

Health and Safety in the Salon

Beauty Therapy - Learner Manual



Health and Safety in the Salon

Aim

The aim of this manual is to develop understanding of the principles of health and safety at work within a salon, barbershop or spa. It will introduce the overarching legislation and explore the measures designed to protect the health and safety of people in the workplace, including staff, visitors and members of the public. It will also develop knowledge of how to recognize hazards and their associated risks along with the understanding of skills required to manage a safe and hygienic work environment that meets with the necessary regulations and legislation requirements.

Learning outcomes

By the end of this unit the learner will:

- Know the principles of health and safety
- Understand how to maintain health, safety, hygiene and security practices
- Understand how to follow emergency procedures

Terminology

Health	A state of wellbeing
Safety	The absence of risks
Workplace	Any area or building where people work
Health and safety policy	A document outlining an employer's policy and commitment to health and safety
Health and Safety Executive (HSE)	The body that regulates health and safety and enforces authority
Accident	An unplanned and uncontrolled event with the potential to cause injury
Hazard	Something that has the potential to cause harm
Risk	The likelihood that a hazard will cause harm
Personal protective equipment (PPE)	Specialist equipment or clothing to protect from harm against safety hazards, e.g. gloves, goggles, protective apron
Welfare	The provision of facilities and any other measures to ensure a person's wellbeing
Appointed person	A person with specific duties, for example relating to first aid but not necessarily a person who is trained in first aid
Work related stress	Feeling anxious, unwanted pressure that can cause harm to the mind and body and has strong links to absences from work

Section 1: The principles of health and safety

The importance of health and safety

Health and safety is important to keep people and safe and prevent them from harm!

The main purpose of the various laws and legislation is to ensure health, safety and welfare of people is a priority! These laws apply to all working environments, including hair and beauty salons and to self-employed and mobile hairdressers and beauty therapists.



Health and safety law applies to everyone in the workplace – employers, staff, customers and visitors or guests.

- Employers have responsibility to provide and maintain a safe working environment and welfare facilities. They are also responsible for developing policies and standard or normal operating procedures to guide safe practice.
- Employers must provide safe working systems
- Staff need to follow these procedures in all their daily activities. They need to be inducted to health and safety requirements and receive other specialist training required for their work role, e.g. risk assessment, first aid, manual handling, safe use of chemicals.

- Customers, visitors and guests need to be informed of appropriate rules and behaviours to ensure they also take responsibility for their safety, e.g. following instructions from signs provided, such as not walking across a wet floor where a sign has been displayed.

Everyone has responsibility for maintaining health and safety.

The main factors that influence health and safety in a hair and or beauty salon include:

- **Environmental factors** – conditions in the workplace and working area, for example the working temperature, ventilation and noise
- **Occupational factors** – the potential risk of certain illnesses due to the services or treatments being offered, for example asthma from exposure to certain hairdressing or beauty products
- **Human factors** – how people can contribute to accidents due to inappropriate or poor behaviour, carelessness, error or haste



The legal and regulatory requirements for health and safety

There are numerous guiding legislations for health and safety.

- The Health and Safety at Work Act (1974)
- The Health and Safety at Work Act (1974) was the main piece of legislation offering directives to maintain health and safety in England, Scotland and Wales. The Act was expanded, and in 1999, was replaced by the Management of Health and Safety at Work Regulations. 1999
- The Health and Safety at Work Order 1978 (Northern Ireland) was the main piece of legislation for Northern Ireland. The Act was expanded, and in 2000, was superseded by the Management of Health and Safety at Work Regulations 2000 (Northern Ireland)

Despite these developments, the main guiding principles of both the Health and Safety at Work Act (1974) and the Health and Safety at Work Order 1978 (Northern Ireland) continue

The main guiding principles include:

- The health, safety and welfare of all people should be maintained at all times and all organisations should operate within policy guidelines.
- Hazardous chemicals or substances should be handled and stored securely and risk of emission should be controlled.
- People should be protected against any risks that may occur as a result of activities in the workplace.
- The work place should provide clean and hygienic facilities, including the availability of drinking water, changing areas and toilets, first aid rooms in larger organisations
- Appropriate equipment should be provided for use and adequately maintained.
- The appointment of qualified staff to provide supervision and instruction (as appropriate) and the provision of additional training, as required, e.g. first aid and health and safety.
- Adequate insurance to cover accidents, e.g. employer and public liability
- The provision of reporting and recording mechanisms, e.g. accident books
- Regular review and evaluation of all healthy and safety policies and procedures to ensure they are current, valid and reliable.

*Employers and employees have direct responsibilities for health and safety and a 'duty of care' to take **reasonable** and **practicable** steps to ensure that people are kept safe and free from harm.*

Employers must	Employees must
<ul style="list-style-type: none"> • Provide and maintain safe working environment. • Provide adequate welfare facilities. Provide safe systems of work. • Provide information, training and supervision. • Ensure the safe handling, storage and movement of goods and materials. Provide and maintain safe equipment. 	<ul style="list-style-type: none"> • Act responsibly and not endanger self or others by an individual's actions. • Co-operate with an employer to fulfil duties. • Not misuse anything provided in the interests of health and safety. • Report all accidents, incidents and unsafe conditions of practice.
For example:	For example:
<ul style="list-style-type: none"> • Providing a training session specifically dealing with the salon's policies and reporting on sickness and general welfare, handling and storage of equipment • Providing training sessions for hairdressing and/or beauty therapy to develop skills and product knowledge • Providing a salon uniform. • Providing training on professional conduct and how to greet clients and answer telephone calls 	<ul style="list-style-type: none"> • Mandatory attendance at training sessions. • Ensuring they present a professional image. • Ensuring their conduct is professional and aligns with salon guidance. • Reporting verbally or in writing to manager, supervisor or salon owner any accidents or incidents, however minor, that may occur

All organisations employing more than five people are required to display a health and safety poster.

Management of Health and Safety at Work Regulations. 1999 and Management of Health and Safety at Work Regulations 2000 (Northern Ireland)

The 1999/2000 regulations emphasised the importance of risk assessment to ensure safety. All staff, whether employed or self-employed have a responsibility to assess their working areas and assess any risk to themselves, their work colleagues and members of the public.

The Health and Safety Executive (HSE) provide five simple steps for assessing and managing risk

1. Identify the hazards (anything that may cause harm)
2. Determine who may be harmed
3. Evaluate the level of risk (likelihood and severity) and decide on precautions needed
4. Record all findings
5. Review and update regularly

Further information on risk assessment is available from the HSE:

<http://www.hse.gov.uk/risk/controlling-risks.htm>.



Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)

The RIDDOR regulations require that ALL injuries, diseases and dangerous events that happen in the workplace are recorded using the appropriate recording document and reported to the Health and Safety Executive (HSE).

Work-related illnesses may include dermatitis or occupational asthma from the use of specific hair or beauty products.

The HSE are responsible for enforcing safety regulations and investigate reported incidents and provide advice to organisations. Enforcement of regulations may include prosecution, if appropriate steps have not been taken.

Employees must ensure that they have notified the employer of any potential work-related illness, injury or dangerous occurrence that occurs within the salon in order that the employer can fulfil their reporting obligations

Control of Substances Hazardous to Health Regulations 2002 (COSHH)

The COSHH regulations require that appropriate assessment and precaution is taken to protect against harm from hazardous substances.

In a salon environment this may include:

- Chemicals, such as those used for cleaning and products used for hair colouring etc.
- Biological agents, such as bacteria in spa areas (Jacuzzis) or in laundry facilities (when sterilising equipment)
- Naturally occurring substances, such as dust or mould in damper, humid areas e.g. Jacuzzi, steam rooms or even the salon itself

It would also include substances produced during work activities, such as, fumes from mixing of chemicals or electrical filing of nails

Some general guidelines are:

- All hazardous substances should be identified and the risk they present should be stratified.
- Precaution should be taken to minimise the risk, which may include the provision of protective clothing, e.g. use of gloves or face masks to prevent contact with the skin or inhalation.
- Exposure should be minimised. If the activity the chemical is used for is not essential, then it should be stopped; alternatively, if the activity is essential (e.g. cleaning), then the safer types of chemical or forms of the chemical should be used.
- Controls should be put in place. Staff should be trained to use chemicals, e.g. hair colouring and time spent in the environment with chemicals should be reduced. They should also be informed of the risks of being exposed to specific chemicals and involved in risk assessment. All chemicals should be stored safely and labelled. Any chemicals that offer greater danger should be kept in limited access areas.
- Review and monitor all systems and procedures.

Employers must

- Assess the risk to health from hazardous products and decide what precautions are required.
- Introduce appropriate measures to control exposure to hazardous products.
- Ensure employees follow the control measures and safety precautions and use protective equipment when appropriate.
- Inform and instruct employees about the risks and precautions and train accordingly in dealing with, storing and disposing of hazardous products, e.g. aerosol hairsprays to be kept away from naked flames and heat sources.
- Attend appropriate training.
- Follow information and instruction on both hazardous and potentially hazardous chemicals used in the salon. E.g. the correct storage of hydrogen peroxide which is classed as hazardous

Personal Protective Equipment 2002 (PPE)

PPE regulations require the provision of appropriate protective clothing and equipment.

In a salon environment, this may include the provision of:

- Trolleys to move products and minimise spillage
- Bowls for mixing products
- Gloves and masks when handling colorants and chemicals, e.g. hydrogen peroxide
- Plastic gowns and capes to protect the client
- Training for staff on how to use of equipment

Any equipment used should be of an appropriate fit, be well maintained and stored correctly.

NB: Appropriate personal protective equipment is explored in section 2.

Manual Handling Operations Regulations (1992)

The manual handling regulations govern the lifting or moving of any objects. The guidance stipulates that where practicable hazardous lifting should be eliminated, or if it cannot be eliminated then appropriate safety measures needed to be taken.

The specific safety measures would include:

- Risk assessment of all lifting and moving activities, e.g. storage of equipment, shelf height and placement of heavier boxes of lower shelves.
- The provision of staff training to inform lifting practices.
- The use of mechanical devices to lift objects that are very heavy
- The use of more than one lifter to share the load where appropriate
- The use of back supports
- Correcting lifting technique

Employers must

- Provide training in manual handling.
- Reduce the risk of injury for any tasks undertaken.
- Assess the working environment for risks, for example a pregnant staff member may not be able to lift heavy stock boxes from high shelves so items should be stored lower
- Take reasonable care and ensure others are not affected by their actions.
- Use equipment provided by an employer to enable staff to move or access heavy loads, e.g. an appropriate step ladder to access products or stock from high shelves.
- Follow the safe systems of work that an employer has provided, e.g. instructions not to climb on shelves to access product.

Correct lifting

The following guidance is offered to inform correct lifting.

- Start with a stable base – feet apart
- Bend the knees and use the power of the legs to drive the lift.
- Keep the back upright and the abdominal muscles engaged to support the spine
- Keep the load close to the body to minimise the load on the spine



Health and Safety (First Aid) Regulations (1981)

The first aid regulations are a key part of duty of care. Risk assessments should be carried out to identify the level of first aid provision needed and everyone at work must be made aware of first aid arrangements. The regulations require that there should be appropriate facilities for first aid, e.g. first aid room, first aid boxes in appropriate locations and access to the appropriate number of qualified first aiders (variable depending on the size of the organization and likelihood of accidents occurring (risk assessment)). A general guideline is that one first aider should be present for every 50 people. In higher risk areas, this ratio may need to be increased.

An appointed first aider must be in place at all times when people are working. They would take charge when someone has a minor injury, e.g. burn or cut or if a medical emergency presents.



Self-employed hair dressers or beauty therapists should ensure they are qualified to provide first aid.

Electricity at Work Regulations

Electricity at Work Regulations requires an employer to ensure:

- All electrical equipment is checked by a competent person at least once a year and a Portable Appliance Test (P.A.T.) is conducted
- All checks are recorded and the equipment updated with appropriate P.A.T. tag
- Regular checks are carried out and records maintained including repairs to equipment

Electricity at Work Regulations requires an employee to ensure that:

- All equipment has been maintained and is safe to use, e.g. loose or frayed wires on a hairdryer or electric couch are unsafe and must be reported as unusable.
- Report and label any broken equipment to avoid it being used and potentially causing harm.
- Check temperatures and settings on equipment before switching on and using on the client

Self-employed hair dressers or beauty therapists should ensure the equipment they use when providing service is appropriately checked.

The Regulatory Reform (Fire Safety) Order 2005

Key guidelines of this Act require that:

- Exit routes are clearly signposted and illuminated.
- There is a fire alarm raising point.
- There is adequate firefighting equipment.
- Extinguishers are serviced regularly.
- Evacuation routes and assembly points are clearly visible in each room.
- Fire drills are carried out regularly.

Disclosure and Barring Service (DBS)

The Disclosure and Barring Service ensures that organizations have access to any criminal records of potential employees, so that informed choices can be made regarding the employment of staff. This is especially important for staff who will be working with or who may have contact with children and vulnerable adults.

Employers will require DBS checks as part of their recruitment process and both employer and employee will receive a DBS certificate once the appropriate checks have been made.

