

GUIDE TO
OCCUPATIONAL
SAFETY AND HEALTH
FOR THE
HAIRDRESSING
INDUSTRY



NEW ZEALAND
ASSOCIATION OF HAIRDRESSERS INC.

Published by the New Zealand Association of Hairdressers Inc.

24 Eaton Road, Hillsborough, Auckland, New Zealand.

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First edition: February 1997

ISBN 0-473-04173-1

P R E F A C E

The New Zealand Association of Hairdressers has been concerned at the injuries and health problems among hairdressers which are directly attributable to work practices in the industry.

This guide has been written in consultation with the hairdressing industry, and offers practical information and advice on managing health and safety in the salon.

The Health and Safety in Employment Act 1992 places the responsibility for providing safe and healthy workplaces firmly on the shoulders of employers, and the guide has been written with this in mind. But it will also be a useful source of information for employees on the hazards they face in their daily work and what they can do to avoid being harmed.

The New Zealand Association of Hairdressers recommends this guide for use in all hairdressing salons. The intention is to trial this guide for a period of a year, with a view to having it issued as an approved code of practice under the Health and Safety in Employment Act. We welcome your comments on this guide, and any suggestions you have for improving its content.

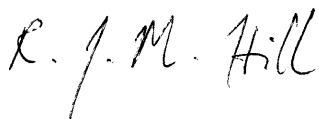


Angeline Reeve
President
NZ Association of Hairdressers

FOREWORD BY THE GENERAL MANAGER, OCCUPATIONAL SAFETY AND HEALTH SERVICE

I commend the New Zealand Association of Hairdressers for their initiative in producing this code of practice. It is a comprehensive document that provides practical guidance on managing health and safety in hairdressing salons. Adopting the safe work practices in this code will assist employers to meet their obligations under the Health and Safety in Employment Act 1992. The code will also assist employees to be aware of the health and safety hazards they encounter at work and take the necessary precautions.

The Occupational Safety and Health Service of the Department of Labour encourages the adoption of this code of practice by all hairdressing salons.



R.J.M. Hill
General Manager
Occupational Safety and Health Service

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A SUMMARY OF THE
**HEALTH AND
SAFETY IN
EMPLOYMENT ACT
1992**

THIS PART CONTAINS

Introduction
Object of the Act
Regulations
Approved Codes of Practice
Employers' Duties
Hazard Management
Information for Employees
Employers to Involve Employees and the Development of Health and
Safety Procedures
Training of Employees
Safety of People who are not Employees
Employees' and Self-Employed Persons' Duties
Accidents and Serious Harm (Records and Notification)

INTRODUCTION

During 1991 and 1992, the Government introduced various legislation in the labour market area which had the common theme of moving responsibility and accountability away from central Government into the individual workplace.

Thus employers are now required to manage their own workplaces in line with legislation which is self-regulatory in style. This theme can be seen in the Employment Contracts Act, the Accident Rehabilitation and Compensation Insurance Act, the Industry Training Act and the Health and Safety in Employment Act.

OBJECT OF THE ACT

The principal object of the Health and Safety in Employment Act 1992 (HSE Act) is to prevent harm to employees at work. To do this, it imposes duties on employers, employees, principals and others, and promotes excellent health and safety management by employers. It also provides for the making of regulations and codes of practice.

REGULATIONS

Regulations are promulgated from time to time under the HSE Act. Regulations may impose duties on employers, employees, designers, manufacturers and others relating to health and safety. These regulations may apply with respect to places of work, plant, processes or substances and may be made to deal with particular problems that have arisen.

APPROVED CODES OF PRACTICE

“Approved Codes of Practice” are provided for in the HSE Act. They are statements of preferred work practices or arrangements, and may include procedures which could be taken into account when deciding on the practicable steps to be taken. Compliance with codes is not mandatory. However, it may be used as evidence of good practice in Court.

EMPLOYER'S DUTIES

Employers have the most duties to perform to ensure the health and safety of employees.

Employers have a general duty to take all practicable steps to ensure the safety of employees at work. In particular, they are required to take all practicable steps to:

- provide and maintain a safe working environment;



- provide and maintain facilities for the health and safety of employees at work;
- ensure that machinery and equipment is safe for employees;
- ensure that working arrangements are not hazardous to employees;
- provide procedures to deal with emergencies that may arise while employees are at work.

Taking “all practicable steps” means doing what is reasonably able to be done in the circumstances, taking into account:

- the severity of any injury or harm to health that may occur;
- the degree of risk or probability of that injury or harm occurring;
- how much is known about the hazard and ways of eliminating, reducing or controlling it; and
- the availability, effectiveness and cost of possible safeguards.

HAZARD MANAGEMENT

Employers must identify and regularly review hazards in the place of work (existing, new and potential), to determine whether they are significant hazards and require further action. If an accident or harm occurs that requires particulars to be recorded, employers are required to investigate to determine if it was caused by or arose from a significant hazard.

“Significant hazard” means a hazard that is an actual or potential cause or source of:

- serious harm; or
- harm (being more than trivial) where the severity of effects on any person depends (entirely or among other things) on the extent or frequency of the person’s exposure to the hazard; or
- harm that does not usually occur, or usually is not easily detectable, until a significant time after the exposure to the hazard.

Where the hazard is significant, the HSE Act sets out the steps employers must take:

- Where practicable the hazard must be eliminated.
- If elimination is not practicable, the hazard must be isolated.
- If it is impracticable to eliminate or isolate the hazard completely, then employers must minimise the hazard to employees.



- Where the hazard has not been eliminated or isolated, the employer must, where appropriate:
 - ensure protective clothing and equipment is provided, accessible and used;
 - monitor employees' exposure to the hazard;
 - seek the consent of employees to monitor their health; and
 - with their informed consent, monitor employees' health.

INFORMATION FOR EMPLOYEES

Before employees begin work, they must be informed by their employer of:

- hazards employees may be exposed to while at work;
- hazards employees may create which could harm other people;
- how to minimise the likelihood of these hazards becoming a source of harm to themselves and others;
- the location of safety equipment; and
- emergency procedures.

Employers are also required to inform employees of the results of any health and safety monitoring. In doing so, the privacy of individual employees must be protected.

EMPLOYERS TO INVOLVE EMPLOYEES IN THE DEVELOPMENT OF HEALTH AND SAFETY PROCEDURES

Employers need to ensure that all employees have the opportunity to be fully involved in the development of procedures for the purpose of identifying hazards and dealing with significant hazards, or dealing with or reacting to, emergencies and imminent dangers.

TRAINING OF EMPLOYEES

Employers must ensure employees are either sufficiently experienced to do their work safely, or are supervised by an experienced person. In addition, employees must be adequately trained in the safe use of equipment in the place of work, including protective clothing and equipment.



SAFETY OF PEOPLE WHO ARE NOT EMPLOYEES

Employers are also responsible for the health and safety of people who are not employees. Employers must take all practicable steps to ensure that employees do not harm any other person while at work, including members of the public or visitors to the place of work.

EMPLOYEES AND SELF-EMPLOYED PERSONS' DUTIES

Employees and self-employed persons are responsible for their own health and safety while at work. They must ensure that their actions do not harm anyone else. However, these responsibilities do not detract from the employer's or principal's duties.

ACCIDENT AND SERIOUS HARM (RECORDS AND NOTIFICATION)

The HSE Act requires employers to keep a register of work-related accidents and serious harm. This includes every accident that harmed (or might have harmed):

- any employee while at work; and
- any person in a place of work under the employer's control.

Employers are also required to investigate all accidents, harm and near-misses to determine whether they were caused by a significant hazard.

Employers are required to notify serious harm that occurs to employees while at work to the Secretary of Labour (in practice the nearest OSH office), as soon as possible. In addition, the accident must also be reported on the prescribed form within seven days. (Forms are included in the Workplace Accident Register available from OSH offices and selected stationers.)

If a person suffers serious harm, the scene of the accident must not be disturbed unless to:

- save life or suffering;
- maintain public access for essential services, e.g. electricity, gas;
- prevent serious damage or loss of property.

