



Acknowledgments

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Disclaimer

This is not an in-depth implementation manual. Further sources of information on specific subjects can be found at the back of this guide.

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Code of Practice for Waxing Services

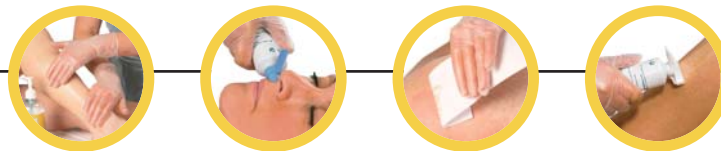


This Code of Practice has been approved under the Lead Authority Partnership between Doncaster Metropolitan Borough Council and Habia and is recommended for use by the Beauty Therapy Industry and by Environmental Health Practitioners across the UK, and is endorsed by the organisations below.



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Images courtesy of Ellisons and The Encyclopedia of Hair Removal
by Gill Morris & Janice Brown



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1. Introduction to Code of Practice for Waxing Services

The beauty industry is growing and developing year on year, going from strength to strength. Standard treatments evolve as new equipment, products and techniques are introduced. This could not be more true for waxing.

As the Standards Setting Body for beauty therapy, Habia has worked with waxing experts to develop specific occupational standards for intimate waxing. This Code of Practice is the next logical step.

It is essential that beauty businesses operate to high standards to maintain client confidence, and protect both the therapist and the client. The Code of Practice will help do this. It has been approved by the Habia Beauty Forum and health and safety advisers, and will be sent to all Local Authorities for their Environmental Health Practitioners. As you will see from the individuals and organisations endorsing this Code of Practice, we have support from all aspects of the UK industry.

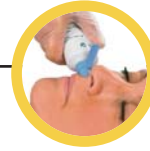
So even though it is a voluntary code, all professional beauty therapists should follow it. It will become the minimum level of performance expected in health and safety enforcement.

So ...

- Read it
- Review what you do
- Re-educate yourself and your business where needed
- Become a Habia member to keep in touch and have your say on future developments. It's FREE for individuals via www.habia.org

Alan Goldsbro
Chief Executive Officer
Habia





These clear and easy to follow guidelines are essential reading for anyone who currently provides waxing services or intends to do so in the future.

Janice Brown
HOF



The Code of Practice for Waxing will give beauty therapists complete confidence and clarity in what they should be doing and what procedures to follow. It will provide reassurance to salon owners, staff and clients alike and help raise the standards and perception of our industries. It will show that we are a profession that is willing, and capable, of taking the appropriate steps to ensure the health and safety of our own employees and customers.

Gill Morris
The GMT Group

2. Waxing Systems

Warm and hot waxing – hot wax is applied with a spatula in thick strips and removed by hand. Warm wax is applied with a spatula in a thin film and removed with a paper or muslin strip.

Roller head – (warm wax) wax is applied with roller head applicator cartridges of varying sizes to different areas. The roller heads can be cleaned or disposed of after use.

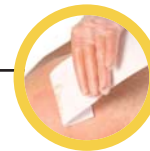
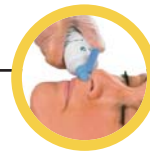
Flat applicator head – (warm wax) wax is applied from an applicator tube. The heads are disposable after each client.

Sugaring – sugaring paste is shaped into a ball and is applied and removed by hand. Strip sugaring is applied with a spatula and removed with fabric or paper strips.



Image courtesy of Ellisons

3. Client Consultation



Client records can be stored electronically or filed manually and should be updated at every visit. If record cards are not updated and do not contain a history of services and dates, you may find your insurance invalidated. Record cards should be kept for three years, as medical claims can be made up to a period of three years. If a client is under 21 years of age, it is recommended that their record card be kept until they are 21 years of age. Informed consent will be required for intimate waxing.

Client confidentiality must be protected at all times. If a salon holds computerised records, they must register on the Data Protection register. If a salon only holds written records, this does not apply, but they must uphold the principles of the Data Protection Act and comply with the following:

- All information must be stored securely, i.e. password-protected computer files or authorised access to paper records.
- Information recorded must be accurate and necessary to the service or treatment being performed.
- Individual client records must be available for clients to view if requested.

It is good practice to ensure the following information is recorded during consultation:

- Personal details relevant to the service
- Relevant medical information (e.g. skin thinning medicines such as Roaccutane) relevant to the service
- Client lifestyle
- Client requirements
- Condition of skin and hair
- Limitations to service
- Contra-indication checks
- Service details and recommendations
- Skin sensitivity/patch test results
- Aftercare and contra-actions advice
- Client and waxing practitioner signature and date.

Any contra-indications and possible contra-actions must be identified and discussed prior to the service. In the case of medical referral, the waxing practitioner should keep a copy of the GP's letter with the client's record card.

3. Client Consultation (cont.)

Check for the following contra-indications during the consultation if they are in the treatment area:

3.1 Contra-indications requiring medical referral:

- Medicine-controlled diabetes – waxing should only be performed after clearance given by a GP.

3.2 Contra-indications preventing treatment:

- Skin disorders/diseases
- Urinary infections/disease
- Allergies to products used during waxing services, in particular to surgical spirit if being used as a skin cleanser or sticking plasters (rosin is contained in the adhesive of some makes) which is an indicator of a potential allergy.

