



# cosmetics

## vendor hygiene expectations

At Nordstrom, hygiene and cleanliness are of the utmost importance. While in our stores, vendors are expected to meet or exceed the Nordstrom hygiene expectations. We appreciate your cooperation.

### **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
- One spray bottle for water (labeled accordingly)
- One spray bottle for alcohol (labeled accordingly)
- Hand sanitizer
- Hand mirror
- Disinfecting wipes
- Glass cleaner

### **CLEANLINESS:**

- Before applying make-up or product to a customer, wash hands with soap and water, or use a hand sanitizer
- 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
- Wipe down all testers as needed and at closing. Clean with disinfecting wipes, e.g., Clorox Wipes. Wipe down tester bottles/containers and let air-dry
- 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

### **DISPOSABLE APPLICATORS:**

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

### **MAKE-UP BRUSHES:**

- Between customers, clean brushes with a spray-on brush cleaner such as Brush-Off
- Non-disposable brushes should be washed thoroughly at the end of each working day with a mild brush 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

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**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)

**SPA SERVICES IN COSMETICS:**

- An EPA registered disinfectant should be at any station where salon/spa tools are being used (e.g., tweezers, nail tools)
- Customers must sign the *Cosmetics Consent for Service Form* each time they receive the following services: professional peels, microdermabrasion, spray tanning and waxing/tweezing. Ask the cosmetics 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)
- Any licensed vendor employee (i.e. esthetician, nail therapist, massage therapist) that is performing services in our stores, must have a license that is current and in good standing with the State's licensing Board. The license must be posted and visible to customers while services are being performed.

**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

**IMPORTANT:**

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 your self 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

**TERMS TO KNOW:**

- What is hygiene? Hygiene is defined as the conditions or practices that are conducive to cleanliness and health
- What is MSDS? Material Safety and Data Sheets contain first aid response and health hazard information such as recommended precautions, handling information and spill procedures. As of November 15, 2008, all Nordstrom locations use 3E Company for the storage and access to Material Safety Data Sheets. Please contact your regional facilities manager or risk control manager if you have questions about this program
- What is OSHA? The Occupational Safety and Health Administration establishes guidelines to promote safe work practices to protect employees and customers from exposure to germs and potentially infectious materials
- What is an EPA Registered disinfectant? At Nordstrom, we use an EPA registered disinfectant to clean spa tools like tweezers in our Cosmetics floor service areas such as Anastasia. These disinfectants are: Germicidal, Fungicidal, Virucidal and Pseudomonocidal, Kills H.I.V. -1 (A.I.D.S Virus) Hepatitis B virus, Hepatitis C Virus, Ringworm, Staph and numerous other pathogenic organisms