The OSH office will advise whether it wishes to investigate the accident and what action may be taken in the meantime.



SECTION ONE:
SCOPE AND
GENERAL

THIS PART CONTAINS:

Introduction
Scope of this Guide
Definitions



1.1 INTRODUCTION

This guide is recommended for all persons working in the hairdressing industry and aims to encourage employers to set up a health and safety system in response to the requirements set out in the Act and Regulations.

In this guide, “Act” means the Health and Safety in Employment Act 1992 and “Regulations” means the Health and Safety in Employment Regulations 1995. The Act and Regulations are administered by the Occupational Safety and Health Service (OSH) of the Department of Labour.

1.2 SCOPE OF THIS GUIDE

There are many hazards in the hairdressing industry that may result in illness or injury. These may be reduced by informing and making people aware of the hazards and by taking sensible precautions.

This guide is designed to be useful to employers and employees involved in hairdressing. It will assist employers and employees to meet their duty of care and ensure a healthy and safe salon, by providing information on:

- legislative responsibilities;
- hazards typically encountered in the hairdressing industry;
- safe work practices;
- precautions to be taken;
- ways to develop healthier and safer systems of work;
- compliance requirements.

The Guide also aims to:

- raise awareness about health and safety issues;
- offer solutions and advice;
- facilitate consultation.

1.3 DEFINITIONS

Employee or Self-Employed Person: means a person employed by any other person to do any work (other than residential work) for hire or reward; and in relation to any employer, means an employee of the employer.

Employer: a person or business that employs any other person to do any work for hire or reward, and, in relation to any employee, means an employer of the employee.

HSE Act: The Health and Safety in Employment Act 1992.



OSH: Occupational Safety and Health Service of the Department of Labour.

MSDS: Material Safety Data Sheets.



SECTION TWO:
**MANAGING
HEALTH AND SAFETY**

THIS PART CONTAINS

Introduction
Active Management Commitment
Consultation With Employees
Health And Safety Policy Statement
Information, Training and Supervision
Accident Reporting, Recording and Investigation
Emergency Planning Procedures and First Aid
Hazard Management
Employee/Workplace Monitoring and
Rehabilitation Programmes
Safety Generally



2.1 INTRODUCTION

Managing health and safety effectively in the salon involves setting goals for health and safety and establishing formal operating plans and procedures. Responsibilities have to be clearly understood, and actual performance measured against objectives.

Emphasis must be placed on strengthening and improving the health and safety programme on a continuing basis. There is also a need for recognition of positive performance.

The penalties for noncompliance with the Act and Regulations if a workplace accident occurs are high. It is therefore incumbent on employers and staff to ensure that their salon is meeting statutory requirements.

The following are outlines of areas that are usually covered in any health and safety programme/management system.

2.2 ACTIVE MANAGEMENT COMMITMENT

Workplace health and safety is one of the most important responsibilities of any business operator. Failure in this area can and will lead to employee injury and disease, with an associated, and often underestimated, cost to the employer. The law reinforces the fact that health and safety can, and should, be managed in the same way as other business activities such as service, quality, costs and personnel relations. A visible commitment to health and safety management must start with you and extend through all your employees. A lack of commitment will usually result in an ineffective health and safety programme.

Human resource issues such as job satisfaction and a supportive work environment can positively affect health and safety initiatives and outcomes. Effective management of health and safety makes good business sense. It can lead to:

- fewer accidents and illnesses;
- improved productivity and efficiency;
- lower absenteeism;
- better employee morale.

2.3 CONSULTATION WITH EMPLOYEES

Consultation on salon health and safety involves meetings or discussions with your employees to exchange information on salon hazards and risks.

Consultation between you and your employees, or their representatives, is one way to effectively manage workplace health and safety. It should be an ongoing process.



Your employees are the people most likely to know the risks associated with their work. Consultation can lead to improved health and safety practices. Employee involvement in problem identification and the related salon changes also helps ensure they are committed to the changes. For instance, you can find out which jobs are the most tiring and uncomfortable. These jobs may need modification.

When planning changes to the salon, you should talk to your employees as early as possible.

Electing a health and safety officer representative, or forming a health and safety committee, is an example of formalising the consultative process. Some functions of these appointees can include:

- creating and maintaining awareness and interest in health and safety;
- facilitating co-operation between the employer and employees;
- developing and distributing standards, rules and procedures about health and safety;
- reviewing the circumstances surrounding work injuries, illnesses and occurrences;
- making recommendations to the employer on health and safety matters.

If a committee is needed, it must consist of at least two people and include any health and safety officer and representatives for that salon. Further membership is at the discretion of the employer. Multi-site businesses should have representatives from each site on the committee.

For small businesses, these functions can be carried out by simply talking to your employees on a regular basis, and between yourselves, working out a constructive course of action to ensure a healthy and safe salon.

2.4 HEALTH AND SAFETY POLICY STATEMENT

All salons need a health and safety policy. This is more than simply duplicating the requirements of the HSE Act. A policy statement ensures that everybody in your business has a commitment to health and safety, and clear goals for achieving this. It includes health and safety objectives, and the responsibilities of you and your employees.

When developing a health and safety policy:

- consult with everyone who may be affected by the policy;
- give a copy of the policy to each employee;
- sign and display an original of the policy statement;

- clearly communicate the health and safety policy to all your employees and make it readily available.

The policy may need updating to incorporate any changes at your salon. An example of a health and safety policy is given in Appendix 2.

Employers must provide information about the health and safety management programme during a new employee's induction.

2.5 INFORMATION, TRAINING AND SUPERVISION

Provision of Health And Safety Information

Health and safety information is any information relevant to hazards in a workplace, and ways to minimise associated risks. You need a system to maintain information on:

- equipment;
- hazardous substances;
- work processes.

This information will help you in:

- making decisions;
- developing health and safety policies and procedures;
- educating staff;
- reducing the potential of salon injury and illness.

Employees have a right to access any information about their health and safety. Bring to their attention:

- hazard-related information such as new equipment, techniques and controls;
- relevant incident, accident and injury data;
- information such as reports, posters, videos and memos.

Industry and Government Data

Where necessary, use other information sources for health and safety management. Such sources include OSH, ACC, industry associations or consultants.

These bodies collect and analyse accident and ill-health data from industry to identify health and safety issues. This information will enable better management practices.



Training

Staff operate more efficiently, and have fewer accidents and illnesses, if they have been trained how to do their job. Ensure that your employees receive proper health and safety training. This training can positively contribute to the health and safety culture of your business, no matter how small, and indicates a commitment to your employees. It is important for the sake both of new employees and existing staff.

Training programmes and methods should be tailored to meet the specific needs of employees. Verbal explanations, demonstrations, videos and posters should all be used.

Training can be formal or informal, and on-the-job training is as effective in providing the necessary education as any other form. Training programmes should generally cover:

- safe work practices;
- hazards and risks in the salon, and related reporting requirements;
- control measures in place to minimise risk;
- task-specific training;
- safe operation of machinery and equipment;
- use and maintenance of personal protective equipment;
- accident/emergency procedures and related reporting requirements;
- employer and employee compliance responsibilities under the HSE Act, regulations and/or codes of practice.

As an employer, you must ensure that your employees understand and demonstrate skills in these areas.

Regularly evaluate and review training programmes in consultation with your employees to ensure they remain appropriate, effective and reflect the current legislation.

2.6 ACCIDENT REPORTING, RECORDING AND INVESTIGATION

Reporting and Investigation

Collecting, analysing and assessing health and safety information is a key part of your health and safety management system. You should record every accident, incident or near-miss, regardless of the damage or injury. This allows for less obvious hazards to be identified and strategies to be developed to improve health and safety.

With the experience rating provisions of the Accident Rehabilitation and Compensation Insurance Act, it is important that employers are able to differentiate between work and non-work injuries. An effective system of reporting will help minimise the chances of a dispute over whether an injury or illness is work-related or not.

Strongly encourage your employees to report discomfort or pain at work and then find out why there is a problem. Early reporting can make the difference between rapid recovery and a serious injury or disease resulting in a lengthy absence from work.

