

BUSINESS DETAILS

IN AN EMERGENCY CALL:

Salon/Spa Manager:

Business Contact Number:

Clients:

SERVICE DETAILS

Purpose:

Date:

Benefit: Builds trust by demonstrating professionalism in crises. | Encourages a safety-first workplace culture. | Improves confidence in responding to emergencies. | Protects staff and clients through rapid and effective care. | Reduces injury severity through prompt action. | Supports compliance with training and certification requirements.

HAZARDS

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Anaphylaxis during a treatment	Severe allergic reaction, airway obstruction, shock	Colour, tint and lash services can proceed with plans for rare severe reactions.	Stop work, call emergency services, lie the client flat with legs raised, and use client-supplied adrenaline if trained and available. Avoid oral intake, monitor breathing, and prepare a calm handover with timings, products used and observed reactions. (ALL)	Clients	Before Measure: High After Measure: Med
Chemical splash to the eye	Eye damage, pain, vision impairment	Colouring, peeling and remover tasks stay viable with clear safeguards.	Start immediate irrigation with copious eyewash or water, holding lids open; continue for at least fifteen minutes and remove lenses if present. Note the product and batch, call for medical advice, and document exposure details for follow-up review. (ALL)	Clients, staff	Before Measure: High After Measure: Med

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Choking during a visit	Airway blockage, unconsciousness, death	Hospitality for clients remains welcoming without preventing chairside comfort.	Encourage coughing, then use back blows and abdominal thrusts if trained and needed; call for help early, continue cycles until the airway clears or responders arrive. Record the event and consider a light-refreshments policy during active treatments. (ALL)	Clients	Before Measure: High After Measure: Med
Head injury from a fall	Concussion, skull fracture, hospitalisation	Multi-level premises remain usable with assurance around rare accidents.	Check response, airway and breathing; control any bleeding, keep the client still and observe for confusion, vomiting or worsening headache. Call for help for concerning signs; document hazards and remove them before reopening the area to use. (ALL)	Clients, staff	Before Measure: High After Measure: Med
Seizure in the treatment chair	Falls, head injury, aspiration, panic	Precision services stay available without excluding clients with seizure histories.	Protect the head with towels, clear nearby tools, and time the event; do not restrain or place objects in the mouth. Once movements stop, check breathing, roll to recovery and reassure on waking; call for help if seizure exceeds five minutes or repeats. (ALL)	Clients	Before Measure: High After Measure: Med
Severe bleeding from a cut	Blood loss, infection, shock	Close-detail work remains possible while rare cuts are handled calmly.	Apply direct pressure with clean dressings, elevate if appropriate, and keep the client seated; add layers rather than remove soaked pads. Call for help if bleeding persists; record location, tool and time, and review technique before similar services resume. (ALL)	Clients, staff	Before Measure: High After Measure: Med

