

Health and Safety Pack for Beauty Premises

Health and Safety Law	3
Accident Reporting	5
Slips, Trips and Falls	6
Falls from a Height	8
Musculoskeletal Disorders/Manual Handling	9
Work Equipment and Machinery	10
Maintenance and Building Work	11
Asbestos	12
Electricity	13
Pressure Systems	14
Gas	15
Fire and Explosion	16
First Aid	17
Work Related Violence	18
Dermatitis	19
Occupational Asthma	20
Hazardous Substances, Housekeeping and Cleaning	21
Ultraviolet (UV) Tanning Equipment	22
Fish Pedicures	23
Acupuncture, Tattooing, Semi-Permanent Skin Colouring, Cosmetic Piercing and Electrolysis	25
Hazardous Waste	25
Health and Safety Policy	26
Risk Assessment	27
Accessibility and Contact Details	28

Welcome to our new “Health and Safety for Beauty Premises” pack, which has been developed specifically for you by the Food, Health and Safety Team at Eden District Council.

There are two parts to this pack:

Health and Safety Topics

Under the Health and Safety at Work etc Act 1974 employers and employees have general duties to protect the health and safety of those who work for them, those who work with them and those who might be affected by their work activity. There are also specific duties under the various regulations and these are outlined in the first section.

Health and Safety Policies

The Health and Safety at Work etc Act 1974 requires all businesses with five or more employees to provide a written Health and Safety Policy.

Your Health and Safety Policy should clearly set out how you manage health and safety in your workplace by defining who does what and when and how they do it.

The Health and Safety Policy Template in this pack takes you through how to produce a Health and Safety Policy for your business. If you complete and fully implement it, it can demonstrate to an inspecting officer from the Food, Health and Safety Team that your business is complying with Health and Safety Legislation.

You may find that producing a Health and Safety Policy, even if you have less than five employees, is a valuable process. It will allow you to understand your general duties under the Health and Safety at Work etc. Act 1974 and it may improve your employees’ health and well being, reduce accidents or reduce the likelihood of civil claims.

We hope that you find the information in this pack useful. If there are any points which you would like to discuss or clarify or have any further queries please do not hesitate to contact Eden District Council’s Food, Health and Safety Team. Contact details are on the back of this pack.

Further Information is also available at www.hse.gov.uk.

Health and Safety Law

All workers have a right to work in places where risks to their health and safety are properly controlled. Health and safety is about stopping people getting hurt at work or becoming ill through work. Employers are responsible for health and safety, but employees must help too.

What employers must do

1. Decide what could harm employees when doing their job and the precautions to be taken to prevent them being harmed. This is part of the risk assessment process. This process is explained in more detail on page 34. If you employ five or more people the significant findings of the risk assessments have to be recorded.
2. Explain, in a way employees can understand, how risks will be controlled and tell employees who is responsible for this.
3. Consult and work with employees and health and safety representatives in protecting everyone from harm in the workplace.
4. Free of charge, give employees the health and safety training they need to do their job.
5. Free of charge, provide employees with any equipment and protective clothing they need, and ensure it is properly looked after.
6. Provide toilets, washing facilities and drinking water.
7. Provide adequate first-aid facilities.
8. Report injuries, diseases and dangerous incidents at work to the Incident Contact Centre: 0845 300 9923.
9. Have insurance that covers employees in case they get hurt at work or ill through work. Display a hard copy or electronic copy of the current insurance certificate where employees can easily read it.
10. Work with any other employers or contractors sharing the workplace or providing employees (such as agency workers), so that everyone's health and safety is protected.

What employees must do

1. Follow the training they have received when using any work items the employer has given them.
2. Take reasonable care of their own and other people's health and safety.
3. Co-operate with their employer on health and safety.
4. Tell someone (their Employer, Supervisor, or Health and Safety Representative) if they think the work or inadequate precautions are putting anyone's health and safety at serious risk.

If there's a problem

1. If employees are worried about health and safety in the workplace, they should talk to their Employer, Supervisor, or Health and Safety Representative.
2. They can also look at our website for general information about health and safety at work.
3. If, after talking to the employer, they are still worried, they can put the employee in touch with the Local Enforcing Authority for Health and Safety and the Employment Medical Advisory Service. The employee doesn't have to give their name and address. HSE website: www.hse.gov.uk, or alternatively employees can contact an officer from Eden District Council directly on 01768 817 817.

New Law Poster

HSE has published a new, simplified version of the health and safety law poster. It tells workers what they and their employers need to do in simple terms using numbered lists of basic points. As an employer, you are required by law to either display the HSE approved poster or to provide each of your workers with the equivalent leaflet. The law has changed - for the new poster employers don't have to add contact details of the enforcing authority and the HSE's Employment Medical Advisory Service. The details of any employee safety representatives or other health and safety contacts can be added, but this is not compulsory.

The new law poster, pocket cards and other formats such as talking leaflets can be ordered from HSE Books (Tel: 01787 881165) and will be distributed by HSE Books and book sellers from 6 April 2009 onwards or downloaded from www.hse.gov.uk. Employers will be able to check that they have a genuine HSE law poster by checking the unique serially numbered hologram on each poster.

Accident Reporting

What do you do if there is an accident at work?

Employers, the self employed and those in control of premises must report any of the incidents listed below through the HSE online accident reporting system. Go to www.hse.gov.uk and then to the 'Do It Online' section and follow the link 'Reporting a RIDDOR Incident'.

