

BUSINESS DETAILS

IN AN EMERGENCY CALL:

Salon/Spa Manager:	Business Contact Number:
Clients:	

SERVICE DETAILS

Purpose:	Date:
-----------------	--------------

Benefit: Allows better record-keeping for continuity of care and regulatory compliance. | Builds trust and professionalism, improving client satisfaction and loyalty. | Encourages open communication, ensuring clients feel heard and valued while reducing misunderstandings. | Prevents allergic reactions and adverse effects by identifying sensitivities early. | Promotes safety by identifying contraindications before treatments are carried out. | Supports tailored treatments by gathering detailed information on client preferences and medical history.

HAZARDS

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Inadequate medical history disclosure	Missed contraindications, adverse skin or respiratory reaction	Preserves autonomy and privacy while opening a pathway to tailored services.	Use a structured form covering allergies, asthma, eczema, prior reactions, black henna, medications and pregnancy. Explain why details matter, review records each visit, and use open questions to capture any changes since the last service. (ALL)	Clients, stylists	Before Measure: High After Measure: Med
Proceeding despite contraindications	Exacerbation of existing conditions, injury	Provides a route to important one-off outcomes under documented, informed choice.	Build hard stops in booking systems for positive tests, missing consent, active dermatitis, recent surgery or infections. Empower staff to refuse treatment, offer alternatives or referral, and document respectful communication and outcomes. (ALL)	Clients, stylists	Before Measure: High After Measure: Med