Further information of DBS is available from: <https://www.gov.uk/dbs-check-requests-guidance-for-employers>

Any organisation or employer who knowingly appoints an individual who is banned from working with children or vulnerable people can be prosecuted; as can the individual.

Employers' Liability (Compulsory Insurance) Act 1969

This act requires all employers to hold insurance to cover accidents and ill health. The insurance should be appropriate for the number of staff employed and the insurance policy should be displayed.

The Data Protection Act (1988 and 2003)

This Act was developed to protect personal information and an individual's right to confidentiality. It offers guidance on how client records and information should be recorded, stored and maintained.

Key guidelines include:

- Information should not be disclosed to any third party.
- Information sharing is only allowed for legal reasons or for client protection (e.g. referral)
- Client consent should be gained prior to disclosing information.
- All records should be stored securely (locked cabinet or secure password for electronic record).
- Dispose of records appropriately – shredding or burning.
- Maintain records for appropriate time frame.
- All data and records should be:
 - used fairly and lawfully
 - used for limited, specifically stated purposes
 - used in a way that is adequate, relevant and not excessive
 - accurate
 - kept for no longer than is absolutely necessary
 - handled according to people's data protection rights
 - kept safe and secure
 - not transferred outside the UK without adequate protection

Further information on the DPA is available from: <https://www.gov.uk/data-protection/the-data-protection-act>

Regulatory bodies

These are organisations recognised by government with health and safety responsibilities.

They include:

- Health and Safety Executive (HSE) – overall responsibility for regulation of health and safety
- Local authorities – workplace inspection, employer guidance, investigation of complaints or accident, partnership working to promote safe practice. Work in collaboration with the health and safety commission (HSC)

Duty of care – responsibilities and role boundaries

Duty of care – all people have a ‘duty of care’ to anyone who may be affected by their activities or services. This includes employed and self-employed (mobile) hair dressers, barbers or beauty therapists.

Law of tort

This relates to civil proceedings rather than criminal proceedings. It can be defined as a body of rights, obligations and solutions applied by courts to provide relief for victims (claimant) who have suffered harm from the wrongful or negligent acts of others (defendant).

Negligence – when ‘duty of care’ has not been met.

Insurance

All professional hair dressers, barbers and beauty therapists should hold their own insurance. This would be in addition to any employer insurance.

- **Professional Indemnity Insurance (Professional Liability Insurance)** – This insurance provides protection for negligent advice, slander/libel, loss of client data, error of judgement etc. or negligent advice or services or malpractice. It covers legal expenses and compensation for the claimant.
- **Public liability insurance** – This insurance covers injury to a person or the damage of loss of their personal property whilst using a service.

Occupier’s liability Act (1957) and greater duty of care

The requirements of this Act were that any business allowing other people onto the premises, have a ‘duty of care’ to those people.

Greater duty of care

Children, young people and vulnerable adults are likely to be less mindful of risks in the workplace and will need greater duty of care and supervision.

Greater duty of care may also be extended to clients undergoing special physiological lifespan processes, e.g. older adults, ante and postnatal women.

Key guidelines for maintaining duty of care:

- Risk assess all services and areas
- Eliminate any potential for harm or loss
- Ensure individuals are aware of any potential risks, e.g. skin testing before use of hair colourants
- Maintain appropriate client records
- Maintain records of all client treatments, including products used
- Ensure safe practices in all working activities
- Maintain adequate insurance
- Hold a first aid qualification
- Only work in areas of competence and where qualified and maintain continuing professional development (CPD)
- Adhere to safety guidelines and rules

The roles of the individuals responsible for health and safety

In any organisation, everyone has some level of responsibility for health and safety – the employer, all staff and also service users.

Health and safety officers – large organisations usually appoint a health and safety officer who is responsible for monitoring and managing overall health and safety.

They would be responsible for:

- Reviewing and updating organisational health and safety policy and procedures.
- Maintaining and reviewing risk assessments.
- Providing staff training.
- Reporting to the Health and Safety Executive (HSE) the regulatory body for health and safety who inspect and review an organisation's procedures and practice.
- Ensuring appropriate staff welfare facilities.

Hairdressers, barbers and beauty therapists

They are responsible for:

- Following policies and procedures and specific codes of conduct
- Equipment and facility checks and completing risk assessments
- Ensuring equipment that needs service or maintenance is reported.
- Ensuring client safety
- Awareness of all emergency telephones, exits, nearest telephone and first aid kit and duty first aider, location of incident reporting book

Security officers – large organisations may also appoint security officers to ensure buildings are secure and protected.

Security procedures

The following security procedures may apply:

- Use of membership cards or electronic passwords to enable access to spas
- Signing in books for guests and visitors in spas and large salons
- CCTV to view public areas, such as car parks, all main entrances and exits.
- Procedures for opening and closing, including personal safety
- Procedures for safe and secure handling of finances, e.g. safety deposit boxes
- Fire alarm testing
- Fire and evacuation procedures
- Lockers for staff to secure personal belongings for staff and/or clients
- Locked doors to restricted access areas, including those where chemical products are stored.
- Secure storage of client data, e.g. locked cabinets and password protected computers

Staff welfare

Staff welfare is of paramount importance. There are various factors that may affect welfare.

Employers must provide:

- Adequate toilets that are clean, ventilated and well lit
- Washing facilities with hot and cold water
- Drinking water
- Facilities for rest breaks
- Facilities for storing clothing
- Changing facilities if necessary.
- Suitable rest facilities for pregnant women
- Smoking policies - restrictions and/or bans to protect non-smokers
- Stress management reduction – being considerate to possible causes and taking appropriate action
- Policies and procedures to protect against harassment and bullying with appropriate disciplinary procedures.
- Policies regarding the use of alcohol/drugs as these issues jeopardise safety by affecting a person's judgement

Key health and safety documents

The key health and safety documents include:

- Health and safety policy
- Emergency action plan procedures, e.g. evacuation
- Employers insurance
- Risk assessment records
- Equipment service and maintenance records
- Accident and incident report book
- Client records, including emergency contact details
- Staff records – DBS, application information, copies of certificates, record of continuing professional development (CPD)

Section 2: Maintaining health and safety requirements within the salon

The purpose of health and safety requirements within the salon:

Health and safety regulations must be adhered to in the salon to maintain high standards of practice, safety and protection of themselves and the client.

One aspect of health and safety responsibility would be ensuring continuous professional development is maintained to keep up to date with changes or new product usage information.

The importance of working safely and hygienically within a salon:

Stylists and therapists must work safely at all times and adhere to all health and safety legislation within the salon.

