

BUSINESS DETAILS

IN AN EMERGENCY CALL:

Salon/Spa Manager:
Business Contact Number:
Clients:

SERVICE DETAILS

Purpose:
Date:

Benefit: Encourages confidence and reassurance for clients. | Enhances professional image through visible hygiene practices. | Ensures compliance with industry standards and regulations. | Improves safety by reducing spread of infection and illness. | Promotes a clean and organised work environment. | Supports overall staff and client health and well-being.

HAZARDS

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Blood/body-fluid spill response gaps	Infection risk, contamination of treatment areas, service delays	Precision services continue with assurance around rare mishaps.	Keep a spill kit at each zone; don gloves, contain with absorbent, apply chlorine-based disinfectant to full contact time, then lift and re-clean. Bag as clinical waste, complete an incident record, and restock immediately after use. (ALL)	Staff, clients	Before Measure: High After Measure: Med
Steriliser/autoclave failure (where used)	Non-sterile instruments, burns from faulty equipment, delayed services	Reusable metal tools stay in circulation with assured sterility.	Package and cycle per manufacturer; record load, temp and contact time; run weekly spore tests and quarantine failures. Keep maintenance logs, dry fully before storage, and use chemical indicators each cycle to confirm penetration and exposure. (ALL)	Staff, clients	Before Measure: High After Measure: Med

