

BUSINESS DETAILS

IN AN EMERGENCY CALL:

Salon/Spa Manager:
Business Contact Number:
Clients:

SERVICE DETAILS

Purpose:
Date:

Benefit: Encourages self-sufficiency and adaptability. | Expands business opportunities through mobile services. | Improves safety awareness through lone worker protocols. | Promotes client convenience and personalised experiences. | Strengthens client relationships through one-to-one service. | Supports flexible work schedules and locations.

HAZARDS

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Carrying heavy kit and stairs	Back strain, dropped equipment, slips on stairs	Full-service setups reach homes with minimal compromise on equipment.	Use wheeled cases and backpack rigs; split loads into smaller totes; pre-ask about stairs; park close with hazard awareness; team-carry where possible; take two trips rather than rush a single awkward lift; note tricky locations for future gear choices. (ALL)	Staff	Before Measure: High After Measure: Med
Consent and documentation without salon systems	Missing treatment records, liability claims, miscommunication	Complex services are delivered confidently without fixed premises.	Use pre-filled digital forms with e-signature; carry paper backups with carbon copies; record batch numbers and timings immediately; photograph setups where permitted; sync records the same day; store securely with access controls. (ALL)	Staff	Before Measure: High After Measure: Med

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Electrical safety at client premises	Electric shock, equipment failure, fire risk	Professional tools perform at full power in varied environments.	Bring a portable RCD, visually inspect sockets, avoid damaged extensions, and position cables off walkways; do not use suspect outlets; for pop-ups, deploy a tested distribution board and document any electrical concerns before starting. (ALL)	Staff, Clients	Before Measure: High After Measure: Med
Emergency or medical incident without nearby support	Delayed first aid, worsened injuries, liability exposure	Higher-impact services can be offered confidently in private settings.	Carry a compact first-aid kit, eyewash and anaphylaxis guidance; know the local emergency number and exact address; keep a charged phone; if red flags arise, stop, position the client safely and call help; log events and update protocols. (ALL)	Staff, Clients	Before Measure: High After Measure: Med
End-of-day fatigue and lone travel at night	Poor judgment, personal safety threats, late accidents	Longer trading windows remain possible without sacrificing safety.	Set a latest finish time; book secure parking near addresses; share your route home; avoid last-minute extras that extend the day; if drowsy, stop and rest; report any harassment near vehicles and adjust operating hours or areas. (ALL)	Staff	Before Measure: High After Measure: Med
Flammables and hot tools in homes	Burns, fire spread, property damage	Premium finishes and fast turnarounds are delivered outside the salon.	Keep aerosols and solvents away from heaters and fabrics; define a no-spray zone around irons and dryers; use heat-proof mats; unplug idle tools; keep a compact CO ₂ extinguisher and fire blanket in the kit; brief household to avoid the work area. (ALL)	Staff, Clients	Before Measure: High After Measure: Med

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Inadequate ventilation for chemicals	Respiratory irritation, dizziness, allergic reactions	Colour, lightening and remover services remain feasible on location.	Work near open windows, run a portable extractor, and decant minimal volumes; cap bottles between strokes; avoid strong formulations in small rooms; pause if odour builds; record ventilation notes to refine future product choices per home. (ALL)	Staff, Clients	Before Measure: High After Measure: Med
Limited handwashing and hygiene facilities	Cross-contamination, infection risk, poor hygiene perception	High hygiene standards travel with you, enabling repeat home bookings.	Carry waterless hand rub, disposable towels and a compact wash kit; use portable liners for pedis and disposable covers for surfaces; bag used items immediately; photo the clean setup and teardown for quality records; restock between calls. (ALL)	Staff, Clients	Before Measure: High After Measure: Med
Lone worker check-in failure	Missed welfare checks, delayed emergency response, increased vulnerability	One-to-one services can run flexibly without sacrificing reach or responsiveness.	Use a start, midpoint and finish check-in with a buddy or app; share live location; set a code phrase for help; if missed, trigger call-back then escalate to the agreed contact; record timings in the rota so oversight is continuous. (ALL)	Staff	Before Measure: High After Measure: Med
Lone-worker harassment or theft risk	Threats, intimidation, robbery	Concierge services can operate in a broad range of neighborhoods.	Vet bookings, avoid isolated addresses at night, keep valuables out of sight, position the station with a clear exit, and use a code phrase to prompt a check-in call; withdraw if unsafe and record the event for future screening. (ALL)	Staff	Before Measure: High After Measure: Med
Safeguarding and professional boundaries	Harassment, abuse allegations, unsafe situations	Private-space treatments can be offered confidently to diverse clients.	Set clear attire and privacy rules; offer same-gender therapist or chaperone on request; keep doors open where appropriate; decline alcohol; end sessions if boundaries are crossed; record concerns and escalate per policy. (ALL)	Staff, Clients	Before Measure: High After Measure: Med