There is a telephone service for reporting fatal and major injuries only - call the HSE Incident Contact Centre on 0845 300 9923 (Monday to Friday 8.30 am - 5.00 pm).

What must be reported?

- Deaths
- Major injuries
- Over-seven-day injuries - where an employee is away from work or unable to perform their normal work duties for more than seven consecutive days
- Injuries to the public or people not at work where they are taken from the scene of an accident to hospital
- Some work related diseases
- Dangerous occurrences - where something happens that does not result in an injury, but could have done
- Gas Safe registered gas fitters must also report dangerous gas fittings they find, and gas conveyers/suppliers must report some flammable gas incidents

Reporting out of hours

If any of the following occur out of hours:

- A work-related death
- A serious incident where there have been multiple casualties
- An incident which has caused major disruption such as evacuation of people, closure of roads, large numbers of people going to hospital etc

You must ring the HSE duty officer on 0151 922 9235 or Eden District Council out of hours service on 01768 817817.

What records should be kept?

Records must be kept of any reportable injury, disease or dangerous occurrence. These must include the date and method of reporting; the date of the event; personal details of those involved; and a brief description of the nature of the event or disease. Records can be kept in any form, for instance by keeping copies of report forms in a file, recording the details on a computer, using an Accident Book entry or maintaining a written log. If an incident is reported by telephone or through the Riddor website, the ICC will send a copy of the record held within the database to whoever reports it. Amendments to the record can be requested if it is felt that the report is not fully accurate.

Slips, Trips and Falls

What are the chances of slipping or tripping at work?

The most common cause of injuries at work is the slip or trip. Resulting falls can be serious and they happen in all kinds of businesses. It's a particularly important subject if members of the public use your premises. The estimated cost to employers of all these injuries is over £500 million a year, and insurance only covers a small part of this. Effective solutions are often simple, cheap and lead to other benefits.

Does this concern me?

- Do you have floors which are, or can become, slippery, eg when wet or from hair clippings or oil?
- Does spillage or contamination occur and is it dealt with quickly?
- Do people use unlit areas such as paths or yards in the dark?
- Does temporary work such as maintenance or alterations take place? It could introduce slipping and tripping hazards such as trailing cables
- Do you use floor cleaning materials anywhere? Are the right methods and materials being used?
- Do you check that the condition of steps and trade routes are in good condition?

What can I do to minimise risks?

Top tips for you:

- Stop Spillages - Maintain Equipment to prevent leaks and review the way people work
- Carry out effective floor cleaning - Check you have the right system in place, carry it out at the right time, in the right way
- Get the most from your team - Inform them of procedures which stop slips, provide training and good supervision
- Choose an appropriate floor - When changing your salon floor, choose one that can cope with water and other substances which you use and still be non-slip

Top tips for your team

- Deal with spillages - Clean them up, then dry the floor, don't leave them
- Floor cleaning - Don't cut corners, follow instructions, use the right equipment and leave floors dry
- Keep on your feet - Wear shoes with good grip that will stay firmly on your feet and keep the soles clean

What law applies?

Workplace (Health, Safety and Welfare) Regulations 1992

How and where you can get more help

Preventing Slips and Trips at Work INDG225(rev1) FREE
(available in packs of 15 ISBN 978 0 7176 2760 8 £3.50)

STEP eLearning Tool

STEP is an eLearning package developed by HSE, providing slips and trips guidance through interactive learning.

It is an easy way to learn about slips and trips, how they are caused, why preventing them is important and how to tackle them. STEP includes quizzes, videos, animations, case studies and interactive sequences to enhance the learning experience.

Completing this package will help your understanding of slips and trips, but to reduce accidents you will also need to take action in your workplace.

What industries does it suit?

The general course is suitable for many different industries. The four other courses have been specifically designed for Food Manufacturing, Hospitality and Catering, Education and the Health Services.

Falls from a Height

Do you perform work at height and if so is it done safely?

Falls from height at work account for around sixty deaths and just under 4,000 major injuries each year. One of the main causes is falls from ladders. To help prevent falls from height, make sure you consider the risks to all your workers, the work is planned, organised and carried out by competent people and you follow the hierarchy for managing risks. Make sure workers are properly trained and supervised, have the right equipment and know how to use it safely.

What is the hierarchy for managing risks?

- Avoid work at height if possible
- Use work equipment or other measures to prevent falls where you can not avoid work at height
- Where you can not avoid the risk of a fall, use work equipment or other measures to minimise the distance and consequences should a fall occur

Does this concern me?

- Do you carry out simple maintenance or cleaning tasks that require working where you could hurt yourself if you fell?
- Can you avoid the need to work at height? For example, could the work be done using long-handled tools or by bringing it down to ground level?
- Do you have the most appropriate equipment for the job? It may often be safer to use a tower scaffold or mobile elevating work platform than a ladder
- Is the equipment you have well maintained and do your employees know how to use it safely?
- It may be cheaper to replace a damaged ladder than run the risk of workers becoming injured

What law applies?

Provision and Use of Work Equipment Regulations 1998

Work at Height Regulations 2005

How and where you can get more help

Safe use of Ladders and Stepladders: An Employers' Guide INDG402

www.hse.gov.uk/falls/ladders.htm

The Work at Height Regulations 2005 (as amended): A Brief Guide INDG401

<http://www.hse.gov.uk/pubns/indg401.pdf>

Musculoskeletal Disorders/Manual Handling

Do you suffer from sprains, strains and pains?

