



HAIR & BARBER
NEW ZEALAND

MAKAWÉ ME NGĀ KAİKUTI MAKAWÉ O AOTEAROA



Health and Safety Guidelines for the Hair Industry

Your Guide to Creating a Healthy and Safe Salon /
Barbershop

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Forward from Hair & Barber New Zealand

Advances in techniques, products and practices are transforming contemporary hairdressing and barbering. One side effect of the growing complexity of the skills required of us today is an increased risk of developing injury and illness such as muscular skeletal disorders, occupational dermatitis and respiratory illnesses. The interpersonal connections that we have with our clients and wider communities can also put extra pressures on our workers, which can result in mental and emotional health issues.

These are topical issues for every business owner, manager and industry professional. Knowing what health and safety risks you and your workers are exposed to, and how to manage those risks is the key to preventing injuries and illnesses from happening.

Hair & Barber New Zealand is committed to promoting safe working practices within the industry. We have produced this industry guide to help ensure that you and your workers are operating in a healthy and safe work environment. This guide provides information on:

- Your workplace health and safety obligations.
- Hazards and risks typically found in the hair industry.
- Examples of safe work practices to manage the risks.
- Tools and templates to help manage compliance.

Following this guide will reduce the risk both to hairdressers and barbers working in the industry today and those contemplating entering the profession in the future.

We are providing this guide at no charge to our Hair & Barber New Zealand Association members and ensuring it is readily available for purchase to all workers in the industry. The guide's recommendations will also be incorporated into Apprenticeship Training Agreements.



Niq James
Chair
Hair & Barber New Zealand

NOTICE OF DISCLAIMER

This publication is intended to provide guidelines on Health and Safety at Work for the hair industry. We have referred to WorkSafe New Zealand guidance when developing this guide. This publication has been written, edited and published strictly on the basis that its authors, editors and publishers hereby exclude liability by any or all of them in any way to any person or entity for damages in respect of or arising out of any reliance in part or full, by any such person or entity or by any other person or entity, upon any of the contents of this publication for any purpose.

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SECTION 1.

Introduction and Scope

Whether you are a salon or barbershop owner, self-employed or working as an employee, trainee or a contractor, we are all responsible for health and safety in the workplace. The aim of this guide is to help you understand and manage your health and safety risks.

The Guide has been created to encourage employers to set up and develop a health and safety system which meets the requirements of the Health and Safety at Work Act 2015. In producing this Guide we are also seeking to raise the industry's awareness of health and safety in the workplace.

In this Guide, the terms 'Act' and 'HSWA' are used. These terms refer to the Health and Safety at Work Act 2015. Where 'regulations' are mentioned, the Guide is referring to the Regulations that support the Act. It is a legal requirement to comply with both the Act and the Regulations.

Why this health and safety guide is important

Workplace health and safety is not just about compliance, it is about looking out for our people and making sure that everyone going to work, or visiting workplaces, comes home healthy and safe. Leading by example and showing your team that you care about their health and safety helps build a great workplace culture – and this can also lead to other benefits including lower staff turnover, improved morale, increased productivity, and avoiding unnecessary costs associated with workplace injuries and illnesses.

Different businesses have different risks – it all depends on the work that we do. On the surface, hair salons and barbershops might not seem like risky workplaces, but in reality, there are many hazards in the salon / barbershop that can cause harm. You can reduce the likelihood of an incident occurring by making sure everyone in your business is aware of the risks and making sure that there are effective risk control processes in place.

Who is this guide is for and what does it contain?

You will find this Guide helpful if you own, manage or work in a salon or a barbershop, as it provides information on how to protect yourself, your workers and your clients. It includes straightforward information, practical tips and templates. It also shows you where to go, to get more information if you need it. In summary, this Guide provides information on:

- Your health and safety obligations (under the Health and Safety at Work Act) and what you need to do to meet them.
- An overview of hazards and risks typically found in the hair industry and what you can do to eliminate or minimise the risk.
- Tools and templates to help you set up a health and safety system.
- Links to sites and other information that will help you set up your health and safety system.

Hair and Barber NZ's preferred Health and Safety Consultant is Progressive Safety Limited
www.progressivesafety.co.nz.



SECTION 2.