Responsibilities would include:

- Work hygienically with the use of clean towels, sterilised tools and equipment
- Follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- Prepare and protect self, client and service area in accordance with salon requirements
- Use appropriate personal protective equipment for self and client, e.g. the client's own clothes must be fully protected with gown and towels
- Remain alert to risks and hazards throughout the service and understand how this may affect services – spillages, obstacles, obstructions, broken equipment and trailing wires
Adopt correct posture of self/client to avoid fatigue and minimise injury
- Ensure that the service area is clean and tidy throughout the service
- Proceed with the service without causing danger or damage to self, client or work area
Adopt the correct methods of waste disposal – dilute chemicals with running water, recycling and environmental protection
- Prevent contact dermatitis – wear gloves when using chemicals, wash and dry hands thoroughly and use moisturiser/barrier cream



The procedure for risk assessment

The Management of Health and Safety at Work Regulations (1999) made risk assessment a legal requirement. All staff, whether employed or self-employed have a responsibility to assess their working areas and identify hazards and evaluate any potential risk of harm the hazards may cause to themselves, their work colleagues and members of the public.

A risk assessment must be carried out in a workplace at regular intervals. All staff and visitors to a salon have a right to be protected from harm. An examination of the work area is carried out on what might cause harm and a decision made on whether reasonable steps to prevent that harm are in place

- A **hazard** is anything that may cause harm and presents a risk to safety, such as: use of electricity, the trailing wires from hair dryers or beauty equipment, the use of chemicals, spilt products, e.g. shampoo or massage oil, lifting or moving heavy objects or working with hot equipment e.g. hair straighteners or a wax heater
- **Risk** is the likelihood that someone may be harmed by the identified hazard with an indication of the severity of harm that may be caused, such as: the hairdresser, beauty therapist or a client tripping over trailing wires, slipping on any spillage or be burnt from electrical appliances or wax.

Potential hazards in a salon environment

In any salon environment, there are a number of potential hazards.

Facilities	<ul style="list-style-type: none"> • Floor surfaces – these need to be swept regularly and clean, e.g. hair removed and any spilled substances mopped up. The work area must be kept free of clutter and chairs, trolley etc., placed back into position for safety • Temperature in the environment – may be too hot or too cold; if too hot, there may be the potential for hyperthermia and dehydration, leading to fainting, can also effect the efficiency of some product usage services • Fire exits – these need to be clearly signed and accessible. • Fire extinguishers – these need to be appropriate to serve the area in which they are located; they must be regularly maintained and staff should be instructed on their use. • Safety signs used when appropriate, e.g. wet floor
Equipment	<ul style="list-style-type: none"> • Manual handling – when lifting or moving equipment • Broken equipment – this should be removed and labelled as 'out of use' • Improper technical use – all equipment should be used correctly and only for its' specific purpose • Maintenance – equipment should be regularly maintained • Chemicals – safe storage, safe use and safe mixing • Electrical equipment – no trailing wires or trip hazards; turned on only when required and turned off and stored correctly when not in use
Security	<ul style="list-style-type: none"> • Signing in book - to log all visitors and guests using a salon or spa • Secure entrances and exits to prevent unauthorized access • Lockers to maintain security and prevent theft • Suspicious parcels should be alerted to emergency services and facility evacuated
Hygiene	<ul style="list-style-type: none"> • Use of showers before using spa to prevent any cross-infection, e.g. bacteria and chemicals (deodorant and perfumes) • Use of protective clothing to deal with hazardous substances to prevent contact with the skin or inhalation

Assessing risk

Risk assessment can be used to minimise any potential risk of harm through accidents. It may be informal or formal.

Informal risk assessment would include a visual inspection and appraisal of possible hazards in all work areas prior to use. Any new risks identified would need to be recorded formally.

Formal risk assessment would include the completion of a written risk assessment form to identify the hazards and the likelihood and severity of harm and ensure appropriate control measures are in place to prevent accidents. Formal risk assessment reports should be reviewed and updated regularly.

The purpose of risk assessment is to ensure as far as is reasonably practicable, that all steps have been taken to minimise the risk to the safest possible level.

The Health and Safety Executive (HSE) provide five simple steps for assessing and managing risk:

1. Identify the hazards (anything that may cause harm)
2. Determine who may be harmed
3. Evaluate the level of risk (likelihood and severity) and decide on precautions needed
4. Record all findings
5. Review and update regularly

Further information on risk assessment is available from the HSE:

<http://www.hse.gov.uk/risk/controlling-risks.htm>.

Identify hazards

Hazards are anything that may cause harm – products, tools, equipment, environment, clothing, people etc.

Activity.

Make a list of some of potential hazards in the salon environment.

Who may be at risk of harm?

Individuals who may be at risk of harm from hazards may include:

- Hair stylists or barbers
- Beauty therapists
- Clients
- Visitors
- Guests
- External work contractors
- Cleaner
- Other staff

Level of risk

One method of grading risks is to consider the likelihood of it occurring and the severity of harm it may cause and grading these using a scale from 1 to 5 to represent – low – moderate – high or very high risk presented.

3	Level of harm caused
1	Minor injury – a near miss
2	First aid and back to work
3	Out of action for a few days (>3)
4	Major injury or disease
5	Death

3	Likelihood of risk occurring
1	Highly unlikely – 2%
2	Likely – 5%
3	Possible – 10%
4	Almost certain – 25%
5	Certain – 50%

Risk rating

The level of harm score (severity) and the likelihood of harm score are multiplied together to give the risk rating and can help to identify the level of control required.

Score	Rating	Description of risk	Control and action
1 – 2	LOW	Acceptable	No further action required
3 - 10	MEDIUM	Tolerable	Maintain existing controls. May require some action to reduce risk further.
11 – 25	HIGH	Danger	Stop and reevaluate controls. Must be followed up with <u>immediate</u> action to reduce the risk.
26 +	VERY HIGH	High level of danger	Eliminate! Should be eliminated, where possible.

For example:

Client	Likelihood	Level of harm	Score	Rating	Action
A client with no allergies having a negative response to the use of specific services or treatments	2	4	4	Low	Patch/skin test for safety check. Observe reaction.
A client with sensitivities or allergies having a negative response to use specific products	4	4	16	High	Patch/skin test for safety check. No service or treatment if reactions observed.

Activities:

1: Make a list of potential types of services or treatments that may require a patch/skin test

2: Make a list of the types of products that may cause an allergic reaction

Risk management and control

The mnemonic (learning technique that aids information retention) ERICP offers a way for managing and controlling risks.

