




PRODUCT PROTOCOL

MAKEUP SANITIZATION & CARE TRIAL

These guidelines are for sanitizing tester and display products. Some products are not in use but must still be sanitized.

TESTER PRODUCT TYPE	HOW TO SANITIZE THE TESTER
Bullet Lipstick, Stick Foundation	<div></div> <p>Sanitization: Wipe primary packaging thoroughly with disinfectant spray/wipes.*</p> <p>For tester <u>product surface</u>: use 60+% alcohol spray only. Spray the paper towel and wipe product surface. Sanitize twice a day.</p> <p>For Unassisted Consumer Self-Trial: single-use disposable applicators and hand sanitizer should be available near testers. Tester product can be applied directly onto hand only.</p> <p>For Walk-In Assisted Product Trial: Sanitize product for Consumer, scrape sanitized product surface with a single-use disposable applicator for hand or face application or allow consumer to apply sanitized tester directly onto hand only. No double dipping.</p> <p>Services Note: Only sanitized brushes/tools or disposable applicators should touch the sanitized surface of the product. Tester product should only be applied above the consumer’s mask.</p>
Pencils: Lipliner, Eyeliner, Chubby Sticks	<div></div> <p>Sanitization: Wipe entire surface of tester including <u>product surface</u> with 60+% alcohol spray only and sharpen with disinfected sharpener. Sanitize twice a day.</p> <p>For Unassisted Consumer Self-Trial: single-use disposable applicators and hand sanitizer should be available near testers. Tester product can be applied directly onto hand only.</p> <p>For Walk-In Assisted Product Trial: Sanitize product tester for Consumer. Tester product can be applied directly onto hand only.</p> <p>Services Note: If the consumer chooses to purchase the pencil, the consumer’s own product can be applied during the Service (above the mask).</p>
Felt Tip Pens	<div></div> <p>Sanitization: Wipe primary packaging thoroughly with disinfectant spray/wipes*.</p> <p>For tester <u>product surface</u>: use 60+% alcohol spray only. Spray the paper towel and wipe product surface. Sanitize twice a day.</p> <p>For Unassisted Consumer Self-Trial: single-use disposable applicators and hand sanitizer should be available near testers. Tester product can be applied directly onto hand only.</p> <p>For Walk-In Assisted Product Trial: Sanitize product tester for consumer. Tester product can be applied onto the hand only.</p> <p>Services Note: If the consumer chooses to purchase the product, consumer’s own product can be applied by the BA during a Service (above the mask).</p>
*For proper cleaning, must use EPA/Local Government approved disinfectant or 60+% alcohol spray/wipes. Do not use bleach containing products.	


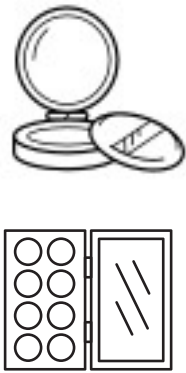
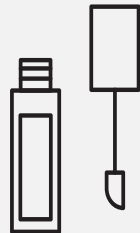
This information was developed by The Estée Lauder Companies for our owned and operated freestanding stores (FSS); and is adapted for each retail environment. It may be shared with our retailers and distributors for informational purposes only. Retailers and distributors should follow applicable local government and health authority requirements and recommendations. Retailers and distributors agree to assume all risk associated with use of this information.