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Result interpretation and follow-up	False reassurance, missed allergy signs, severe reaction later	Delivers timely decisions while capturing uncommon late or limited reactions.	Train staff to grade erythema/oedema vs irritation; use a second checker for positives and photograph at ~48 hrs. Explain that screening guides, not guarantees; ask clients to monitor for 5-7 days and report late changes before confirming or proceeding. (ALL)	Clients, stylists	Before Measure: High After Measure: Med
Ventilation and airborne exposure	Respiratory irritation, coughing, headaches	Enables high-performance products that deliver durable, long-lasting results.	Provide local ventilation or extraction when handling adhesives, removers, sprays and persulphate powders. Keep lids closed, decant minimal volumes, prepare mixtures away from clients, and clean stations to limit vapours and dust plumes. (ALL)	Clients, staff	Before Measure: High After Measure: Med
Aerosol exposure during hair colour testing	Respiratory discomfort, irritation, allergic flare-up	Keeps efficient in-salon preparation workable while minimising nuisance exposure.	In open-plan areas, mix persulphate powders with low-dust techniques, use scoop-to-bowl methods, avoid vigorous shaking, and mix under extraction where fitted. Position clients upwind of prep points and wipe surfaces to remove residues promptly. (ALL)	Clients, staff	Before Measure: Med After Measure: Low
Allergic sensitisation to hair dye	Anaphylaxis, rash, swelling, difficulty breathing, hospitalisation	Enables hair colouring that enhances personal style and confidence.	Take allergy history; perform a controlled PPD/PTD test 48 hrs prior using the exact formula. Apply to intact skin, mark and photo the site, log batch/time, provide written aftercare, and defer services if any changes occur within the advised watch period. (ALL)	Clients, stylists	Before Measure: High After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Consent for minors or vulnerable adults	Misunderstanding of risks, safeguarding concerns	Ensures age-appropriate participation in services that build self-esteem and inclusion.	Obtain parental/guardian consent for under-16s and confirm capacity for vulnerable adults. Use age-appropriate explanations, avoid testing without an adult present where required, document who consented, and align with insurer and local rules. (ALL)	Clients, stylists	Before Measure: Med After Measure: Low
Cross-contamination during application	Unexpected allergic response, incorrect results, client distress	Keeps multi-product testing and services feasible within a single visit.	Decant tiny amounts into single-use labelled pots; use fresh applicators and gloves per client. Sanitise hands and touchpoints, keep products separated, discard leftovers, and prevent mixed exposures that could distort outcomes and future service decisions. (ALL)	Clients, stylists	Before Measure: High After Measure: Low
Cross-reactivity with related chemicals	Unexpected severe reaction, delayed recovery	Keeps viable options open by identifying truly suitable alternatives.	Screen for compounds that cross-react with PPD/PTD (e.g., benzocaine, PABA, azo dyes). Provide a written "avoid list," choose non-cross-reacting options, and record tolerance outcomes to inform future services and product choices. (ALL)	Clients, stylists	Before Measure: High After Measure: Low
Data protection and privacy breaches	Loss of personal information, client distrust	Supports convenient, personalised services through reliable digital continuity.	Restrict access with role-based permissions; use encrypted, GDPR-compliant systems and retention schedules. Collect only essential data, provide clear privacy notices, and audit access logs to maintain compliance and client confidence. (ALL)	Clients, staff	Before Measure: Med After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Emergency response to severe reaction	Anaphylaxis, shock, respiratory distress	Gives clients confidence to pursue transformative treatments with clear safety back-up.	Keep a first-aid kit, cold compresses and clear escalation steps. Train staff to recognise angioedema, breathing difficulty or widespread hives; stop testing, call emergency services, record events, notify insurer if required, and review before resuming. (ALL)	Clients, staff	Before Measure: High After Measure: Low
Expired or mislabelled products	Reduced effectiveness, unpredictable reaction	Supports access to trending shades and finishes through a robust product range.	Check expiries and batch numbers before decanting; retain original packaging and a batch log. Label samples with product/shade/date, discard expired or doubtful stock, and quarantine any item linked to suspected reactions pending investigation. (ALL)	Clients, stylists	Before Measure: Med After Measure: Low
Glove or tape material allergy	Contact dermatitis, itching, swelling	Keeps appointments viable by accommodating common material sensitivities.	Ask about latex and rubber-accelerator sensitivity. Use accelerator-free nitrile gloves and latex-free, hypoallergenic tapes; minimise contact time and check the area at removal. Record materials used and escalate if urticarial or eczematous signs appear. (ALL)	Clients, stylists	Before Measure: Med After Measure: Low
Identity, consent and record accuracy	Misidentification, breach of trust, legal disputes	Speeds the journey and protects continuity so services reflect the right client and choices.	Provide plain-English consent; capture signature/digital acceptance. Verify two identifiers before applying/reading tests; link time-stamped photos to the correct record. Store securely, audit periodically, and ensure clients can update or withdraw consent. (ALL)	Clients, stylists	Before Measure: Med After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Irritant dermatitis at test site	Skin redness, itch, mild rash, discomfort	Provides a small, local check that supports access to desired services with greater certainty.	Check for cuts, eczema or sunburn; choose a low-friction site. Use the smallest quantity, avoid occlusion unless required, remove at the stated time, cleanse gently, and give clear guidance on washing, rubbing avoidance, and when to report persistent soreness or itch. (ALL)	Clients	Before Measure: Med After Measure: Low
Language and accessibility barriers	Miscommunication, missed allergies, unsafe service	Expands equitable access so more clients can achieve their appearance goals.	Offer translated forms or pictograms, interpreter support where needed, and teach-back to confirm understanding. Allow extra time, provide large-print versions, and ensure clients know how and when to report symptoms or concerns. (ALL)	Clients, stylists	Before Measure: Med After Measure: Low
Lash adhesive testing method	Eye swelling, stinging, false-negative test results	Offers a realistic tolerance check that supports safe access to lash looks.	Do not skin-patch cyanoacrylate; use a minimal "mini-set" per brand guidance in good ventilation, away from lash line/tear duct. Record adhesive, batch and timing, keep eyes makeup-free, remove lenses, and provide instructions for reporting delayed swelling or itch. (ALL)	Clients, stylists	Before Measure: Med After Measure: Low
Medication masking or amplifying reactions	Delayed or exaggerated reaction, treatment complications	Maintains grooming routines and wellbeing for clients on medical treatment.	Screen for antihistamines, corticosteroids, immunosuppressants, isotretinoin and photosensitisers. Adjust timing, select alternatives, or defer where responses may be altered; seek clinician advice for complex cases and document the discussion before proceeding. (ALL)	Clients, stylists	Before Measure: Med After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Missing SDS/COSHH information	Unsafe handling, chemical exposure, delayed response	Ensures staff have the information needed to use modern products safely and confidently.	Maintain an indexed library of current Safety Data Sheets and COSHH assessments for all testable products. Train staff to check first-aid, storage and exposure controls before decanting, and keep a simple spill/exposure response quick-card at each station. (ALL)	Stylists, staff	Before Measure: Med After Measure: Low
Photosensitive or acid-related reactions	Excess irritation, skin burns, inaccurate test outcomes	Allows continuation of advanced routines while scheduling beauty services effectively.	Identify retinoids, AHAs/BHAs, benzoyl peroxide or photosensitising drugs. Avoid recently exfoliated or sunburnt skin, reduce UV on the test site, and schedule tests away from intensive treatments to prevent confounding irritation or false positives. (ALL)	Clients	Before Measure: Med After Measure: Low
Prior black henna exposure	Severe allergic response, scarring, hospitalisation	Preserves pathways to colour goals through suitable alternatives.	Ask directly about black henna tattoos and severe past dye reactions. Avoid PPD where advised or use lower-strength protocols with careful review. Document risks and propose PPD-free alternatives that meet colour goals where appropriate. (ALL)	Clients, stylists	Before Measure: High After Measure: Low
Product mismatch between test and service	Undetected reactions, treatment failure	Aligns test and service for results that match the chosen shade and finish.	Test the exact brand, shade and oxidant strength to be used. Log batch/formula; re-test after any component change, time-limit expiry, or illness/pregnancy. Avoid day-of substitution unless an equivalent has been separately patch tested and recorded. (ALL)	Clients, stylists	Before Measure: Med After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Test frequency and timing	Invalid results, increased risk of sensitisation, missed reactions	Maintains meaningful screening while keeping bookings aligned to planned looks.	Follow brand/insurer lead times and validity windows; avoid unnecessary repeats that may increase induction risk. Re-test after illness, pregnancy, medication changes or brand/strength switches; use booking prompts so tests are neither rushed nor outdated. (ALL)	Clients, stylists	Before Measure: Med After Measure: Low
Unsuitable patch placement	Discomfort, skin irritation, inaccurate readings	Keeps testing discreet and comfortable while moving toward the chosen treatment.	Avoid damaged skin, mucous membranes, peri-ocular areas, or flexures prone to friction. Choose behind ear or inner arm per product guidance; cleanse, dry, avoid heavy occlusion unless specified, and mark/photograph the site for consistent later assessment. (ALL)	Clients	Before Measure: Low After Measure: Low
Unsupervised home testing	Incorrect testing, false reassurance, delayed reactions	Adds convenient pathways for remote clients without losing oversight of suitability.	Offer home kits only where permitted; supply sealed, pre-labelled product with step-by-step instructions, timing and photo check-ins. Require written confirmation of results before booking and decline if evidence is incomplete or unclear. (ALL)	Clients, stylists	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:

NOTES

Extra notes & service evaluation:

Completed by

Reviewed/Approved by

Risk Assessment Date

Review Required Date