

Risk Assessment: Hairdressing – General Activities

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| Location: | Date of Assessment: | Date for Review: | Person(s) completing the risk assessment: |
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| Hazards Identified | Who might be harmed | Measures to Control Risk | Further action required <i>(To ensure Measures to Control Risk are in place)</i> | Action Plan | | |
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| | | | | Action By whom | Plan By when | Completed |
| <p>Slips and trips - trip over objects or trailing wires, or slip on hair/spillages/wet floors, and trying to reach items.</p> | <p>Employees Clients Contractors Visitors</p> | <ul style="list-style-type: none"> • Good Housekeeping ensuring the salon is kept tidy and clean. • Regular visual inspections of the floors to see that they are free from hair, products, nail clippings and remain in a good condition etc. • Cleaning up any spillages, chemicals or water immediately with paper towels. • Floor cleaned at the end of the working day. • Serum sprayed directly onto clients' hair. • Client's wet hair is wrapped in a towel after washing. • Cut hair is swept up regularly and after each client. Where possible before the client leaves the chair. • Walkways, workstations and stairs kept clear. • Rubbish removed (boxes, packaging etc.) from walkways to waste areas. • Products stored correctly in designated storage areas. • Cables and leads stored securely or re-routed overhead if possible. • Adequate sockets provided to reduce trailing cables. • Hairdryers, straighters, etc. unplugged when not in use and placed in holders provided, or removed when not in use. • Adequate lighting. • Lamps positioned in such a way that reflections of light in the mirrors and working in one's own shadow are avoided. • Employees wear appropriate footwear. • Mats provided at doorways/entrances. Mats maintained in a good condition, cleaned regularly, checked to ensure they remain flat to the floor. | | | | |

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| | | <ul style="list-style-type: none"> • Defects reported and replaced. • Provide proper step ladders/kick stools to reach anything not accessible from the ground. • Manager's complete monthly salon inspections. • Employees informed, instructed and trained in safe working practices. | | | | |
| <p>Poor posture when working - may suffer musculoskeletal injuries, e.g. back pain, neck or shoulder injuries and pain or discomfort in feet and legs</p> | Employee | <ul style="list-style-type: none"> • Height-adjustable client seats that are easy to adjust and can be turned around. The client's position determines the working height and thus the working posture of the hairdresser. Therefore, it is important that the client's seat can be adjusted to enable hairdressers of different heights to work in an upright posture. The seat should be stable and preferably have a flat ground plate that enables standing on them. • Using washbasins that are not too deep and long (front-back) with sufficient space for the feet and knees under the basin to enable the hairdresser to stand close to the client's head in order to minimise reaching distances and prevent bending postures. • Where required cutting stools provided for employees to reduce the duration of standing task performance and of bending the back. • Adequate space to enable movement of hairdressers cutting stools around the client. • Using sharp scissors with a little finger rest to reduce and improve the division of the force needed. • Using good, solid shoes without heels, to enable a good working posture, prevent backache and increase grip. • Work arranged to allow short breaks to be provided throughout the day. • Training and educating the staff in the application of risk reduction measures, e.g. using the available means to optimise their working posture (adjusting the height of client seats), improving their working posture (keeping the elbows low), taking sufficient breaks, etc. | | | | |

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| | | <ul style="list-style-type: none"> • A reasonable temperature is maintained. • Employees to report any aches and pains to their manager. | | | | |
| <p>Electricity – electrical shocks, fire, burns. Electrical appliances subjected to considerable wear and tear, continually used at different locations. Additionally they are used throughout the day in a moist environment which increases the risk of shock should a fault occur.</p> | <p>Employees Clients Contractors Visitors</p> | <ul style="list-style-type: none"> • Fixed electrical installation inspected every five years by a competent contractor – arranged by Head Office. Remedial work completed as required and paperwork held by Head Office. • Rented premises – landlord completes the inspection and provides a copy of the certificate to Head Office. • All hot and cold water pipes are suitably bonded and earthed. • Portable appliances inspected on an 18 monthly basis by a competent contractor. • Employees instructed to leave/bring in their portable appliances used in the workplace for inspection. • Visual inspection completed of equipment before use. Defective cables and plugs reported and the equipment is taken out of use immediately and tagged Do Not Use. • Electrical equipment is used as per the safety instructions i.e. not near water. • Employees trained and instructed to use the equipment correctly and safely. • Electrical equipment mountings provided at workstations. • Sufficient sockets provided to reduce the use of extension leads. • Where extension leads are provided, they are not overloaded and not plugged into another extension lead. • Management know the location of the fuse box and how to turn off the electricity in an emergency. | | | | |
| <p>Gas Exposure to carbon monoxide, fire explosion</p> | <p>Employees Clients Contractors Visitors</p> | <ul style="list-style-type: none"> • Annual service by Gas Safe engineer – arranged by Head office • Carbon monoxide detectors installed near boilers • Carbon monoxide detector tested regularly and batteries replaced annually or when the low battery alarm sounds. | | | | |