Health and Safety Obligations

2.1 Introduction

The Health and Safety at Work Act 2015 is New Zealand's workplace health and safety legislation. The purpose of the Act is to provide a balanced framework to secure the health and safety of workers and workplaces.

The Act sets out the principles, duties and rights in relation to workplace health and safety, and it places health and safety obligations on everyone at the workplace.



Figure 1. Roles and Responsibilities Under the Health and Safety at Work Act

The Health and Safety at Work Act:

- Ensures everyone has a role to play.
- Makes everyone's responsibilities clear.
- Focuses on managing work risk.
- Requires those who create the risk to manage the risk.
- Requires businesses to engage with workers and enable them to actively participate in health and safety.
- Allows flexibility in managing health and safety risks.

In general, most duties relate to how work is carried out, and how the work undertaken can affect workers and others, however, there are also duties that relate to the physical workplace.

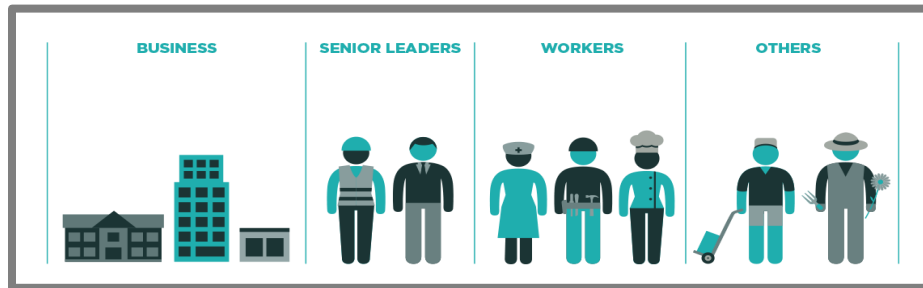


Figure 2. Everyone has a Part to Play in Keeping Workplaces Safe

Person Conducting Business or Undertaking (PCBU)

A Person Conducting Business or Undertaking (or 'PCBU') is a term that is used in the Act. A PCBU may be an individual person (if the person is a sole trader or self-employed) but usually it is a company or partnership or an organisation. The difference between a business and an undertaking is:

Business:	Conducted with a view to making a profit (e.g., salon or barbershop).
Undertaking:	Usually not commercial in nature or profit making (e.g., school, or charity)

Under the Act, the business or undertaking must look after the health and safety of its workers and any other workers it influences or directs. It must also look after other people who could be at risk from the work of the business, for example customers, clients, general public. This is called the 'primary duty of care'.

The primary duty of care is a broad overarching duty, and it includes, so far as is reasonably practicable, having effective health and safety processes in place for:

- Providing and maintaining:
 - A work environment that is without health and safety risks (this includes physical environment [e.g., lighting, noise, ventilation, etc.], as well as the psychological environment, work arrangements, stress, fatigue, etc.);
 - Safe structures and plant (structures include anything that is fixed (e.g., buildings, and plant includes equipment, tools, appliances, furniture);
 - Safe systems of work (e.g., work processes, instructions, information and training);
 - Adequate facilities for the welfare of workers (e.g., somewhere to have rest breaks, access to drinking water, first aid supplies and trained first aiders).
- Safe use, handling and storage of plant, substances and structures (e.g., chemicals).
- The provision of information, training, instruction or supervision that is necessary to protect people from risks to health and safety arising from the work carried out (making sure workers are aware of

industry and salon / barbershop specific risks and have the knowledge and skill to safely manage those risks).

- Monitoring the health of workers and the conditions at the workplace, to prevent illness or injury to workers arising from the work carried out (e.g., checking for early signs of dermatitis, early reporting of pain or discomfort, which could lead to musculoskeletal disorders),

IMPORTANT NOTE: *An action is considered to be 'reasonably practicable' if it is, or was, at a particular time reasonably able to be done. It takes into account:*

- *The likelihood of the hazard or risk concerned occurring.*
- *The degree of harm or damage that might result from the hazard or risk.*
- *What the person concerned knows (or reasonably ought to know) about:*
 - *The hazard or risk;*
 - *Ways of eliminating or minimising it.*
- *The availability and suitability of ways to eliminate or minimise the risk.*
- *The costs associated with available ways of eliminating or minimising the risk - including whether the cost is grossly disproportionate to the risk.*

NOTE: *This step must be done after assessing the extent of the risk and the available ways of eliminating or minimising the risk).*

The higher the risk, the more reasonable it would be to invest more resources in reducing the risk. A duty holder's obligation to manage risk is limited to doing what is in their ability to control and manage, along with what is 'reasonably practicable' for them to do to manage the risk.