3.3 Contra-indications restricting treatment:

- Oedema
- Excess surface veins
- Sexually transmitted infections (STIs)
- Vascular disorders
- Hypersensitive skin
- Moles
- Warts
- Scar tissue under six months old

- Recent cosmetic surgery
- Recent piercings and tattoos
- Infected ingrown hairs
- Prickly heat
- Skin tags
- External haemorrhoids
- Cold sores
- Eye infections
- Use of Retin A and AHA/BHA skincare, skin peels, e.g. glycolic acids, steroid creams
- Recent laser treatments, micro-dermabrasion or dermabrasion
- Epilepsy.

The consultation card must be signed and dated to prove that you have given the correct advice, completed the required information and agreed the service plan with the client.

Always allow the client the opportunity to question and clarify any points before signing the record card.

Anyone under 16 years of age must be accompanied by a parent/guardian who must sign the consent form.

Note: It is recommended that intimate waxing procedures are not carried out on those younger than 16 even with parental written consent.

3.4 Client aftercare

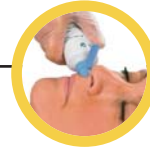
It is essential to emphasise the importance of client aftercare during the consultation with the client. Clients must be provided with clear written aftercare instructions to prevent adverse reactions (contra-actions) and know how to deal with the reactions.

The client should sign to confirm that they will follow the aftercare regime and, if they are unwilling to do so, the treatment should not be carried out.

They must also have an appreciation of the importance of regular services and be given the opportunity to purchase aftercare products to prevent skin infection after waxing.

It is good practice to provide the client with a printed leaflet outlining all the aftercare requirements.

4. Dress Code



When carrying out waxing services, clean, washable clothing (at 60°C) should be worn that meets with individual salon requirements. In addition, plastic aprons should be worn to protect the practitioner's clothing.

Jewellery that could come in contact with the client, e.g. bracelets and necklaces, should be removed and long hair should be tied back.

New, single-use gloves should be used for every client.



5. Infection Control and Hygiene

See the Habia Hygiene in Beauty Therapy booklet for more details; the text below gives an overview. The booklet can be viewed and obtained free from the Habia website under Downloads.

5.1 Cleaning, disinfection and sterilisation

Micro-organisms that may cause disease must be controlled through cleaning, disinfection or sterilisation.

Cleaning is the physical process, which removes soil, dust, dirt and organic matter along with a large proportion of micro-organisms from an object. Cleaning is essential before disinfection or sterilisation of instruments and equipment.

The client and the waxing practitioner must wash their hands with a liquid soap and water before commencing any service. Soap should be stored in a clean dispenser. Disposable paper towels are recommended to dry hands. (See diagrams in the Habia Hygiene in Beauty Therapy booklet for hand washing procedures.)

For the purpose of waxing treatments, all disinfectable surfaces (e.g. metal re-usable implements and work surfaces) must be disinfected after thorough cleaning between services. Disinfection will destroy most micro-organisms except for some spores and some viruses.

Disinfection is a sufficient level of micro-organism control when skin is not cut or broken. Disinfectants should kill most bacteria, fungi and viruses and must be used in line with manufacturers' instructions. For disinfectants in which tools/equipment are submerged, e.g. roller/clipper heads, scissors and tweezers, the disinfectant solution should be changed regularly in line with manufacturers' instructions.

Sterilisation is a process which completely destroys all living organisms, including spores, most commonly by use of an autoclave. Sterilisation may only be performed on metal implements, e.g. scissors and tweezers. Using single-use, disposable equipment and sterilising equipment or both will significantly reduce this risk. Further information on sterilisation and disinfection is available on the Habia website under Downloads, including specifications for autoclaves and sterilising fluids.

Sanitising greatly reduces micro-organisms from the surface of the skin using antibacterial agents, e.g. pre-wax lotions and hand cleansers.

Clean towels and linen must be provided for each client. It is recommended that a wipeable plastic couch covering is used in conjunction with a disposal couch roll. Dirty linen must be laundered at a minimum of 60°C.

Creams, lotions and sprays should be dispensed from purpose-specific pump or spray bottles where possible. Otherwise, products must be distributed with a disposable spatula.

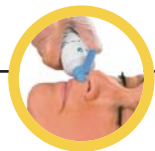
5.2 Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) relates to equipment available during services to reduce the risk of cross-infection or injury.

A new pair of disposable gloves should be put on immediately before each waxing service and a disposable apron is advisable to protect clothing during the waxing service. This should be disposed of directly after treatment.

The client's clothing should be well protected during all waxing services. Disposable thong underwear should be provided for each client for intimate waxing procedures.

5. Infection Control and Hygiene (cont.)



5.3 Single-use items

Single-use items are designed for use where there is the potential for contamination with blood or other bodily fluids and the materials cannot readily be cleaned or disinfected. Examples of single-use items are waxing spatulas, birchwood sticks, cotton/gauze pads, disposable underwear and paper towels. Single-use items must be disposed of after the treatment and not re-used.