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| Glass Doors | Employees Clients Contractors Visitors | <ul style="list-style-type: none"> • Glass doors to have markings/etchings, which enable them to be seen. | | | | |
| Working at Height Use of stepladders to change bulbs, access high shelves, erect posters/promotional material | Employees Clients Contractors Visitors | <ul style="list-style-type: none"> • Employees trained in the safe use of step ladders. • Stepladders visually checked before use, do not use if faulty. • Select a suitable flat and solid position to locate the ladders. • Ensure ladder is at the correct angle and safety straps/catches are in position. • Ensure rubber safety feet in position. • Ensure the foot of the ladder cannot be banged by passing people. • Keep both hands on the step ladder and avoid carrying heavy items on it. (maintain 3 points of contact). • Do not over-reach or over-balance. • Cordon off the area below the step ladder. • Ensure there are at least 3 rungs above your knees to aid stability. • Quarterly documented stepladder checks. • Working at height risk assessment and safe system of work followed. • Suitable footwear worn by employees. | | | | |
| Hairdressing Products and Chemicals Hair preparations and products used in the salon contain harmful substances which can cause both skin and respiratory problems. Products used for cleaning can also be hazardous. | Employees Clients Contractors Visitors | <ul style="list-style-type: none"> • Inventory of hazardous products used in the salon. • Up to date material safety data sheets (MSDS) or equivalent obtained from the manufacturer. • COSHH assessments completed before the product is used and made available to all employees. • Employees informed, trained and instructed on the safe working method of each product used. • Store products as per the COSHH assessment and MSDS. • Containers labelled with contents • Salon and stock room well ventilated. | | | | |

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| | | <ul style="list-style-type: none"> • Solutions prepared in accordance with manufacturers instructions to ensure correct consistency. • Materials mixed and stored away from the client in the separate room/area using designated mixing applicators, bowls and serving dispensers. • Products not mixed unless recommended by the manufacturer. • Solutions only applied for time specified by the manufacturer. • Appropriate PPE provided (i.e. non latex gloves) and worn, as per the COSHH assessment; when mixing, using the product and washing up the dispenser. • Clients protected with single use towels. • Employees check with client for discomfort. • Washing facilities and first aid kits provided. • Skin patch tests completed on clients as per manufacturers instructions, normally 48 hours before treatment. • Employees check with customers for history of allergy to colour and any damage to scalp. • Good hygienic house rules, involving: <ul style="list-style-type: none"> ○ washing hands ○ using paper towels ○ changing towels and gowns after each client ○ thoroughly cleaning equipment such as brushes, combs, scissors after use. | | | | |
| Dermatitis Frequent wet hand work – washing hair, colouring, bleaching, cleaning out mixing bowls etc | Employees | <ul style="list-style-type: none"> • PPE provided - Single use, all-round smooth, powder free, non-latex gloves, in various sizes. Employees instructed to wear these gloves routinely for washing hair, for chemical tasks and for cleaning. • Soft cotton or paper towels provided for drying hands. • Non-perfumed moisturiser provided. Employees informed to apply moisturiser after washing hands, at the start and end of the day. • Single use disposable gloves changed between clients. • Employees informed and instructed how to safely remove | | | | |