Officer

A person is an officer if they have significant influence over the management of the business. Typically, Officers are company directors, partners, board members, chief executives. The owner or manager of the salon or barbershop is likely to be an 'Officer'.

Officers must do 'due diligence' to make sure the business understands and is meeting its health and safety responsibilities. Due diligence responsibilities are outlined in SECTION 5: TERMS AND DEFINITIONS. This is a legal obligation under the Act.

Supply Chain

Businesses in the supply chain are also PCBUs and have a primary duty of care. In addition, there are specific duties on businesses that are upstream in the supply chain (e.g., manufacturers and importers, architects and designers). This is because upstream businesses are in a strong position to eliminate (or minimise) health and safety risks within the design and manufacturing stage.

Upstream businesses who design, manufacture, import, supply or install plant, substances or structures must, so far as is reasonably practicable, make sure that what they provide to workplaces doesn't create health or safety risks.

Worker

The term 'Worker' is clearly defined in the Act. It means an individual who carries out work in any capacity for a PCBU, including work as:

- An employee.
- A contractor or subcontractor.
- An employee of a contractor or subcontractor.
- An employee of a labour hire company who has been assigned to work in the business or undertaking.
- An outworker (including a homeworker).
- An apprentice or a trainee.
- A person gaining work experience or undertaking a work trial.
- A volunteer worker.

Workers must take reasonable care for their own health and safety and that their actions don't adversely affect the health and safety of others. This includes:

- Follow any reasonable health and safety instruction given to them by the business.
- Cooperate with any reasonable health and safety policy or procedure in the workplace – this includes wearing personal protective equipment provided to them.
- Reporting equipment defects or any other risks that might cause harm to themselves or others if not reported.



Other Persons in the Workplace

Other persons in the workplace include casual volunteers, visitors (customers, sales reps, clients and members of the public). Other persons in the workplace also have some health and safety responsibilities. These include:

- Taking reasonable care of their own health and safety.
- Taking reasonable care that others are not harmed by their actions.
- Following any reasonable health and safety instruction given to them by the business (as far as they are reasonably able to).



SECTION 3.

Managing Health and Safety

3.1 Introduction

Managing health and safety is an integral part of managing business. People are our most important assets, and we need to look after them.

This section provides information on what you need to consider, to ensure you are effectively managing risks in your salon or barbershop.

3.2 Management Commitment

Responsibility for health and safety starts at the top. If you operate small business, your behaviours and attributes are critical as you are setting an example for your workers. Demonstrating your commitment to health and safety shows your workers that you are serious about protecting their health, safety and wellbeing. Examples of ways you can demonstrate your commitment to health and safety are provided below.

Make Health and Safety a Priority and Lead by Example

- Make your health and safety expectations clear, for example through a health and safety policy statement (see below).
- Lead by example – show interest in your workers and build a caring company culture.
- Lead health and safety activities, wear appropriate personal protective equipment.
- Participate in health and safety training.
- Involve others in making key health and safety decisions.
- Encourage others to openly discuss health and safety.

Build Health and Safety into Your Business Plans and Provide Adequate Resources

- Include health and safety responsibilities into job descriptions.
- Allocate time for your workers to carry out health and safety duties (e.g., Health and Safety Representatives).
- Give your workers time to attend health and safety training and attend health and safety meetings.
- Set health and safety goals and targets.
- Provide adequate resources to support health and safety initiatives.
- Develop and implement safe work procedures.

- Make sure your workers have the equipment they need to work safely – including personal protective equipment.

Address Health and Safety Concerns Quickly

- Monitor your businesses health and safety performance.
- Take action to fix problems quickly – and update workers who reported the issue on the actions taken.
- If unsafe work practices or behaviours are observed, tactfully and respectfully address the concerns and correct the work practices.
- Investigate incidents and accidents in a timely manner.