Industry techniques and views on waxing hygiene are changing. Current accepted practice is that a new spatula is used for each client and the risk of cross-infection from re-dipping a spatula into the same wax pot used for more than one client is small. In these circumstances, ie. when the wax pot is not single-use and is reloaded with wax as necessary, in addition to general cleaning up of wax drips between clients, the wax pot must be regularly emptied, cleaned and dried, and the used wax discarded. How regularly depends on the number of clients, but should be at least once per week. Disposable plastic wax pots that are not refilled are recommended. If the inner wax pot is metal, it should be removable to allow for more effective cleaning.

Many beauty therapists also use a new spatula for each new area of the body to be waxed. Spatulas or applicators for application of wax to hairs remaining

immediately after an area has been waxed must be single use, and not re-dipped into the wax pot. This is because there is a risk that the spatula will pick up serum or blood spots that were released when the area was waxed.

It would be considered best practice to use single-client cartridges and disposable applicator heads.

The importance of adhering to the waxing aftercare advice needs to be stressed to clients, as this is the most likely cause of any post-waxing infections. This is especially true immediately after waxing, when the follicles are open and before the skin's natural protective acid mantle is restored.

Other techniques with the same aim that Habia has been made aware of are described below. There are advantages and disadvantages for each.

- Using a new spatula for each dip into the wax pot.
- Using one spatula for dipping in the wax pot and dripping or drizzling the wax onto the client and a second spatula for use on the client.
- Using one spatula for dipping in the wax pot and then transferring the wax onto a second spatula that is used on the client.

5.4 Waste disposal

Each local authority has its own specific guidelines for the disposal of waste products. Reference must be made to the local authority registration requirements as applicable.

Non-contaminated waste is waste not contaminated with blood or other bodily fluids, e.g. cotton wool and paper towels, and should be placed in a covered bin with a liner. This should be removed every day, sealed and disposed of with the normal rubbish.

Contaminated waste (clinical waste) is waste which is soiled with blood or other bodily fluids, e.g. intimate wipes and disposable pants used for intimate waxing procedures. This must be disposed of in a separate closed bin lined with a yellow medical bin liner and collected by the council or approved registered collection service to be disposed of in controlled conditions. Sharps (e.g. micro-lances, often used for the removal of ingrowing hairs), are also classed as contaminated waste and must be placed in a yellow sharps bin that complies with BS7320 and UN3291 standards and disposed of in the same way. See Habia Hygiene in Beauty Therapy booklet for further guidance.

6.1 Use of products

All products must be used in accordance with manufacturers' instructions.

All products must be used in accordance with the Cosmetics Regulations 2003.

It is inadvisable to heat wax in a microwave due to the increased risk of burns. It is important to check that your insurance covers you in such cases.

6.2 Client care

Position the client according to the area being waxed, taking into account the mobility and comfort of the client.

Protect the client's clothes with towels and disposable paper. Offer disposable pants when carrying out bikini line/intimate waxing.

When waxing the eyebrows, you may apply eye pads to protect the eyes and petroleum jelly to control the amount of hair being removed.

Remove all jewellery in the areas to be waxed.

6.3 Sensitivity testing

- Thermal sensitivity test

Wax is initially applied to the inside of the practitioner's wrist to test the temperature of the wax. It is then tested on the client in the area to be treated.

- Patch testing

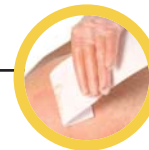
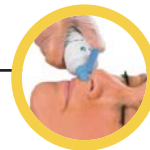
It is recommended that a patch test be conducted correctly on a suitable area of skin at least 24 hours prior to the client's first waxing service. It is essential that a patch test is carried out where the client has a history of sensitivity or known allergies. For peace of mind, it is wise to check with the insurance company of the business as to their policy on patch testing.

Apply the pre-wax lotion followed by the wax to the intended area to be treated. Remove the wax and then apply the post-wax product. Ask the client to report any abnormal skin reaction such as redness, irritation and swelling.

6.4 Non-intimate waxing application procedures

- Pre-cleansing procedures must be thorough using an anti-bacterial product.
- Hairs must be trimmed accordingly with scissors or clippers.
- All waxing techniques are suitable for non-intimate areas.
- If spatulas are used and blood spotting occurs, they should be disposed of before continuing with the service. The area must be wiped and the spatula replaced.
- Wax can be applied in large sections according to the area being waxed.
- All waxing applicator heads should be disposed of or disinfected at the end of the service.
- Aftercare for non-intimate waxing must be reiterated at the end of the service.

6. Operational Procedures (cont.)



6.5 Intimate waxing

It is important to maintain a professional manner during intimate waxing treatments to put the client at ease. To avoid any misinterpretation, it is important to use appropriate and professional language, conversation and behaviour.

Following this guidance is crucial to avoid potential legal implications, as there is a risk that the behaviour and actions of the practitioner could be misinterpreted by the client as sexual assault.

It is advisable that procedures are put in place to protect staff and ensure their personal safety at all times.

Staff must not be forced to carry out these treatments if they feel uncomfortable.

Intimate waxing includes the following services:

Brazilian – when the hair is removed from the pubic area leaving a strip of hair approximately 2.5cm (1 inch) wide up and over the pubic mound.

