

BUSINESS DETAILS

IN AN EMERGENCY CALL:

Salon/Spa Manager:
Business Contact Number:
Clients:

SERVICE DETAILS

Purpose:
Date:

Benefit: Delivers transformative results that can boost self-esteem and client satisfaction. | Encourages advanced technical skills and product knowledge development. | Expands service offerings, attracting a wider range of clientele. | Increases expertise in safe chemical handling and professional procedures. | Promotes regular salon visits, supporting steady business growth. | Provides opportunities for personalised colour and texture solutions.

HAZARDS

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Allergic reaction to direct dyes and toners (non-oxidative)	Itching, rash, swelling	Unlocks vivid fashion shades and creative toning effects that elevate the overall look.	Review dye reaction history; perform a small behind-ear/inner-arm test with the exact toner/shade, avoiding damaged skin. Use minimal contact time, remove at the first sign of irritation, provide aftercare advice, and record product, batch and timing. (ALL)	Clients	Before Measure: High After Measure: Med
Allergic reaction to persulfate lighteners	Allergic reaction, respiratory distress, skin irritation	Makes high-lift blonding and corrective lightening achievable for dramatic, fashion-forward looks.	Screen for asthma or past bleach reactions; choose low-dust powders and mix slowly in ventilated areas. Keep product off skin, use gloves/eye protection, check sensation regularly, and remove immediately if tingling escalates to burning; document batch and timing for traceability. (ALL)	Clients, staff	Before Measure: High After Measure: Med

Chemical Hair Services (colour, bleach, perms)

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Incompatible hair history or metallic salts reaction	Heat reaction, chemical fume release, hair breakage	Enables meaningful colour corrections without abandoning long-term style goals.	Take a detailed history of box dyes, henna and metallic salts; perform strand tests before high-lift or bleach. Discontinue if heat/fume reactions occur; choose chelation, removers or staged plans instead. Document decisions and set realistic outcomes with the client. (ALL)	Clients, staff	Before Measure: High After Measure: Med
Keratin/straightening treatment fumes	Breathing difficulty, irritation, headache	Delivers long-lasting smoothness and reduced daily styling time with a polished finish.	Select low-emission systems, ventilate with cross-flow or extraction near irons, and measure product precisely. Keep iron temperatures within brand limits and limit passes; offer masks if requested and avoid clients with active respiratory issues. Record batch and settings. (ALL)	Clients, staff	Before Measure: High After Measure: Med
Occupational asthma from persulfate dust	Breathing difficulty, asthma attack, long-term respiratory issues	Keeps blonding services reliably available while protecting breathing comfort for staff and clients.	Use low-dust lighteners, mix gently under local extraction, keep lids on bowls, decant minimal quantities, and avoid vigorous shaking. Offer FFP2/3 to symptomatic staff, rotate tasks, and set up health surveillance with referral pathways for persistent respiratory symptoms. (ALL)	Staff	Before Measure: High After Measure: Med
Overprocessing and hair breakage	Hair damage, split ends, breakage	Achieves target lightness or texture change while preserving length, movement and styling options.	Test elasticity/porosity before lightening; reduce developer on fragile zones, avoid overlapping lightener, and use bond-support protocols per brand. Perform timed visual checks, rinse at target level, apply strength-restoring aftercare, and record integrity choices for future sessions. (ALL)	Clients	Before Measure: High After Measure: Med

Chemical Hair Services (colour, bleach, perms)