E	Eliminate	Where possible, aim to eliminate the risk	<ul style="list-style-type: none"> • Not lifting a heavy objects alone • Patch/Skin testing clients before using salon services/treatments
R	Reduce	If the risk cannot be eliminated, take action and put controls in place to reduce the risk	<ul style="list-style-type: none"> • Requesting help to lift a heavy object
I	Isolate	Isolate the risk to minimise exposure	<ul style="list-style-type: none"> • Storing chemicals in restricted access locations • Use of signs to restrict access
C	Control	Put controls in place	<ul style="list-style-type: none"> • Staff training for manual handling • Evacuation practice • Fire extinguishers in higher risk location • Reporting procedures to manage risk.
P	Protective clothing	Supply and wear protective clothing	<ul style="list-style-type: none"> • Using gloves and masks when handling chemical

Controlling risks

There are many ways of controlling and managing potential risks in a salon environment.

Area of risk	Risk management and controls
Facilities	<ul style="list-style-type: none"> • Cleaning and maintenance schedule in place. • Know location of fire exits and ensure clearly signed and no obstructions. • Know location of fire extinguishers. • Ensure appropriate storage of flammable products. • Qualified first aider on duty. • Replenished first aid kit, location of nearest first aid kit. • Follow organisational procedure for medical emergencies and fire.
Equipment	<ul style="list-style-type: none"> • Appropriate layout and spacing around salon equipment. • Appropriate service and maintenance schedule undertaken and recorded. • Check wires on electrical equipment. • Out of order equipment clearly marked. • Correct lifting and moving of equipment – set up, during use and post-use.
Working practices	<ul style="list-style-type: none"> • Patch/Skin testing before specific salon services/treatments • Ensure correct lifting and handling technique when moving equipment. • Wearing appropriate protective equipment, e.g. gloves, apron. • Using appropriate methods to sterilize or disinfect equipment.
Security	<ul style="list-style-type: none"> • Ensure appropriate surveillance equipment, e.g. CCTV in remote or high risk areas. • Alarm system operational • All main areas fully staffed, e.g. reception, car park • Safety deposit boxes with takings placed in a locked room. • Secure storage for client records

Recording and reporting risks

All risks should be reported using a formal risk assessment record. They should be reported to the person responsible for health and safety, which may be an appointed health and safety officer or a manager. Staff who may be affected would also need to be aware of the risk, e.g. hair stylists, barbers, beauty therapists.

Risk assessment records would need to be available for inspection by the local authority or health and safety executive. There also needs to be evidence that these records are regularly reviewed and updated.

When a risk cannot be controlled personally, it should be immediately reported to a manager or health and safety officer.

Risk assessment activity

Read the case studies, then for each:

1. List the hazards.
2. Identify who may be harmed.
3. Identify the level of harm and likelihood.
4. What immediate action can be taken to reduce the risks?
5. What future actions are required?
6. Who would be responsible for implementing the actions?

Case study 1. Hair

One stylist has completed an intense quasi vibrant red colour on their client. The client has additionally had a complete restyle to compliment the new colour.

The stylist has mixed the colour in the dispensary alongside some freshly laundered white shampooing towels. The whole tube of colour was not required and whilst mixing the stylist became distracted when answering a question from another colleague leaving the cap off the tube of colour.

Once the colour was applied, the stylist removed the gloves and left them on top of the work area – ready to re-use when checking the development of the colour. The unused colour is left on the trolley in case it was needed.

The stylist reused the gloves to test the hair colour development and kept them on taking the client to the wash basin to remove the colour.

Once the colour was removed the stylist disposed of the gloves and outer towel that was protecting the gown and client's clothes in the sink. The client was taken to the work area with hair dripping and a cutting collar attached. The trolley still contained the unused colour bowl, with cutting and blow drying tools alongside ready for use.

The hair was restyled and blow dried, it had been a busy morning for the stylist. The stylist then took a lunch break.

Case study 2. Beauty

On a hot sunny day Mrs Bell arrives for treatment at her local salon. The front door has been left wide open to help cool the salon, and the fire exit at the back of the building has been propped open with the fire extinguisher to allow for a through draft. The salon is of modest size with 6 treatment rooms but all manicure/pedicure treatments are conducted in an area just to the side of reception, front of house.

The head therapist is finishing up tidying away the still full pedicure soaking bowl and the nail technician next to her is setting up for gel nails and is plugging in her LED lamp into an extension cord that reaches across the pedicure area. Some clients are waiting to pay and others are arriving into the small reception area.

The receptionist is paying more attention to the arriving clients than the clients waiting to pay, causing the area to become congested and the clients moving into the manicure/pedicure area to wait. After greeted Mrs Bell and directed her to the waiting area, the receptionist immediately follows to offer refreshments. Mrs Bell requests a cup of coffee and the receptionist leaves reception to fetch it. Mrs Bell notices the receptionist is wearing flip flops. On her way to get the coffee, the receptionist offers to take the full pedicure bowl, stretching to reaching across the gel nail station to take it, she laughs at the weight.

The nail technician asks the receptionist to bring back her sterilized metal tools from the cabinet on her return, along with a glass of water. Mrs Bell notices the receptionist leave the pedicure bowl on a trolley in front of the fire exit to deal with after she has sorted the refreshments.

The types of accidents and emergencies that can happen in a salon environment.

There are different types of emergency that may occur in a salon environment. These can generally be grouped as:

- **Accidents** – which include those caused by slips, trips or falls, such as mild sprains or cuts to the skin; or accidents from using products or equipment, such as: electric shock, burn or scald from electrical items, inhalation of products.

Most accidents can usually be handled and dealt with by a duty first aider

- **Medical emergencies** – which include those brought on by underlying medical conditions or allergies, e.g. asthma attack, epileptic seizure, angina, hyperglycaemia or hypoglycaemia.

Medical emergencies will nearly always require the involvement of the ambulance and paramedic services

- **Fire** – building, electrical equipment, flammable products

Fire emergencies will always require the involvement of the fire services

- **Security and safety alerts**, which may include: breaking and entering the building; theft of items; suspicious items or parcels; chemical spillage; fire; missing persons, abuse or vulnerable persons.

Security and safety alerts will require the involvement of more than one emergency services, such as the police, ambulance and paramedic fire services, bomb disposal team etc., and which may require evacuation from a building

Accidental injuries	Medical emergencies	Security alerts and other emergencies
<ul style="list-style-type: none"> • Burns • Minor cuts and bleeding • Joint strains • Muscle sprains • Bumps and bruising • Fractures or breaks • Back injuries 	<ul style="list-style-type: none"> • Asthma attack • Dizziness • Fainting • Epileptic seizure • Dehydration • Hyperthermia • Hypothermia • Loss of consciousness • Heart attack • Angina • Hyperglycaemia • Hypoglycaemia 	<ul style="list-style-type: none"> • Fire • Gas escape • Chemical spillage • Bomb alert • Missing person • Aggressive confrontation • Breaking and entering • Theft

The roles of staff and external services during an emergency

The specific type of emergency or accident will determine which staff and external services need to be involved. The environment where activities are taking place will also affect involvement.