Hollywood – when all hair is removed from the pubic area together with the hair in the anal area.

Playboy – when all hair is removed from the pubic, buttock and anal area leaving a pencil wide strip of hair up and over the pubic mound.

Bollywood – the removal of all hair in the pubic, buttock and anal area and subsequent decoration of the pubic mound with henna.

Las Vegas – a Brazilian or Playboy effect decorated with diamante.

Californian – a Brazilian effect with the colouring of the remaining pubic hair.

Shaping – hair shaped over the pubic mound, e.g. heart shape. Achieved by working around a template.

Male – commonly known as back, sac and crack when hair is removed from the lower back, penis, buttocks, scrotum and anal area.

6.6 Intimate waxing application procedures

- Ask the client to have showered or bathed before arrival for treatment. Personal hygiene wipes should be available for the client to use. Clients must cleanse intimate areas themselves.
- Provide the client with disposable thong underwear and adjust where necessary to access all areas.
- Hairs must be trimmed accordingly with scissors or clippers.
- Decide on the most appropriate type of wax to be used. All types of waxing can be used in accordance with practitioner preference and should be used according to the manufacturers' instructions.
- If spatulas are used and blood spotting occurs, they should be disposed of before continuing with the service. The area must be wiped and the spatula replaced.
- Wax must be applied in small sections to ensure client comfort throughout and ask the client to assist by stretching and/or manipulating the skin.
- Aftercare for intimate waxing must be reiterated at the end of the service.

6. Operational Procedures (cont.)

6.7 Manufacturers' guidance and electrical testing

Ensure you receive copies of Material Safety Data Sheets (MSDS) from your suppliers (supplied free on request). All staff must be trained on the use of all products and equipment and training manuals and information leaflets should be accessible to all staff.

- All electrical waxing equipment should be inspected regularly by a qualified electrician and the use of a residual circuit breaker (RCB) is recommended to protect against faults on clients fixed electrical installations.
- Use appropriate and professional language, conversation and behaviour to avoid any client misinterpretation.
- Put in place procedures to ensure personal protection and safety at all times.



6.8 Storage

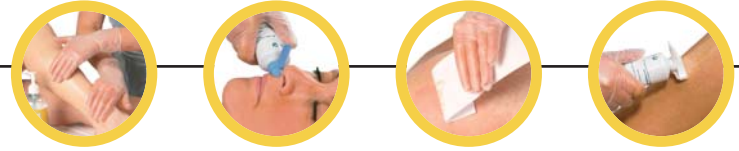
To ensure you have stored all products correctly, follow the guidance on the MSDS obtained from your supplier.

- Carry out a risk assessment on each product or Control of Substances Hazardous to Health (COSHH) report if required.
- Keep products in their original containers where possible and ensure any decanted products are fully labelled in smaller, purpose built containers.
- Check with your local authority or the HSE COSHH Essentials website for further COSHH requirements.

Flammable products, e.g. wax-cleaning solvents, should be stored:

- Out of direct sunlight.
- At room temperature or below.
- For mobile practitioners, packing of equipment should be appropriate for travel to avoid spillage and ensure safe working practice, and be professional in appearance.

7. Salon Safety



It is the legal responsibility of each person to protect and promote the health and safety of themselves and other people in the workplace. This is an equal responsibility between the management and the employees. It is the duty of the management to make all employees aware of the health and safety issues and any possible risk to both the general public and any other members of staff.

It is the duty of every employee to ensure that all safety issues are adhered to in order to minimise any possible risk. All salons should display a Health and Safety (H&S) poster and have trained all staff in the health and safety procedures for the business. It is a legal requirement when employing five or more staff to have a written Health and Safety Policy.

The Health and Safety Policy of any company should be reviewed on a regular basis and amendments incorporated in the light of any new legislation or guidance issued. The application and implementation of the Health and Safety Policy should be monitored and reassessed at regular intervals.

7.1 Accident or injury

The most likely potential waxing incidents are to do with burns from overheating wax pots (see Electricity at Work Regulations). If an accident or injury has occurred, this should be reported to the salon manager, owner or other designated person immediately, who will decide what appropriate action should be taken, e.g. ambulance, doctor, emergency treatments or first aid.

Accident or injuries must be recorded in an Accident Record Book (BI510), signed by the appropriate personnel. All records should be checked on a weekly basis and reviewed to ensure that everything is done to reduce the risk of any further incidents.

7.2 First aid

Most salons will be low risk working environments. However, there will be a need for a first aid kit that complies with the Health and Safety (First Aid) Regulations 1981. There should be at least one appointed person to take charge of the first aid arrangements, including looking after the equipment and facilities and calling the emergency services if required. It is recommended that the appointed person attends an appointed person course. Where a risk assessment identifies a greater need for first aid, the employer should provide a qualified first aider who has passed a Health and Safety Executive approved First Aid course.

Further information about the Reporting of Injuries Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) is detailed in Appendix 1.



Image courtesy of Ellisons

8. Prohibited Materials/Chemicals – Control Of Substances Hazardous To Health (COSHH)

Hazardous materials are identified on the label. The COSHH Regulations require exposure to hazardous substances to be prevented, and where this is not reasonably practicable, to be adequately controlled. This involves carrying out a risk assessment.