Risk Assessment

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Relaxer scalp sensitivity and burns	Scalp damage, burns, discomfort	Creates sleek, low-maintenance straight looks tailored to hair type and lifestyle.	Protect hairline/ears with petroleum jelly, avoid abraded skin, and section cleanly. Apply per brand, monitor sensation constantly, and neutralise thoroughly once the target is reached. Record sensitivities and adjust strength, timing or technique for future services. (ALL)	Clients	Before Measure: High After Measure: Med
Allergic reaction to oxidative dyes (PPD/PTD)	Allergic reaction, swelling, rash, anaphylaxis	Enables durable colour changes and grey coverage that enhance personal style and confidence.	Carry out an allergy alert test with the exact brand, shade and oxidant 48 hrs prior; review history including black henna and severe past reactions. Avoid damaged skin, use barrier at hairline/ears, and keep emergency steps visible; stop and rinse immediately if symptoms appear. (ALL)	Clients, staff	Before Measure: High After Measure: Low
Chemical scalp irritation or burns	Scalp burns, irritation, long-term sensitivity	Allows precise on-scalp applications for seamless roots and hairline perfection.	Use on-scalp formulas only where indicated; assess scalp integrity first. Select developer strength by hair condition, set timers, and check every 5-10 mins. At any burning, remove product and cool-rinse thoroughly, apply pH-balancing aftercare, record details, and adjust plan next visit. (ALL)	Clients	Before Measure: High After Measure: Low
Client movement during processing	Foil slippage, uneven results, spills	Keeps precise placement and section control feasible across a wide range of clients.	Seat clients comfortably with head/neck support, explain why stillness matters, and set a call-bell for discomfort. Clip foils securely, avoid folding against the scalp, and pause if the client needs to move; recheck placement and timing before resuming. (ALL)	Clients	Before Measure: Low After Measure: Low

Chemical Hair Services (colour, bleach, perms)

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Cross-contamination between products	Unexpected reactions, fumes, poor results	Allows complex multi-step services to be completed safely in a single appointment.	Use colour-coded bowls/brushes for bleach, colour, perm and neutraliser; disinfect tools between stages and label clearly. Keep oxidisers and reducers on separate trays and store apart; never share bottles or decant different chemistries into one container. (ALL)	Staff, clients	Before Measure: Med After Measure: Low
Cross-reactivity with related dyes or anaesthetics	Unexpected allergic reaction, skin irritation	Keeps viable colour options open by identifying truly suitable shade families.	Ask about reactions to benzocaine, PABA and azo dyes; provide a written “avoid list” and select truly non-cross-reacting families. Use targeted patch tests where appropriate and record tolerance outcomes to guide safe future shade selection. (ALL)	Clients	Before Measure: Med After Measure: Low
Eye exposure to chemical products	Eye damage, chemical irritation, vision impairment	Supports detailed hairline toning and close placement that frames the face beautifully.	Fit towels/eye shields for hairline work, keep wipes ready, and angle bowls away from the face. In case of splash, irrigate continuously with sterile eyewash or cool water for 15+ mins, remove lenses, seek medical advice as needed, and complete an incident record with product details. (ALL)	Clients, staff	Before Measure: High After Measure: Low
Fire risk from flammables and ignition sources	Fire, burns, injury, property damage	Retains access to rapid-finish products that deliver salon-quality shine and hold.	Store aerosols/alcohols away from heat; keep dryers/straighteners off capes and unplug when not in use. Maintain clear exits, serviced extinguishers and a no-smoking policy; brief staff on electrical/aerosol fire response and never use heat over volatile products. (ALL)	Staff, clients	Before Measure: High After Measure: Low

Chemical Hair Services (colour, bleach, perms)

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Foil heat build-up on scalp	Burns, discomfort, scalp irritation	Delivers controlled lift for highlights and balayage with bright, even results.	Use thin, even sections and appropriate developer; leave air gaps and avoid hood dryers over dense foil packs. Monitor by touch, remove any hot packet immediately, cool the scalp if needed, and adjust placement or strength to prevent thermal hotspots on future visits. (ALL)	Clients	Before Measure: Med After Measure: Low
Handling and storage of oxidisers/reducers	Spills, chemical burns, fire hazard	Keeps advanced colour, perm and relaxer services reliably available day to day.	Store peroxide upright, capped and away from heat/sunlight; segregate oxidisers from combustibles. Handle thioglycolate and perm solutions with gloves, keep SDS/COSHH to hand, train spill response, and use labelled, shatter-resistant bottles with dated batch logs. (ALL)	Staff	Before Measure: Med After Measure: Low
Inadequate rinsing or neutralising	Chemical irritation, scalp discomfort, uneven results	Ensures comfortable scalps and clean colour results clients are proud to show off.	Confirm water temperature/pressure before mixing; plan uninterrupted rinses for critical removal stages. Rinse until water runs clear, follow with neutralising or pH-balancing steps per brand, and test scalp comfort before finishing; document any deviations from protocol. (ALL)	Clients	Before Measure: Med After Measure: Low
Incorrect mixing ratios or order	Unpredictable results, chemical burns, hair damage	Maintains predictable lift and tone so finished shades match the agreed look.	Weigh with digital scales, follow label ratios, add developer after powder, and mix to a smooth, lump-free consistency. Never use metal bowls/whisks with persulfates; remix fresh if standing time is exceeded and never return leftovers to original containers. (ALL)	Staff	Before Measure: Med After Measure: Low