Health and Safety Policy Statement

A health and safety policy statement sets out the businesses general approach to health and safety. Having a policy statement demonstrates your businesses attitude towards health and safety and the systems you have in place to ensure you comply with health and safety legislation.

Make sure the policy statement is available and accessible to workers. It is good practice to display a copy of the policy statement on the wall of your salon or barbershop to demonstrate to contractors, visitors and clients, your commitment to good health and safety practices in the workplace.

See **APPENDIX A: Example of a Health and Safety Policy Statement** for an example of a Health and Safety Policy Statement.

3.3 Planning and Review

Planning and review are the key to ensuring your health and safety arrangements really work. It helps you think through the actions you have set out in your policy and work out how they will happen in practice.

Planning and review are best done in consultation with your workers. They are the eyes and ears of the business and may be able to suggest practical and cost-effective solutions to improve health and safety performance.

Set Health and Safety Goals and Developing a Health and Safety Plan

Think about where you are now and where you need to be. Decide what you want to achieve, how you will do it and how you will measure success. Ideally you should have an annual plan and a long-term plan (e.g., three to five years). Your goals and objectives should focus on activities and processes that will help you minimise key risks and improve your health and safety processes. For example:

- Improving health and safety training programmes.
- Encouraging worker engagement by having regular scheduled meetings or creating new ways to communicate on health and safety.

- Implementing new controls to manage a specific risk.

When developing your plan:

- Make sure the goals are specific and measurable (for example, the number or percentage of workers that will attend a specific training course).
- Include timeframes and make sure the goals you are setting are achievable within the timeframes you set.
- Clearly set out roles and responsibilities. Include those with particular roles, for example directors, supervisors / managers.

See **APPENDIX B: Health and Safety Planning Template** for an example Health and Safety Planning template.

Reviews

Carrying out reviews will confirm whether your health and safety system and processes are effective at managing risk and protecting people.

Reviews also gives you the opportunity to celebrate and promote your health and safety successes. How often you carry out a review will depend on your risk profile. The most important aspect of reviewing is that it closes the loop and the outcomes of your review become what you plan to do next with health and safety.

Types of reviews include:

- Physical workplace inspections (an example inspection checklist is included in **APPENDIX C: Workplace Inspection Checklists**).
- Compliance reviews (checking work practices against procedures or legal requirements (e.g., hazardous substance compliance, and checking personal protective equipment)).
- Internal audits (checking if your existing processes are suitable and being followed).
- A review of incidents and accidents that have occurred (e.g., during the past year) and whether there are any trends in the incidents occurring).
- Reviews of specific risks (focusing on your highest risks). For example: dermatitis. An example checklist is included in **APPENDIX C: Workplace Inspection Checklists**.

You should also aim to carry out a full review of your health and safety system each year. This will provide you with the opportunity to make sure you are up to date with any changes that may impact on your business – including changes in legislation.

Consider carrying out additional reviews if there are significant changes in the workplace (e.g., a change in workplace layout, new equipment is introduced, or after an incident).

After you have carried out your reviews, you will be in a good position to look at other improvements that may be needed and you can add them to the following years annual plan. It all forms part of the continuous improvement cycle.

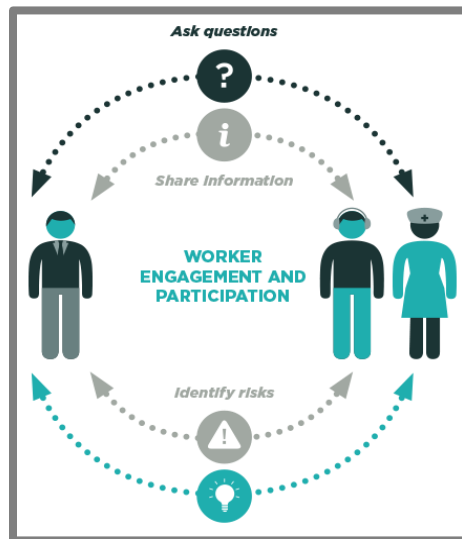
3.4 Worker Engagement, Participation and Representation

Strong worker engagement, participation and representation leads to a healthier and safer workplace. Using their expertise and knowledge can make a significant contribution to improving health and safety, and their involvement early on can also ensure they are more committed to any changes you might make. For instance, you can work with them to identify the jobs that are the most tiring and uncomfortable and then modify work practices based on their feedback.