Manual handling is transporting or supporting loads by hand or using bodily force. Many people hurt their back, arms, hands or feet lifting everyday loads, not just when the load is too heavy. More than a third of all over-three-day injuries reported each year to HSE and to local authorities are the result of manual handling. These can lead to those injured taking an average of eleven working days off each year.

'Upper limbs' refers to the neck, shoulders, arms, wrists, hands and fingers. Upper limb disorders (sometimes called repetitive strain injury (RSI)) can happen in almost any workplace where people do repetitive, or forceful manual activities in awkward postures, for prolonged periods of time. These can cause muscular aches and pains, which may initially be temporary, but if such work is not properly managed, and the early symptoms are not recognised and treated, can progress to a chronic and disabling disorder. Cumulative damage can build up over time causing pain and discomfort in people's backs, arms, hands and legs. In many cases lifting can be avoided.

For example, heavy items such as laundry or sacks of flour can be pushed or pulled on suitable wheeled trolleys.

Steps to follow

The Manual Handling Operations Regulations 1992 (as amended) establish a clear hierarchy of measures for dealing with risks from manual handling. These are:

- Avoid hazardous manual handling operations so far as is reasonably practicable. Check whether you need to move it at all and consider alternatives particularly for new processes
- Assess any hazardous manual handling operations that cannot be avoided, observe situations to identify ways of making them less risky and easier
- Reduce the risk of injury so far as is reasonably practicable

You should also:

- Determine the ways of reducing the risk of injury by improving the workplace lay-out, use of lift aids, push rather than pull etc
- Consider the risks from manual handling to the health and safety of your employees
- Consult and involve the workforce. Your employees know first-hand what the risks in the workplace are - so they can probably offer practical solutions to controlling them

What law applies?

Management of Health and Safety at Work Regulations 1999

Manual Handling Operations Regulations 1992 (as amended)

How and where you can get more help

Getting to Grips with Manual Handling: A short Guide INDG143(rev2)

Work Equipment and Machinery

Do you know how to select and use your work equipment?

Work equipment covers an enormous range from office machines to lifting equipment, hand tools, ladders, and scissors etc.

Important points include: selecting the right equipment for the job, making sure equipment is safe to use and keeping it safe through regular maintenance, inspection and, if appropriate, thorough examination, training employees to use equipment safely and following manufacturers' or suppliers' instructions.

Does this concern me?

- Do you use ladders or other equipment for working at heights? For example, it may often be safer to use an access tower or mobile elevating work platform than a ladder
- Do you have machinery of any kind? You need to guard the parts that could cause injury; have the right controls, especially for starting and stopping; clean, or clear blockages in a safe way; and carry out preventive checks, maintenance and inspection
- Are hand tools used in your workplace, eg screwdrivers, scissors, hammers?
- Do you have lifting equipment such as pulley blocks, cranes and lift trucks? Most lifting equipment will require regular thorough examination by a competent person

What law applies?

Provision and Use of Work Equipment Regulations 1998

Lifting Operations and Lifting Equipment Regulations 1998

Supply of Machinery (Safety) Regulations 1992, as amended 1994

How and where you can get more help

Simple Guide to the Provision and Use of Work Equipment Regulations INDG291

Using Work Equipment Safely INDG229(rev1)

Maintenance and Building Work

What maintenance and building work takes place?

It's easy to overlook these activities because they happen now and again, and it's often a contractor or service agency doing the work. Sometimes people are in places where no one normally goes, eg the roof or electrical switchboard. They may be fault finding, trying to repair something quickly - often outside the routine. Not surprisingly there are many accidents. Falls from heights, eg ladders, are the most common cause of serious injury.

Does this concern me?

- Did you know that if you are the person responsible for your business, you are also responsible for contractors, service engineers, etc who do work for you?
- Does anyone ever have to work on the roof, at a height or on fragile materials?
- Does anyone have to fault find and repair machinery or equipment when it breaks down?
- Is there a tank, pit, silo or similar confined space into which someone might go - and would you know if they did?
- Have you found out whether there is any asbestos in your buildings or plant which could be disturbed during maintenance or alterations?

What law applies?

Construction (Health, Safety and Welfare) Regulations 1996 (Building Work)

Construction (Design and Management) Regulations 2007

Lifting Operations and Lifting Equipment Regulations 1998

Provision and Use of Work Equipment Regulations 1998

Confined Spaces Regulations 1997

Work at Height Regulations 2005

How and where you can get more help

The absolutely essential health and safety toolkit for the smaller construction contractor INDG344(rev2)

The Work at Height Regulations 2005 (as amended): A brief guide INDG401(rev1)

Working Well Together (WWT) Website: www.uk.com

WWT Campaign Helpline Tel: 0845 2727 500

www.hse.gov.uk/construction

Use of Contractors: A Joint Responsibility - available from www.hse.gov.uk

Asbestos

What do I need to do?

If you own, occupy, manage or have responsibilities for non-domestic premises which may contain asbestos, or if you are responsible for the non-private, ie common parts of domestic premises like hall and lift areas in flats, you will either have:

- A legal duty to manage the risk from this material; or
- A duty to co-operate with whoever manages that risk

What does the duty to manage asbestos involve?

