NAMIBIA

Unit 5 Trift Place  
c/o Trift & Schinz Streets  
Windhoek

PO Box 997104  
Maerua Mall  
Windhoek

Tel: +264 (83) 331 8170

Website: [www.gvs.law](http://www.gvs.law)

E-mail: [ben@gvs.law](mailto:ben@gvs.law)

Our ref: BEN GROOT/GEN1/0002

Date: 20 JUNE 2020

### VARIOUS CLIENTS OF GVS LAW

Dear Sir / Madam

Re: **DIRECTIVES ON RE-OPENING OF PERSONAL CARE SERVICES**

1. We refer to the above as well as the directives for the re-opening of personal care services, issued by the Minister for Small Business Development on Friday 19 June 2020 (“the directives”)
2. The directives make it clear that the specified businesses in the personal care industry may only re-open once they have ensured full compliance with the directives applicable to the specific business. For each type of business, a specific standard operating procedure is set out, which applies to the business, its employees and its customers. It is furthermore made clear that these directives do not replace existing regulations and directives, such as those applying to workplaces, but these directives are merely complementary to the existing regulations.
3. The following businesses are provided for in the directives, both in the formal and informal spheres:
  - 3.1. Hairdressing;
  - 3.2. Barbering;
  - 3.3. Nail and toe treatment;
  - 3.4. Facial treatment and make-up;
  - 3.5. Body massage; and
  - 3.6. Tattooing and body piercing.
4. The following principles will apply to all personal care businesses that are operational:
  - 4.1. Hand washing;
  - 4.2. Social distancing between staff and customers wherever possible;

**SOUTH AFRICA:** Ben Groot Attorneys Inc. Registration number 2012/051739/21  
Directors: Dawid Benjamin Groot B.Proc LL.B. Dip Insolv. MBA. & Albertus Petrus van Zyl LL.B.  
Assisted by: Emile Houghton LL.B. | Candidate Attorneys: Yinhla Maluleke B.A. LL.B. & Hayley Heather Martin B.A. LL.B.  
**NAMIBIA:** Michelle Saaiman Inc. Registration number 2017/1088  
Authorised and regulated by the Law Society of Namibia.  
Director: Michelle Marie Saaiman LL.B. | Candidate Attorney: Uaraera Raandjua Tjaveondja LL.B.

- 4.3. Cloth masks to be used at all times, and more protective masks in the case of close facial contact; and
- 4.4. Cleaning and disinfecting of touch areas and equipment.
5. We do not intend to set out the specifics of the various standard operating procedures applicable to each type of business, but merely to highlight the categories provided for, and indicate some of the aspects that apply only to the specific type of business.
6. The standard operating procedures for the different types of businesses consist of the following categories:
  - 6.1. Handwashing and sanitising, including after serving every customer and after handling cash.
  - 6.2. Cleaning of premises and equipment, including cleaning the premises after each use, and using fresh towels for each customer. For tattooing studios, the work surface on the client must be wetted with disinfectant, wrapped in plastic, and a dental bib must be used. Spray bottles may not be used when cleaning tattoos, rather, the liquid must be squirted on a clean paper towel and the tattoo cleaned with the towel.
  - 6.3. Providing adequate personal protection equipment to all employees. Importantly, these businesses must refuse to serve customers not wearing masks, and stylists must be provided with face shields that must be cleaned after serving each customer. Also, aprons must be washed after serving each customer. Nitrile gloves must be used by tattoo artists. In tattoo studios, plastic partitions must be erected between work stations.
  - 6.4. Social distancing pertaining to queueing and waiting.
  - 6.5. Compliance, which entails explaining the protocols to each employee, and to each customer before commencing service. For tattoo and piercing studios, indemnity forms must be signed by each customer, specifically stating that the customer is aware of, and accepts, the risks of a close contact procedure during COVID-19.
  - 6.6. Access and booking, including maintaining a register of all customers and persons who entered the premises. No guests are allowed, and food and beverages may not be served.
  - 6.7. Workstations and washbasins, including the cleaning thereof after each customer, and deep cleaning all basins at the end of the day. No scalp, neck, shoulder or arm massages may be performed at the basins, and time limits must be set for treatments, in order to minimise unnecessary contact.
7. As stated above, the above procedures apply to both formal and informal businesses in the personal service industry.
8. The directives became operational on the date of publication, i.e. 19 June 2020, and there is therefore no reason for any personal case business to remain closed. The directives are not so onerous that it will require weeks of preparation in order to re-open. In our view, most of these requirements can be set in place in the space of a few days.
9. Please do not hesitate to contact us, should you wish to discuss any aspect hereof.

Yours faithfully

*Ben Groot*

Ben Groot  
083 287 0909  
**GVS LAW**