Other reasons why recording should take place include:

- **LEGISLATIVE REASONS:** section 25 of the HSE Act requires that every employer shall maintain (in the prescribed form) a register of accidents and serious harm.
- Section 7 (2) of the HSE Act requires that in the case of serious harm, the employer concerned shall, as soon as possible after its occurrence, notify the nearest OSH office of its occurrence and within seven days give to OSH written notice, in the prescribed form, of the circumstances. Also, you may require this information if legal action is brought against you as a result of an action in the salon.
- **INFORMATION REASONS:** as an aid to recall who was harmed, how much work time was lost, the type of injury or disease, and how often this type of injury or disease occurred.
- **DECISION-MAKING:** this information can be used to help make decisions on the management of health and safety.

Record Keeping

Keep accurate and factual records to remind you of the number and type of injuries and diseases that have occurred. This could help you to:

- detect the causes of work-related illness and injury;
- identify at-risk groups;
- assess prevention and control programmes.

Records and documentation that should be maintained include:

- minutes, surveys and casual talks on health and safety issues with your staff;
- rehabilitation and compensation records;
- incident/accident reports;



- job safety analyses;
- training; and
- medical records: first aid, sickness and absence records.

Accident Investigation

Investigate accidents to get factual information that can be used to determine how the accident could have been prevented. Carry out the investigation as soon as possible.

To investigate an accident, follow these steps:

- get the facts;
- determine the cause;
- decide on a method of prevention;
- take appropriate action within your sphere of authority; and
- keep everyone at the salon informed.

From the information gathered at the investigation, action can be taken to minimise future accidents. This information:

- provides a yardstick for determining what control measures are needed;
- helps determine what disciplinary action should be taken if appropriate;
- is an index of your concern for injury prevention.

Periodically review all accident information to determine any pattern of development.

2.7 EMERGENCY PLANNING PROCEDURES AND FIRST AID

Develop procedures to ensure that you and your employees can deal with accidents and emergencies that arise both on and off site. These procedures include:

- a means by which cases of severe traumatic injury can receive earliest possible treatment;
- a means by which all persons in the salon can be accounted for;
- assignment of various tasks to individual employees
- availability of suitable emergency equipment and materials to minimise the severity of an accident or emergency;



- appropriate involvement of appropriate authorities, e.g. police, ambulance, fire.

Your accident response plan should include:

- systems for evacuation;
- a system of communication to all employees and others, for example clients and neighbouring businesses;
- appropriate training of your employees in accident emergency procedures;
- a review process to ensure established procedures can meet changing situations.

You should document the salon's accident and emergency procedures and ensure all employees are aware of these procedures.

In the event of serious harm injuries, it is important that the scene is not disturbed before OSH carries out an investigation.

First Aid

Under Section 6 of the HSE Act 1992, and HSE Regulations 4.1 and 4.2 (d), you, as an employer, are responsible for providing adequate and appropriate first aid facilities, and access to trained personnel.

You are responsible for:

- the selection, location and maintenance of first aid facilities;
- the policies, procedures and processes associated with the use of your first aid facilities; and
- the selection and training of personnel.

Ensure first aid facilities are appropriate for your salon. Consider:

- the nature of the work performed;
- likely injuries that would require treatment;
- the location, layout and size of the working area;
- the distribution of employees.

First aid facilities should be at a point convenient to where your staff work, or where the risk of injury is greatest. Your employees should always have access to first aid. At a large salon, at least one person with current training in first aid should be available to treat employees. In a small salon, arrangements could be made with a local doctor or nurse in consultation with your employees. It is important that people trained in first aid do not treat beyond their level of training or expertise.



2.8 HAZARD MANAGEMENT

Hazard management plays an important role in the management of workplace health and safety. It is a logical and systematic approach which can result in a reduction in the incidence of injury and disease.

In terms of the law, employers have a duty under section 7 of the HSE Act 1992 to ensure there are effective methods in place to:

- systematically identify existing hazards to employees at work; and
- systematically identify (if possible before, and otherwise as they arise) new hazards to employees at work.

The comprehensive identification of hazards is a basic building block in the prevention of loss, whether it occurs in the form of harm to people, damage to equipment or process disruption.

Hazards generally fall into five main categories: physical, chemical, biological, ergonomic and psychological, although there are variations within each group.

A *hazard* is something with the potential to cause injury or disease. A *risk* is the probability of a hazard resulting in an injury or disease, together with the seriousness of the injury or disease. For example, electricity is a hazard, but may not be a risk unless it is incorrectly wired, or wiring is exposed.

You can use several methods to identify hazards in the hairdressing industry. The work processes involved will determine the method selected, and a combination of methods may give the most complete results. Methods for identifying hazards include:

- consultation with your employees;
- walk-through inspections of the salon using, for example, a hazard checklist;
- incident, accident and injury data;
- work processes evaluation;
- Material Safety Data Sheets (MSDS) and product labels;
- consultation with specialist practitioners, industry associations and government bodies.

For an explanation of specific hazards in your industry, refer to Section Three of this guide. An example of a hazard checklist is given in Appendix 3.

From the initial identification of hazards:

- significant hazards can be identified;
- appropriate controls for hazards can be established;



- objectives can be set to cover training and information needs;
- management, supervision and employee responsibilities can be clearly defined;
- comprehensive work standards and procedures (including emergency procedures) can be developed and implemented.

Evaluation

Employees need to be actively involved in the identification process, and a formal review should be carried out. This will establish:

- that the objective of developing and implementing a method for systematically identifying hazards and significant hazards has been met;
- that there is a procedure in place (and being followed) for the identification of new hazards resulting from additions or alterations to plant, equipment or processes;
- that employees have been actively involved in the development of procedures: and
- that a quality check has been introduced to ensure all hazards have been identified.

What makes a Hazard “Significant” and how are Significant Hazards Controlled?

Hazards that are assessed as “significant” present such a degree of risk that the HSE Act requires a formal approach in dealing with them.

A significant hazard means a hazard that is an actual or potential source of:

- serious harm (defined in the First Schedule of the Act and reproduced in the section: Reporting, Recording and Investigating Accidents (p.19)); or
- harm which increases with each exposure or with the duration of exposure to the hazard (e.g. noise-induced hearing loss); or
- harm that does not usually occur or is not easily detectable until a significant time after exposure to the hazard (e.g. asbestosis).

Hazard Control

Where the hazard is significant, the HSE Act requires an employer to:

- take all practicable steps to *eliminate* the hazard, e.g. substitution, redesign;



- if elimination is not practicable or is incomplete, take all practicable steps to *isolate* the hazard, e.g. isolating the hazard from the worker by enclosing, separating by distance; or
- if it is impracticable to eliminate or isolate the hazard completely, *minimise* the likelihood that the hazard will harm employees. This includes:
 - changing work practices so the time or conditions of risk exposure are reduced;
 - ensuring that effective control measures such as exhaust ventilation, personal protective clothing and equipment are provided, accessible, used and properly maintained; and
 - monitoring employees' exposure to the hazard.

When making decisions about appropriate controls, you need to consider not only the likelihood of danger, but also the current state of knowledge of a particular hazard and how to overcome it. OSH can help here.

Hazards in a salon are mainly controlled by a combination of “local” controls, and management activities to ensure that the controls are being implemented, that they are adequate, and that they remain active. The mechanism for the control of a hazard may not necessarily be a physical one, but may be a work standard or procedure designed to reduce the risk.

An example of a checklist for identifying significant hazards is in Appendix 7 of this guide.

Evaluation

A formal evaluation must be carried out to:

- ensure objectives have been met in relation to determining significant hazards and appropriate controls;
- check that controls for specific hazards are working; and
- ensure a regular review procedure is in place to identify significant hazards arising from new or changed plant, equipment or processes.

Risk Assessment

A risk assessment rates the risks associated with a hazard. You have a duty to assess the risks in your salon. In doing so, consider:

- the nature of the hazard;
- the severity of the hazard and any health effects;
- the duration and frequency of exposure to the hazard;

- the probability that an event will occur.