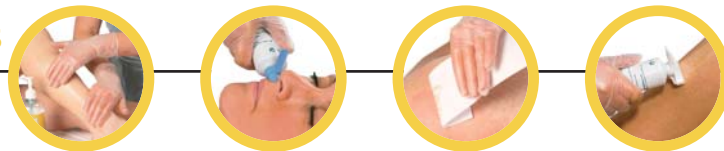
Do not use products unsuitable for areas of intimate waxing (see Cosmetics Regulations 2003).

9. Insurance

The business must have Public (third party) Liability insurance, including treatment liability, to cover claims for damages or negligence, and salon owners must have Employer's Liability Insurance, where appropriate, to protect both the waxing practitioner and the client. If a car is used for business purposes, ensure that this is covered by the policy and that theft of equipment is included.



10. Training, Education, CPD and Qualifications



There are many training facilities that offer waxing courses and qualifications.

Many companies offer a certificate of attendance for their courses and course content will vary from company to company.

NVQ/SVQs are based directly on Habia's National Occupational Standards, set by working with industry practitioners, after national consultation. All NVQ/SVQs use these standards no matter which awarding body offers them. These are City and Guilds, Edexcel, SQA and VTCT.

General waxing and sugaring are covered by Unit BT6 – Remove Hair using Waxing Techniques in NVQ/SVQ Level 2 in Beauty Therapy. This unit can be downloaded for free from www.ukstandards.org.uk Search for waxing or follow the link from www.habia.org.

Two new units for intimate waxing, for both male and female clients, are currently under development by Habia and, although it is the view of the Habia Beauty Forum that these units are primarily aimed at persons over 18 years of age, it may be unlawful under the Employment Equality (Age) Regulations 2006 to deny 16 or 17-year-olds the opportunity to study these units if they wish. However, learning providers should ensure that any young person under the age of 18 asking to undertake one or both of these units is fully aware of the intimate nature of this work and of the prior learning requirements, so that she or he is able to make an informed decision prior to commitment to training.

It is a Habia requirement that candidates for these units already hold a waxing qualification on the National Qualifications Framework and/or at least two years' commercial waxing experience. It is preferred that candidates meet both the above criteria.

Other types of nationally recognised qualifications are available for waxing, set by individual awarding bodies and with different assessment requirements compared to NVQ/SVQs.

All persons carrying out, or trainers teaching, waxing services must have completed a recognised course and have documented evidence of their success.

Trained waxing practitioners should then regularly attend recognised training workshops and seminars to improve their techniques and skills as part of their Continued Professional Development (CPD).

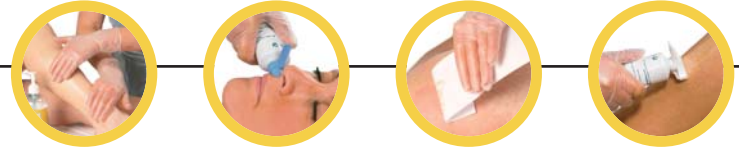
11. Mobile Waxing Practitioners

Mobile waxing practitioners are an important part of the waxing industry but should not compromise their standards because they are not salon based. The Waxing Code of Practice should still apply.

- Clean and disinfect all metal implements at the end of the day.
- Disinfect the work area, tools and equipment before each service.
- Have enough fresh laundered towels for each client.
- Work hygienically and use disposables where possible.
- Eliminate waste within the requirements of COSHH and the local authority.
- Covered bins with a liner should be provided by the practitioner to remove any discarded consumables from the client's premises.
- Hygiene and personal presentation should reflect a professional image.



APPENDIX 1



Health and Safety Law

Business operators should familiarise themselves with the following legislation listed below. See Appendix 4 for sources of more information.

The Health and Safety at Work etc. Act 1974

This requires employers and self-employed people to ensure the health, safety and welfare of persons attending their business.

The Workplace (Health, Safety and Welfare) Regulations 1992

These address specific areas within the workplace such as ventilation and temperature, sanitary and washing facilities, eating and changing facilities.

Electricity at Work Regulations 1989

All portable electrical appliances used within the premises are to be maintained regularly in accordance with the Electricity at Work Regulations 1989. Records of this maintenance must be available on the premises. The business operator shall ensure that the fixed electrical installation is inspected by a competent electrical engineer and that a copy of the current certificate is available on the premises. The recommended maximum interval for fixed electrical installation inspection is five years.

Maintenance

The following legislation applies to maintenance of equipment and systems:

Electricity at Work Regulations 1989, as above.

- Regulatory Reform (Fire Safety) Order 2005.
- Provision and Use of Work Equipment Regulations 1998.
- Gas Safety (Installation and Use) Regulations 1998.

The following points must be adhered to:

- All systems, e.g. fire safety equipment, boilers, electrical equipment etc, provided in the premises shall be maintained regularly by competent persons and records kept.
- All equipment used in connection with special services shall be serviced/maintained in accordance with the manufacturer's/supplier's recommendations and records kept.

Health and Safety (First Aid) Regulations 1981

There must be a first aid kit on site that complies with the Health and Safety (First Aid) Regulations 1981, under the control of a responsible person.

