

BUSINESS DETAILS

IN AN EMERGENCY CALL:

Salon/Spa Manager:	Business Contact Number:
Clients:	

SERVICE DETAILS

Purpose:	Date:
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Benefit: Boosts confidence by enhancing natural features. | Develops expertise in lash and brow health management. | Encourages creativity and innovation through custom styling. | Expands client base with a high-demand service. | Improves skills in precision work and symmetry. | Provides opportunities for upselling complementary treatments.

HAZARDS

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Adhesive or remover in eye	Chemical burns, irritation, blurred vision	Safe removals and infills that keep lashes looking fresh between visits.	Use high-viscosity remover gels away from the waterline; isolate fully before removal. Keep sterile eyewash at station and irrigate immediately if contact occurs; stop service, document details, and advise medical review for persistent irritation or blurred vision. (ALL)	Clients	Before Measure: High After Measure: Med
Cyanoacrylate adhesive allergy	Allergic reaction, swelling, redness, itching	Fuller lashes with day-to-day mascara time saved and a polished, wake-up-ready look.	Use a brand-matched "mini-set" test in good ventilation; keep adhesive off skin, apply micro-beads, and remove at first itch or heat. Record product/batch and offer sensitive/low-odour options; avoid service after prior severe reactions and signpost alternatives. (ALL)	Clients	Before Measure: High After Measure: Med

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Eye infection transmission (blepharitis/conjunctivitis)	Cross-infection, swelling, discomfort	Clear, comfortable eyes so results look bright and camera-ready.	No service over active eye infections. Cleanse lashes/brows pre-service, use single-use spoolies/micro-brushes, and disinfect tweezers to contact time. Wash hands before each eye and keep a visible tool-rotation/cleaning log with quarantining of suspect implements. (ALL)	Clients, staff	Before Measure: High After Measure: Med
Fire risk from flammable products	Fire, burns, smoke inhalation	Smooth, on-time services using the full product range clients love.	Store alcohol-based cleansers/tints away from heat; keep dryers/lamps off fabric surfaces and unplug idle tools. Maintain clear exits, serviced extinguishers, and a no-flame policy; brief staff on isolating power and stopping service during any smoke/odour event. (ALL)	Clients, staff	Before Measure: High After Measure: Med
Medical contraindications and recent procedures	Infection, adverse reaction, discomfort	Safe access to enhancement options when timing is right.	Screen for eye surgery, styes, blepharitis, active dermatitis, lash growth serums, chemo/radiotherapy, pregnancy-related sensitivities and allergies. Defer or adapt services and record timelines/clearance before resuming more intensive treatments. (ALL)	Clients	Before Measure: High After Measure: Med
Non-compliant or counterfeit products	Unpredictable results, allergic reactions, safety risks	Full service menu delivered with predictable, repeatable results and brand trust.	Buy from authorised distributors; verify INCI, batch and expiry. Exclude banned actives (e.g., sodium bromate) and unlabelled adhesives. Keep SDS and a receipt/lot log; quarantine suspect stock and switch clients to verified alternatives; brief staff to spot counterfeits. (ALL)	Clients, staff	Before Measure: High After Measure: Med

