COMMUNITY TO BEST PRACTICES FOR SALON / SPA OWNERS

In addition to the Code of Ethical Practice, the PBA endorses and advocates the following Best Practices to ensure that Salon/Spa section members achieve the highest levels of success and will represent the professional beauty industry in a positive manner. PBA Salon/Spa section members are committed to providing a professional, safe, healthy and clean business environment for their employees and customers.

The PBA will provide Salon/Spa section members with business tools, education, government advocacy, networking and events to help members achieve and implement Best Practices in their respective Salon/Spa.

As a member of the Salon/Spa section of the Professional Beauty Association (PBA), I acknowledge the Best Practices set forth by the PBA and pledge to aspire to achieve the standards which are reflected below:

BUSINESS

General
- Honor my contracts and obligations both in and out of the industry.

Products
- Provide high quality professional beauty products and services to the consumer.

Policies and Procedures
- Develop a Mission Statement for my organization.
- Define Core Values for my organization.
- Develop and maintain a Policy Manual for my organization.
- Provide easy access to Material Safety Data Sheets (MSDS).

Environment
- Provide a safe, healthy and clean business environment.
- Follow safety and sanitation guidelines.
- Follow local business laws and regulations.

Employees/ Associates
- Be honest and kind and treat others with respect.
- Confront issues fairly and promptly.
- Offer a wide variety of educational programs and ongoing professional development opportunities to employees and maintain proof of attendance.
- Offer valuable industry training to new talent.
- Offer a fair and equitable compensation and benefit package.

PERSONAL

General
- Promptly acknowledge and take appropriate action on all customer complaints.
- Maintain the best interest of the client at all times.
- Actively promote beauty industry education opportunities to others.
- Provide only positive, constructive guidance to those interested in industry education.
- Work towards open communication and cooperation within the industry.
- Value professional development opportunities and implement a personal continuing education plan.
- Give back to community through philanthropic efforts.