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Unverified address and client identity	Fraudulent bookings, personal safety threats, wasted travel time	A wider client base becomes accessible through safe, reliable home appointments.	Confirm full name, address and phone at booking; require a deposit and a verifiable profile or referral; text on approach and request door photo if unclear; abort if details do not match; keep a discreet arrivals log with expected exit time. (ALL)	Staff	Before Measure: High After Measure: Med
Waste and sharps disposal off-site	Sharps injuries, contamination, regulatory breaches	Advanced techniques remain available without clinic-only restrictions.	Use sealable clinical bags and mounted travel sharps bins; never leave clinical waste in homes; transport in rigid caddies to a licensed store; label and manifest each transfer; log anomalies and retrain if segregation errors recur. (ALL)	Staff	Before Measure: High After Measure: Med
Working at events or venues	Crowd hazards, theft, electrical risks	High-visibility gigs expand your brand and client list.	Request the venue risk assessment; bring RCD protection, tape for cables, and a spill kit; agree fire routes and load-in times; use a team buddy system; document parameters and debrief after to refine future event packs. (ALL)	Staff	Before Measure: High After Measure: Med
Allergens and environmental sensitivities in homes	Asthma attacks, allergic reactions, discomfort	Sensitive clients can still receive tailored, high-end results at home.	Ask about fragrances, smoke and household products; switch to low-odour lines; avoid diffusers and candles; use hypoallergenic pads and tapes; pause if coughing or itch develops; document triggers to tailor product choices next visit. (ALL)	Staff, Clients	Before Measure: Med After Measure: Low
Chemical transport and temperature control	Spills, fumes, degraded products, environmental contamination	Full professional range travels with you, enabling consistent outcomes.	Seal caps, carry only needed volumes upright in secondary boxes, store away from food, and keep products within recommended temperature using cool bags or sleeves; never leave stock in hot cars; inventory what leaves and returns. (ALL)	Staff	Before Measure: Med After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Data protection and privacy in homes	Identity theft, confidentiality breaches, GDPR violations	Discreet, concierge-level service strengthens client trust and loyalty.	Use encrypted devices; avoid names on exterior kit; obtain consent before photos; keep records off visible surfaces; discuss sensitive topics quietly; store forms in locked cases; send receipts digitally; purge temporary notes after upload. (ALL)	Staff, Clients	Before Measure: Med After Measure: Low
Parking, access and loading risks	Vehicle damage, slips, collisions, blocked exits	Urban and event work becomes practical with seamless setup and breakdown.	Confirm parking rules and access times in advance; carry cones, hi-vis and doorstops; avoid blocking exits; choose well-lit loading spots; photograph any access hazards on arrival and adapt the layout to maintain a clear retreat path. (ALL)	Staff	Before Measure: Med After Measure: Low
Payment handling and fraud risk	Unpaid services, counterfeit payments, theft	Mobile work converts reliably to revenue with fewer losses.	Prefer card or secure links; verify payer name; avoid large on-the-spot cash; send itemised e-receipts; capture deposits for long slots; confirm pricing in writing before travel; note anomalies and blacklist abusive bookings. (ALL)	Staff	Before Measure: Med After Measure: Low
Pets and children interfering with work	Scratches, bites, trip hazards, chemical exposure	Family homes become viable venues for precise, time-critical work.	Ask for pets to be contained and a child-free zone during sharp or hot-tool steps; position the station away from play routes; store chemicals high; pause if boundaries fail and rebook if risk persists; note household preferences for next time. (ALL)	Staff, Clients	Before Measure: Med After Measure: Low
Power or water failure mid-service	Service interruption, client dissatisfaction, hygiene compromise	On-the-spot resilience preserves outcomes and client satisfaction.	Test taps and outlets on arrival; keep a battery dryer or clipper, a water container and disposable rinse cloths; if services cannot continue safely, stop, record the status, and rebook with an adapted plan; never improvise with unsafe workarounds. (ALL)	Staff, Clients	Before Measure: Med After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Services on minors at home	Allergic reactions, safeguarding risks, improper consent	Families access special-occasion services safely and conveniently.	Require guardian consent and presence; keep designs age-appropriate; avoid aggressive chemicals; document who consented and agreed limits; schedule shorter sessions; record any sensitivities and adapt future visits accordingly. (ALL)	Staff, Clients	Before Measure: Med After Measure: Low
Slips and trips in unfamiliar layouts	Falls, client injuries, damaged equipment	Full menus run efficiently without relocating clients mid-service.	Walk the route on arrival, move rugs and cables, set non-slip mats at the chair, and tape down edges; keep a dry zone for wet work; place a visible cone during clean-ups; photograph hazards for the job record and adjust the station accordingly. (ALL)	Staff, Clients	Before Measure: Med After Measure: Low
Travel and driving fatigue	Reduced reaction time, road accidents, poor service quality	Distant clients can be served in a single day, growing market coverage.	Cap daily drive hours; cluster bookings by area; build cushion time for traffic; hydrate, snack and stretch at fuel stops; avoid late-night back-to-backs; reschedule if alertness drops; log long routes to refine future planning. (ALL)	Staff	Before Measure: Med After Measure: Low
Weather and seasonal hazards	Vehicle accidents, kit damage, cancellations	Year-round mobile work remains viable with minimal cancellations.	Monitor forecasts; add travel buffers; carry shoe covers, towels and umbrella; avoid outdoor setups in wind or heat; protect cables and kit from rain; reschedule when safe; record delays to improve seasonal routing and kit lists. (ALL)	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