The Controlled Waste Regulations 1992

Ensure that all clinical waste (i.e. dressings, swabs and used needles) is collected and disposed of by a registered waste carrier in an approved incinerator.

The Management of Health and Safety at Work Regulations 1999

The business operator shall carry out and implement the findings of a workplace risk assessment of the business as required by the Management of Health and Safety at Work Regulations 1999.

Where the business employs five or more employees, the risk assessment must be written.

Where an employee becomes pregnant, the risk assessment should be reviewed and appropriate action taken, for example:

- altering her working conditions, e.g. reducing the amount of manual handling.
- altering her hours of work, e.g. early shift work or late shift work.
- offering her suitable alternative work.

Where young persons are employed (i.e. under 18) they may be at particular risk due to their immaturity and inexperience and therefore the above Regulations require you:

- to conduct a risk assessment before the young person starts work which considers the risks they may be exposed to in your particular work environment.

- To prohibit young persons from certain work if risk assessment identifies a significant risk which cannot be eliminated.
- To raise their awareness regarding existing and potential risks and provide the necessary training and preventative measures to protect them.
- To provide comprehensive and relevant information to the parents of children on the risks to their health and safety and the preventative and protective measures that have been implemented as a result.

Control of Substances Hazardous to Health Regulations (COSHH) 2002

Chemicals and biohazard substances, e.g. disinfectants, body fluids, contaminated equipment and wastes etc, shall be assessed in accordance with the requirements of these regulations (SI 2002/2677 at the time of writing, but subject to regular update).

The outcome of the risk assessment must be used to implement safe working practices.

Employer's Liability (Compulsory Insurance) Regulations 1998

Every employer must insure all their employees against any injury sustained or disease developed during the course of their employment. This insurance certificate must be displayed for the information of all employees.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995

You should ensure that you have an Accident Record Book (BI510), or other approved accident recording system at the premises.

You should also be aware of which accidents require reporting under these regulations. The following are reportable: (i) death, (ii) major injury, including accident resulting in a member of the public being taken to hospital, (iii) over three-day injury, (iv) dangerous occurrences and (v) act of violence to staff, (vi) specified diseases are also reportable eg. work related dermatitis and hepatitis B.

You should obtain a copy of the booklet on RIDDOR for examples and definitions (available at www.hse.gov.uk/pubns/hse31.pdf or from your local Environmental Health department).

Written reports of accidents must be made on form F2508, available in the Reporting of Injuries Diseases and Dangerous Occurrences Regulations 1995 booklet above. The completed forms should be sent to the Incident Contact Centre, Caerphilly Business Park, Caerphilly, CF83 3GG. Telephone 0845 300 9923; Fax 0845 300 9924. Alternatively, accidents can be reported online at www.riddor.gov.uk.

The Provisions and Use of Work Equipment Regulations (PUWER) 1998

All equipment used must be suitable for the purpose it is being used for, properly maintained and all relevant staff trained in its correct use.

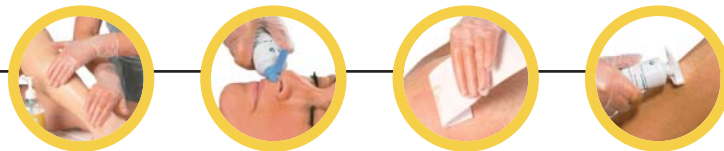
Regulatory Reform (Fire Safety) Order 2005

Every employer must carry out a fire risk assessment to ensure that the premises are as safe as possible for staff, clients or visitors in the event of a fire. Every employee must receive sufficient training in fire drills and the correct use of extinguishers. All fire fighting equipment must be checked annually and records kept.

Other precautions need to be noted:

- All fire exits, staircases and other means of escape shall be kept unobstructed, immediately available and clearly signed, in accordance with the council's requirements and any requirements of the fire authority.
- All fire-resisting and smoke stop doors shall be maintained, self-closing and shall not be secured open.
- All exit doors shall be available for emergency access and egress whilst the staff and public are on the premises.
- A notice(s) reading No Smoking shall be prominently displayed within the service area.

APPENDIX 2



Blood-borne infections

Viral hepatitis

Viral hepatitis is caused by several distinct viruses of which hepatitis A, B and C are the most common and well known. As a safe working practice, it is best to assume that any client or employee may be infected with the hepatitis virus and that appropriate infection control is required. Risk assessment will identify what specific action is required.

Hepatitis A

This was formerly known as infectious hepatitis. It is normally transmitted by the faecal-oral route and is rarely transmitted by blood. It has an incubation period of about four weeks and is a common infection in conditions of poor sanitation and overcrowding. Certain foods, notably shellfish, have also been linked with this infection.

Hepatitis B

This is spread by contact via infected blood and body fluids. The virus infects either by penetration of the skin with infected needles, razors, etc, or by contact with broken skin from contaminated apparatus or surfaces. It has an incubation period of six weeks to six months.

Hepatitis B is extremely infectious; a small pin-prick with a contaminated instrument is sufficient to transmit infection. Blood does not need to be visible on an instrument for it to be infectious.

It has a significant mortality rate and can cause cancer of the liver. It can also lead to a chronic carrier state, often with a fatal outcome. Lack of history in a client will not therefore mean nil risk to the waxing practitioner because of the carrier state.