Worker Engagement and Participation

Under HSWA, all businesses must:

- Engage with workers on health and safety matters that may directly affect them, so far as is reasonably practicable.
- Have worker participation practices that give workers reasonable opportunities to participate effectively in improving health and safety in an ongoing basis.



There are specific times when the business must engage with workers. This includes when:

- Hazards are identified and assessed.
- Making decisions about:
 - Addressing risks;
 - The adequacy of staff welfare facilities;
 - Monitoring worker health and work conditions;
 - Providing information and training to workers;
 - Procedures for resolving work health or safety issues.
- Determining work groups.
- Proposing changes which may affect the health and safety of workers.

HSWA sets out the key steps in the health and safety engagement process but, in short, businesses must:

- Share information on matters relating to health and safety (this includes specific issues that the business needs to engage with workers on).

- Give your workers time to consider the issues.
- Give your workers reasonable opportunity to:
 - Express their views and raise work health or safety concerns;
 - Contribute to the decision-making process.
- Take into account the views of your workers.
- Advise your workers of the outcomes in a timely way.

Worker participation can be done in a number of ways – direct, or through representation if that is what workers prefer. It all depends on what works best for your business and the workers. If, like many salon / barbershops, you are a small business owner, you may be able to meet this duty by simply talking about health and safety with your workers on a regular basis. The law enables flexibility and innovation on how you involve workers: the focus is on effectiveness rather than whether any particular system is in place. Things are likely to work better if you have a mix of formal and informal ways for workers to contribute. It is important that everyone is given the chance to participate. Ways to involve your workers include:

- Have health and safety included as a key agenda item at meetings.
- Make it easy for workers to report health and safety issues.
- Implement a process where workers can suggest opportunities for improvement.
- Talk to workers – ask them if there is anything at work that worries them.

The business should encourage workers to ask questions about the effectiveness of their worker engagement and participation practices.

Health and Safety Representatives

Any business can choose to have a Health and Safety Representative (HSR). HSRs play an important role in creating and supporting a culture of safety in an organisation. Typical tasks and responsibilities may include making recommendations to improve health and safety, investigating health and safety risks and complaints, participating in H&S meetings, taking part in developing health and safety procedures and inspecting the workplace. In return the HSR can expect the business to provide them with training, information and importantly, sufficient time to carry out their role.

If there are more than 20 workers in your salon / barbershop and a worker requests an HSR, you must initiate an election within two months of receiving the request. The HSR process involves workers electing someone in their work group to represent them on health and safety matters. The elected HSR is entitled to specialist training and becomes the workers' advocate at that workplace. Trained HSRs also have specific functions and powers under HSWA, for example, they can issue a Provisional Improvement Notice (PIN) if the business is breaching health and safety legislation.

The Government Health and Safety Lead have developed a booklet to support health and safety representatives (HSRs) in their role. It covers some of the main duties and functions of a HSR, as well as

ideas and tools for engaging with the business. The booklet can be downloaded from their website. www.healthandsafety.govt.nz - [Health and Safety Representative booklet](#).

Health and Safety Committee

An HSC enables the business and workers to meet regularly and work cooperatively to ensure workers' health and safety. If your salon or barbershop has more than 20 workers, you can voluntarily establish an HSC. The following people can request for a Health and Safety Committee (HSC) to be established:

- An HSR.
- Five or more workers at the workplace.

The business can decline the request if it has fewer than 20 workers and is not in a high-risk industry as set out in the Regulations, and it is satisfied that its existing worker participation practices meet the requirements of HSWA. If the business refuses the request, it needs to give written notice of the decision to workers with an interest in the decision, with the reasons for the decision.

3.5 Hazard and Risk Management

You must, by law, manage risk to health and safety. This involves identifying hazards, assessing the risk and putting risk controls in place. A 'hazard' is something that has the potential to cause harm and 'risk' is the chance that harm will occur. For example, electricity is a hazard, but may not be a risk unless electrical equipment is incorrectly wired, or wiring is exposed.