Categories of risk can be thought of in everyday terms as:

- Risks to health and safety that are minor and unlikely to occur. No further action is required other than maintaining the risk at that level.
- Risks to health and safety that are minor but occur frequently. The outcome may not be serious but someone will get hurt. Corrective action should be taken quickly.
- Risks so great that alterations to working arrangements must occur as a matter of priority.

An example of a checklist for risk assessment is in Appendix 6 of this guide.

Risk assessment is something we do all the time, not just at work. For example, crossing the street has an element of risk. When crossing a street, you look both ways, listen for traffic, then cross. If the street is very busy, you would use a pedestrian crossing. This crossing is a “control measure” to reduce the risk of an accident. The same principle applies in your business.

2.9 EMPLOYEE AND WORKPLACE HEALTH MONITORING AND REHABILITATION PROGRAMMES

One of the employer’s duties in relation to hazard management is to ensure that hazards are systematically identified, and then — depending on feasibility — to either eliminate, isolate or minimise the risk to employees arising from that hazard. This duty is set out in section 10 of the HSE Act.

However, after identifying the existence of a hazard, but before beginning to implement the appropriate control measures, you need to assess the risk that the hazard presents to employees. Often this will include monitoring the exposure of employees to either physical, chemical or biological agents in the salon. Such monitoring may include either direct or indirect quantitative measurement of those agents.

Direct measurement involves monitoring the health of an employee, and may require obtaining biological specimens, e.g. blood. This type of monitoring will obviously require the employee’s consent.

Indirect monitoring involves assessing the amount of the physical, chemical or biological agent in the salon, e.g. the concentration of contaminants in the air. Conclusions about the safety of the environment can then be made by comparison to recognised standards, e.g. the New Zealand Workplace Exposure Standards.

Direct and indirect monitoring of this type provide the only means of evaluating the final effectiveness of any control measures put in place.



Resources

OSH staff can advise on workplace monitoring, and may also carry out limited investigatory monitoring themselves, to assist with administration and enforcement of the HSE Act. OSH staff can also assist with the interpretation of monitoring results, and in this way provide guidance on compliance.

OSH has a variety of publications, e.g. the Workplace Exposure Standards, guidance notes and codes of practice, that can help employers with the identification and assessment of salon hazards, and the implementation of appropriate monitoring regimes.

An example of a checklist for salon health monitoring is in Appendix 8 of this guide.

Evaluation

Evaluating the effectiveness of the monitoring process will highlight deficiencies and identify the need for ongoing monitoring.

Evaluation must be carried out in order to:

- regularly review the process in line with the objective;
- ensure that the regime is appropriate;
- ensure that the correct control procedures are adopted;
- ensure that employees are not suffering from health effects that may cause harm.

Refer to Appendix 4 for examples of monitoring employees' health.

Rehabilitation Programmes

An effective rehabilitation programme is cost-effective for you because it reduces the amount of time your injured or ill employees are away from work. Injured or sick staff recover more quickly while they are at work doing meaningful activities. The permanent or lengthy loss of skilled employees can create significant costs to your business in areas such as ACC premiums, and in the selection and training of replacement staff. Benefits to your employees such as maintenance of social contacts, work habits, morale and work fitness also benefit you as an employer.

The aim of a rehabilitation programme is to achieve a rapid and safe return to normal duties, or if this is not possible, to permanent alternative duties. The Accident Rehabilitation and Compensation Insurance Act gives a right to injured people to rehabilitation. There are five main stakeholders in the rehabilitation programme:



- the injured employee;
- the employer;
- the doctor;
- the Accident Compensation Corporation;
- other agencies (specialists, physiotherapists).

Collectively all these parties must communicate together, to organise, plan and implement a rehabilitation programme.

Steps you can use to develop a rehabilitation programme include:

- consulting and informing your employees;
- developing a policy and procedures document to include appropriate documentation, such as, a work capability form for completion by the treating doctor;
- developing a list of alternative duties.

ACC has rehabilitation advisors and courses to help employers set up rehabilitation programmes.

2.10 SAFETY GENERALLY

Both employers and employees have a responsibility under Section 15 of the HSE Act 1992 to ensure that all practicable steps are taken to ensure the health and safety of all persons in the salon, including clients, visitors and self-employed persons (e.g. rent a chair operators, contractors).

This includes ensuring that there is no interference with or misuse of any equipment required to be used in their work processes, and that no action is taken that could endanger either themselves or any other person without cause.

In short, all health and safety procedures that are in place must be applied to any person that works in, or visits, the salon.



SECTION THREE
HAIRDRESSING
INDUSTRY
HAZARDS

THIS SECTION CONTAINS

Ergonomic Issues
Hazardous Substances
Skin Disorders
Electrical Safety
Hygiene and Infection Control
Stress and Fatigue

3.1 ERGONOMIC ISSUES

Occupational Overuse Syndrome (OOS) is a collective term for a range of conditions including injury, characterised by discomfort or persistent pain in muscles, tendons and other soft tissues. Often these problems relate to tasks which require constant, repetitive movement of parts of the body, hence the former name of the condition — Repetitive Strain Injury. (RSI). However, the definition has now been extended to include problems caused by static posture.

OOS develops over a period of time, and many activities can be contributory.

Tasks involving:

- repetitive strong movements; or
- holding sustained or constrained postures

can result in risks to the health and safety of workers in the hairdressing industry. Injuries associated with these risks may be short- or long-term.

Common Problems

Lower back problems: caused by standing for long periods of time, adopting awkward positions, twisting, bending, sitting on stools without a back rest or leg support.

Leg discomfort: caused by standing still for long periods of time.

Shoulder problems: occur from working with the arms held at or above shoulder level.

Neck problems: due to bending the head forward or turning to the side.

Wrist problems: caused by gripping, repetitive or forceful movements.

What To Do

Job redesign is the preferred method for controlling the risk. However, a number of control methods are often needed to reduce the overall risk. These include attention to:

- working posture and movement;
- salon layout and furniture;
- work organisation;
- tools and equipment;
- skills and experience.



Working Posture

Consider:

- the type of footwear and flooring materials which contribute to standing comfort;
- adjusting the height of the chair or cutting stool to keep the arms below shoulder height;
- positioning to see the task with the head upright and facing forward;
- micropausing techniques during tasks.

Salon Layout and Furniture

Salon layout and the location of equipment, materials and the client determine how you position yourself. Consider:

- room to move around, to enable changing the body position, reduce reaching and bending;
- work benches at appropriate heights;
- height-adjustable chairs;
- equipment or materials within reach without twisting or bending;
- trolleys with castors to reduce carrying and keep tools within easy reach.

Work Organisation

Vary tasks as much as possible to use different muscles and allow tired muscles to recover.

Alternate between sitting and standing, for example when cutting hair, or moving between tasks of sweeping and hair shampooing.

Alternate between tasks using different muscles. This does not have to stop productive work, for example, recover from cutting by folding towels, sweeping or reception duties, sitting during consultations.

Manage the individual number of appointments per employee, particularly those involving demanding tasks such as highlighting.

Tools and Equipment

When selecting equipment you should consider:

- the weight of the tool or appliance;



- the shape and orientation of the handles to eliminate awkward wrist position and allow easy grip;
- appropriate equipment for the task.

Skills and Experience

Staff need to be aware of and be trained in:

- preferred work practices, including task variation;
- which body movements and positions lead to long-term injury and how to avoid them;
- how to adjust workstations to suit the individual to minimise the risk of injury.

3.2 HAZARDOUS SUBSTANCES

Chemicals are a normal part of hairdressing activities, and people working in the industry come into frequent contact with them. A range of health effects have been reported, including dermatitis, respiratory problems and cancer.

Chemicals such as hydrogen peroxide and materials such as asbestos can be classed as hazardous substances. Depending on the way they affect us, these substances fall into two groups: hazardous, or “relatively harmless”. The risk associated with the substance affects the way it should be used and stored.

Therefore it is important to know what substances are used, the potential risk of using the substance, and ways to reduce the risk.

For the safe use of substances, you should consider:

- appropriate storage, handling and systems of work involving hazardous substances;
- the quality of information given to employees required to work with hazardous substances. This includes material safety data sheets and labels, instruction, training and supervision.