The duty to manage asbestos is included in the Control of Asbestos Regulations 2006. It will apply to you if you have maintenance and repair responsibilities for non-domestic premises either through a contract or tenancy agreement or because you own the premises. The common parts of domestic premises such as lift and stair spaces in flats also attract the duty. The duty requires you to manage the risk from asbestos by:

- **Either** finding out if there is asbestos in the premises, its location and what condition it is in;
- **Or** assessing if ACMs are liable to be present and making a presumption that materials contain asbestos unless you have strong evidence that they do not;
- Making and keeping up to date a record of the location and condition of the ACMs or presumed ACMs in your premises;
- Assessing the risk from the material;
- Preparing a plan that sets out in detail how you are going to manage the risk from this material;
- Taking the steps needed to put your plan into action;
- Reviewing and monitoring your plan and the arrangements made to put it in place; and
- Setting up a system for providing information on the location and condition of the material to anyone who is liable to work on or disturb it.

What law applies?

The Control of Asbestos Regulations 2006

How and where you can get more help

Asbestos Health and Safety <http://www.hse.gov.uk/asbestos>

Asbestos: A short guide to managing asbestos in premises INDG223, available at www.hse.gov.uk/pubns/INDG223.pdf

Managing Buildings? You Must Manage Asbestos, available at <http://www.hse.gov.uk/pubns/manageasbestos.pdf>

Electricity

How safe is electricity in your workplace?

Electricity can kill. Shocks from faulty equipment can be fatal or may lead to falls from ladders, scaffolds or other work platforms. Those using electricity may not be the only ones at risk. Poor electrical installations and faulty electrical appliances can lead to fires which can also result in death or injury to others.

- Only those with appropriate technical knowledge and experience should be allowed to do electrical work in your business
- Determine if your electrical equipment is in good working order. PAT (Portable Appliance Testing) is recommended for small appliances
- Choose equipment that is suitable for its working environment, eg waterproof or dustproof
- Testing of the main electrical system should be carried out at least every five years to determine its integrity

The Next Steps

- Ensure electrical equipment is turned off before it is checked
- Check that the plugs are not damaged
- Check the electrical systems are adequate for electrical equipment and have RCD protection
- Check plugs are correctly wired and maintained
- Check that the outer covering of the cable or wire is gripped where it enters the plug or the equipment
- Check that the outer cover of the equipment is not damaged, for example look for loose parts or screws
- Check leads, wires or cables for damage to the outer covering
- Check for burn marks or staining that suggests overheating
- Repair electrical equipment that may cause harm or injury
- Check that there are no trailing wires: if there are, tuck them out of the way, for example under a desk or table, to prevent accidents
- Most of the faults that can cause harm can be prevented just by looking for any damage to the electrical equipment

What law applies?

Electricity at Work Regulations 1989

How and where you can get more help

www.hse.gov.uk/electricity

Electrical Safety and You, INDG231

Pressure Systems

Do you know the risks associated with pressure systems?

Coffee machines, steam sterilisers, autoclaves, boilers, steam heating systems, gas cylinders and air compressors are common examples of equipment and systems containing a fluid under pressure. They can cause death or injury to people, and serious damage to property, if the contents are released unintentionally. There are about 150 incidents of this kind every year. They mainly happen when equipment fails through poor design, incorrect filling or maintenance or when the method of work is unsafe, or someone makes an operating mistake. Any pressure system that generates gas is included in these regulations. This could be a coffee machine with a milk frothing attachment. These machines will need to be checked for safety and should have a written record of examination.

What do I need to do?

- Choose a competent person to examine the equipment (a competent person for these purposes is someone with the necessary knowledge, experience, practical ability and training) - quite often this is an insurance engineer
- Establish the safe operating limits of the plant - your supplier, installer or competent person should be able to give you this
- Provide safe and suitable equipment (ie installed correctly etc) - your installer should do this:
- Know the operating conditions (ie gas, steam, liquid inside the vessel) - check with your supplier or installer;
- Fit suitable protective devices and ensure that they function properly - these should already be installed in the types of equipment on site, if not, check with the supplier, manufacturer or insurer;
- Carry out suitable maintenance (visual inspections) - check what you need to do with your supplier or the manufacturer;
- Make provision for appropriate training - operatives must be trained to use the equipment safely;
- Have the equipment examined by a competent person (a Written Scheme of Inspection).

What law applies?

Pressure Systems Safety Regulations 2000

Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations 2007

How and where you can get more help

Pressure Systems Safety and You INDG261(rev1)

Safety of Pressure Systems. Pressure Systems Safety Regulations 2000 Approved Code of Practice

Gas

The Problem

Every year about fourteen people die from carbon monoxide poisoning caused by gas appliances and flues which have not been properly installed or maintained. Many others also suffer ill health. When gas does not burn properly, as with other fuels such as coal, wood or oil, excess carbon monoxide is produced, which is poisonous.

You can't see it. You can't taste it. You can't even smell it. But carbon monoxide can kill without warning in just a matter of hours.

You are at risk of carbon monoxide poisoning if:

- Your appliance was poorly installed
- Your appliance is not working properly
- Your appliance has not been checked for safety or maintained regularly
- There is not enough fresh air in the room
- Your chimney or flue gets blocked
- You allow an engineer who is not on the Gas Safe Register to install or maintain your appliances

All gas appliances should be checked for safety at least every 12 months

What law applies?