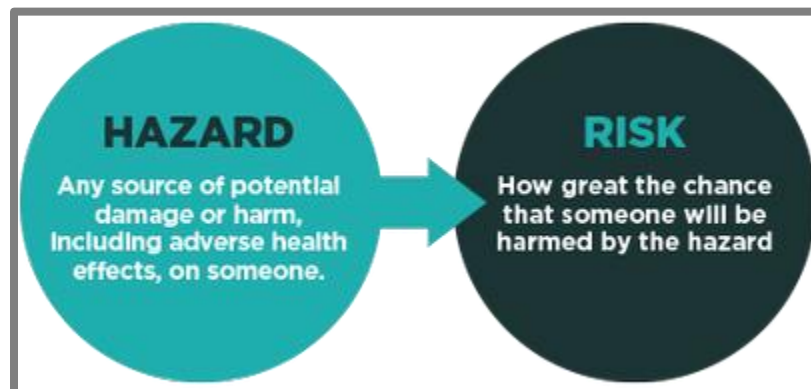


Figure 3. Definitions of Hazard and Risk

Hazard identification, risk assessment and risk control are on-going processes and should be carried out when:

- A hazard has been identified.
- A change in the workplace occurs.
- After a near miss, incident or accident occurs.

- At regular (scheduled) intervals.

As noted earlier (in the worker participation and engagement section), it is a legal requirement to include workers in the hazard and risk assessment process and when making decisions about risk controls.

Workers are the eyes and ears of your business, so this process should involve your workers. If you have shared risks with other businesses (e.g., shared work site, or you are in a contracting chain), consider involving those businesses in the hazard identification process.

Identify the Hazards

Start by walking around your workplace and identifying what could cause harm to your workers and others (e.g., contractors, visitors and clients).

Think about all the types of risk – physical, chemical, biological, ergonomic and psychological. Look at your work processes and the equipment used, your workplace itself and your workers' activities. Think about your workers and whether any of them might be vulnerable (e.g., young people, pregnant women, casual workers, night shift workers, workers with reduced literacy levels).

You can use several methods to identify risks in your salon / barbershop, including:

- Consulting your workers – tap into your workers' experience, both current and past.
- Conducting inspections of the salon / barbershop.
- Checking your tools and equipment.
- Evaluating your work processes – review all tasks carried out in the salon / barbershop.
- Checking chemical Safety Data Sheets (SDSs) and product labels for manufacturer's advice and warnings.
- Reviewing incident, accident, injury and illness data.
- Consulting with specialist practitioners, industry associations and government bodies.
- Use existing resources such as Codes of Practice / Guidelines, industry information, manufacturer's specifications, etc.

To make this step easier, consider using different approaches:

- Hazards and risks by area (e.g., salon / barbershop area, storeroom, reception, etc.)
- Hazards and risks by task (e.g., cutting, colouring, blow drying, etc.) List all the chemicals and equipment you use and what risk they create.
- Hazards and risks by stage of the process (e.g., describe the work flow from the time to client arrives until the time they leave.)

Examples of a hazard identification / near miss report form and a task safety analysis template are included in **APPENDIX D**.

COMMON HAZARDS AND RISK FOUND IN A SALON / BARBERSHOP	
Facilities and Work Environment	<ul style="list-style-type: none"> Floor surfaces – slip and trip hazards (e.g., spillages / hair clippings / cables) Congested workstations Cluttered spaces or benches Unmaintained fixtures and fittings Heavy fixtures / furniture that may fall / move (e.g., in an earthquake) Temperature of work environment Inadequate clean air supply and extraction Poor lighting Noise Emergency exits that are inaccessible / poorly signed Fire alarms and firefighting equipment that is inadequate / unmaintained First aid facilities that are inadequate / unmaintained
Equipment	<ul style="list-style-type: none"> Hot equipment (e.g., hair straighteners, hair dryer) Sharp equipment (e.g., scissors and razor blades) Heavy equipment (e.g., chairs) Manual handling – lifting heavy or awkward shaped loads, repetitive movements, twisting, overextending, trip hazards Improper technical use of equipment Electrical hazards - faulty equipment, overloaded circuits, presence of water and electricity, electrical fires Trolleys of poor ergonomic design / unstable Noise and vibration of tools
Security	<ul style="list-style-type: none"> Lone workers Violent / threatening behaviour Theft Unauthorized access Unsecured entrances Suspicious parcels