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Foundation/Concealer Bottles & Tubes	<div></div> <p>Sanitization: Wipe primary packaging, e.g., bottle, tube, jar, thoroughly with disinfectant spray/wipes.* Sanitize twice a day.</p> <p>For Unassisted Consumer Self-Trial: single-use disposable applicators and hand sanitizer should be available near testers.</p> <p>For Walk-In Assisted Product Trial: Sanitize product for the Consumer, apply product from sanitized tester onto single-use disposable applicator. No double dipping.</p> <p>Services Note: Apply product onto a sanitized palette or disposable sponge to support the application of liquid foundation/concealer with a brush. Do not use the back of your hand as a palette. Product trial may only be applied above the consumer’s mask.</p>
Pressed Powders: Foundation, Eyeshadow, Blush, Highlighter	<div></div> <p>Sanitization: Wipe primary packaging thoroughly with disinfectant spray/wipes.*</p> <p>For tester <u>product surface</u>: use 60+% alcohol spray only. Mist product surface and let dry 30–60 seconds, do not wipe surface until it has dried thoroughly. Sanitize twice a day.</p> <p>For Unassisted Consumer Self-Trial: single-use disposable applicators and hand sanitizer should be available near testers.</p> <p>For Walk-In Assisted Product Trial: Sanitize product for Consumer, pick up product from sanitized tester using single-use disposable applicator. No double dipping.</p> <p>Services Note: Sanitized brushes or disposable applicators can be used to pick up product from sanitized tester during a Service. Do not touch the surface of the powder with fingertips. Product trial may only be applied above the consumer’s mask.</p>
Tube Products WITH applicators: (lip glosses, mascaras, concealers)	<div></div> <p>Sanitization: Wipe primary packaging, e.g., bottle, tube, jar, thoroughly with disinfectant spray/wipes.* Sanitize twice a day.</p> <p>Applicator tip should be cut from tester wand.</p> <p>For Unassisted Consumer Self-Trial: single-use disposable applicators and hand sanitizer should be available near testers.</p> <p>For Walk-In Assisted Product Trial and Services: Sanitize product for Consumer, scrape product from wand or retrieve product from tube using single-use disposable applicator. No double dipping. Product trial may only be applied above the consumer’s mask.</p>
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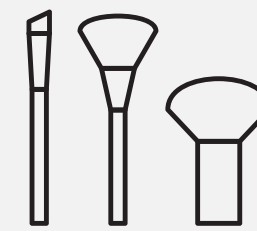
MAKEUP/ BRUSHES/TOOLS SANITIZATION & CARE TRIAL

These guidelines are for sanitizing tester and display products. Some products are not in use but must still be sanitized.

TESTER PRODUCT TYPE

HOW TO SANITIZE THE TESTER

Brushes



Cleaning and Sanitization: 3 step process, to be done before and after each Service.

1. Clean bristles using brush cleanser on a paper towel
2. Sanitize using 60+% alcohol on a paper towel and wipe bristles until dry
3. Wipe handle with 60+% alcohol on a paper towel

Brushes are not in use in Phases 1,2,3. All Brushes should have been cleaned, sanitized and stored for Phase 4.

For Walk-Ins: Brushes are not used on walk-in consumers.

Services Note: Sanitized brushes may be used during a Pre-Booked Service. Only the BA uses brushes during a Service; consumers do not use brushes.

Makeup Application Lessons are not offered in Phase 4

Reusable Tools:
Artistry Palettes, etc



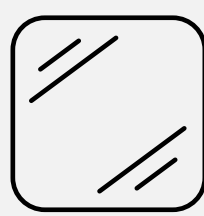
Sanitization: Wipe thoroughly with 60+% alcohol. Sanitize before and after each Service.

Reusable Artistry/Skincare tools are not in use in Phases 1,2,3. All reusable Artistry and Skincare tools should have been sanitized and stored for Phase 4.

For Walk-Ins: Artistry Tools are not used on walk-in consumers.

Services Note: Sanitized Artistry tools may be used during a Pre-Booked Service. Only the BA uses Artistry tools during a Service; consumers do not use tools. Tools may only be used above the consumer's mask.

Clear Plexiglass Palette



Sanitization: Wipe thoroughly with 60+% alcohol. Sanitize before and after each use.

For Assisted Usage Only: Sanitize palette before use. Ensure Consumer's comfort level with the usage of the palette. Follow protocol on page 33.

Services Note: Sanitized plexiglass palettes may be used during a Pre-Booked Service. If the palette is being used for shade matching pre-application, consumer may hold the palette against their face, using hand sanitizer before & after.