The Gas Safety (Installation and Use) Regulations 1998 place duties on gas consumers, installers, suppliers and landlords. These regulations link with other safety controls on combustion equipment, eg the Building Regulations, which deal with standards for ventilation and flues.

For your own protection remember:

- By law anyone carrying out work on gas appliances or fittings as part of their business must be competent and registered with the Gas Safe register
- By law only a competent person can carry out work on gas appliances or fittings
- By law you must not use any gas appliances or fittings you know or suspect are unsafe

How and where can I get more information?

HSE Gas Safety Advice Line Tel 0800 300 363

HSE's Gas Safety website - www.gassaferegister.co.uk or

www.hse.gov.uk/gas/index.htm or

www.hse.gov.uk/gas/domestic

Fire and Explosion

Do you know how to prevent fire or explosion?

Each year many people suffer burns caused by the flammable materials they work with. The wide variety of flammable substances found in the workplace range from the obvious, eg heating fuel, petrol, paint thinners to the less obvious, eg packaging materials, dusts from wood, flour and sugar. For a fire to start, fuel, air and a source of ignition are needed. Controlling these can prevent fires.

If you would like information on fire exits, alarms, or extinguishers, contact your local fire authority, Tel: 01900 822503, Freephone: 0800 358 4777 or www.cumbria.gov.uk/fireservice

Does this concern me?

- Do you keep or use flammable substances eg LPG and solvents?
- Do you use or store gas in cylinders (eg LPG)? A small amount of released gas can fill a large area with a potentially explosive mixture
- Do you have storage rooms containing flammable materials?
- Are waste papers, cardboard and plastics stored safely?
- Are exits kept free from obstruction?
- Do you have buried gas pipework on your site? If you do contact your gas supplier

What law applies?

Regulatory Reform (Fire Safety) Order 2005 (came into force 1 October 2006 - visit www.communities.gov.uk for information)

How and where you can get more help?

Fire and Explosion. How Safe is Your workplace? A Short Guide to the Dangerous Substances and Explosive Atmospheres Regulations 2002 INDG370
www.hse.gov.uk/fireandexplosion/index.htm

For guidance on LPG go to www.hse.gov.uk and www.uklpg.org

Inspecting and Maintaining or Replacing Buried Metallic Pipe Work Carrying LPG Vapour INDG428

Safe Working with Flammable Substances INDG227

A Short Guide for Making Your Premises Free from Fire (05 FRSD 03546)
www.communities.gov.uk/firesafety

First Aid

First aid means treating minor injuries at work and giving immediate attention to more serious casualties until medical help is available. Through this initial management of injury or illness suffered at work, lives can be saved and minor injuries prevented from becoming major ones.

Employers' Duties

Adequate and appropriate equipment, facilities and personnel to enable first-aid to be given to employees if they are injured or become ill at work. The Health and Safety (First Aid) Regulations 1981 apply to all workplaces including those with five or fewer employees and to the self employed. What is adequate depends on the circumstances in the workplace. This includes whether trained first-aiders are needed, what should be included in a first aid box and if a first aid room is needed. Employers should carry out an assessment of first aid needs to determine this.

The Regulations do not place a legal obligation on employers to make first aid provision for non-employees such as the public. However it is strongly recommended that non-employees are included in a First Aid needs assessment and that provision is made for them.

As a minimum an "appointed person" should be available at all times when people are at work on site to take charge when someone is injured or falls ill, including calling for an ambulance if required, looking after the First aid equipment, eg re-stocking the contents and ensuring that the items have not expired.

What should I put in the First Aid box

As a guide a minimum stock for a catering business would be:

- A leaflet giving general guidance on first aid, eg HSE leaflet Basic Advice on First Aid at Work
- Twenty individually wrapped sterile adhesive dressings (assorted sizes)
- Two sterile eye pads
- Four individually wrapped triangular bandages (preferably sterile)
- Six safety pins
- Six medium-sized (approximately 12cm x 12cm) individually wrapped un-medicated wound dressings
- Two large (approximately 18cm x 18cm) individually wrapped un-medicated wound dressings
- One pair of disposable gloves

You should not keep tablets, medicines or sprays and creams in the first aid box.

How and where you can get more help?

HSE leaflet First Aid at Work - Your Questions Answered.



Work Related Violence

What should you be doing?

You have a legal duty to protect the health, safety and welfare of your employees, under the Health and Safety at Work etc Act 1974. This duty extends to all forms of work-related violence, which HSE defines as: 'Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work'. This means:

- Physical violence - including kicking, spitting, hitting or pushing, as well as more extreme violence with weapons;
- Verbal abuse - including shouting, swearing or insults, racial or sexual abuse;
- Threats and intimidation.

Tackling the risk of violence is the same as dealing with any other possible cause of harm in the workplace, such as slips and trips and lifting heavy loads. You need to carry out a risk assessment to identify the hazards, who is at risk and the precautions you need to take. You should record your findings, implement them and review your risk assessment regularly.

Why should you be concerned?

Impact on your staff

- Physical injury
- Work-related stress - which can have long-term effects on health
- Fear and anxiety
- Job dissatisfaction and poor performance

Impact on your business

- Lost staff time from injuries and stress
- Higher staff turnover, leading to increased recruitment and training costs
- Damage to the reputation of your business
- Potential compensation claims by staff

How and where can I get more help?

