

Our Health and Safety Commitment

At Gerow Hair Ink, our highest priority is always the safety and wellbeing of our customers, partners, visitors, employees and our community while also maintaining our commitment to delivering the highest quality scalp micropigmentation services in the industry. We are not only committed to following but also exceeding all COVID-19 (Coronavirus) public safety guidelines and standards proposed by the Center for Disease Control (CDC) and so, we have adjusted our business practices as necessary to ensure customer, employee, partner, and community wellbeing.

Gerow Hair Ink is taking these measures out of an abundance of caution as well as to be proactive in its approach. Therefore, Gerow Hair Ink is committed to take the following measures effective June 22nd, 2020 as part of the New York State's Four Phase reopening plan for the foreseeable future. We will monitor the situation as it develops and will take additional steps if needed.

Novel Coronavirus and COVID-19

COVID-19 stands for CoronaVirus Disease – 2019 (year the outbreak began). COVID-19 spreads through direct contact with the respiratory droplets of someone who is infected with the virus through their cough or sneeze. These droplets can spread up to two metres/six feet. It may be possible for a person to get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes.

What We Ask Of You When Visiting Our Facilities

Please Read Signs Posted Throughout Our Facilities

Prior to opening our doors we will ensure that proper signage is put up throughout our location to both screen individuals prior entering our facility as well as to remind individuals of the many precautions that must be taken while they are inside. For clients coming in for their treatment, please expect a symptom screening call a day prior to your appointment.

Forms of Payment

Due to the nature of COVID-19, more importantly its ability to live on surfaces, we ask that all of our customers bring contactless forms of payment and no cash. Temporarily removing cash as an acceptable form of payment protects not only our staff but also you, our valued customers and community. We will provide contactless forms of payment via 'tap' interactions for the foreseeable future.

Physical Distancing Will Be Enforced

Due to the nature of our business in that our staff are often in close proximity to our customers we will implement new practices in order to promote and enforce physical distancing measures.

During your visit you can expect the following:

- We will limit the number of visitors/clients permitted in to both our Lancaster, PA and New York City, NY locations
- There will be physical distancing markers placed throughout our facilities
- Our employees will be scheduled in such a way to ensure maintain our commitment to customer satisfaction butt to also ensure that physical distancing measures are met
- Plexi-glass installations will be placed at both the front desk as well as in the treatment areas to provide a physical barrier to protect both our employees and clients

Non-Medical and Cloth/Fabric Masks

Normally cloth/fabric and non-medical masks are recommended in the event that physical distancing precautions cannot be met however, regardless of that fact all staff and visitors entering our premises will be required to wear them. We will provide both our staff along with visitors with masks if they forgot to bring them or do not have their own. Any employee or visitor that refuses to wear a mask will not be permitted to enter our premises, *this is not something we will tolerate.*

What To Expect From Us When Visiting Our Facilities**Protective Measures That Will Be Followed By Employees of Gerow Hair Ink**

- Our employees will ensure that physical distancing is enforced at all of our facilities
- All employees will be screened for symptoms every day prior to being permitted entry to our facilities
- Our employees will follow and exceed all sanitary guidelines including but not limited to following proper hand washing protocols, frequent disinfection of the facility and wearing PPE

Cleaning and Disinfectants

We will ensure that high-touch surfaces and common areas such as door handles, cabinet doors, light switches, faucets, toilet handles, and keypads will be frequently cleaned. This includes the elevator buttons in the hallway as well as the hand rails leading up to our floor. All common areas will have soap, hand sanitizer and/or disinfectant wipes.

Keeping Our Customers Safe

In order to keep our visitors safe, we will reduce the number of individuals that are permitted in our locations at any given time. We have made great strides during this pandemic in making the majority of our services available online via our virtual consultations and customer support team and this will continue for the foreseeable future. Hand sanitizers will be available not only at all entry/exit points but throughout our facility in order to be easily and readily accessible for both our employees and visitors.

Managing Entrances, Capacity & Flow To Maintain Physical Distancing

To summarize points mentioned throughout this document the following practices will be implemented to protect ourselves, our clients as well as our community

- We will determine the number of people that can be in our location at any given time and take that into consideration when determining our schedules
- The number of clients within our location will be limited in order to allow for ease of movement while staying six feet apart
- Physical distancing, COVID-19 screening and sanitary signs will be placed at entrances and throughout our facility
- Maintain physical distancing as much as possible by controlling the number of individuals and/or their orientation within our facility
- Physical markers will be placed throughout our facility so that visitors know where to stand as they wait to be addressed
- All non-essential items will be removed from the facility in order to reduce the number of items that need to be disinfected
- All non-essential furniture will be removed from walkways and common areas in order to allow ease of movement and physical distancing
- High touch surfaces will be cleaned and disinfected frequently
- Hand sanitizer stations will be made available at all entrances/exits as well as throughout the facility

We're in this together, stay safe.

Sincerely,

Milion Araia
Director of Marketing & Public Relations
Gerow Hair Ink

Please contact us with any questions or concerns at:

1-866-964-3769

info@gerowhairink.com