

HEAD OFFICE HAIR SUITE - SUSTAINABILITY & BEST PRACTICES POLICY -

At Head Office Hair Suite, we are committed to maintaining professional standards that align with recognised industry best practice.

This policy supports our commitment to ethical service delivery, environmental responsibility, staff development, and continuous improvement, in line with AHC accreditation criteria.

Professional Standards & Compliance

We operate in accordance with professional hairdressing standards, including:

- Compliance with workplace health and safety (WHS) requirements
- Adherence to correct hairdressing theory, colour science, and technical application
- Safe handling, storage, and use of professional tools, equipment, and chemicals
- Correct use of personal protective equipment (PPE)
- Maintaining a clean, hygienic, and professional salon environment at all times

Education, Training & Competency

- All team members are trained and supervised in line with their role and experience level
- Apprentices receive structured, compliant training and support
- Ongoing education and professional development are actively encouraged
- Services are performed only within the stylist's level of competency

Client Care, Consultation & Ethics

- Consultations, informed consent, and transparent communication are essential to every service
- Clients are provided with accurate information regarding services, pricing, and aftercare
- Hair integrity, safety, and long-term outcomes are prioritised over unrealistic expectations
- Services may be declined or modified if they cannot be performed safely or ethically

- We operate in accordance with Australian Consumer Law and ethical business practices

Environmental Sustainability

We are committed to reducing our environmental impact through responsible salon practices, including:

- Efficient use of water, electricity, and energy
- Minimising waste and supporting recycling where available
- Responsible product usage to reduce chemical and colour waste
- Selecting professional products with sustainability considerations where possible
- Educating clients on responsible product use and maintenance

Workplace Culture & Staff Wellbeing

- We promote a respectful, inclusive, and professional workplace culture
- Staff wellbeing, safety, and work-life balance are prioritised
- Fair employment practices, clear policies, and safe working conditions are upheld
- Behaviour that compromises safety, respect, or professionalism is not tolerated

Continuous Improvement & Accreditation

- We are committed to continuous improvement across all salon operations
- Policies, procedures, and practices are reviewed regularly
- Feedback, training updates, and industry advancements are considered and implemented where appropriate
- This policy supports our ongoing commitment to **professional accreditation through AHC** and the elevation of industry standards

Policy Review

- This policy is reviewed regularly to ensure ongoing compliance and relevance\
- Head Office Hair Suite reserves the right to amend policies, pricing, and procedures at any time.
- Policies are subject to change at any time without notice