The above approach is very important for hazardous substances, but less so for the relatively harmless category.

The table on page 34 some common substances in hair dressing, their chemical ingredients and their risks to health.



Basic Rules for Chemicals

- Follow manufacturer's instructions exactly.
- Wear protective garments and gloves where indicated.
- Continuous use of substances in the relatively "harmless" category e.g. shampoos, may cause dryness or soreness of the skin. To avoid this, use protective barrier creams and moisturisers, or protective gloves.
- Maintain a high standard of housekeeping and personal hygiene.
- Check that containers not in use are properly sealed.
- Containers of hazardous substances should be capped immediately after use: opening containers to the air should be restricted as much as possible.
- Dispose of unused mixtures and empty containers carefully.
- Rotate stock and don't allow it to deteriorate.
- Never use food or drink containers to store chemical products or vice versa.
- Do not mix products with any other product not specified in the instructions.
- Store products as directed by the manufacturer.
- Keep flammable products away from sources of ignition — no smoking.
- Ensure there is adequate ventilation in product preparation areas. Apply products in a well-ventilated area.
- If there are any signs of abrasion or tenderness on a client's skin, do not use any product which may cause irritation.
- Keep chemicals out of reach of children.
- Avoid wearing jewellery or using nickel-coated utensils.

Control Exposure

Where safer products are available, they should be used. Health hazard information found in a MSDS will aid in the selection of less hazardous substances. The substitution of a brand should not lead to a lowering in quality of the end product unless salon exposure cannot be controlled. Where safer products are not available, some or all precautions listed under the basic rules should be adopted.

Some of the means for controlling exposure are:

- Provide adequate ventilation to ensure that the levels of contaminant do not exceed a safe level.



Common Hazardous Substances in the Hairdressing Industry

<i>Product</i>	<i>Ingredients</i>	<i>Health Risk</i>
Shampoo	Sodium laureth sulphate, triethanolamine laurel sulphate cocamido propyl betaine	Prolonged and repeated skin contact can degrease the skin and cause irritation and contact eczema. Splashes in eyes can cause pain, ingestion can cause pain in the mouth and throat and nausea.
Conditioners, treatments	Cetrimonium chloride, cocoamido propyl betaine, betaine monohydrate	Prolonged and repeated skin contact can cause mild irritation. Splashes in eyes can cause pain, ingestion can cause pain in the mouth and throat and stomach discomfort.
Cold permanent waves	Ammonium thioglycolate, ammonia	May cause irritation on skin and mucous membranes. Avoid inhalation, ingestion, eye contact and prolonged skin contact.
Neutralisers	Hydrogen peroxide	Skin, eye and respiratory irritant. Avoid ingestion, eye contact or prolonged skin contact.
Permanent hair colour	Ammonium hydroxide, 2.5 toluenediamine, aromatic amines	Skin, eye, mucous membrane and respiratory irritant. May cause irritation and allergic reactions. Avoid inhalation, ingestion, eye contact or prolonged skin contact.
Peroxide solutions emulsions and creams	Hydrogen peroxide	Skin, eye, mucous membrane and respiratory irritant. Above 5% concentration, solution of hydrogen peroxide can irritate and whiten skin, cause strong itching and/or pain. Splashes in eyes can cause severe pain and burns. Ingestion can cause pain in mouth and throat and may cause vomiting and stomach pain.
Powder bleach	Persulphates of sodium, ammonia ammonia and potassium	Inhalation of dust can cause pain and irritation in the nose and throat. Prolonged skin contact can cause dryness and irritation. Dust or splashes of solution can cause severe pain, ingestion can cause pain in the mouth and throat, and vomiting and stomach pain.
Styling gels, non-aerosol setting lotions	Ethanol	Prolonged and repeated skin contact can degrease the skin and cause irritation, contact in the eyes will cause pain. Ingestion can cause pain in the mouth and throat.
Aerosol hairsprays, mousses	Ethanol, hydrocarbons	Inhalation can cause pain and irritation to the nose and throat, high concentrations can cause headaches and tiredness. Prolonged and repeated skin contact can cause irritation, ingestion can cause pain in mouth and throat, splashes of foam in eyes can be painful
Aerosol colour mousses	Aromatic amines, hydrocarbon	May cause irritation and allergic reactions, Inhalation can cause irritation to the nose and throat, ingestion can cause pain in mouth and throat, splashes in the eyes can be painful, prolonged and repeated skin contact can cause irritation.



<i>Product</i>	<i>Ingredients</i>	<i>Health Risk</i>
Relaxer	Sodium hydroxide, potassium hydroxide, lithium hydroxide, calcium hydroxide, guanidine hydroxide	Irritant to skin and eyes, can cause blindness.
Rubber gloves	Thiuram mercaptobenzothiazole	Allergic contact dermatitis. Dermatitis.
Antiseptics	Quaternary ammonium compounds	Irritation or allergic reaction.

- Use chemicals at the appropriate concentration, i.e. follow the manufacturer's instructions.
- Clean up spills or splashes immediately.
- Reseal containers immediately after use.
- Provide safe storage.
- Use personal protective equipment.
- Isolate and confine production of vapours.
- Reduce the handling of hazardous substances;
- Segregate incompatible substances.

What To Do

- Know where to get information on all chemicals used in the salon.
- Understand the control measures to reduce risk and implement them.
- Provide training and information for employees on all aspects of hazardous substances used in the salon.

Where To Get Information

Up-to-date MSDSs are a major source of information on chemicals at the salon, these may be obtained from suppliers of chemicals and are the most practicable means of complying with Section 12 of the HSE Act. A file of MSDSs should be kept at a convenient position in the salon. Employers and employees should be familiar with the contents of an MSDS for all the chemicals in the salon.

An MSDS provides information on:

- identification;



- health hazards information;
- precautions for use;
- safe handling information.

Provide Information and Training

Provide suitable information, instruction, training and supervision to employees required to work with hazardous substances. The most recent MSDS should be available where chemicals are mixed, stored or used. Employees should be trained on how to access the information on an MSDS.

Waste Management

Disposing of hazardous substances such as used hair colours and wave solutions into the sewage system can damage local freshwater and marine ecosystems. Switching to less hazardous substances can help to protect the environment. Consult your local authority about developing a waste disposal programme for your salon.

Such a programme must ensure your staff collecting waste from the salon are not exposed to hazardous waste.

Ventilation

Work involving hazardous substance should be done in a well-ventilated area. Generally, natural ventilation does not provide a sufficient air change to control exposure to hazardous substances. Mechanical ventilation of contaminated air at the point of generation will greatly limit the spread of hazardous substances throughout the salon.

3.3 SKIN DISORDERS

Frequent handwashing and chemical use can lead to skin disorders, of which dermatitis is the most common among hairdressers.

Dermatitis simply means inflammation of the skin, principally from exposure to irritants. It may vary from mild irritation to severe inflammation, with large weeping areas and severe swelling. People with a history of skin sensitivities or allergies (for example eczema or asthma sufferers) are more susceptible to dermatitis. Such persons should be informed of the hazards before deciding on a career in hairdressing.

There are two principal types of dermatitis:

PRIMARY IRRITANT DERMATITIS - 80% of all cases. This occurs at the site of contact. It is easily treated and protected against, if the correct work practices are adopted.



ALLERGIC DERMATITIS - 20% of all cases. When a susceptible person comes in contact with a particular chemical (known as a sensitiser) they can develop an allergic response. This response usually follows a sensitisation period varying from a few days to many years. Once sensitised, minute doses of the sensitiser may produce severe and widespread eczema.

A dermatologist will use “patch testing” to identify the sensitiser so that the person knows to avoid contact with the chemical. Often, however, once a person in the hairdressing industry has become sensitised, they have little option but to leave the profession.

Hairdressers are prone to dermatitis because of:

- excessive contact with water and degreasing agents (especially shampoos) which dry and defat the skin (apprentices may have a high level of such contact);
- localised contact with hand-held dryers which further dry the skin; and
- frequent contact with a wide range of hair care products containing recognised irritants and sensitisers.

