

BUSINESS DETAILS

IN AN EMERGENCY CALL:

Salon/Spa Manager:
Business Contact Number:
Clients:

SERVICE DETAILS

Purpose:
Date:

Benefit: Encourages long-term client engagement through treatment plans. | Expands technical expertise in advanced skincare methods. | Improves skin health and appearance, boosting client confidence. | Increases revenue by offering premium service options. | Promotes relaxation and stress relief for clients. | Supports knowledge growth in product use and skin science.

HAZARDS

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Allergic contact dermatitis (ingredients/preservatives)	Allergic reactions, rashes, irritation	Access to rejuvenation using formulas aligned to individual tolerances.	Capture allergen history (fragrance, lanolin, formaldehyde releasers); spot-test new products off-face first. Avoid leave-ons if past reactions exist and record brand/batch used; stop at first pruritus/vesicles and advise medical review. (ALL)	Clients	Before Measure: High After Measure: Med
Chemical burns from overexposure	Chemical burns, skin damage, scarring	Smoother texture and clarity without sacrificing comfort or downtime goals.	Degrease evenly, protect borders (eyes, nostrils, lips), and time strictly; observe frosting/erythema and stop at first endpoint. Neutralise where required and cool-rinse thoroughly; record layers/times to refine the next plan. (ALL)	Clients	Before Measure: High After Measure: Med

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Cross-contamination and tool hygiene	Cross-infection, contamination	Back-to-back bookings with consistent, trusted hygiene standards.	Clean then disinfect to full contact time; store sterile implements sealed and keep clean/used items segregated. Use single-use swabs near mucous membranes; never double-dip; change gloves between phases. Audit logs weekly. (ALL)	Clients, therapists	Before Measure: High After Measure: Med
Extraction infection or scarring	Infection, scarring, delayed healing	Clearer pores and refined look without long downtime.	Steam or soften gently, wear gloves, and limit pressure/time per pore. Avoid cystic lesions; disinfect tools between clients; stop at capillary blanching and cool-soothe. Provide aftercare on hands-off and spot care. (ALL)	Clients	Before Measure: High After Measure: Med
Eye exposure to peel agents	Eye irritation, chemical injury, vision issues	Refined under-eye framing and hairline edges without ocular discomfort.	Use occlusive eye shields for mid/deep work; angle swabs away from canthus and keep sterile eyewash at station. If splash occurs, irrigate 15+ minutes, stop service and document; advise medical review if irritation persists. (ALL)	Clients	Before Measure: High After Measure: Med
Incorrect skin typing and peel choice	Incorrect assessment, inappropriate peel choice, adverse skin reaction	Tailored treatments that target real concerns with predictable improvements.	Complete Fitzpatrick/Glogau and medical history; map sensitivities and active meds before selecting peel type/strength. Start conservative on first visit, patch behind ear if needed, and document endpoints to build strength only after uneventful outcomes. (ALL)	Clients, therapists	Before Measure: High After Measure: Med