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| | | <p>gloves to prevent contamination (HSE poster correct removal of gloves provided)</p> <ul style="list-style-type: none"> • Information on dermatitis issued to employees. • Employees to regularly check their skin for early signs of dermatitis. • Documented checks completed by management on employees skin. • Dusty products avoided granules, pastes or solutions provided. • Wet work distributed amongst the team. | | | | |
| <p>Blades and sharp instruments Cuts and grazes to staff and clients. Possible blood transmission from one person to another; risk of blood-borne infection.</p> | <p>Employees Clients Contractors Visitors</p> | <ul style="list-style-type: none"> • All sharp implements and combs/brushes cleaned with sterilising liquid; Barbicide, after each use. Scissor/clipper heads sprayed with disinfection between clients. Brushes/combs placed in Barbicide. • Sterilising liquid changed daily following COSHH assessment and manufacturers dilution instructions. • Disposable razors used and disposed of in sharps boxes. • Hairdressers trained and qualified in using the equipment. • Clients verbally advised to close eyes and remain still whilst hair around the face is being cut. • In the event of a cut, area is sanitised and first aid treatment applied using disposable non latex gloves. • Monitoring by the manager that implements are sterilised after use. | | | | |
| <p>Lone Working Verbal or physical assault</p> | <p>Employees</p> | <ul style="list-style-type: none"> • Wherever possible, two employees on the premises at all times • Only competent staff allowed to work alone in salon once a Lone Worker Risk Assessment has been completed • Inform Regional Business Manager or nominated person when lone working and advise when leaving the salon. • No working at height in the salon. | | | | |
| <p>Manual handling Lifting and moving stock leading to back injuries, strains, fractures etc</p> | <p>Employees</p> | <ul style="list-style-type: none"> • Manual handling technique instruction provided at induction and in the staff handbook. • Large boxes of deliveries split down into smaller lighter boxes. Decant items in a safe area away from people, | | | | |

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| | | <p>walkways and escape routes.</p> <ul style="list-style-type: none"> • Request deliveries to be taken to the store room. • Assistance provided from another employees. • Suitable footwear worn. • Look for the weight of the box contents. • Check walkways are clear before moving boxes, stock, and promotional material. • Storage area arranged to provide easy access to stock on shelving i.e. so no constraints on posture when lifting and carrying stock. • Heavy items stored at the bottom, light items at the top, every day items in the middle. No overloading of shelves. • Stock stored clear of smoke detectors and lights approx 50 cms. • No stock/materials to be stored in high risk rooms; boiler, electrical distribution/switch rooms. • Manual Handling assessments for high risk activities. • Contractors used for shop fit outs and moving large items. • Defects to shelving units must be reported immediately to Head Office. • Good Housekeeping – monitored by the Salon Manager. | | | | |
| Burns/Scalding Hot water, electrical appliances | Employees Clients Contractors Visitors | <ul style="list-style-type: none"> • Water temperature controlled by a thermostat. • Boiler and thermostat maintained and serviced in line with manufacturers requirements. • Water temperature tested before use and check that the temperature is comfortable for the client. | | | | |
| Broken Glass (mirrors/containers) cuts, and puncture wounds | Employees Clients Contractors Visitors | <ul style="list-style-type: none"> • Affected area cleared of people. • Thick cut resistant gloves to be worn. • Broken glass to be swept into a dustpan and brush. • Employees instructed not to pick up broken glass with bare hands. • Wrap broken glass in a newspaper and/or place in a cardboard box marked Broken Glass to reduce risk to others. | | | | |

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| | | <ul style="list-style-type: none"> Do not place broken glass in general waste. | | | | |
| Waste inc. flammable waste. | Employees Clients Contractors Visitors | <ul style="list-style-type: none"> Waste removed on a regular basis throughout the day to designated waste area. Internal waste areas – good housekeeping, waste bagged, removed daily for collection. External waste areas – good housekeeping, place waste in designated bin, bin or area to be locked and secured. Acetone wipes (nail bars) to be stored in a metal lidded container before removal from site. | | | | |
| Asbestos Presence of asbestos containing materials (ACM's) | Employees Clients Contractors Visitors | <ul style="list-style-type: none"> Asbestos surveys completed on salons – arranged by Head Office Management plans in place for salons with ACM's present – managed by Head Office. Location and type of ACM's present informed to salon manager and contractors. Contractors informed before entering site and on arrival at site. | | | | |
| Legionella Exposure to legionella bacteria form hot and cold water supplies | Employees Clients Contractors Visitors | <ul style="list-style-type: none"> Monthly temperature testing of water temperatures in line with current guidance L8 -The control of legionella bacteria in water systems. Little used outlets purged weekly. Salon Manager to contact Head Office if the temperature is outside safe parameters (cold below 20°C or hot reaches 50 °C within 2 minutes). Annual visual check of internal surfaces of calorifiers for scale and sludge. | | | | |
| Contractors | Employees Clients Contractors Visitors | <ul style="list-style-type: none"> Only company approved contractors used. Work arranged and commissioned by Head Office. Contractors assessed before use and every couple of years. Their H&S and competency of staff evaluated, and insurance certificates received. Contractor site rules to be issued. | | | | |
| Temperature/ Ventilation | Employees Clients | <ul style="list-style-type: none"> Heating provided which is maintained and serviced. Fresh air supply (can be natural ventilation – | | | | |