Due to the cold and lower humidity (from artificial heating) in winter, most dermatological problems can be expected to worsen in the winter months.

Ways to help prevent occupational dermatitis include:

- Use work practices which reduce prolonged contact with water, especially during shampooing.
- Avoid contact with products that seem to contribute to dermatitis.
- Wear protective gloves to prevent contact with irritating chemicals.
- Don't allow a residue of chemical products to remain on the skin.
- Wear gloves that are cotton-lined, or cotton gloves under natural/nitrile rubber gloves or PVC.
- Use barrier creams.
- Use skin repair creams or moisturisers.
- Avoiding common known sensitisers.

Information on monitoring for dermatitis is given in Appendix 4.

3.4 ELECTRICAL SAFETY.

The use of portable electrical equipment in salons poses the hazard of electrical shock. Damage to appliances may increase the risk of electrical shock, particularly under wet conditions.

The two major factors contributing to electrical accidents are:

- lack of maintenance;
- unsafe work practices.

Equipment Maintenance

Electrical equipment used in the salon must be regularly inspected. Visual inspections should be carried out as follows:

- Check that the appliance has no obvious external damage or inadequate temporary repairs. This includes accessories and connecting leads and plugs. Check that the inner cores of connecting leads are not exposed and that outer layers are not cut, frayed, worn or otherwise damaged.
- Check that sockets are not cracked or broken.
- Check that the connection of the lead to the appliance is secure.
- Check that control knobs are firm and secure.
- Check that any wheels or castors are secure and in working order.
- Check air intake filters and clean weekly to prevent insufficient airflow over elements, e.g. in blow wavers, hairdryers.

Keeping a record of visual inspections is recommended. This should show when the equipment was inspected, by whom, and the general condition of the appliance.

Electrical equipment must be inspected, tested and tagged by a qualified electrical worker at twelve-month intervals. This does not include large stationary items such as fridges, or appliances such as electric kettles which are not frequently moved. You should do visual inspections on such equipment.

On other appliances, the tag must show:

- the date of the most recent test and the date by which it must be reinspected and retested;
- the certificate of competency number of the electrical worker who performed the test.

You should sight the qualifications of the electrical worker before the inspection.

IMPORTANT: Equipment identified as faulty by in-service inspection or testing must be immediately withdrawn from service, labelled as faulty and sent to an authorised agent for repair or disposal.



Safe Work Practices

Users of electrical equipment should be trained to:

- follow manufacturer's instructions on the use of equipment. Instructions should be studied and kept for future reference;
- properly handle and use appliances.

Points to remember are:

- Store electrical equipment safely away from wet or moist areas when not in use.
- When cleaning the appliance, SWITCH OFF the power and pull out the plug — not by the cord.
- Never touch electrical appliances or switches with wet hands.
- Make sure flexible cords are fully unwound and clear of work traffic.
- Eliminate stacked double adapters and power boards. Install additional power points where needed.
- Do not use a wet cloth to clean sockets. Remember, a combination of water and electricity is extremely hazardous.

3.5 HYGIENE AND INFECTION CONTROL

Salon hygiene means keeping all fittings, equipment, furniture, materials and tools free from bacteria or germs that cause infection or disease. Employers have a responsibility to maintain salon cleanliness according to the rules in the Health (Hairdressing) Regulations 1980.

Disinfection

Many disinfectants gradually deteriorate after dilution with water, allowing some bacteria to survive and multiply. A fresh disinfection solution should be prepared daily and the container cleaned thoroughly before refilling.

Cleaning the Tools of the Trade

Tools and equipment need to be physically cleaned so that all hair dust and dry scales are removed. For routine cleaning, washing with hot soapy water must be followed by rinsing in disinfectant for a sufficient time.

COMBS: clean in hot soapy water and immerse in disinfectant for 15 minutes.

BRUSHES: remove all hair and wash in warm water.



ROLLERS: at the end of each day remove all hair particles and wash in hot soapy water that has had disinfectant added. Leave to soak for 20 minutes.

SCISSORS: wipe with a cloth dampened with alcohol or disinfectant.

RAZORS: free all hair in the blade area, wipe with disinfectant or antiseptic.

CLIPPERS: brush the hair free of the head of the clippers, wipe the head with alcohol, antiseptic or disinfectant.

TOWELS AND NETS: wash towels after use: a clean towel must be used for each client, and the protective gown must not come into contact with the neck.

BLOW WAVERS: wipe with hot soapy water and disinfectant.

HAIRDRYERS AND STEAMERS: wipe with hot soapy water and disinfectant.

CURLING TONGS, HOT BRUSHES, thermal crimpers and straighteners: remove all hair and wipe with disinfectant

Cleaning and Maintenance

On completion of service, all equipment and work surfaces used should be cleaned and disinfected.

Personal Hygiene

Hands should be washed using antibacterial soap and dried. Any cuts or abrasions should be covered with a waterproof adhesive dressing.

Infection Control

Infection control should be sufficient at all times to protect staff and clients from contracting infection within the salon.

If employees come into contact with bodily fluids, e.g. blood, or there is potential for this to occur, then sensible control measures should be taken to protect against the transmission of communicable infectious diseases, e.g. hepatitis, AIDS.

To prevent the transmission of communicable diseases, equipment should not be re-used on a client until it has been treated as follows:

- wash in cold water and detergent by personnel wearing gloves;
- dry with a clean cloth;
- soak for 30 minutes in a disinfectant such as stable chlorine bases



(hypochlorite) disinfectant e.g. “Pre-sept” (see Appendix 5 for information on sodium hypochlorite);

- rinse and dry.

3.6 STRESS AND FATIGUE

Hairdressers often work long or difficult hours, which may result in stress. Stress can cause fatigue and have a negative influence on productivity and the quality of work, and on personal health and safety.

Fatigue can be reduced by discouraging excessive overtime, seeing that employees take regular rest and lunch breaks, and organising work so that people have a variety of tasks.

Here are some ways to help a person deal with stress:

- Make time to enjoy hobbies and your home life. Do things you enjoy in the evenings.
- If you like hard work, don't slow down — but try to get more enjoyment from it.
- Don't carry grudges. If an unpleasant incident happens, forget it as soon as possible. Don't waste time and energy on being angry with someone. Talk to somebody who is not involved and who you trust. Work out what is an appropriate way to deal with the anger.
- Learn a relaxation technique and practise it regularly.
- Value people. Learn to talk with someone else about how you feel when you are stressed.
- Develop a positive outlook on life which supports your present lifestyle and your work.
- Remember, if life is getting out of hand, talk to a qualified psychologist, social worker, counsellor, psychiatrist or doctor. Outside help at times can benefit everyone.



SECTION FOUR
OTHER WORKPLACE
HAZARDS

THIS SECTION CONTAINS

Housekeeping
Floor surfaces
Lighting
Smoking

4.1 HOUSEKEEPING

Many accidents result from an untidy or cluttered salon. Work should be carried out in a clean, safe and orderly manner.

Poor housekeeping can contribute to incidents such as slips, trips and falls which may result in injury. It can also contribute to infections from unsanitary items.

To reduce the likelihood of injury:

- Regularly inspect floors to ensure they are free of hair.
- Clean up all spillages.
- Remove boxes, rubbish, etc. from walkways.

Both employers and employees have roles in ensuring that effective housekeeping procedures are in place to provide a safe and healthy salon.

4.2 FLOOR SURFACES

Uneven or slippery floors increase the likelihood of slips, trips and falls. The presence of steps, or changes in floor coverings, can also increase the risk of injury.

To reduce the risk of injury from floor surfaces:

- Floors should have nonslip surfaces.
- Wear adequate footwear that has a stable nonslip sole to ensure support and protection.
- Clean up spillages on floors immediately.

4.3 LIGHTING

Light from natural or artificial sources is essential for good visual conditions in the salon. Accurate, strain-free, clear vision is only possible with an adequate source of illumination.

Poor lighting can adversely affect the safety of tasks, and can contribute to:

- accidents and injuries;
- tired, sore eyes;
- headaches;
- blurred vision.