Managing work-related violence in licensed and retail premises toolkit, available at www.hse.gov.uk/violence/toolkit/index.htm

Security Industry Authority Tel: 0844 892 1025 www.the-sia.org.uk/

Shopwatch Tel: 020 7161 2651 www.shopwatch.info/around

Business Crime Partnerships Tel: 020 7035 4848

www.crimereduction.homeoffice.gov.uk/business/businesscrimeminisite01.htm

Action Against Business Crime Tel: 020 7854 8956 www.brc.org.uk/aabc/default.asp

Victim Support (England and Wales) Tel: 020 7268 0200, available at www.victimsupport.org.uk/

Dermatitis



What is it?

Work related contact dermatitis is a skin disease caused by work. It is often called eczema and develops when the skin barrier layer is damaged. This leads to redness, itching, swelling, blistering, flaking and cracking. The most susceptible parts of the body are the hands followed by the forearms and face. Up to 70 per cent of hairdressers suffer from work-related skin damage such as dermatitis at some point during their career - most cases are absolutely preventable.

Contact dermatitis cost more than twice as much as an accident causing injury. However, by taking a sensible, positive approach you could prevent work related dermatitis and the associated problems in your work place.

Does this concern me?

- Know the health risks associated with chemicals and products used in your workplace
- Do your staff have skin contact with products?
- Do your employees undertake frequent wet work?
- Do any of employees have allergic reactions to hair/beauty products?
- Acrylic liquid and powder systems and UV nails can cause dermatitis



How to prevent dermatitis developing?

- Wear disposable non latex gloves when rinsing, shampooing, colouring. Bleaching etc.
- Keep products off your skin, wear gloves and wash off any splashes immediately
- Dry your hands thoroughly with a soft cotton or paper towel
- Check your hands regularly for the early stages of dermatitis, ie itchy, dry or red skin. These symptoms should be reported to a supervisor as treatment is much more effective if dermatitis is caught early
- Moisturise after washing your hands, as well as at the start and end of each day.
- Change gloves between clients

What law applies?

The Control of Substances Hazardous of Health Regulation 2002 (COSHH) (as amended)

How and where can I get more help?

HSE website - a range of free information including free downloadable guidance, posters and leaflets on COSHH and work related contact dermatitis, available at www.hse.gov.uk/skin

E-COSHH essentials - a free website that helps you do your COSHH risk assessment, available at www.coshh-essentials.org.uk

A guide to the health and safety of salon hair products available from hair product manufacturers or the hair and beauty association. Hair product manufacturers also supply their customers with product lists that go with the guide. www.badhandday.hse.gov.uk



Occupational Asthma

What is work related asthma?

There is an association between asthma symptoms developing and work which can be put into the following categories:

- **Work aggravated asthma:** pre-existing/new onset worsened by workplace exposure
- **Occupational asthma:** caused by substances inhaled at work, typed as follows:
 - **Allergic:** or sensitised to a substance caused by a reaction from the immune system. There is a gap between exposure and symptoms
 - **Irritant:** Airway dysfunction caused by a reaction to a substance which does not involve the immune system. The symptoms develop within a few hours of exposure

What are the symptoms?

Workers should report the following symptoms as soon as they develop, either to occupational health or their GP, and discuss with them about informing employers:

- Attacks of wheezing, coughing, chest tightness or shortness of breath
- Rhinitis (sneezing, runny nose) and/or
- Conjunctivitis (itchy and inflamed eyes) are other key symptoms

The symptoms may develop immediately after exposure, but sometimes may only appear after several hours' exposure. Whilst it may not necessarily be occupational asthma, the evidence indicates that the diagnosis is likely to be occupational asthma in about half the cases referred to a chest physician.

Does this concern me?

- When any one worker develops confirmed occupational asthma or rhinitis, the exposure and presence of symptoms of other workers should be investigated
- 'Nail services' create dust that can cause wheezing and chest tightness
- Some ingredients in liquid and powder acrylic systems can cause asthma
- Some dusty ingredients eg persulphates and henna may cause asthma, use dust free products where available

What can I do?

- If you have a down draught table for nail service get a competent engineer to examine it thoroughly and test its performance regularly, eg annually
- Replace charcoal filters when the odour control begins to fail, or as advised by your equipment supplier
- Some hairspray products can make existing asthma worse
- If possible avoid dusty products, buy granules, pastes or solutions

How and where can I get more help?

<http://www.hse.gov.uk/asthma/employers.htm>

Hazardous Substances, Housekeeping and Cleaning

Do you work with hazardous substances?

Thousands of people are exposed to all kinds of hazardous substances at work. These can include chemicals that people make or work with directly, and also dust, fume and bacteria which can be present in the workplace. Exposure can happen by breathing them in, contact with the skin, splashing them into the eyes or swallowing them. If exposure is not prevented or properly controlled, it can cause serious illness, including cancer, asthma and dermatitis, and sometimes even death.

Does this concern me?