For example, in a salon there are often a range of other people who can offer help and support, such as calling for help and providing first aid; whereas, in a client's home, one person (the mobile stylist or therapist) may have to take on a number of roles to manage an emergency situation.

All staff, including hair stylists, barbers and beauty therapists	Deal with situation when it arises within limits of own responsibility. Call for help, if required. Raise alarm, if required. Report emergency and complete incident report form
Receptionist	Contact emergency services. Contact duty manager and duty first aider as required. Meet and direct emergency services to location
Duty manager	Complete incident report form according to organization requirements. Overall responsibility for managing health and safety.
First aider or appointed person	Deal with first aid accidents and emergencies
Paramedic	Treat medical emergencies
Police	Investigate missing person, theft of belongings, security issues, abuse (verbal or physical)
Fire Service	Deal with fire emergencies - Investigate, resolve and make safe

During an emergency situation, it is important to follow appropriate procedures to provide support and assistance to others (where appropriate) as well as maintaining own personal safety.

Ergonomics to prevent work related complaints:

Safety of hair stylists and beauty therapists while at work is also essential!

Some considerations for ensuring appropriate working conditions and practices would include:

- Adjustable features, e.g. seat and couch height adjustment
- Back rests and foot rests if needed
- Appropriate room for movement
- Reduced noise distractions, e.g. volume of background music
- Appropriate consideration to risks of using display screens
- Provision of staff training, e.g. awareness of the problems associated with poor posture and safety precautions associated with specific treatments
- Avoidance of over-reaching and stooping
- Minimising potential for repetitive movements, e.g. considering treatment rotation
- Adequate breaks for staff
- Reducing stress levels, stress can lead to poor posture
- Making environmental improvements – heating in cold areas, ventilation where necessary

The importance of personal protective equipment

Using the correct personal protective equipment (PPE) is essential for all salon services to maintain health and hygiene to the client and the stylist or therapist.

The consequences of inadequate client protection during salon services may result in legal proceedings (negligence), where the client has the potential grounds to sue or claim against the salon for replacement of damage to themselves or their property, e.g. clothes.

Service or Treatment	PPE • Hair dresser/barber • Client	Examples/reasons
Shampoo and conditioning	Gloves	Prevent the client's clothes from getting wet whilst at a back basin
	Gown, plastic cape, towel	
Cutting/blow-drying/setting and dressing	Closed toed shoe	Prevent hair entering feet and causing infection
	Gown, towel, cutting collar	Preventative measure for accidental dropping of products and/or equipment causing injury
Colouring, bleaching	Gloves and apron Optional: Face mask, goggles	Prevents staining of clothes and hands Gloves also add protection against possible contact dermatitis/chemical damage to hands
	Gown, plastic cape, towel, barrier cream	Individuals who suffer from allergies or asthma should wear a mask to prevent chemical inhalation In extreme cases of effects from inhalation of products, eye protectors should be worn, particularly bleaching powders to prevent further respiratory problems
Perming, Chemical relaxing	Gloves and apron	Specifically to avoid contact with perming or relaxing agent on hands and to prevent product staining on uniform/clothes
	Gown, plastic cape, towel, barrier cream, cotton wool	
Hair extensions	Optional: gloves	Gloves to prevent chemical contact with hands, specifically when glue is used
	Gown, towel	

General 'small risk' Level 3 beauty treatments	Gloves and aprons Optional: goggles or safety glasses	An apron to protect the therapist's uniform and gloves for hygiene reasons during any stages of any treatment where cross infection is a risk.
	Optional: goggles or safety glasses	Goggles/safety glasses should be available to protect both the therapist and client's eyes when necessary in certain treatments where this is a risk of particles entering the eyes
Epilation	Gloves	Gloves to protect the therapist and client from cross-infection
	N/A	
Stone Therapy	Thermal glove/slotted spoon	Gloves to protect the therapist's skin from high temperatures of warm stones.
	Towel	A towel to act as a barrier protecting the client's skin from direct contact with warm placement stones
Air brush treatments	Protective clothing, face mask, gloves, goggles or safety glasses	An apron/protective clothing to protect the therapist's uniform and protective clothing for the client's clothes.
	Protective clothing, face mask, goggles or safety glasses	Gloves for hygiene precautions and also to protect the skin from the products. Goggles or safety glasses to protect the eyes (if applicable) and masks to protect from inhalation
Eyelash extensions	Gloves, apron	Gloves to prevent contact with the skin when glue is used. An apron to protect the therapist's clothes and a headband to protect client's hair if required.
	Headband (optional) Towel	A towel should be used to protect the client's clothes in the immediate area
UV Gel	Gloves, goggles or safety glasses	Gloves for hygiene reasons and to prevent contact between any irritants/chemicals and the skin. An apron will protect the therapist's clothes
	Goggles/safety glasses	

Spray tanning	Disposable gloves, apron, mask	Gloves as a hygiene precaution and also to protect the therapist's skin from tan staining during application. An apron will protect the uniform and a mask to prevent inhalation.
	Headband/cap, disposable underwear, eye goggles, nose plugs (optional) for the client	The client needs hair protection in the form of a cap/headband and disposable underwear must be available plus disposable foot protectors. Goggles and nose plugs should be optional too for the client
Manual tanning	Disposable gloves, apron	Gloves as a hygiene precaution and also to protect the therapist's skin from tan staining during application. An apron will protect the therapist's uniform.
	Headband/cap, disposable underwear	The client needs hair protection in the form of a cap/headband and disposable underwear must be available
Waxing	Gloves, apron	Gloves to protect the therapist's skin and an apron to protect the uniform.
	Gown, towels/disposable couch roll	A gown should be available for the client plus towels and disposable couch roll to protect the client's clothes and work area
Electrical filing for nails	Gloves, apron, safety glasses or goggles, dust mask	Gloves for hygiene reasons and to protect the therapist's skin.
	Safety glasses or goggles, dust mask	Safety glasses/goggles will protect both the therapist's and client's eyes and a dust mask should be available for both to avoid inhaling dust
Style and fit postiche	Gloves, apron	Gloves to protect the therapist's skin and an apron to protect clothing
	N/A	

The importance of good personal presentation

Personal appearance should combine safety and professionalism to avoid accidents and give a positive professional image of a salon.