Common lighting problems include too much glare, or too little light. Glare and shadows force the hairdresser to adopt awkward body positions to see



their work. Poor lighting conditions can increase the risk of injury. For example, going from areas of bright light to shadow can temporarily impair vision, increasing the risk of tripping.

An employer should ensure that there is adequate lighting to:

- allow people to move about safely;
- allow people to perform their work;
- help create the right appearance, atmosphere and sense of comfort.

Other measures to improve the effectiveness of your lighting include:

- replace bulbs as they age and lose light-emitting capacity
- maintain bulbs in a clean, efficient state;
- keep windows clean;
- provide blinds or window tinting to control glare.

4.4 SMOKING

Issues relating to smoking fall into three categories:

- fire hazards caused by the creation of a source of ignition for flammable materials;
- health effects on nonsmokers caused by exposure to atmospheric tobacco smoke created by smokers in the salon;
- transfer of toxic substances through unhygienic practices.

The Smoke Free Environments Act 1990 requires employers to have a written policy on smoking in the workplace. This must be prepared after consultation with employees or their nominated representative.

Since claims for injury caused by passive smoking are specifically excluded from cover by ACC under the Accident Rehabilitation and Compensation Insurance Act 1992, a right to sue for health damage caused by passive smoking may exist. You should consider whether your existing policies provide adequate protection for employees who do not wish to be exposed to tobacco smoke in the salon.



APPENDICES

THIS SECTION CONTAINS

- APPENDIX 1: References and Further Information
- APPENDIX 2: Example of a Health and Safety Policy
- APPENDIX 3: Example of a Hazard Checklist
- APPENDIX 4: Examples of Monitoring Employees' Health
- APPENDIX 5: Disinfectants
- APPENDIX 6: Implementation Checklist for Risk Assessment
- APPENDIX 7: Implementation Checklist for Identification
of Significant Hazards
- APPENDIX 8: Implementation Checklist for Workplace
Health Monitoring



APPENDIX 1: REFERENCES AND FURTHER INFORMATION

Legislation

The following legislation is relevant to the hairdressing industry and can be purchased from GP Bookshops:

- Health and Safety in Employment Act 1992
- Health and Safety in Employment Regulations 1995
- Building Act and Regulations 1992
- Fire Safety and Evacuation of Building Regulations 1992
- Health (Hairdressers) Regulations 1980
- Smoke Free Environments Act 1990

OSH Publications

The Occupational Safety and Health Service has a range of publications and the following are recommended:

- *Commercial and Industrial Premises: Guidelines for the Provision of Facilities and General Safety*
- *Danger: Eyes at Work*
- *Guidance Notes on Providing First Aid Training*
- *Health and Safety in Employment Act: A Brief Guide to Managing Health and Safety to Meet the Requirements of the Health and Safety in Employment Act 1992*
- *Occupational Overuse Syndrome: Checklists for the Evaluation of Work*
- *Occupational Overuse Syndrome: Guidelines for Prevention and Management*
- *Occupational Skin Disease: A Guide to*
- *Small Business Guide to Health and Safety in Employment Act*
- *Three Steps to Make Your Business Safer and Healthier*
- *Violence at Work: A Guide for Employers and Employees on Dealing with*
- *Workplace Accident Register*
- *Workplace Exposure Standards*

Other References

- *Overuse Syndrome*, written by Dr Richard Wigley, available from Whitcoulls.



APPENDIX 2: EXAMPLE OF A HEALTH AND SAFETY POLICY

The business/company considers its responsibility for workplace health and safety to be the equal of other key business goals. The business/company will take the steps required to maintain safe working conditions for all employees. To achieve this policy, specific responsibilities are as detailed below.

(Business Name) will:

- provide safe working conditions, procedures and facilities which comply with relevant legislation and regulatory standards;
- ensure the business's safety rules and practices are effective and appropriate;
- provide opportunity, through consultation, for safety-related matters to be identified and resolved;
- provide first aid, medical, health and rehabilitation services.

(Owner/operator name) will:

- identify and reduce all hazards that may produce injury and illness;
- identify, quantify and control safety levels of chemical and physical agents in the work environment that may cause ill health;
- promote the good health and welfare of employees;
- involve employees in occupational health and safety matters, and consult with them in ways to reduce salon hazards;
- provide and maintain plant and equipment in safe working condition;
- maintain systems to prevent losses likely to be caused by fire, or other property damages including chemical spills;
- comply with statutory authorities and confer with government bodies, industry groups and trade organisations to develop strategies for monitoring health and safety objectives;
- provide appropriate training in salon health and safety.

Employees will:

- have a working knowledge of company rules, regulations and practices;
- work safely and maintain a safe salon;
- avoid taking risks;
- ensure that before they start a job, they know how to do it safely;



- report any hazard to their supervisor;
- know who their safety representative is;
- submit their own ideas on how to improve safety;
- keep their salon clean and tidy;
- wear protective equipment in designated areas; and for designated tasks;
- abide by any safety warning signs including danger tags.

(Signed) Owner/Operator:

Date:

Employee(s):

Date:



APPENDIX 3: EXAMPLE OF A HAZARD CHECKLIST

This checklist is designed to assist in the identification of hazards at your salon. It gives suggestions for possible headings and questions. However, it is not comprehensive. You should use this guide to help develop a checklist suited to the needs of your salon.

ITEM	YES	NO
Is there a system for identifying hazards, particularly those related to manual handling, hazardous substances and plant?	<input type="checkbox"/>	<input type="checkbox"/>
Ergonomic Issues		
Are there specific risks in movement, posture and layout involved in manual handling tasks? e.g. bending, twisting or awkward postures for frequent or prolonged periods?	<input type="checkbox"/>	<input type="checkbox"/>
Are there specific high risks in the work environment, e.g. lighting, heat, floor surfaces?	<input type="checkbox"/>	<input type="checkbox"/>
Are there individual factors which need consideration, e.g. new employees, employees returning after a period of absence?	<input type="checkbox"/>	<input type="checkbox"/>
Are there adequate control measures in place which minimise these risks, e.g. job design, supervision, information provision, training, appropriate tools, equipment, layout?	<input type="checkbox"/>	<input type="checkbox"/>
Hazardous Substances		
Are the MSDS for the hazardous substances available to all employees?	<input type="checkbox"/>	<input type="checkbox"/>
Are the work practices in accordance with the MSDS?	<input type="checkbox"/>	<input type="checkbox"/>
Are employees trained in the work practices and in procedures in case of accidental exposure to the substances?	<input type="checkbox"/>	<input type="checkbox"/>
Are storage arrangements adequate to control any risk from individual substances and to prevent risk of contamination by or with any other substances?	<input type="checkbox"/>	<input type="checkbox"/>



ITEM	YES	NO		
Are containers of hazardous substances properly labelled?	<input type="checkbox"/>	<input type="checkbox"/>		
Is there sufficient ventilation provided when the work involves the use of hazardous substances?	<input type="checkbox"/>	<input type="checkbox"/>		
Equipment				
Is the equipment, as provided, suitable for what it is used for, and within the scope of the manufacturer's instructions for its proper use?	<input type="checkbox"/>	<input type="checkbox"/>		
Are the systems of work developed and implemented so as to make the use of the equipment safe?	<input type="checkbox"/>	<input type="checkbox"/>		
Is the equipment maintained to enable use without risk to health and safety?	<input type="checkbox"/>	<input type="checkbox"/>		
Housekeeping				
Are the work floor areas tidy and free from obstruction?	<input type="checkbox"/>	<input type="checkbox"/>		
Are the cleaning systems adequate to reduce slipping and tripping hazards when:				
- washing hair	<input type="checkbox"/>	<input type="checkbox"/>		
- spraying oil-based sprays	<input type="checkbox"/>	<input type="checkbox"/>		
- mopping	<input type="checkbox"/>	<input type="checkbox"/>		
Lighting				
Are all the light bulbs, fluorescent tubes, etc. operating correctly?	<input type="checkbox"/>	<input type="checkbox"/>		
Are work areas free from reflections, glare and shadows?	<input type="checkbox"/>	<input type="checkbox"/>		
<table border="1" style="width: 100%;"> <tr> <td style="width: 60%;">Inspected by:</td> <td style="width: 40%;">Date</td> </tr> </table>			Inspected by:	Date
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APPENDIX 4: EXAMPLES OF MONITORING EMPLOYEES' HEALTH

When a hairdresser faces a significant hazard, the employer must obtain the affected employee's consent to monitor their health in relation to the hazard (HSE Act, Section 10(2) (d) and (e)).