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Ventilation deficiencies	Airborne transmission, discomfort, odour build-up	Fresher air and calmer ambience during close-contact treatments.	Monitor CO ₂ where feasible; keep cross-flow with windows/doors or run local extraction at source. Service HVAC filters to schedule, avoid blocking vents with displays, and stagger high-aerosol tasks; record airflow checks monthly. (ALL)	Staff, clients	Before Measure: High After Measure: Med
Water system hygiene and backwash sinks	Legionella growth, unpleasant odours, splash contamination	Comfortable rinses and washes without odour or downtime.	Descale and disinfect spray heads weekly; flush seldom-used taps; service heaters to prevent stagnation; wipe splash zones to contact time, and keep hair traps clear. Document maintenance and temperature checks to meet local guidance. (ALL)	Staff, clients	Before Measure: High After Measure: Med
Disinfectant contact time not met	Incomplete disinfection, bacteria survival, reduced confidence	High-touch areas remain ready for rapid client turnover.	Choose EN-tested products; display contact times at stations; start a timer on application and avoid wiping early. Replace solutions on schedule, never top up, and document product, dilution and lot in a visible log for audit and staff refreshers. (ALL)	Staff, clients	Before Measure: Med After Measure: Low
Environmental surface hygiene gaps	Spread of bacteria on chairs, trolleys, and equipment	A tidy, professional space that reassures clients on arrival.	Create a turn-around clean: chair arms, levers, mirrors, handles, bed rails and trolley tops disinfected to contact time between clients. Use colour-coded cloths, replace when soiled, and record completion on a visible checklist each session. (ALL)	Staff, clients	Before Measure: Med After Measure: Low
Food and drink in treatment areas	Spills on tools, attraction of pests, contamination risk	A clean, uncluttered space that keeps focus on the client experience.	Prohibit eating and open drinks at stations; provide a separate break area with handwash nearby. Offer lidded bottles for staff hydration stored away from client zones; clean any accidental spills immediately and record reminders at team briefings. (ALL)	Staff, clients	Before Measure: Low After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Glove misuse and delayed changes	Cross-contamination, allergic reactions, reduced protection	Full menu of treatments delivered efficiently without hygiene interruptions.	Wear task-appropriate, accelerator-free nitrile gloves; change between clients, tasks and after contamination. Remove safely without snapping, wash hands immediately, and log reactions to switch brands. Stock multiple sizes at each station in easy reach. (ALL)	Staff, clients	Before Measure: Med After Measure: Low
Hand hygiene gaps	Transmission of infection, dermatitis, client discomfort	Close-contact services run smoothly with client confidence in cleanliness.	Wash with soap and water or 60–80% alcohol before/after each client and after glove removal; dry thoroughly. Place sinks at point of care with single-use towels and prompts. Audit technique quarterly, retrain as needed, and moisturise to prevent dermatitis. (ALL)	Staff, clients	Before Measure: High After Measure: Low
Ill client screening and service deferral	Transmission of contagious illness, service disruption	Appointments remain welcoming while protecting the wider client base.	Ask about fever, vomiting, contagious rashes or eye infections at booking and on arrival; offer rescheduling without penalty. Disinfect contact areas after any symptomatic client exit and note the record to guide safe timing of return. (ALL)	Staff, clients	Before Measure: Med After Measure: Low
Instrument cleaning and disinfection lapses	Infection spread, tool corrosion, reduced service quality	Back-to-back bookings proceed with consistent, trusted hygiene.	Clean visible soil, then disinfect to full contact time; use fresh solution daily, dated labels, and covered drying mats. Separate clean/used trays, avoid overfilling jars, and rotate duplicate sets so tools always complete the required immersion. (ALL)	Staff, clients	Before Measure: High After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Laundry and linen contamination	Transmission via towels, poor client comfort, odours	Spa-level comfort with reliably fresh towels and capes.	Bag used linens separately, avoid overfilling, and wash $\geq 60^{\circ}\text{C}$ with appropriate detergent; dry fully before reuse. Store clean stock covered and segregated; replace damaged items, and audit mid-shift top-ups to prevent clean/used mix-ups. (ALL)	Staff, clients	Before Measure: Med After Measure: Low
Mask/respirator use errors	Inhalation of aerosols, odour exposure, reduced comfort	Comfortable appointments in a calm, low-odour environment.	Keep Type IIR masks for splash/spray tasks and FFP2/3 available for high-aerosol work. Fit snugly over nose/cheeks, change when damp, and store spares clean. Train don/doff steps, avoid chin parking, and post signage on when masks are required. (ALL)	Staff, clients	Before Measure: Med After Measure: Low
Mobile phone and device contamination	Surface contamination, distraction during treatments	Fewer interruptions and a more premium client experience.	Keep phones off treatment surfaces; clean with approved wipes before/after shifts and between zones; use voice control or sleeves where reference is needed. Provide device caddies away from client areas and signage to discourage mid-service use. (ALL)	Staff, clients	Before Measure: Med After Measure: Low
PPE stock, sizing and availability gaps	Inadequate protection, service delays, staff frustration	Sessions start on time with the right kit ready at hand.	Maintain a par level by size for gloves, masks, aprons and eye protection; date-rotate stock; store away from heat/sunlight. Run a weekly count, log shortages, and set auto-reorder thresholds to prevent last-minute substitutions. (ALL)	Staff, clients	Before Measure: Med After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Product decanting cross-contamination	Contaminated skincare or adhesives, incorrect product use	Predictable results with colours, adhesives and actives performing as expected.	Decant to sterile single-use cups; never double-dip; cap bottles between strokes and wipe necks. Label decants with date/time; discard leftovers; segregate colour, adhesive and skincare lines to prevent mix-ups; and clean trolleys between clients. (ALL)	Staff, clients	Before Measure: Med After Measure: Low
Record-keeping and audit gaps	Missed cleaning, compliance issues, poor inspections	Easy inspections and swift troubleshooting without interrupting service.	Maintain dated logs for cleaning, disinfection batches, steriliser cycles, PPE checks and waste collections. Review weekly, sign off by a supervisor, and action variances within 24 hours; use simple, visible forms at point-of-use to aid compliance. (ALL)	Staff, inspectors	Before Measure: Med After Measure: Low
Reuse of single-use items	Cross-infection, product degradation, reputational risk	Treatments feel fresh and hygienic, supporting repeat custom.	Mark single-use items clearly; store separately from reusables; dispose immediately after use into lidded bins. Audit weekly for stray items, forbid “just this once,” and keep adequate stock so staff aren’t pressured to reuse consumables. (ALL)	Staff, clients	Before Measure: High After Measure: Low
Staff presenteeism while infectious	Increased staff sickness, outbreaks, poor morale	Service continuity with a healthy, reliable team.	Encourage early reporting; provide paid sickness policies; remove from client work until symptom-free per guidance. Cross-train to maintain cover, and document return-to-work checks; reinforce hand/cough etiquette on staff signage. (ALL)	Staff, clients	Before Measure: Med After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Training and competency shortfalls	Incorrect cleaning, misuse of PPE, regulatory non-compliance	Consistent standards across the team, even on busy days.	Onboard all staff with infection-control training, annual refreshers, and practical assessments. Keep a competency matrix for cleaning, disinfection, sterilisation and PPE; investigate incidents and update SOPs; display quick-reference guides at stations. (ALL)	Staff, clients	Before Measure: Med After Measure: Low
Uniform and personal appearance non-compliance	Contamination from clothing, jewellery-related injuries	Professional presentation that reinforces hygiene standards.	Set a dress code: clean tunics daily, short natural nails, hair tied back, minimal jewellery, closed-toe shoes. Provide spare uniforms and lockers, and run spot checks; document corrective actions and support with laundering allowances. (ALL)	Staff, clients	Before Measure: Low After Measure: Low
Waste segregation and disposal errors	Needlestick injuries, pest attraction, infection spread	Smooth, compliant operations that clients and inspectors trust.	Provide clearly labelled bins: general, recycling, clinical and sharps; place at point-of-use. Close lids before moving; tie bags no more than $\frac{3}{4}$ full; store safely for collection; log volumes and incidents; and train staff on what goes where. (ALL)	Staff, waste collectors	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

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Extra notes & service evaluation:

NOTES

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Completed by

Reviewed/Approved by

Risk Assessment Date

Review Required Date