

## BUSINESS DETAILS

### IN AN EMERGENCY CALL:

<b>Salon/Spa Manager:</b>	<b>Business Contact Number:</b>
<b>Clients:</b>	

## SERVICE DETAILS

<b>Purpose:</b>	<b>Date:</b>
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**Benefit:** Demonstrates professionalism and regulatory compliance. | Encourages staff training in safe disposal processes. | Improves health standards by reducing contamination risks. | Promotes environmental responsibility through proper waste management. | Reduces hazards associated with cross-contamination. | Supports salon organisation and cleanliness.

## HAZARDS

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Aerosols and pressurised cans in waste	Explosion, injury, fire hazard	Full finishing product choice remains available without pausing usage.	Empty completely, pierce only in approved devices, and store upright in labelled metal bins away from heat; never compact; segregate from clinical waste; arrange specialised uplift; brief staff not to bin near dryers or heaters. <b>(ALL)</b>	Staff, cleaners	Before Measure: <b>High</b> After Measure: <b>Med</b>
Chemical and solvent disposal to drains	Chemical burns, pipe damage, environmental harm	On-site prep and removals proceed confidently instead of halting for disposal worries.	Collect acetone, isopropyl alcohol and oxidiser residues in labelled, closed containers; never pour bulk to sink; keep SDS and manifests; train staff on what goes where; book hazardous uplifts before volumes exceed storage capacity. <b>(ALL)</b>	Staff, cleaners	Before Measure: <b>High</b> After Measure: <b>Med</b>

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Handling contaminated laundry	Infection, skin irritation, chemical exposure	Entire service menus that generate heavy laundry stay in-house and same-day.	Wear gloves and aprons; bag at the chair, tie before movement, and route directly to laundry; use water-soluble red bags for visibly soiled items; avoid hugging bags to the body; clean carts daily and log any leaks with immediate surface disinfection. <b>(ALL)</b>	Staff, laundry workers	Before Measure: <b>High</b> After Measure: <b>Med</b>
Incorrect labelling and traceability gaps	Fines, regulatory breaches, untraceable waste streams	Advanced services continue with audit-ready records that protect continuity.	Label bags and bins with date, site, stream and initials; keep a simple manifest for clinical and sharps by collection; reconcile volumes against pickups; investigate mismatches within twenty-four hours and file corrective notes. <b>(ALL)</b>	Staff, contractors	Before Measure: <b>High</b> After Measure: <b>Med</b>
Insufficient wash temperature or time	Microbial survival, client infection, service complaints	In-house laundering replaces costly outsourcing while meeting hygiene expectations.	Run thermal disinfection cycles per machine spec; log cycle temps and holds; use validated detergents; rewash any load that fails; descale monthly and verify thermostats quarterly; quarantine suspect machines until checks pass. <b>(ALL)</b>	Staff, clients	Before Measure: <b>High</b> After Measure: <b>Med</b>
Manual handling of heavy bags	Back strain, musculoskeletal injury, dropped loads	Staff move waste and linens as part of normal workflow without waiting for porters.	Limit bag weight; use tied handles and wheeled carts; set collection points close to rooms; train push-not-pull and team lifts for stairs; record near misses and adjust routes or pickup frequency to prevent overloading and awkward carries. <b>(ALL)</b>	Staff	Before Measure: <b>High</b> After Measure: <b>Med</b>
Overfilled bins and bag bursts	Spillage, contamination, injury from lifting heavy or unstable bags	High-throughput days stay on schedule without pausing services for waste issues.	Change bags at two-thirds full; double-bag only if leaking; use heavy-duty liners sized to the bin; tie with gooseneck knots and label immediately; schedule mid-shift checks so full containers never block routes or force risky compaction by hand. <b>(ALL)</b>	Staff, cleaners, clients	Before Measure: <b>High</b> After Measure: <b>Med</b>

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Broken glass and ampoule injury	Cuts, puncture wounds, infection risk	Continued use of glass-packaged professional products without restricting services.	Use puncture-proof glass bins; never lift shards by hand; sweep then wipe; label containers clearly; keep at point of use and change at two-thirds; brief cleaners not to compact or decant; record any cut with root-cause notes. <b>(ALL)</b>	Staff, cleaners	Before Measure: <b>Med</b> After Measure: <b>Low</b>
Clean and used linen mixing	Cross-contamination, infection, poor hygiene standards	Premium, hotel-fresh presentation supports higher-value bookings.	Store clean stock covered on dedicated shelving; site used-linen bins away from issue points; restock with clean hands only; implement a one-way flow from laundry to rooms; audit mid-shift to remove any clean item exposed near used containers. <b>(ALL)</b>	Staff, clients	Before Measure: <b>Med</b> After Measure: <b>Low</b>
Clinical waste misclassification	Improper disposal, fines, infection transmission	Clinical and invasive treatments remain available in-house rather than referred out.	Define clinical criteria in SOPs with product examples; apply orange or yellow bags as required; lock clinical bins between uses; reject incorrectly bagged loads at source and retrain; record each correction to reinforce consistent decisions. <b>(ALL)</b>	Staff, clients, waste handlers	Before Measure: <b>High</b> After Measure: <b>Low</b>
Contractor no-show or missed uplift	Overflowing waste, odour, disruption to operations	Trading continues even when collections slip, avoiding last-minute cancellations.	Hold a backup provider; set escalation contacts and cut-off times; reduce on-floor stock by scheduling mid-week mini-uplifts; relocate sealed bags to overflow stores temporarily; record events and adjust frequencies in the contract review. <b>(ALL)</b>	Staff, clients	Before Measure: <b>Med</b> After Measure: <b>Low</b>
Documentation and duty-of-care gaps	Regulatory fines, business interruption, waste tracking errors	Operations continue uninterrupted under regulatory scrutiny and inspections.	Keep up-to-date waste transfer notes and clinical consignment records; retain licences and insurance for carriers; review quarterly, file digitally and on paper; brief highlights at team huddles so front-line staff understand what auditors expect. <b>(ALL)</b>	Staff, contractors, management	Before Measure: <b>High</b> After Measure: <b>Low</b>