Two of the main health problems of hairdressers are occupational overuse syndrome and skin disorders, particularly dermatitis.

Ways of monitoring these conditions are as follows:

Monitoring for Overuse Syndrome

Monitoring for overuse syndrome should aim to detect symptoms early. Early reporting of aches and pains by employees to supervisors is essential so that they can be dealt with promptly before they become severe or chronic.

Depending on individual circumstances, you can use the following systems for this monitoring:

- provide the opportunity for your employees to report aches and pains at any time through a self-report form or questionnaire;
- interview your employees periodically;
- survey your employees periodically using a questionnaire.

The first method requires that a system for early reporting is set up. A standardised, anonymous questionnaire can be used for this purpose. An example —Self Report of Discomfort and Pain — is available from OSH branch offices. This may be used as is, or be adapted to meet an employer's needs, as long as it meets the requirements of the Privacy Act.

Whatever method is used, you need to have a procedure in place for dealing with reports of discomfort, aches and pains.

A questionnaire can be useful when a person has to seek medical attention.

Monitoring for Dermatitis

Monitoring for dermatitis should aim to detect symptoms early. It is important for employees to report skin irritations to their supervisors, so that they can be dealt with promptly before they become severe or chronic.

Systems suitable for this monitoring are identical to the ones described above for overuse syndrome. Again, the system selected should be appropriate to the circumstances faced by the hairdresser.

APPENDIX 5: DISINFECTANTS

Sodium Hypochlorite

Sodium hypochlorite solutions (bleach liquid or granules) are excellent disinfectants. They will, however, corrode nickel, chromium steel, iron and other oxidising metals. Solutions exceeding 0.1% available chlorine should not be repeatedly used for good-quality stainless steel equipment. Equipment should be rinsed and dried after disinfection.

Sodium hypochlorite solutions deteriorate, so solutions should be freshly prepared and protected from light and heat.

Concentration for use:

DIRTY CONDITIONS: e.g. blood spills, infected equipment. 0.5% or 5000 ppm available chlorine used on porous surfaces or cleaning up “dirty” situations.

CLEAN CONDITIONS: e.g. cleaned hairdressing equipment, environmental cleaning. 0.05% or 500 ppm is recommended.

Holding time 10 - 30 minutes.

Gloves should be worn when handling hypochlorite.

Alcohol

Alcohol such as ethyl or isopropyl has a wide range of antibacterial activity and rapid action. It is particularly suitable for wiping over equipment such as the blades of clippers, razors and scissors.

Quarternary Ammonia Compounds

(Quats, chloride, cetrinide.) Odourless and less corrosive than detergents, these are effective when used at the appropriate concentration and high temperatures. The higher the concentration, the less contact time needed.



APPENDIX 6: IMPLEMENTATION CHECKLIST FOR RISK ASSESSMENT

- Establish co-ordinating responsibility/ies** for this exercise and the expected time frames.
- Set objectives** regarding the identification, assessment and control of hazards.
- Form project team(s)** with the task of planning and implementing a method to identify hazards, determining significant hazards and arriving at or proposing appropriate controls.

Teams should include a broad range of skills and experience, for example:

- representation from critical areas;
- representation of different levels (managers, supervisors, employees);
- familiarity with critical processes and activities; and
- representation by appropriate specialists, e.g. occupational health specialist.

Most importantly the team(s) will ensure that all employees have the opportunity to be fully involved in the development of these procedures.

- Provide training for team members** (and others as appropriate) in hazard identification methods and techniques. OSH can provide a workshop resource, *Identifying and Controlling Hazards*, to assist and may facilitate training if required.
- Reach agreement on how the identification process is to be worked through**, so that it is both comprehensive and systematic. Consideration should be given to:
 - *Hazard identification by area*, use up-to-date plans of the salon showing work flows, and divide the salon into areas. (e.g. storeroom, service area, reception). When identifying hazards in particular work areas, consideration must be given to the design of the salon, including ergonomic factors.
 - *Hazard identification by task*, identify the tasks carried out and the hazards involved at each step.
 - *Hazard identification by process*, identifying the hazards at each stage of a process. e.g.
 - list all chemicals used in the process;



- detail the work flow, from the time the client arrives to the time they leave;
 - develop a flow chart detailing each step;
 - determine hazards or possible hazards associated with each step.
- *Hazard identification by occupation*, identify the hazards associated with hairdressing. Use existing resources such as codes of practice, guidelines, industry information, manufacturers' specifications, etc. Use also records of accidents/illnesses and near-misses, not only from your own business but also within your industry.
- Institute a quality check in the identification process**, to ensure that hazards have not been overlooked. Suitably qualified third parties (e.g. OSH, Fire Service or health professionals) can assist. Also, OSH can act as an information and research resource should uncertainty arise regarding specific substances, materials or situations.
- Establish a procedure to be followed whenever any additions, alterations or changes to plant, equipment or processes are planned**, to identify possible new hazards arising. The same team and consultative approach as applied to existing hazards can be adopted for this identification, including advice from appropriate specialists.
- Assess all hazards to determine whether or not they present a significant hazard**. If they do, appropriate controls must be agreed upon and implemented. (Refer to Section 2.8 Significant Hazards)



APPENDIX 7: IMPLEMENTATION CHECKLIST FOR IDENTIFICATION OF SIGNIFICANT HAZARDS

- Establish who is responsible for assessing** the previously identified hazards to determine if they are significant.
- Decide who else will be involved in the process.** This includes both internal staff and also specialist advice from external sources.
- Determine who will make the decisions** regarding control.
- Provide training in the identification of significant hazards.**
Note: OSH has produced a workshop resource called *Identifying and Controlling Hazards*. This could be useful here.

It is necessary for all employees to have the opportunity to be fully involved in the development of procedures for the purpose of identifying hazards, and determining significant hazards and appropriate controls.

- Involve employees** in the development of health and safety procedures.
- Assign responsibilities** to ensure hazard controls are implemented and remain effective.
- Implement an information system** to ensure employees are informed about and understand the risks from the hazards they work with.
- Ensure there are regular surveys or audits** of the salon to check that established controls are being used and are effective, and to identify new hazards.
- Put in place activities to encourage and enable** employees to report hazards and/or make suggestions for improvements.
- Maintain an accident reporting and investigation system.**
- Maintain an adequate training programme** and adequate supervision for all staff.
- Implement and maintain emergency procedures.**



APPENDIX 8: IMPLEMENTATION CHECKLIST FOR WORKPLACE HEALTH MONITORING

ASSESSING THE RISK TO AN EMPLOYEE

- Identify salon hazards requiring monitoring**, those where there is a significant possibility that the hazard could cause harm to employees.
- Decide on the appropriate monitoring method and strategy** for the hazard. e.g. how, where and for how long monitoring should be carried out.
- Carry out direct or indirect monitoring**, e.g. blood samples for lead, dust samples for silica, lighting levels in the salon.
- Compare the results obtained against recognised standards**, and interpret them to assess the extent of control measures required. In the case of atmospheric contaminants, the most appropriate standard for comparison would be the Workplace Exposure Standards for New Zealand.
- Take action to manage the place of work by implementing the correct control strategies.**
- Repeat monitoring at appropriate intervals**, or after process modification, to ensure control procedures are effective.

MONITORING AND SURVEILLANCE RECORDS

- Record all monitoring results** in an orderly manner for future reference. Personal health records must be kept in a locked facility to protect confidentiality.
- The informed consent of each employee is required before personal monitoring of their health is undertaken. As with any medical record, unless an employee gives specific permission for such results to be made available to the employer, the results of biological monitoring carried out on an employee are confidential between that person and the person who carried out the test. The only biological monitoring results to which an employer would otherwise normally have access would be group results with personal identifiers removed.