Consideration should be given to:

- The importance of personal appearance, e.g. to be clean, hygienic and in accepted uniform/clothes
- The avoidance of wearing obtrusive jewellery which may be a hazard
- Always wearing correct protective clothing
- Having a high standard of personal cleanliness and hygiene, e.g.
 - Tidy hair and nails
 - Covering cuts and open wounds

The importance of preventing cross-infection and cross-infestation

To prevent cross-infection and cross-infestation within the salon environment, sterilisation of all tools and equipment must be undertaken to ensure complete destruction of any living micro-organisms.

This is important to ensure the image and reputation of the salon is maintained. Without sufficient attention there is the risk of potential threat to health and the potential loss of business and reputation of the business.

Legal action may be taken against individuals or against the business

Stylists, barbers and therapists must know how to use the sterilisation equipment within the salon, e.g. sterilisation fluids, ultra-violet cabinet, autoclave and cleaning detergents.



Sterilisation and disinfecting methods used in salons

Tools, equipment and work surfaces must be kept clean, well maintained and sterilised or disinfected.

Sterilisation and disinfecting will prevent cross-infection/contamination.

- **Sterilisation** – the killing of organisms such as bacteria, fungi and parasites
- **Disinfecting** – the elimination of the most harmful microorganisms (not including their spores) from surfaces or objects

Cleaning/sterilisation	Tools	Use/Instructions
Autoclave	Metal tools for hair or beauty, e.g. scissors, tweezers - cuticle knife/cuticle nippers	Steam is used at high temperatures to sterilise equipment. Tools/equipment usually take 20 minutes to sterilise; autoclaves are not suitable for wooden handled tools
Chemical sterilisers	Scissors, tweezers etc, combs, brushes, sectioning clips	Mostly used in chemical jars, a solution is made following manufacturers' instructions. Tools are submerged for 20 minutes to be fully sterilised
Ultra-violet cabinet	All tools	Ultra-violet rays sterilise tools, turn tools after 20 minutes to ensure both sides are fully sterilised
Moist heat	Towels, gowns	Hot cycle on washing machine used to kill bacteria and clean effectively
Cleaning detergents	Work surfaces	Must be used at correct concentrations and is used mostly to decontaminate surfaces and air



The importance of following emergency procedures calmly and correctly

During any emergency situation, it is important to follow clearly outlined standard or normal operating procedures (SOPs or NOPs).

This may include procedures for:

- Dealing with accidents and first aid emergencies
- Contacting the emergency services and emergency contacts
- Administering first aid
- Dealing with a missing person
- Dealing with a fire, chemical spillage or unidentified parcel
- Managing a security alert and evacuation
- Recording and reporting any accident or incident

All salons will have their own written procedures. Individuals working in other environments, e.g. such as mobile stylists or therapists working in a client's home, should develop their own set of procedures that they will adhere to in the event of an emergency.

In any emergency situation, it is important to follow standard or normal operating procedures (SOPs or NOPs).

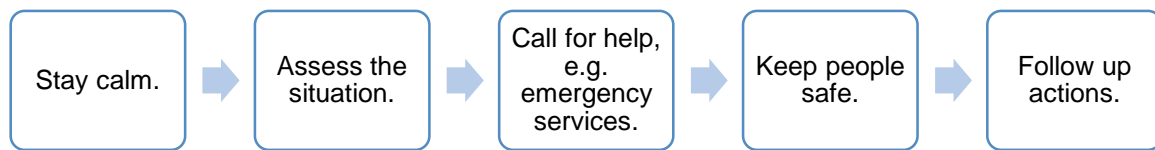
Following the correct operational procedures in an emergency situation will:

- Prevent panic or alarm
- Ensure the emergency is handled effectively
- Minimise harm to anyone involved
- Maximize safety of anyone involved
- Ensure legislative guidance is followed
- Enable appropriate and detailed reporting and recording
- Ensure the emergency is resolved with maximal effectiveness – e.g. all staff know their role and duties.

It is a legal responsibility to do everything 'reasonably practicable' to keep people safe and prevent harm.

Managing emergency situations

An outline of the procedures to follow when managing emergency situations are to:



- **Stay calm** – staying calm is essential to manage an emergency effectively.
- **Assess the situation** – find out what has happened and how it happened.
For example: asking a conscious casualty about their symptoms and the cause of their accident or asking bystanders for information. If assessment of a situation appears potentially dangerous or may offer risk to self (e.g. smoke coming from a cupboard), then the emergency services should be called, without further assessment.
- **Call for help** – use alarm buttons or another person to call the first aider or ask someone to call emergency services (999 or 112).

The emergency services should be contacted in dangerous situations, e.g. fire; suspected bomb; or medical emergencies such as: unconscious casualty; epileptic seizure, asthma attack; suspected fractures, dislocations, head, neck or spine injuries or internal bleeding; severe external bleeding or burns etc.

- **Request fire brigade** – to deal with fires, explosions, gas leaks, chemical spillages, crush injuries or if individuals are trapped and unable to escape.
- **Request ambulance** – call to deal with medical emergencies, e.g. heart attack, epilepsy, asthma attack, diabetic coma, unconscious casualties, severe bleeding, suspected fractures, internal injuries or head, neck or spine injuries.
- **Request police** – to deal with criminal behaviour, e.g. theft, breaking and entering, violent or aggressive behaviour or harm, anti-social behaviour, bomb or security alerts.

When contact with the requested service is made, they should be provided with the following information:

- **The type of incident** – what happened, when it happened, the actions taken, e.g. evacuation (where appropriate) or application of first aid (where appropriate).
- **The number of people involved** – the type of casualties (conscious, unconscious), their age, severity of any injuries, including any first aid actions being taken.
- **The location** – full address and post code and where to go when they reach the destination; including any information about specific access points.

- **Other emergency services needed**, e.g. ambulance, police, and/or fire brigade.
- **Who will meet the emergency service** personnel at the location and guide them to the site of the emergency.

In the time between the emergency call and the emergency services arriving, all people should be kept safe – first aid, reassurance, evacuation etc.

- **Evacuate the area** – For accidents and medical emergencies, other people should be asked to leave the areas to maintain privacy for the casualty.

In the event of fires, chemical spillage or suspected bomb; a larger scale evaluation will be needed. Everyone should be evacuated by the appointed people, e.g. fire warden and health and safety officer and should go to the emergency meeting point for a register check and wait for the emergency services to arrive.