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Post-inflammatory hyperpigmentation (PIH)	Hyperpigmentation, uneven skin tone	Improved clarity for all skin tones, including those prone to dark marks.	Assess pigment history and Fitzpatrick; use lower strength/shorter contact on darker tones, cool immediately post-peel, and mandate daily SPF. Avoid repeat passes on the same spot and lengthen intervals if PIH appears; document sites. (ALL)	Clients	Before Measure: High After Measure: Med
Sharps handling and disposal (dermaplaning)	Needlestick injuries, infection	Silky, makeup-ready skin from safe, precise vellus-hair removal.	Use sterile, single-use blades; mount and remove with a blade holder only. Dispose immediately into a UN-approved sharps bin at the station—never recap. Log sharps counts, follow blood-borne exposure protocol for any cut, and document incidents before returning to service. (ALL)	Therapists	Before Measure: High After Measure: Med
Therapist qualifications and competency gaps	Improper technique, client harm, inconsistent results	Access to advanced treatments delivered with consistent, professional results clients can trust.	Maintain a competency matrix mapping therapists to permitted modalities and peel depths; verify accredited certificates and brand training, keep CPD records, and require supervised sign-offs before solo work. Review annually and block advanced services until signed off. (ALL)	Clients, therapists	Before Measure: High After Measure: Med
Aftercare non-adherence	Adverse outcomes, irritation, delayed healing	Longer-lasting gains in clarity, tone and smoothness between visits.	Give printed instructions: no heat, gym, exfoliants, or active serums for 48-72 h; SPF daily; hands-off; and gentle cleanser/emollient only. Provide a direct contact route and schedule follow-up to review outcomes before escalating strength. (ALL)	Clients	Before Measure: Med After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Barrier disruption and eczema flare	Skin barrier damage, eczema flare-ups	Comfortable refinement for sensitive skin without sidelining progress.	Exclude active dermatitis; choose enzyme or very mild peels, shorten contact, and reinforce barrier with ceramide-rich emollients. Document triggers, add patch trials for new actives, and extend intervals to allow recovery. (ALL)	Clients	Before Measure: Med After Measure: Low
Chemical storage, decanting and spill control	Spills, exposure, chemical burns	Reliable access to modern actives with professional consistency.	Store acids upright in labelled, shatter-resistant bottles; keep SDS accessible; decant away from clients; wear eye/hand protection; keep spill kits ready; and quarantine any suspect batch for review. (ALL)	Therapists	Before Measure: Med After Measure: Low
Dermaplaning nicks	Cuts, bleeding, infection	Immediate softness and brighter tone that photographs beautifully.	Sterilise blades, stabilise skin with short strokes away from lesions; avoid active acne, moles and undiagnosed growths; discard blades immediately after use. Apply soothing barrier post-care and log technique notes. (ALL)	Clients	Before Measure: Med After Measure: Low
Herpes simplex reactivation (perioral)	Cold sore outbreaks, delayed healing	Brighter, smoother tone around the lips without triggering flare-ups.	Screen for frequent cold sores; avoid active lesions and reorder steps to reduce friction around the mouth. For recurrent cases, schedule when clear and advise client to discuss prophylaxis with a clinician; document zones to handle gently. (ALL)	Clients	Before Measure: Med After Measure: Low
High-frequency/galvanic overuse or burns	Burns, discomfort, skin sensitivity	Improved tone and post-extraction calming that supports visible results.	Test intensity on forearm; keep electrodes moving, avoid metal jewellery/piercings, and reduce dwell on thin skin. Do not use on broken skin or over fillers; document settings and duration for repeatability. (ALL)	Clients	Before Measure: Med After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Interaction with recent waxing/laser/retinoids	Skin injury, excessive irritation	Steady progress toward goals without setbacks from timing clashes.	Defer peels on recently waxed/lasered areas and pause strong retinoids before/after per brand guidance. Record stop/restart dates and confirm at check-in; substitute with soothing facials until safe to resume actives. (ALL)	Clients	Before Measure: Med After Measure: Low
Interactions with injectables or threads	Compromised results, swelling, irritation	Safe, coordinated treatments that protect investment in medical aesthetics.	Ask about recent neuromodulators, fillers, threads or energy devices. Defer vigorous massage, heat and current-based modalities over treated zones per clinical guidance; choose gentle options meanwhile. Record dates, consent and the adapted plan for future scheduling. (ALL)	Clients	Before Measure: Med After Measure: Low
LED light sensitivities	Headaches, visual strain, irritation	Calmer skin, brighter tone and quicker post-treatment recovery.	Note photosensitising meds/skin conditions; use eye shields, set dose per protocol, and shorten exposure if headache or visual strain occurs. Space sessions appropriately and document colour, dose and client tolerance each visit. (ALL)	Clients	Before Measure: Med After Measure: Low
Microcurrent and implanted devices/pregnancy	Adverse effects on pacemakers, implants, pregnancy complications	Gentle lifting and tone support when suitable, with comfort in safety.	Screen for pacemakers, metal implants, epilepsy, and pregnancy; avoid contraindicated areas or the entire modality as advised. Use manufacturer protocols and record medical disclosures and the adapted plan. (ALL)	Clients	Before Measure: Med After Measure: Low
Microdermabrasion abrasions and pinpoint bleeding	Skin abrasions, redness, bleeding	Polished texture and makeup-friendly smoothness.	Use light passes on first visit; reduce pressure on bony areas; avoid active acne cysts and fragile capillaries. Stop if erythema darkens, cleanse gently, and cool. Document grit/pressure/passes to fine-tune. (ALL)	Clients	Before Measure: Med After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Neutralisation errors	Improper neutralisation, uneven results, discomfort	Even, consistent results that align with the agreed outcome.	Keep neutraliser ready for neutralisable acids; apply swiftly from least to most reactive zones, then rinse until pH normalises. Train on brand-specific stop signs and never stack different chemistries without protocols; log batch and timing. (ALL)	Clients, therapists	Before Measure: Med After Measure: Low
Photosensitivity after treatment	Increased UV damage, hyper pigmentation	Brighter, more even tone that lasts longer between visits.	Avoid recent sunbeds/sunburn; apply broad-spectrum SPF before exit and provide written sun rules for two weeks. Schedule peels away from holidays, heat or sport; note photosensitising drugs and adapt timing. (ALL)	Clients	Before Measure: Med After Measure: Low
Prolonged erythema and irritation	Prolonged redness, discomfort, swelling	Fresh, post-treatment glow with minimal downtime.	Respect conservative endpoints on first treatments; avoid occlusive heat, fragrance, and AHAs at home for 48-72 h. Provide a bland regimen (cleanser, emollient, SPF) and a rapid contact route; reintroduce actives only after resolution. (ALL)	Clients	Before Measure: Med After Measure: Low
Salicylate sensitivity with BHA	Allergic reactions, respiratory distress, irritation	Clearer pores and smoother texture while respecting medical sensitivities.	Ask about aspirin intolerance/asthma; if present, prefer non-salicylic options or use very limited contact times. Keep BHA off compromised skin and avoid stacking with strong home actives; record response before future use. (ALL)	Clients	Before Measure: Med After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Therapist musculoskeletal strain	Repetitive strain injury, back pain	Steady, precise work across long appointments so results stay consistent.	Set couch and stool heights for neutral neck/shoulders; use rolling stools, elbow supports and footrests. Alternate techniques to avoid repetitive wrist deviation, schedule micro-breaks between layers, and reposition trolleys within easy reach; log discomfort and adjust layout. (ALL)	Therapists	Before Measure: Med After Measure: Low
Vapour inhalation and odour nuisance	Respiratory discomfort, unpleasant odours	Efficient in-chair treatments with a calm environment.	Ventilate rooms with cross-flow or local extraction; decant minimal volumes and cap bottles immediately. Mix away from the client's face; schedule stronger peels in slower periods and offer masks on request. (ALL)	Clients, therapists	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