Camera/Sensor
Evaluation Tools



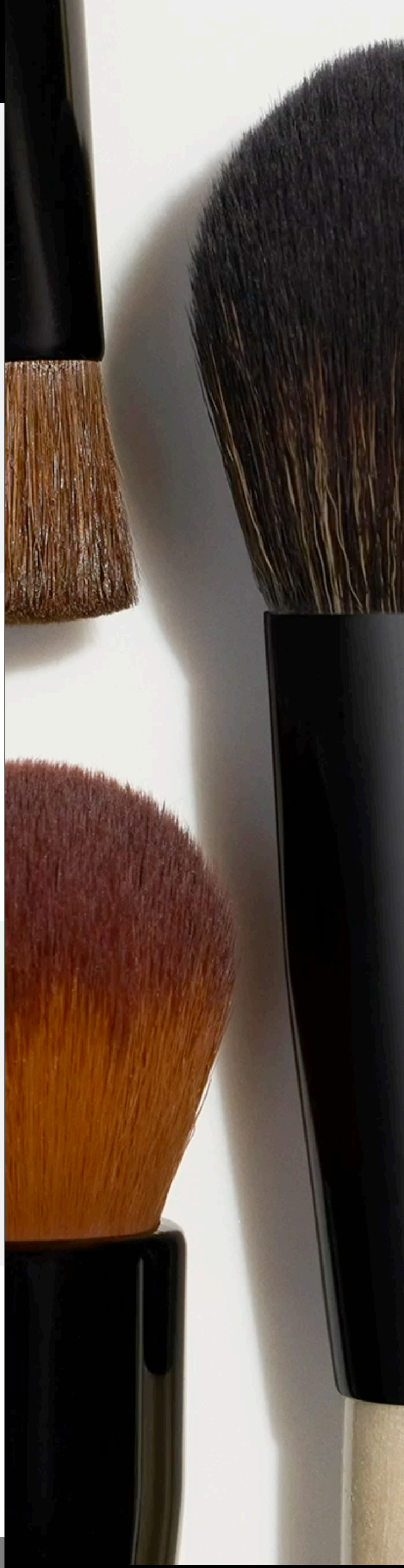
Sanitization: Wipe thoroughly with 60+% alcohol. Sanitize before and after each use.

For Assisted Usage Only: Sanitize sensor/camera before use. Ensure Consumer's comfort level with the usage of the device. Follow protocol on page 33.

Services Note: Sanitized tools may be used during a Pre-Booked Service. Only the BA uses tools during a Service; consumers do not use tools.

**For proper cleaning, must use EPA/Local Government approved disinfectant or 60+% alcohol spray/wipes. Do not use bleach containing products.*

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PRODUCT PROTOCOL

SKINCARE / HAIRCARE SANITIZATION

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PRODUCT TYPE

HOW TO SANITIZE THE TESTER

Jars



Sanitization: Wipe primary packaging, e.g., bottle, tube, jar, thoroughly with disinfectant spray/wipes.* Sanitize twice a day.

Jars should NOT be left open. A 2nd tester should be kept in a protected location.

For Unassisted Consumer Self-Trial: single-use disposable applicators and hand sanitizer should be available near testers.

For Walk-In Assisted Product Trial: Keep a 2nd tester in a protected location (behind POS or in a drawer). Sanitize product tester for Consumer. Use disposable applicator/spatula from a protected location to retrieve product from sanitized jar. **Do not double dip or allow fingertip to touch surface of product.**

Services Note: Transfer product from disposable applicator to a sanitized palette or disposable surface to support application with use of sanitized brush/tool during a Service.

Droppers



Sanitization: Wipe primary packaging thoroughly with disinfectant spray/wipes.* Sanitize twice a day.

For Unassisted Consumer Self-Trial: single-use disposable applicators and hand sanitizer should be available near testers.

For Walk-In Assisted Product Trial: Keep a 2nd tester in a protected location (behind POS or in a drawer). Sanitize product tester for Consumer. Drop product directly onto disposable applicator or spatula that has been stored in a protected location. **Do not touch dropper.**

Services Note: Drop product onto disposable applicator/spatula or directly on back of consumer's hand, keeping dropper at lest 3cm (1 inch) from hand. Do not allow skin to touch dropper.

Tubes & bottles



Sanitization: Wipe primary packaging, e.g., bottle, tube, jar, thoroughly with disinfectant spray/wipes.* Sanitize twice a day.

For Unassisted Consumer Self-Trial: single-use disposable applicators and hand sanitizer should be available near testers.

For Walk-In Assisted Product Trial: Sanitize product tester for Consumer. Apply product directly onto disposable applicator/spatula. **Be careful not to touch opening with fingertips.**

Services Note: Apply product onto sanitized palette or other sanitized tool. Can also dispense onto consumer's hand, keeping product at least 3cm (1 inch) away from the skin. Be careful not to touch opening with fingertips.