Hepatitis B infection is reportable to the local authority Environmental Health Practitioner (EHP), if infection occurs during the course of work.

Hepatitis C

This is a recently-described virus which, like Hepatitis B, causes acute hepatitis and may lead to chronic liver disease and death. It is also transmitted by blood and can be avoided by using the same procedures as those used for Hepatitis B. Recent medical research indicates considerable frequency of asymptomatic carriers of Hepatitis C.

HIV and AIDS

AIDS (Acquired Immune Deficiency Syndrome)/Human Immunodeficiency Virus (HIV) infection results from the transfer of the HIV virus in the blood or serum of an HIV infected person. The virus severely damages the body's natural defence system and the body is susceptible to other infections and cancers, which rarely affect other people.

HIV is difficult to pass from person to person; the manner of transmission is similar to that of Hepatitis B. The risk comes, therefore, from the accidental inoculation or contamination of a cut or abrasion with the blood or body fluids of an infected person.

The HIV virus is not very strong and does not survive for long in the open. It cannot withstand heat or the recommended disinfectants. The same precautions of disinfection and sterilisation (in combination) that are used to combat Hepatitis B (which is a stronger virus) are sufficient to prevent the spread of AIDS.

Practical Implications

The following precautions should be noted:

- Cover exposed cuts and abrasions, especially on the hands, with waterproof dressings.
- Never use equipment, instruments, etc, on more than one client, unless disinfected and/or sterilised between clients.

If an infection occurs as a result of the incident, it should be reported to the EHP (see RIDDOR regulation).

Other Legislation

Disability Discrimination Act 2005

Access should be provided for disabled people at the premises. Business operators are reminded of their duties under the Disability Discrimination Act 2005.

Waxing National Occupational Standards

Level 2 Unit BT6 Remove Hair Using Waxing Techniques

Level 3 Unit BT43 Provide Female Intimate Waxing Services

Level 3 Unit BT45 Provide Male Intimate Waxing Services

NOTE: All units can be downloaded for free from www.ukstandards.org.uk.



APPENDIX 4

Useful sources of information:

1 Hygiene for Beauty Therapy booklet

Available as a free download on the Habia website – www.habia.org

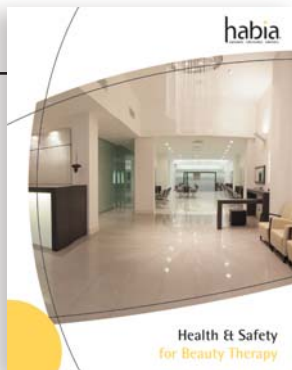
2 Habia Health and Safety Pack for Beauty Therapists

The Habia Health and Safety for Beauty Therapy Pack has everything you need in one convenient and durable A4 ringbinder made up of over 160 pages. Guidance to all of the relevant laws and legislation that are relevant to your industry are explained. The Pack tells you what you need to know and how to adhere to it.

There are separate manuals for beauty therapy, hairdressing and nail services so you know the Pack you order is specific to your industry.

Features of the Pack:

- Official forms and notices for you to copy and use in your salon.
- How to write and produce a health and safety policy, with a blank version for you to personalise.
- An accident record book adhering to the new guidelines.
- Health and Safety Risk Assessments, Fire Risk Assessments and COSHH Risk Assessments in example formats for guidance and as blank forms for you to complete.
- Large print and a clear, uncluttered layout make the information easy to read.
- Fully up-to-date.
- Fire Exit signs.



The Pack is designed by industry experts and recommended by Environmental Health Practitioners.

By having this Pack you will:

- Be safe in the knowledge that you have saved money when compared with other, less industry-specific guidance manuals.
- Know that if you follow the guidance in the Pack that you will meet the requirements of Environmental Health Practitioners.
- Ensure that you are always up to date with the latest health and safety industry guidance by having access to the latest courses, awards, website and forum details.
- Have saved time and taken the hassle out of health and safety.
- Increase staff and client confidence in relation to health and safety in your salon.

Why not keep the Pack on display? There are others in the series covering employment law, security in the salon and client care for salons – all in the same, durable, A4 ringbinders to make an attractive display in your salon.

Included in the price is your first year's membership (at a reduced rate) to the Health and Safety Club, which ensures that your Pack is always up to date. Every six months, we will send you updates to your Pack in the same format – so they are easy for you to slot into your Pack. You will also get a certificate to display in your salon to show your clients and staff that you mean business when it comes to their health and safety. The price per annum after this will be £35.00 for this service.

3 Your Local Authority

Ask for your Environmental Health Department.

4 HSE Website

www.hse.gov.uk

Habia Membership

Stay one step ahead of the competition

Habia has a membership scheme that is specifically designed to keep you up to date with all that is new in hair, beauty, nails and spa therapy, as well as provide guidance on everything that affects you in your business, your professional career or your studies.

Issues such as recruitment of staff, using the correct training and qualifications, finding relevant business advice and retaining staff and clients all need to be dealt with, and all conspire to make the job of being a success even more difficult.

However, you can stay one step ahead with Habia membership.