- **Care for any casualties** – Reassure all people involved. Administer first aid for minor injuries or while waiting for ambulance service for medical emergencies
- **Post-emergency management** – After any emergency, it is important to deal with any trauma (personal or other peoples)
- **Record and report the emergency** – using the accident or incident book. All accidents and emergencies must be recorded and reported in detail and in accordance with relevant legislation (RIDDOR). The information reported should include:
 - Name of the organisation and reporting person
 - The type of emergency
 - Where it took place, the time and date
 - How the emergency happened
 - The name of any casualties, with details of the injuries and any first aid provided and subsequent actions, e.g. sent home or with emergency services
 - Witness statements and signatures
 - Actions taken, e.g. contacting emergency services, evacuation of the building in the event of fire or notifying emergency contacts
 - The name and signature of the person who dealt with the emergency
 - Follow up actions and notes

Further Information on reporting accidents and incidents is available from:

<http://www.hse.gov.uk/riddor/report.htm>

Additional training should be provided by organisation's employing staff. Those who are self-employed would need to identify and source additional training, such as: first aid and CPR; reporting accidents, risk assessment, manual handling and fire safety.

To manage any emergency effectively, it is important to know the following:

- Where is the nearest telephone?
- Where is the location of the nearest first aid box?
- Who is responsible for stocking the first aid box and what should it contain?
- Where is the nearest safety exit?
- Where are fire extinguishers located?
- Which extinguisher is appropriate for specific types of fire?
- Where are the fire assembly points?

Maintaining the safety children, older people and disabled people in emergency situations

In emergency situations, vulnerable groups such as children, disabled people and adult adults may require additional support and assistance; especially during an evacuation, such as a fire or other large scale emergency.

In these situations, it is important to know:

- How many people from specific groups are in the facility and where are they located?
- Where are the different evacuation routes from specific areas?
- What assistive equipment is available, if it is required?
- What additional support is available to assist evacuation, e.g. appointed staff?

Things to consider when managing evacuations of vulnerable groups:

- Deaf or partial hearing may need alternative signals to 'raise the alarm', e.g. the use of a visual alarm, such as a flashing light
- Children will need to be supervised and clearly instructed to evacuate an area, without causing them panic.
- Adults with learning disabilities, e.g. Downs syndrome will need to supervised and clearly instructed to an assembly point
- Blind or partial sighted people may need one-to-one support with evacuation, e.g. the offer of an arm to guide them out of a building
- Physical disability or mobility issues, e.g. wheelchair user or walking aid may need assistance evacuating a building. There may be equipment available to assist their evacuation and named staff may be appointed and responsible for assisting the person.

*Lifts should **not** be used during fire emergencies*

Section 3: The role of a health and safety supervisor

The health and safety supervisor will be required to take responsibility for all aspects of health, safety and welfare introduced in sections 1 and 2 of this manual.

The importance self-presentation and monitoring others in accordance with health and safety requirements

An essential aspect of the supervisory role is to lead by example and provide a positive role model. This demands appropriate attention to own personal presentation and hygiene to meet with legal and salon requirements.

Consideration must be given to:

- Uniform
- Footwear
- Hair
- Jewellery
- Correct use of personal protective equipment, e.g. gloves and aprons.

Responding to hazards and risks to ensure working practices meet legal requirements

The supervisor must ensure the environment and equipment meets health, safety and welfare requirements.

Consideration may include:

- Positioning of stylist or therapist and client in order to maintain safety and reduce risks and lessen fatigue
- Handling, use and storage of products, materials, tools and equipment safely to meet with manufacturers' instructions
- Disposal of all types of salon waste safely to meet with legal and salon requirements and wherever possible follow eco-friendly options
- Following relevant health and safety regulations, e.g. electricity regulations, COSHH, RIDDOR, Manual handling, Fire precautions, First Aid
- Monitoring accidents, e.g. slips, trips and falls

Maintaining a safe salon, monitoring and supporting others in a supervisory role.

Supervisors must ensure all staff are fully inducted and trained to health, safety and welfare.

They must ensure all staff:

- Adhere to salon policies
- Have clean, tidy and safe standards of working
- Remove spillages, report slippery surfaces, e.g. oils, spills and remove/report obstacles
- Have clear access to work stations/beds/trolleys and equipment
- Use clean/sterilised/disinfected tools, equipment and work surfaces
- Are able to carry out a risk assessment
- Follow salon rules, e.g. no smoking, eating, drinking or drugs in salon

Supervisors must also know the salon policy for security of staff, clients and visitors, which would include:

- Being up to date with the systems for security
- Knowing emergency evacuation procedures
- Knowing how to store and use confidential staff and client records

References:

- Health and Safety Executive (2016) *Five Steps to Risk Assessment*. Accessed on: 16-5-2016. Available from: <http://www.hse.gov.uk/risk/fivesteps.htm>.
- Health and Safety Executive (2016) *Health and Safety Regulation. A Short Guide*. Accessed on: 16-5-2016. Available from: <http://www.hse.gov.uk/pubns/hsc13.pdf>. Accessed on: 4-4-201

Websites:

- HSE: <http://www.hse.gov.uk>
- DBS: <https://www.gov.uk/dbs-check-requests-guidance-for-employers>
- Scotland (Disclosure): <http://www.disclosurescotland.co.uk/apply/employers>
- Northern Ireland (Access NI Disclosure): <http://www.dojni.gov.uk/accessni>

Health and Safety in the Salon

Answer the following questions in your own words:

LO1. Know the principles of health and safety

1. What are the three main influences on health and safety?
2. Why is health and safety important in a salon environment?
3. Why is legislation important?
4. Name four pieces of health and safety legislation required for salon services.
5. What is Duty of Care?
6. What is the role of a health and safety officer?
7. Give an example of three health and safety records relevant in a salon environment?
8. List some ways to achieve high standards of health and safety
9. What is meant by welfare?
10. What are some of the key factors that can affect a person's welfare in the workplace?

LO2. Know the health and safety requirements in the salon

1. What are some of the possible hazards in a salon environment?
2. What is risk assessment?
3. How can risks be controlled?
4. What action should be taken if a risk is identified as being high?
5. Give an example of a first aid emergency that may occur in a salon environment.
6. What is the role of the hair stylist, barber or beauty therapist during an emergency?
7. Why is it important to stay calm in an emergency?
8. How would you contact the emergency services?
9. Describe some of the personal protective equipment that can be used in a salon.
10. Explain the importance of sterilisation and disinfecting in the salon.

LO3. Understand the role of the health and safety supervisor

1. Explain the importance of presentation in relation to health and safety
2. Explain how to respond to hazards and risks and ensure working practices meet legal requirements
3. Explain how to maintain a safe salon
4. Explain how to monitor and support others in a supervisory role
5. Explain salon policy for security of staff, clients and visitors