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PRODUCT PROTOCOL

SKINCARE / HAIRCARE SANITIZATION

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PRODUCT TYPE

HOW TO SANITIZE THE TESTER

Pumps



Sanitization: Wipe primary packaging thoroughly with disinfectant spray/wipes.* Sanitize twice a day.

For Unassisted Consumer Self-Trial: single-use disposable applicators and hand sanitizer should be available near testers. Product can be pumped directly onto the hand.

For Walk-In Assisted Product Trial: Sanitize product tester for Consumer. Pump product directly onto disposable applicator/spatula or onto Consumer’s hand. *Be careful not to touch opening with fingertips.*

Services Note: Pump product onto a sanitized palette or disposable surface to support application with sanitized brush/tool during a Service. Can also pump product onto consumer’s hand, keeping pump at least 3cm (1 inch) away from the skin.

Hydrating Sprays
Finishing Sprays



Sanitization: Wipe primary packaging thoroughly with disinfectant spray/wipes.*

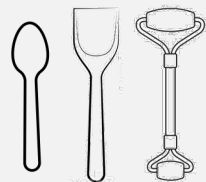
For tester bottle spray opening: use 60+% alcohol only. Wipe opening thoroughly. Sanitize twice a day.

For Unassisted Consumer Self-Trial: hand sanitizer should be available near testers.

For Walk-In Assisted Product Trial: Sanitize tester for Consumer. Spray hydrating spray from sanitized tester bottle onto consumer’s hand. See page 32 for product trial process.

Services Note: Can be used with brushes and powders during pre-booked makeup Services, with consumer wearing mask.

Skincare Tools



Sanitization: Wipe thoroughly with 60+% alcohol, to be done before and after each Service.

Reusable Artistry/Skincare tools are not in use in Phases 1,2,3. All reusable Artistry and Skincare tools should have been sanitized and stored for Phase 4.

For Walk-In Assisted Product Trial: Skincare/Facial Tools such as rollers are not used for Walk-In Product Trial.

Services Note: Sanitized Skincare tools may be used during a Pre-Booked Service. Only the BA uses tools during a Service; consumers do not use tools.

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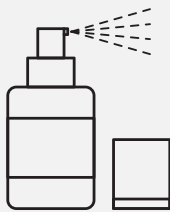


PRODUCT PROTOCOL

SKINCARE / HAIRCARE/ FRAGRANCE SANITIZATION

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PRODUCT TYPE	HOW TO SANITIZE THE TESTER
Fragrance Sprays	<p>Sanitization: Wipe primary packaging thoroughly with disinfectant spray/wipes.* Sanitize twice a day.</p> <p>For Unassisted Consumer Self-Trial: disposable blotter strips and hand sanitizer should be available near testers.</p> <p>For Walk-In Assisted Product Trial and Services: Sanitize tester for Consumer. Spray fragrance from sanitized tester bottle onto blotter card or consumer’s hand/wrist. See page 31 for product trial process.</p>
Candles	<p>Sanitization: Wipe primary packaging thoroughly with disinfectant spray/wipes.*</p> <p>For tester <u>product surface</u>: use 60+% alcohol only. <i>Spray paper towel and wipe surface of candle.</i> Sanitize tester product surface frequently for candles that are within consumers’ reach.</p> <p>For Unassisted Consumer Self-Trial: hand sanitizer should be available near testers.</p> <p>For Walk-In Assisted Product Trial and Services: Sanitize tester for Consumer. Scrape off a small amount from sanitized surface using a disposable spatula.</p>
Diffusers Tasting Note Oil Aromatherapy Oil	<p>Sanitization: Wipe primary packaging thoroughly disinfectant spray/wipes.* Sanitize twice a day.</p> <p>For Unassisted Consumer Self-Trial: disposable blotter strips and hand sanitizer should be available near testers.</p> <p>For Walk-In Assisted Product Trial and Services: Sanitize tester for Consumer. Dip an unused blotter strip into sanitized bottle/jar that has been kept in a protected location (behind POS or in a drawer). Do NOT double dip.</p> <p>Aromatherapy Services are not offered in Phase 4</p>



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