

BUSINESS DETAILS

IN AN EMERGENCY CALL:

Salon/Spa Manager:
Business Contact Number:
Clients:

SERVICE DETAILS

Purpose:
Date:

Benefit: Delivers long-lasting hair removal results, improving client satisfaction. | Encourages client loyalty through repeat services. | Enhances understanding of skin types and aftercare needs. | Provides a hygienic and effective alternative to home hair removal methods. | Strengthens skills in precision, timing, and technique. | Supports business growth through personalised treatment plans.

HAZARDS

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Nostril/ear mucosal injury and bleeding	Bleeding, infection, pain	Tidy nasal/auricular grooming for a clean look while preserving mucosal safety.	Restrict to visible outer rim only with firm-setting hard wax; never insert deep or cover mucosa. Trim long hairs first, avoid clients with bleeding risks, and keep haemostasis supplies ready. Stop if pain/bleeding occurs and refer if needed; never DIY-style nostril waxing. (ALL)	Clients	Before Measure: High After Measure: Med
Skin lifting or tearing	Tearing, bleeding, scarring	Close, tidy results that preserve skin comfort and appearance.	Pre-assess for retinoids, peels, sunburn and fragile skin; dust with powder, stretch skin firmly, and lift low and parallel to reduce shear. Avoid repeated passes; stop if erythema blanches poorly. Apply cold compress, soothe, and document areas to avoid next visit. (ALL)	Clients	Before Measure: High After Measure: Med