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| | Contractors Visitors | windows/open door). <ul style="list-style-type: none"> Fans/air conditioning units provided in warm weather. Thermometers provided – reasonable temperature maintained. | | | | |
| Welfare provision | Employees | <ul style="list-style-type: none"> Access to toilets and washing facilities, which are clean and maintained. (either on site or at a café/restaurant close by) Toilets to be lockable and provided with toilet paper. Hot and cold running water, soap and drying facilities provided. Staff are permitted regular breaks | | | | |
| First Aid | Employees Clients Contractors Visitors | <ul style="list-style-type: none"> Two appointed persons per salon to provide cover for leave and absence. First aid boxes provided. Contents as per the company guidance. Appointed person – to take control in an emergency and check first aid box is fully stocked and replenish the first aid box on a regular basis. Accident book available. First aider and injured person to complete the accident book and forward to Salon Manager/HR. | | | | |
| Fire smoke inhalation, burns, death | Employees Clients Contractors Visitors | <ul style="list-style-type: none"> Fire risk assessment completed. Fire drills completed and documented every six months by the salon manager. Employees informed and instructed at induction and annually on fire prevention and evacuation procedures. Daily visual checks that the escape routes are kept clear and free from obstructions by the Salon Manager. Fire exits kept clear. Monthly inspection by the salon manager on the fire protection systems. Defects reported immediately to Head Office. Fire protection systems; smoke and heat detectors, fire extinguishers, fire alarm panel, sounders, emergency lighting maintained and serviced by Head Office. | | | | |

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| | | <ul style="list-style-type: none"> • Flammable products stored away from heat source. | | | | |
| Cash Handling | Employee Client | <ul style="list-style-type: none"> • Where possible salon closed when cashing up. • Wherever possible, two employees to take the cash to the bank. Rotate the task so it is not always the same people visiting the bank. • Vary the route and time of day when you go to the bank so your movements cannot be predicted. • Bank your money regularly to keep cash to a minimum. • Use a different bank branch used, where possible. • Use secure security bags or unmarked bags/containers to carry cash and do not draw attention to them. • Leave the till empty and open overnight. | | | | |
| Violence & Aggression in the salon | Employee | <ul style="list-style-type: none"> • Personal safety training on induction. • Violence & Aggression training provided at induction. • Second employee utilised to diffuse the situation. • Maintain personal space. • Manage confrontation by using positive interpersonal skills; listening, remaining calm and confident, being assertive rather than aggressive; defusing situations before they escalate by being non-confrontational and offering a compromise; attracting the attention of colleagues and if all else fails ensuring an escape route; • Customer care training. • Effective customer care; being polite, calm and helpful, recognise the other person's point of view. • Guidance in the H&S policy and staff handbook on personnel safety and stress. • Accident/near miss reporting. • Regis complaints procedure. • Good lighting levels. • Regular management visits. • Network with retailers in the area. | | | | |

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| Young Persons (under 18) | Employees | <ul style="list-style-type: none"> • Young person restricted from certain manual handling work (e.g. lifting heavy boxes etc.). • Physical capacity is assessed before young person starts work and tasks restricted where appropriate. • Young persons often wash hair – the young person must wear single use non latex gloves while washing hair. • Young person to be instructed on dermatitis and safe working procedures to prevent dermatitis. (see dermatitis above) | | | | |
| New And Expectant Mothers | Employees | <ul style="list-style-type: none"> • Written procedure to indicate to female workers their obligation to notify Regis in writing if they become pregnant. • New and expectant mother risk assessment completed on notification of pregnancy, reviewed throughout the pregnancy and on the return to work if within six months of giving birth. • Pregnant workers not allowed to work alone. • Pregnant workers restricted from manual handling operations involving physical effort, only light loads permitted and tasks are individually assessed. • Regular discussions with the salon manager and HR. | | | | |
| Wellbeing | Employees | <ul style="list-style-type: none"> • Regular staff meetings to address concerns • Management and HR available to discuss and concerns regarding work and the working environment • Hours worked in line with Working Time Directive • Training to develop employees skills • Support from managers and colleagues • Employee welcome book • Employee appraisals • Clarity of roles and responsibilities | | | | |