- Do you use chemicals at work (including cleaning materials)?
- Do you know suppliers of hazardous substances have to provide information to users, including safety data sheets and proper labelling?
- Is there dust, for example from nail treatments, present in your workplace?
- Do you have any water systems such as showers and spa baths which could be colonised by legionella bacteria which causes Legionnaires Disease?
- Do you monitor your staff for allergic and irritant contact dermatitis?
- Are your staff aware of how to avoid dermatitis and to take care of their skin?
- Have you provided personal protective equipment if use of harsh chemical such as oven cleaner cannot be avoided?
- Are you aware of any asbestos on your site?

What Can I do?

- Keep the store area well ventilated
- Make up only as much solution as you will need for immediate use. Wash out mixing equipment after use. Dispose of washings safely
- Dispose safely of all products you no longer need
- Store products securely in a cool, dry, dark place capable of keeping in spills. Don't store more than you need
- Regularly clean out shower head taps, soak in a suitable solution and then properly rinse

What law applies?

Control of Substances Hazardous to Health Regulations 2002 (COSHH) (as amended)

How and where can you get more help?

HSE's Infoline can help identify publications relevant to you. Tel 0845 345 0055

COSHH Essentials: Easy Steps to Control Chemicals. A free internet version is available on: www.coshh-essentials.org.uk

Preventing Contact Dermatitis at Work INDG233(rev1)

www.hse.gov.uk/coshh/index.htm

Ultraviolet (UV) Tanning Equipment

Reducing Health Risks from the use of Ultraviolet (UV) Tanning Equipment

The use of any ultraviolet (UV) tanning equipment (eg sunlamps, sun beds and tanning booths) may expose staff and will expose customers to UV radiation.



It is a legal requirement for sun bed businesses to ensure that no person under the age of 18 can use a sun bed on their premises. Those failing to comply could be fined up to £20,000.

UV radiation can cause injuries and ill health in the short term and long term.

The consequences of exposure to the hazard of UV radiation, which can be associated with running and/or using UV tanning equipment, are as follows:

Short- term effects

- Burns
- Skin dryness and itching
- Eye irritation or conjunctivitis
- Customers becoming trapped if the equipment fails mechanically

Long -term effects

- Skin cancer
- Cataracts
- Premature ageing of the skin

What Can I do?

Operators must assess the risks caused by their work activity, including risks from exposure to UV radiation and then take measures to control such risks as far as they can. They also must tell their staff about the risk assessment results and make sure staff are competent to act on any dangers.

- Follow the manufacturers and suppliers advice
- Have trained staff present while customers are using the UV equipment
- Ensure the equipment is cleaned and sanitised between customers
- Ensure the right type of replacement tubes are fitted

What law applies?

Sun Beds (Regulation) Act 2010

How and where you can get more help

Leaflet Reducing Health Risks from the use of Ultraviolet (UV) Tanning Equipment, INDG209(rev1)

www.sunsmart.org.uk

www.hse.gov.uk

Fish Pedicures

An increasing number of establishments are now offering 'Fish pedicures' as a treatment within the premises. This practice involves immersing the feet in a tank of water containing Garra Rufa fish, a small toothless species of freshwater carp.



Fish pedicures involve the use of living fish and therefore conventional methods of sterilisation and disinfection are not applicable as these will kill the fish.

What Can I do?

- Operators should have a "suitable and sufficient" risk assessment in place
- Operators should have a procedures document which records company policy for use, cleaning and maintenance of the fish spa, and associated staff training procedures
- Staff must be suitably trained, as a minimum, staff should be competent to: confirm skin integrity, detect any signs of fungal infection between the toes or of nails, or any lesions, ulcers, verrucas, or poor circulation (discolouring). As with all training, this should be documented
- Wear single-use, non-latex gloves to perform foot inspections
- General standards of hygiene and infection control as required for beauty salons
- Should be followed as a minimum standard
- Towels used to examine or dry feet should be white, and washed at 60°C
- Washbasins with running water should be provided so that parts of the body (hands or feet) which are to be treated can first be washed with soap and water, then rinsed and dried. Where the provision of mains-fed washing facilities is impractical, mobile washing stations with running water are a suitable alternative. A supply of non-running water, cold water alone, or the use of wipes or sprays are not acceptable
- Floors and other surfaces near the pedicure tanks should have suitable slip-resistant coverings that are non-absorbent and readily cleanable. They should be regularly cleaned throughout the day to prevent transfer of contamination while walking barefoot
- An incident log should be maintained which details adverse events such as bleeding detected (ie on client, in tank, on surfaces), or fish showing signs of ill health, and any actions subsequently taken
- Tanks and other equipment should be cleaned and maintained according to supplier or manufacturers advice
- Water should be changed according to manufacturers instructions

The HPA has identified a number of health conditions or prior treatments which may mean that clients should not have a fish pedicure. These are:

- Leg waxing or shaving in last 24 hours
- Any open cuts/wounds/abrasions/broken skin on the feet or lower legs
- Infection on the feet (including athlete's foot, verruca)
- Psoriasis, eczema or dermatitis affecting the feet or lower legs
- Diabetes (increased risk of infection)
- Infection with a blood borne virus such as Hepatitis B or Hepatitis C or HIV
- Any immune deficiency due to illness or medication
- Bleeding disorders or on anticoagulant medication (eg heparin or warfarin)

Certain groups of clients such as those who are immunocompromised or have underlying medical conditions including diabetes and psoriasis are likely to be at increased risk of infection and fish pedicures are not recommended for such individuals

Chin Chin fish should not be used as an alternative to Garra Rufa. Chin Chin fish develop teeth as they age and thus the public health risk from these is likely to be greater. It is therefore recommended that they should not be used for this purpose

How and where you can get more help?