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Internal transport spills	Slip hazard, contamination, infection risk	Treatments resume within the same session instead of cancelling clients.	Use rigid-lidded totes for clinical bags; fit drip trays to carts; carry spill kits on routes; if a leak occurs, cordon, absorb, disinfect to contact time, re-bag, and document; resume only after supervisor sign-off and kit restock. <b>(ALL)</b>	Staff, clients	Before Measure: <b>High</b> After Measure: <b>Low</b>
Laundry machine hygiene and odour	Bacterial growth, foul odours, equipment breakdown	Spa ambience is preserved during back-to-back appointments.	Clean door seals, drawers and filters daily; run empty hot maintenance cycles weekly; dry doors open between runs; wipe splash zones and floors after leaks; record each task on a visible checklist with fault escalation to service. <b>(ALL)</b>	Staff, clients	Before Measure: <b>Med</b> After Measure: <b>Low</b>
Loose blades in laundry	Cuts, blood exposure, contamination risk	Fast linen turnaround keeps multiple rooms working without interruption.	Open and discard blades chairside; check towels and bed roll before bagging; keep magnet sweepers at laundry entry; train staff to handle with palms outward; isolate any strike with an incident report and retraining before reopening the chute. <b>(ALL)</b>	Staff, laundry workers	Before Measure: <b>Med</b> After Measure: <b>Low</b>
Mixed waste streams	Cross-contamination, increased infection risk, disposal errors	A wide service mix runs in one venue with rapid client changeovers and no downtime.	Provide colour-coded bins at point of use with clear posters; train staff on general, recycling, clinical and sharps streams; audit weekly and correct errors the same day; place lids and foot pedals to reduce hand contact and opportunistic mixing. <b>(ALL)</b>	Staff, clients, contractors	Before Measure: <b>High</b> After Measure: <b>Low</b>
Pest and odour attraction	Pest infestation, cross-contamination, poor hygiene image	Client areas stay inviting, supporting repeat business and reviews.	Keep lids closed, wipe rims daily, and empty food bins at close; store waste externally in sealed bays; fit door brushes and screens; use CO <sub>2</sub> -safe deodorising granules for clinical stores; log pest checks and actions weekly. <b>(ALL)</b>	Staff, clients	Before Measure: <b>Med</b> After Measure: <b>Low</b>

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Sharps bin tampering in public areas	Needlestick injuries, theft, contamination	Family-friendly access is maintained without removing sharps-based treatments.	Wall-mount bins high in staff-only zones; lock lids between clients; keep doors closed; add polite notices; relocate any unit that attracts attention; note incidents and remind teams during briefings to check locks before breaks. <b>(ALL)</b>	Staff, clients, cleaners	Before Measure: <b>High</b> After Measure: <b>Low</b>
Sharps in general waste	Needlestick injury, infection, contamination	Precision sharps techniques can continue chairside across a full diary.	Mount UN-approved sharps bins at arm's reach; never floor-stand; drop immediately after use and lock at two-thirds; brief cleaners to report any needle in general bins; investigate and coach the originator the same shift with a short action note. <b>(ALL)</b>	Staff, cleaners, clients	Before Measure: <b>High</b> After Measure: <b>Low</b>
Temporary storage time exceedance	Odour, pest infestation, infection risk	Busy periods remain workable with on-site holding between collections.	Keep a dated label on every clinical bag and sharps bin; set uplift frequencies suited to volume and weather; place storage in a locked, ventilated area; rotate stock first-in-first-out and record any backlog with immediate call-off. <b>(ALL)</b>	Staff, clients	Before Measure: <b>Med</b> After Measure: <b>Low</b>
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. <b>(ALL)</b>	All	<b>N/A</b>

## NOTES

### Extra notes & service evaluation:

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**Extra notes & service evaluation:**

**Completed by**

**Reviewed/Approved by**

**Risk Assessment Date**

**Review Required Date**