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Sun exposure and hyperpigmentation	Pigmentation changes, burns	Even tone and smoothness that last beyond the holiday window.	Ask about recent sun, tanning beds and planned exposure; avoid waxing sunburned or recently tanned skin. Advise SPF on exposed sites for two weeks and avoidance of heat immediately after. Record pigment-prone clients and adjust intervals and techniques. (ALL)	Clients	Before Measure: High After Measure: Med
Wax spill slips and housekeeping	Slips, falls, contamination	Smooth clinic flow and on-time appointments in a tidy space.	Keep wax pots on stable trays; wipe drips immediately with solvent and follow with detergent. Use non-slip mats near heaters, cordon any spill with signs, and dispose saturated wipes in lidded bins. End-of-day, degrease floors around stations and inspect under chairs. (ALL)	Clients, staff	Before Measure: High After Measure: Med
Aftercare product reactions	Rashes, swelling, irritation	Calmer skin and a refined finish clients are happy to show off.	Check fragrance and preservative sensitivities; choose bland, alcohol-free soothing products and avoid essential oils on freshly waxed skin. Provide written aftercare (no heat, gym, sunbeds 24 h) and a route to report rashes; switch brand if recurring irritation is logged. (ALL)	Clients	Before Measure: Med After Measure: Low
Brow/eye irritation during threading	Eye irritation, tearing	Sharp brow definition with relaxed, comfortable eyes.	Seat upright with head support; ask contacts to be removed; avoid thread contact with ocular surface. Work with short, controlled pulls and shield eyes from loose ends. Provide sterile saline and sterile swabs; cease if tearing or irritation persists. (ALL)	Clients	Before Measure: Med After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Bruising and capillary damage	Bruising, vessel damage	Neat clearance on delicate areas with minimal marking.	Avoid lifting against unsupported tissue; use smaller sections over bony areas and hold taut. Reduce pull force for mature or medication-thinned skin; cool immediately if bruise appears. Document site, adapt technique next time, and advise gentle aftercare. (ALL)	Clients	Before Measure: Med After Measure: Low
Communication and consent (intimate/brows)	Miscommunication, client distress	Results match the client's exact vision with fewer reworks.	Use plain-language explanations and visual brow maps; confirm shape, thickness and boundaries before first pull. For intimate, obtain explicit consent, explain draping, and agree stop-signals. Provide aftercare in writing and record preferences for future sessions. (ALL)	Clients, staff	Before Measure: Med After Measure: Low
Contraindications (retinoids/Accutane/peels)	Skin thinning, tearing, delayed healing	Hair removal options remain open while protecting skin health.	Screen for isotretinoin, topical retinoids, AHAs/BHAs, recent microdermabrasion or laser; defer waxing on treated zones until safe intervals. Offer threading or trimming instead; note timelines in the record and reconfirm at each visit before resuming wax services. (ALL)	Clients	Before Measure: High After Measure: Low
Cross-contamination and double-dipping	Spread of infection, contamination	Hygienic services that keep appointments running back-to-back.	Decant single-use sticks; never return a used spatula to the pot. Use separate pots by body area, replace strips between pulls, and wear gloves for intimate zones. Disinfect trolleys and handles each client and discard leftover decants; log cleaning on a visible checklist. (ALL)	Clients, staff	Before Measure: High After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Folliculitis and ingrown hairs	Infection, pustules, ingrown hairs	Longer-lasting smoothness with fewer post-wax bumps.	Cleanse, disinfect and fully dry skin before waxing; use fresh applicators, avoid occlusive aftercare on day one, and advise loose clothing. Offer gentle exfoliation from day two and prompt return if pustules form; record patterns and adjust technique or wax type. (ALL)	Clients	Before Measure: Med After Measure: Low
Herpes simplex reactivation (upper lip/face)	Viral spread, cold sore flare	Facial hair removal remains available without provoking cold-sore flare-ups.	Screen for current or recurrent cold sores; avoid waxing/threading over active lesions and defer until healed. Wear gloves, use disposables, and for frequent outbreaks advise clients to seek medical input on prophylaxis. Record sites and adjust service order to minimise friction. (ALL)	Clients	Before Measure: Med After Measure: Low
Immediate histamine/urticaria flare	Redness, itching, hives	Smooth results with brief, manageable redness that settles quickly.	Explain transient wheal/flare is possible; cool compress post-service, avoid hot showers/exercise/tight clothing day one, and suggest client-supplied non-drowsy antihistamines if prone. Record triggers and adjust wax temperature/section size to limit mast-cell activation. (ALL)	Clients	Before Measure: Med After Measure: Low
Intimate area ingrowns and irritation	Ingrown hairs, swelling, infection	Longer-lasting comfort and clear regrowth between visits.	Trim long hair first, avoid overly hot wax, use small sections and support tissue. Recommend breathable cotton, no friction sports day one, and mild exfoliation from day three. Reassess ingrown patterns at follow-up and consider hard wax or sugaring alternatives. (ALL)	Clients	Before Measure: Med After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Intimate waxing hygiene	Infections, discomfort	Professional, dignified services for intimate areas with salon-grade hygiene.	Use disposable gloves, single-use sticks, and fresh sheets; cleanse with gentle antiseptic, dry thoroughly, and avoid talc inhalation. Provide privacy, clear consent, and stop for broken skin or active infection. Bag waste promptly and sanitise touchpoints before next client. (ALL)	Clients, staff	Before Measure: High After Measure: Low
Latex/glove or strip adhesive sensitivity	Allergic reactions, contact dermatitis	Services remain available for clients with common material sensitivities.	Ask about latex/adhesive reactions; stock nitrile gloves and hypoallergenic strips. If redness or itch occurs, switch materials and document the brand used. Provide emollient barrier post-service and avoid adhesive contact on subsequent visits for sensitised clients. (ALL)	Clients	Before Measure: Med After Measure: Low
Moles, skin tags and lesions	Bleeding, irritation, delayed healing	Smooth results achieved while respecting skin safety flags.	Map and ring moles/skin tags with petroleum jelly; work around, not over. Do not wax suspicious, raised, bleeding or scabbed lesions. Note sites on the client record with photos where permitted, and signpost to clinical review if any lesion has changed in colour, size or border. (ALL)	Clients	Before Measure: Med After Measure: Low
Pain and vasovagal episodes	Fainting, dizziness, discomfort	Swift, confidence-building appointments—even for nervous clients.	Explain sensations and breathing cues; schedule short sets for first-timers, and avoid fasting clients. Seat semi-reclined, pause on dizziness, apply cool packs, and offer water. Record triggers and adapt area order to finish swiftly if tolerance drops. (ALL)	Clients	Before Measure: Med After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Post-inflammatory hyperpigmentation (PIH)	Dark spots, uneven tone	Even tone and smoothness for all skin tones, including clients prone to dark marks.	Assess Fitzpatrick type and pigment history; use smaller sections and moderated pull on darker tones, cool immediately post-wax, and advise SPF 30+ for two weeks. Avoid repeated passes on the same area; record PIH-prone sites and lengthen intervals if darkening occurs. (ALL)	Clients	Before Measure: Med After Measure: Low
Rosin/colophonium or resin allergy	Allergic reactions, dermatitis	Access to smooth-skin results using formulas matched to tolerance.	Take an allergy history; patch test rosin-based strip and hot waxes behind ear/inner arm 48 h prior. Stock rosin-free or hypoallergenic formulas and document product, batch and result. If sensitised, switch systems and avoid incidental contact at adjacent sites. (ALL)	Clients	Before Measure: Med After Measure: Low
Therapist musculoskeletal strain	Repetitive strain injuries, back pain	Consistent quality across the day, supporting complex areas and high demand.	Set couch height to hip level, alternate lunge and split-stance, and use rolling stools for brows. Break long sessions with micro-stretches, keep frequently used items within reach, and rotate hands to avoid repetitive grip strain; document discomfort to trigger workstation changes. (ALL)	Staff	Before Measure: Med After Measure: Low
Thread friction abrasions	Abrasions, redness, irritation	Crisp lines and refined shaping without compromising skin comfort.	Use 100% cotton thread, anchor the thread with clean technique, and avoid sawing motions. Stretch skin, work in small passes with light tension, and apply soothing gel after. Halt on redness with pinpoint bleeding and record areas to treat conservatively next time. (ALL)	Clients	Before Measure: Med After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Thread-in-mouth contamination	Infection transmission, contamination	Crisp brow and facial shaping delivered with hygienic, professional threading technique.	Prohibit mouth-anchoring of thread; use neck-loop/hand-held techniques and single-use, pre-cut thread per client. Cleanse skin, wear gloves, use a mask for close facial work, and discard thread after service. Train to avoid saliva contact and log hygiene checks each shift. (ALL)	Staff, clients	Before Measure: High After Measure: Low
Wax heater electrical or thermal faults	Burns, fire, electric shock	Reliable, consistent wax performance that supports steady scheduling.	PAT-test heaters, inspect cords and thermostats daily, and keep vents clear. Do not overfill pots; never leave heaters on unattended; unplug to move. Use heat-proof mats and keep flammables away; quarantine units that surge temperature or trip protection until serviced. (ALL)	Staff, clients	Before Measure: High After Measure: Low
Wax temperature burns	Burns, blistering, scarring	Weeks of smooth, hair-free skin with a clean, even finish.	Use digital heaters with calibrated thermostats; test a pea-sized dab on the inside wrist and client forearm before full application. Stir to disperse heat, apply thinly with hair growth, and never reapply hot wax over the same area. Keep cool packs and burn protocol visible. (ALL)	Clients, staff	Before Measure: High 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