For Guidance on the management of the public health risks from fish pedicures, Spa owners and staff can find the recommendations on reducing the potential risk of infection at:

www.hpa.org.uk

www.hse.gov.uk

www.rspca.org.uk can provide advice regarding the animal welfare issues relating to this matter.

Acupuncture, Tattooing, Semi-permanent Skin Colouring, Cosmetic Piercing and Electrolysis



All premises or persons carrying out the above activities have to be registered by Eden District Council Environmental Health Officers and will be inspected.

The council have formally adopted Byelaws under the Local Government Miscellaneous Provisions Act 1982 which you must comply with in order to be registered.

A copy of the Byelaws, application for registration and information regarding fees can be found on the Councils website or by contacting the environmental health department.

For further information:

- **Contact:** Food, Health and Safety Team, Mansion House, Penrith CA11 7YG
- **Telephone:** 01768 212491
- **Email:** env.health@eden.gov.uk
- **Fax:** 01768 890732
- **Web:** www.eden.gov.uk



Hazardous Waste

Waste contractors will deal with hazardous and special waste arising from a trade or business. Special precautions may be needed when disposing of and moving hazardous waste.

Hazardous waste is any form of waste which can harm human health or the environment, or is difficult to handle. It is possible that some of the waste from your business operations will require clinical waste disposal or sharps boxes. If you are undertaking any procedure which can result in bleeding from the client it will be necessary to have a clinical waste bin.

Health and Safety Policy

This is the statement of general policy and arrangements for:

(Name of company)

Overall and final responsibility for health and safety is that of:

(Name of employer)

Day-to-day responsibility for ensuring this policy is put into practice is delegated to:

Statement of General Policy	Responsibility of: Name/Title	Action/Arrangements (customise to meet your own situation)
To prevent accidents and cases of work-related ill health and provide adequate control of health and safety risks arising from work activities.		
To provide adequate training to ensure employees are competent to do their work.		
To engage and consult with employees on day-to-day health and safety conditions and provide advice and supervision on occupational health.		
To implement emergency procedures - evacuation in case of fire or other significant incident. You can find help with your fire risk assessment at: http://www.communities.gov.uk/fire/firesafety/firesafetylaw/ .		
To maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage/use of substances.		
Health and safety law poster is displayed:		
First-aid box and accident book are located: Accidents and ill health at work reported under RIDDOR: (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) www.hse.gov.uk/riddor Tel: 0845 300 9923		
Signed: (Employer)		Date:
Subject to review, monitoring and revision by:		Every: months or sooner if work activity changes

Employers with five or more employees must have a written health and safety policy and risk assessment.

For further information and to view our example health and safety policy go to www.hse.gov.uk/risk

For advice and support contact HSE Infoline Tel: 0845 345 0055 or email: hse.infoline@connaught.plc.uk

Combined risk assessment and policy template published by the Health and Safety Executive 09/09

Risk Assessment

All employers must conduct a risk assessment. Employers with five or more employees have to record the significant findings of their risk assessment.

We have started off the risk assessment for you by including a sample entry for a common hazard to illustrate what is expected (the sample entry is taken from an office-based business).

Look at how this might apply to your business, continue by identifying the hazards that are the real priorities in your case and complete the table to suit.

You can print and save this template so you can easily review and update the information as and when required. You may find our example risk assessments a useful guide (www.hse.gov.uk/risk/casestudies). Simply choose the example closest to your business.

Company name:

What are the hazards?	Who might be harmed and how?	What are you already doing?	What further action is necessary?	Action by who?	Action by when?	Done
Slips and trips	Staff and visitors may be injured if they trip over objects or slip on spillages.	General good housekeeping. All areas well lit, including stairs. No trailing leads or cables. Staff keep work areas clear, eg no boxes left in walkways, deliveries stored immediately, offices cleaned each evening	Better housekeeping needed in staff kitchen, eg on spills.	All staff, supervisor to monitor.	01/10/2010	01/10/10
						Hint, tab here for new row

Assessment review date: (usually within one year, or earlier if working habits or conditions change)

For information specific to your industry please go to www.hse.gov.uk

Employers with five or more employees must have a written health and safety policy and risk assessment.

For further information and to view our example risk assessments go to www.hse.gov.uk/risk

For advice and support contact HSE Infoline Tel: 0845 345 0055 or email: hse.infoline@connaught.plc.uk

Combined risk assessment and policy template published by the Health and Safety Executive 09/09

The Health and Safety Pack is printed on paper from environmentally sustainable sources.

Summaries of the information contained in the Health and Safety Pack are available upon request in alternative languages. Copies are also available at www.eden.gov.uk and at Council Offices.

If you have any concerns or queries contact Eden District Council's Communication Officer tel: 01768 817817 or email: communication@eden.gov.uk

Cantonese

如果您想获取该文件的不同版本，如：大字体印刷、盲文、音频或不同语言版本，请致电：01768 212268 equality@eden.gov.uk

Lithuanian


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 01768 817817

 01768 890732

 Environmental Health, Eden District Council, Mansion House, Penrith, CA11 7YG

 env.health@eden.gov.uk

 Information on all our services is available 24/7 at www.eden.gov.uk

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