Habia Membership

Becoming a member of Habia is open to everyone in the hair, beauty, nails and spa industries.

You can join whatever your level, whether you are a new student, salon professional, educator, salon owner, organisation, manufacturer or association.

Through Habia membership, you can receive authoritative guidance and advice specifically designed to help you in your studies, your career or your business.

You can also get involved in Habia's many projects, forums, working groups and consultations and directly influence the future direction of your industry.

Why join Habia?

- Free to individuals and individual salons and spas.
- You decide your own level of involvement.
- Best practice from across the hair, beauty, nails and spa industries.
- Opportunity to put forward your views and play a part in future projects that affect your industry.
- Latest training and education news before anyone else.
- Members' section on the Habia website, with guidance and advice relevant to you and your work.
- Bi-annual full-colour magazine, covering education, training and business development, and,
- The credibility of working with Habia to help raise standards across your industry.

And finally, because Habia is a not-for-profit organisation, everything you spend with Habia is invested straight back into your industry.

For more information and to sign up straight away, go to www.habia.org and click on the Membership section.

Associations and manufacturers should contact Katy Frith, Marketing Executive, on **0845 6 123555** or katy.frith@habia.org

Habia
Oxford House
Sixth Avenue
Sky Business Park
Robin Hood Airport
Doncaster
South Yorkshire
DN9 3GG

Habia Selling Skills Pack ●●●



If you don't sell to your clients,
then someone else will!

You will be able to develop the skills of yourself and
your team to:

- Recognise sales opportunities.
- Sell with confidence and ease.
- Create sales orientated consultations.
- Perform effective product demonstrations.
- Overcome price objections.
- Exceed sales targets and close more sales.
- Reap the financial rewards of successful selling.
- Create satisfied, happy clients who value your professional advice.
- Enjoy professional selling.

The Habia Selling Skills workbook is a training programme designed exclusively for beauty therapists and hairdressers. Whether your sales need a little nudge or a kick start, this workbook will provide you with the tools you need to train your team to sell more effectively.

Selling Skills provides a comprehensive framework to build your retail sales and achieve your share of this booming industry. After years of development this programme introduces breakthrough practical techniques that anyone can benefit from and apply straight away.

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- Sales hotline: 0845 6 12355 • Tel: 0845 2 306080
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Visit the Habia Webshop and view our extensive range of books, DVDs and training packs in Hair, Beauty, Nails and Spa Therapy.

Contact us for more information or to place your order



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- Large print and a clear uncluttered layout make the information easy to read.
- Fully up to date as of the date of purchase.
- Fire exit signs.

The Pack is priced at £99.00 which includes the first year of the Health and Safety club keeping your Pack up to date.



Employment Law Pack

How much money can you afford to throw at your staff? Not a trick question but it is a fact that many salons risk large payouts every day. Unfair dismissal can cost you up to £50,000 at an Employment Tribunal and there is no ceiling on compensation. 'Employment Law for Salons' is interactive and easy to use.

It is packed with practical guidance and contains model policies and procedures which are legally compliant with guidance on how to use them. The Pack covers contracts of employment, appointing staff, the minimum wage, employment rights, grievance and disciplinary procedures, equal opportunities and managing absence. The Pack can not only protect you from costly mistakes, but also give you lots of positive suggestions to get the most out of your staff. Can you afford to be without it?

Don't forget to consider joining the Employment Law Club to stay informed of any changes to legislation to continue to prevent costly mistakes to your business.

The Pack is priced at £99.00 which includes the first year of the Employment Law Club keeping your Pack up to date.

- Sales hotline: 0845 6 123555 • Tel: 0845 2 306080
- Fax: 01302 774949 • Email: sales@habia.org • Website: www.habia.org

Visit the Habia Webshop and view our extensive range of books, DVDs and training packs in Hair, Beauty, Nails and Spa Therapy.

Contact us for more information or to place your order

standards • information • solutions

Habia is the government approved standards setting body for hair, beauty, nails, spa therapy, barbering and African-Caribbean hairdressing, and creates the standards that form the basis of all qualifications including NVQs, SVQs and Apprenticeships, as well as codes of practice.

A central point of contact for information, Habia provides guidance on careers, business development, legislation, salon safety, equal opportunities, and is responsible to government on industry issues such as training and skills.

Habia raises the profile of its industries through the press and media, and is the first port of call for organisations such as the BBC, Channel 4 and Sky TV on news items and background information.

Habia also delivers solutions direct to:

salons – to help them understand complex legislation such as health and safety and employment law, improve client retention and raise business performance;

employees – to gain the skills that employers need to stay up to date with client demand and the latest techniques, equipment and products, and using NVQs/SVQs;

trainers – to deliver qualifications with training support manuals, and to create successful teaching programmes that cover induction and initial assessment;

learners – by offering books and teaching guides directly related to their studies, and by providing advice on career paths and qualifications.

And as a not-for-profit organisation, everything you spend with Habia is invested straight back into your industry. Now you know what Habia does, find out more on how we can help you.

Contact us at:



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INVESTOR IN PEOPLE

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Front cover - The Encyclopedia of Hair Removal
by Gill Morris and Janice Brown

International offices in: Spain • Italy • Japan • Malta • China • USA