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Tint allergy (brow/lash dyes)	Redness, itching, swelling	Defined colour that frames the face and lasts far longer than makeup.	Perform a brand/shade-specific allergy alert test 48 hours prior; avoid damaged skin; re-test after illness, pregnancy or brand change. Keep oxidants off eyelids, remove at first tingle, and record batch/time/site with photo for reliable go/no-go decisions. (ALL)	Clients	Before Measure: High After Measure: Med
Adhesive vapour irritation	Eye watering, coughing, discomfort	Comfortable appointments with precise placement and salon-speed results.	Provide local extraction or cross-flow, keep lids closed, decant minimal amounts, and place a low-flow fan away from the eyes. Seat clients slightly reclined with eyes gently closed; offer masks on request and schedule short breaks for watery eyes or tickle. (ALL)	Clients, staff	Before Measure: Med After Measure: Low
Aftercare non-adherence	Premature lash loss, irritation, uneven results	Better retention, cleaner lines and longer intervals between appointments.	Provide printed aftercare: keep lashes dry for initial hours per brand, avoid oil-based products, brush daily, and skip steam/sauna day one. For brows, avoid scrubbing and apply conditioner as advised. Include rapid contact routes for any irritation. (ALL)	Clients	Before Measure: Med After Measure: Low
Brow lamination overprocessing	Hair brittleness, skin irritation	Fluffier, fuller brows that stay styled with minimal daily effort.	Protect surrounding skin with barrier, keep solutions off skin where possible, and time strictly by hair texture. Neutralise thoroughly and condition immediately. Record sensitivities; extend intervals if dryness or brittleness appears after prior services. (ALL)	Clients	Before Measure: Med After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Brow tint transfer to skin or clothing	Stains on skin, clothing, uneven colour	Crisp definition with clean edges and outfits left spotless.	Use barrier cream along borders, apply sparingly, and protect clothing with capes; wipe drips immediately and cleanse edges with approved removers. Provide take-home advice on avoiding heavy sweating for several hours to prevent fresh dye migration. (ALL)	Clients	Before Measure: Med After Measure: Low
Client movement or startle with eyes closed	Accidental injury, adhesive misplacement	Safe, precise sets even with long appointments.	Explain “still points,” provide a squeeze ball for signalling, and pause sharp tweezers near the lid margin. Seat semi-reclined with head support; if coughing/sneezing, stop tools and reset isolation before resuming to prevent accidental contact. (ALL)	Clients, staff	Before Measure: Med After Measure: Low
Communication and mapping errors	Incorrect style, uneven brows or lashes	Results match the client’s exact vision with fewer reworks.	Use style charts/face maps; confirm curl, length, volume and brow shape before adhesive opens. Mark boundaries with pencil, get a mirror check for symmetry pre-application, and note preferences for future infills or lamination resets. (ALL)	Clients, staff	Before Measure: Med After Measure: Low
Contact lens complications	Dryness, irritation, vision discomfort	Comfortable eyes and sharp vision once lenses go back in.	Ask clients to remove lenses into a clean case with saline before work; minimise fumes near the ocular surface, and advise reinsertion only after tear film recovers post-service. Provide tissues/eyewash for dryness and record habitual wear patterns. (ALL)	Clients	Before Measure: Med After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Cross-contamination of tools and products	Infection spread, product spoilage	Consistent retention, true colour, and predictable wear.	Decant small volumes; never double-dip adhesive or tints; cap bottles between strokes. Colour-code tweezers/brushes by product, keep clean and used items segregated, and discard leftover decants. Audit weekly to verify logs, stock rotation and station hygiene. (ALL)	Clients, staff	Before Measure: Med After Measure: Low
Eye pad or tape misplacement	Stinging, irritation, redness	Neat isolation for crisp sets without eye soreness afterward.	Map lower lashes, place pads 1-2 mm from the waterline, and avoid the caruncle. Ask clients to close eyes lightly; lift and re-seat if pinching or stinging occurs. Use hypoallergenic pads/tapes and check edges during service; discontinue if conjunctival redness appears. (ALL)	Clients	Before Measure: Med After Measure: Low
Heat exposure from warmers or lamps	Burns, dryness, discomfort	Even curing and setting with comfortable eyes throughout.	Avoid external heat sources over adhesives; if using warming masks/covers, test on your wrist first, keep temperatures low, and limit duration. Never heat sealed eyes; discontinue if the client reports warmth, pressure or dryness that does not settle quickly. (ALL)	Clients	Before Measure: Med After Measure: Low
Henna brow sensitivity and staining	Skin staining, itching, sensitivity	Long-lasting tint and shape guide that reduces daily brow makeup.	Patch test henna lines separately; apply thinly within mapped borders, protect edges with barrier, and remove at first itch. Warn about temporary skin staining and provide written aftercare; document products and outcomes to refine future shade selection. (ALL)	Clients	Before Measure: Med After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Lash lift overprocessing	Hair damage, frizz, breakage	Natural-looking curl that holds shape without daily curling.	Assess hair thickness/porosity; time each step to brand guidance, shortening for fine lashes. Avoid repeated lifts within six weeks, neutralise fully, and remove residue meticulously. Record timings and adjust rods/solutions to prevent frizz or kink at future visits. (ALL)	Clients	Before Measure: Med After Measure: Low
Skin, pad, tape or glove sensitivities	Contact dermatitis, redness, itching	Access to premium services for sensitive clients without cancellations.	Screen for latex/adhesive reactions; stock nitrile gloves and hypoallergenic pads/tapes. Keep materials off broken skin and switch brands if erythema/itch occurs. Document materials used to guide future setups and avoid known triggers. (ALL)	Clients, staff	Before Measure: Med After Measure: Low
Technician musculoskeletal strain	Back pain, neck strain, repetitive strain injury	Steady, precise work across long sets so quality stays consistently high.	Set couch/chair height for neutral neck/shoulders; use arm supports and correct-distance loupes. Alternate isolation and placement hands, schedule micro-breaks, and use anti-fatigue mats. Log discomfort early and adjust layout/tools before the next shift. (ALL)	Staff	Before Measure: Med After Measure: Low
Traction and natural lash damage	Lash breakage, sparse lashes, irritation	Long-lasting volume while preserving natural lash health.	Select diameter/length to suit natural strength; isolate fully to avoid stickies; avoid heavy fans on weak zones; maintain 2-3-week infills and remove rather than pluck. Record lash health and adapt mapping if shedding or gaps are noted between visits. (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