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Acute anxiety or panic attack	Hyperventilation, fainting, emotional distress	Detailed facial and eye-area work remains accessible to anxious clients.	Pause the service; coach slow breathing, reduce stimuli and offer water when safe. Keep the client seated, use neutral language, and avoid crowding; resume only if fully settled. Record triggers and adapt future bookings for calmer pacing and product choices. (ALL)	Clients	Before Measure: Med After Measure: Low
Asthma attack in the salon	Breathing difficulty, panic, hospitalisation	Scented or aerosol steps remain on the menu while safeguarding comfort.	Sit the client forward, loosen tight clothing and encourage their reliever inhaler. Reduce triggers by improving airflow; call for help if no improvement. Record products used and peak times so future appointments can be planned around sensitivities. (ALL)	Clients	Before Measure: Med After Measure: Low
Delayed recognition of life-threatening symptoms	Delayed action, worsening condition, loss of consciousness	High-impact services continue on site with confidence that urgent issues are acted on immediately.	Train all staff to spot red flags and use a recognise-respond-refer flow. Stop the service, position the client safely, assign caller, first aider and note-taker roles, and time-stamp events as they occur to support a clear handover to responders. (ALL)	Clients, staff	Before Measure: High After Measure: Low
Diabetic hypoglycaemia during service	Confusion, fainting, injury from fall	Long appointments and transformations remain feasible for diabetic clients.	Recognise confusion, sweating or shakiness early; stop, seat and offer fast sugar if the client is conscious and safe to swallow. Recheck after ten minutes, follow with a snack, and escalate if symptoms persist; document foods on hand for future planning. (ALL)	Clients	Before Measure: Med After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Inadequate first-aid kit and eyewash readiness	Lack of supplies, delayed treatment, worsening injuries	Treatments proceed knowing immediate care is at hand for rare mishaps.	Stock kits for cuts, burns and eye irrigation; place eyewash within ten seconds of chemical areas. Seal, date and audit weekly; restock immediately after use, and post a simple wall card so any staff member can open, retrieve and act without delay. (ALL)	Clients, staff	Before Measure: Med After Measure: Low
Incident documentation and notifications	Missed details, insurer disputes, reputational harm	Services keep running with audit-ready records that protect continuity.	Complete a factual report with times, actions, people present and product lots; capture photos where allowed; save CCTV if available; notify insurers per policy and log client follow-up. Review outcomes at the next team huddle with any SOP changes. (ALL)	Staff	Before Measure: Med After Measure: Low
Missing health information and emergency contacts	Delayed escalation, inappropriate treatment, poor response	Personalised care remains possible while enabling swift, informed decisions if trouble arises.	Collect brief health notes, allergies and an emergency contact at booking; verify on arrival. Keep details secure but reachable at the chair; update after changes, and include a quick “who to call” panel on the day sheet for rapid escalation. (ALL)	Clients	Before Measure: Med After Measure: Low
No automated external defibrillator available	Delayed defibrillation, fatal cardiac arrest	Cardiac emergencies can be managed swiftly without abandoning salon operations for the day.	Provide an AED in a clearly signed location, check status weekly, and train staff on pad placement and safe use. Practise mock drills quarterly so callers, runners and first aiders move in sync while another staff member guides responders to the client. (ALL)	Clients, staff	Before Measure: High After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Poor communication with emergency services	Delayed response, confusion, loss of time	Urgent help reaches the chair quickly without derailing the entire schedule.	Keep the full address, entry instructions and nearest landmarks on a laminated card by phones and reception. Train staff to give clear symptoms, timings and contact numbers, and to station a runner at the door to guide responders directly to the client. (ALL)	Staff	Before Measure: Med After Measure: Low
Return-to-service and decontamination decisions	Contamination, infection spread, unsafe reopening	The diary recovers quickly, preserving client outcomes and revenue.	Clean and disinfect the area to full contact time; replace contaminated linens and single-use items; quarantine implicated tools for checks. Reopen only after a supervisor walkthrough confirms hygiene, layout and staffing are fit to continue. (ALL)	Staff, clients	Before Measure: High After Measure: Low
Scene control and bystander management	Crowding, blocked responders, secondary incidents	Other appointments can continue nearby without escalating stress.	Assign one person to manage the area, move non-essential clients away, and maintain privacy screens. Pause music, clear walkways for responders, and reopen zones only after cleaning and supervisor sign-off to keep the environment calm and respectful. (ALL)	Staff, clients	Before Measure: Med After Measure: Low
Staff debrief and wellbeing after an incident	Burnout, reduced morale, mistakes in future services	Teams stay resilient and ready to deliver complex work after shocks.	Hold a short same-day debrief, normalise reactions and offer support routes; rotate staff off the floor briefly if shaken. Record lessons learned and assign actions with deadlines; confirm changes at the next shift brief to embed improvements. (ALL)	Staff	Before Measure: Med After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Thermal burn or scald	Skin damage, pain, infection risk	High-heat techniques can be delivered knowing swift relief is available if needed.	Remove heat source, cool the area under cool running water for at least ten minutes, and avoid ointments or ice. Cover loosely with a sterile, non-fluffy dressing; check for jewellery constriction and record the device, temperature setting and timings. (ALL)	Clients, staff	Before Measure: Med After Measure: Low
Vasovagal faint or dizziness	Falls, injury, disruption to service	First-time or nervous clients can still complete desired looks safely.	Stop and lower the client so legs are raised; cool the area and provide reassurance. Offer water when fully alert, avoid sudden standing, and document triggers such as heat, odour or needles so future visits can be staged more comfortably. (ALL)	Clients	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