Chemical Hair Services (colour, bleach, perms)

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Neutraliser errors in perms	Hair breakage, weak curls, scalp irritation	Locks in curl shape and longevity for styles that hold between salon visits.	Use fresh neutraliser at correct volume; saturate evenly and observe full contact time. Rinse thoroughly to remove residues, avoid brand mixing mid-service, check elastic recovery on a test curl, and coach clients on aftercare and first-wash timing for best longevity. (ALL)	Clients	Before Measure: Med After Measure: Low
Skin staining and clothing damage	Permanent staining, clothing damage, reputational impact	Clients leave photo-ready with crisp hairlines and outfits protected from colour residues.	Apply barrier cream at hairline/ears, use fresh neck strips and chemical-resistant capes, and keep absorbent towels ready. Wipe drips promptly, use only approved stain removers on skin, and cover clothing; segregate clean/used linens and launder at high temperature. (ALL)	Clients	Before Measure: Low After Measure: Low
Sulfite sensitivity to neutralisers	Asthma flare-up, skin irritation, breathing difficulty	Keeps perm and colour services that require neutralisation feasible for suitable clients.	Screen for asthma and sulfite reactions; choose sulfite-free neutralisers where possible. Avoid aerosolising neutraliser, ensure rapid access to eyewash and client reliever inhalers if prescribed, rinse thoroughly, and document batches; defer and signpost if symptoms arise. (ALL)	Clients	Before Measure: Med After Measure: Low
Vapour inhalation and respiratory irritation	Breathing difficulty, dizziness, nausea	Keeps fast, in-chair processing possible for efficient, same-visit transformations.	Provide cross-flow ventilation or local extraction at mixing; keep lids on bowls, decant minimal quantities, and avoid aerosolising powders. Schedule heavy mixing during quieter periods and offer masks on request; never apply external heat over active chemical processes. (ALL)	Staff, clients	Before Measure: Med After Measure: Low

Chemical Hair Services (colour, bleach, perms)

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Waste chemical handling and environmental exposure	Environmental contamination, skin exposure, inhalation risk	Supports a modern product range while maintaining a responsible, professional salon image.	Collect residues in labelled, closed containers; never pour bulk oxidisers/reducers to drain. Follow local disposal rules, wear PPE when decanting, rinse bowls into a designated sink, and log volumes for audit. Train staff on spill control and environmental obligations. (ALL)	Staff	Before Measure: Med After Measure: Low
Water temperature or pressure failure during rinse	Incomplete rinsing, discomfort, scalp irritation	Preserves service quality and client comfort even during building hiccups.	Check building notices; avoid booking heavy chemical services during maintenance windows. Keep a backup basin and portable eyewash available; if failure occurs, stop process safely, cool-rinse as possible, and reschedule with clear notes to protect hair and scalp. (ALL)	Clients, staff	Before Measure: Med After Measure: Low
Unpredicted risks	Illness, injury, death		Ongoing dynamic risk assessment carried out by all staff. Any observed potential hazards should be reported to the manager immediately and corrective action taken if required. (ALL)	All	N/A

NOTES

Extra notes & service evaluation:

Completed by

Reviewed/Approved by

Risk Assessment Date

Review Required Date