COMMON HAZARDS AND RISK FOUND IN A SALON / BARBERSHOP	
Hazardous Substances (Chemicals, Dusts and Vapours)	<p>Bleaches and colourants, shampoo and conditioners, perm solutions, developers / neutralisers</p> <p>Sterilising liquids</p> <p>Cleaning fluids / disinfectants</p> <p>Aerosols</p> <p>Chemical storage, mixing, handling, application and disposal</p>
Hygiene and Other Health Hazards	<p>Infection – bacterial / viral / fungal infestations</p> <p>Cuts and abrasions (open to infection)</p> <p>Wounds and infections on client</p> <p>Poor hand hygiene</p> <p>Frequent contact with water causing skin irritation / dermatitis</p> <p>Water borne bacteria (e.g., legionella)</p> <p>Unsuitable / worn out / lack of protective clothing</p> <p>Contaminated waste (e.g., chemicals / sharps / towelettes)</p> <p>Contaminated laundry</p> <p>Poor hygiene of commonly used surfaces (e.g., switches, taps, door handles, toilets, and in food and drink preparation and eating areas)</p> <p>Insects / vermin / pests</p>

Assess the Risk

A risk assessment should be carried out for all identified hazards.
This means you need to assess:

- What the risks are.
- Who might get hurt (workers, clients, members of the public).
- How often the job / task is done and the number of workers that do it.
- What the likelihood of those risks occurring is.
- The degree of harm (how seriously someone could get hurt).



The higher the risk, the more reasonable it would be to invest more resources in reducing the risk¹. You can use a 'risk matrix' to help you with this process. An example risk matrix along with examples of likelihood and consequence is included in **APPENDIX D**.

It is important to include workers with a broad range of skills and experience in this risk assessment process². For example:

- Workers at different levels (managers, supervisors, hairdressers / barbers).
- People who carry out the task and are exposed to the risk.

Where there is no internal expertise (e.g., carrying out noise monitoring), you may need to engage an external specialist to assist. Refer to the [HASANZ Register](#) for a list of qualified health and safety professionals.

Control the Risk

Risk controls are the actions taken to reduce the consequence or likelihood of an incident occurring and they are decided after the risk assessment has been completed.

Focus your attention initially on the risks that could cause the most harm (even if this is not very likely to happen). If the likelihood of being injured is high and a serious injury could occur, the risk should be controlled immediately.

Workers that may be affected by the hazard and risks must be included in this part of the process. People are more likely to take responsibility and make good choices if they've been involved in the conversation. They could suggest practical, cost-effective solutions. Involve specialists if you don't have internal expertise.

Make sure you review relevant legislation, Codes of Practice, guidelines, standards, industry information and manufacturer recommendations when assessing control options. If you know others who do similar work, ask them how they control the risk.

As required under the Health and Safety at Work Act, risks to health and safety must be eliminated so far as is 'reasonably practicable'. If it is not reasonably practicable to eliminate the risk, the risk should be minimised so far as is reasonably practicable. 'Reasonably practicable' takes into account:

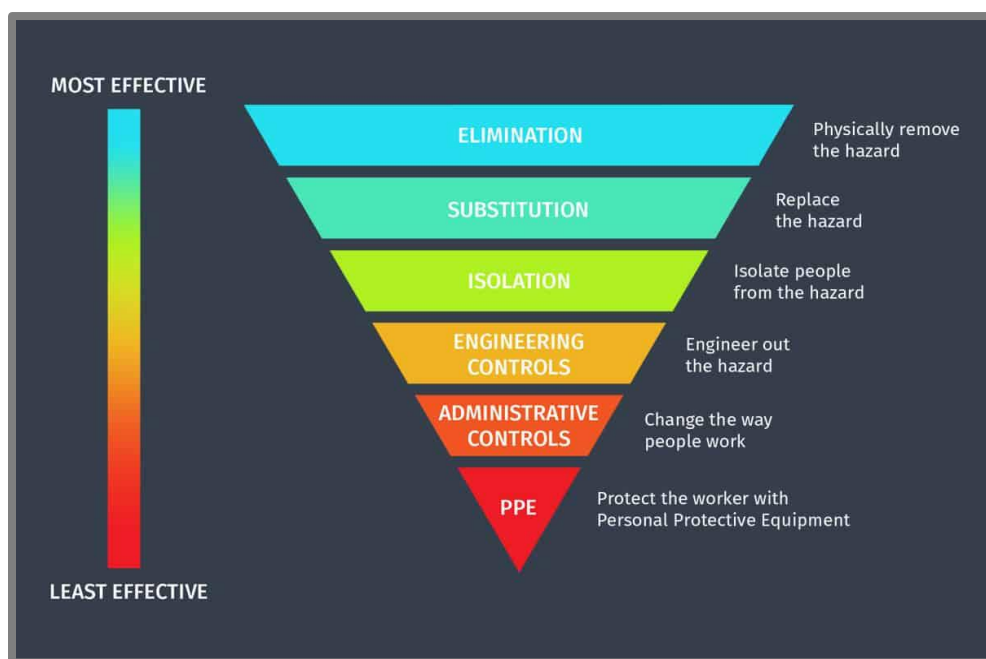
- The likelihood of the hazard or risk occurring.
- The degree of harm or damage that might result from the hazard or risk.
- What the person concerned knows (or reasonably ought to know) about the hazard or risk; and ways of eliminating or minimising it.

¹ A duty holder's obligation to manage risk is limited to doing what is in their ability to control and manage, along with what is 'reasonably practicable' for them to do to manage the risk.

² Provide training for team members (and others as appropriate) in risk identification methods and techniques.

The costs associated with available and suitable ways to eliminate or minimise the risk. (Consider whether the cost is grossly disproportionate to the risk).

The order in which risks must be controlled is called the 'hierarchy of control'.



Eliminate

- Remove the risk so it cannot cause harm.
- if the risk cannot be eliminated, **minimise** the risk to as low as is reasonably practicable, by taking one or more of the following actions:

Minimise

Substitute:	Substitute the hazard with something that presents a lower risk (e.g., replacing a hazardous substance with a safer alternative or switch to height adjustable salon / barbershop chairs to reduce the need for awkward working positions).
Isolate:	Prevent workers from coming into contact with the hazard (e.g., have a separate area / room for decanting chemicals, or make sure all sharp instruments are placed in a clearly labelled, rigid walled, puncture resistant container).

Engineering Controls:

Design equipment to make the process safer. For example: put in a good ventilation system to reduce the build-up of hazardous substance vapours, or install furniture, fittings and surfaces that are made of non-absorbent materials and can be readily cleaned.

If a risk still remains, minimise the risk by:

- Administrative controls. For example:
 - Changing work patterns.
 - Providing training and information so workers are aware of the potential risks.
 - Implementing safe systems of work, for example: developing policies and procedures for cleaning and disinfecting surfaces, having 'Safe Operating Procedures' for tools and equipment, putting up signs that warn of the risk.
 - Reduce the exposure by limiting the amount of time doing the task.
- Personal Protective Equipment (PPE). For example:
 - Disposable gloves, face masks, protective aprons, and safety glasses.

NOTE: PPE should be used as a last resort as it only protects the person wearing it, so consider other risk controls options first. Note that PPE may also restrict the wearers' movement or decrease visibility which may create additional hazards.

It is the responsibility of the business to provide protective clothing and equipment, and to make sure the PPE is fit for purpose, taking into account wearer comfort.

Once the control options have been agreed, reassess the risk with the controls in place to confirm no new risks will be introduced (e.g., PPE introduced which restricts the user). If the residual risk remains moderate or higher, review the risk controls again, to lower the risk.

Communicate the Risk

Make sure everyone is aware of the risk, understands it, and knows what control measures have been put in place. Provide workers with additional training, if necessary.

Make sure that any information or training you provide is communicated in a way that is appropriate to their needs, taking into consideration their level of experience, background and individual requirements (e.g., language and literacy levels).

Hazard and Risk Registers

Consider recording all identified hazards on a 'Hazard and Risk Register'. Update the Register when:

- New hazards are identified.

- When risk controls are updated.
- When procedures change.

Make sure workers are informed of the changes to risk controls and that the register is available and accessible for your workers. Regularly review the Register to make sure it remains up to date.

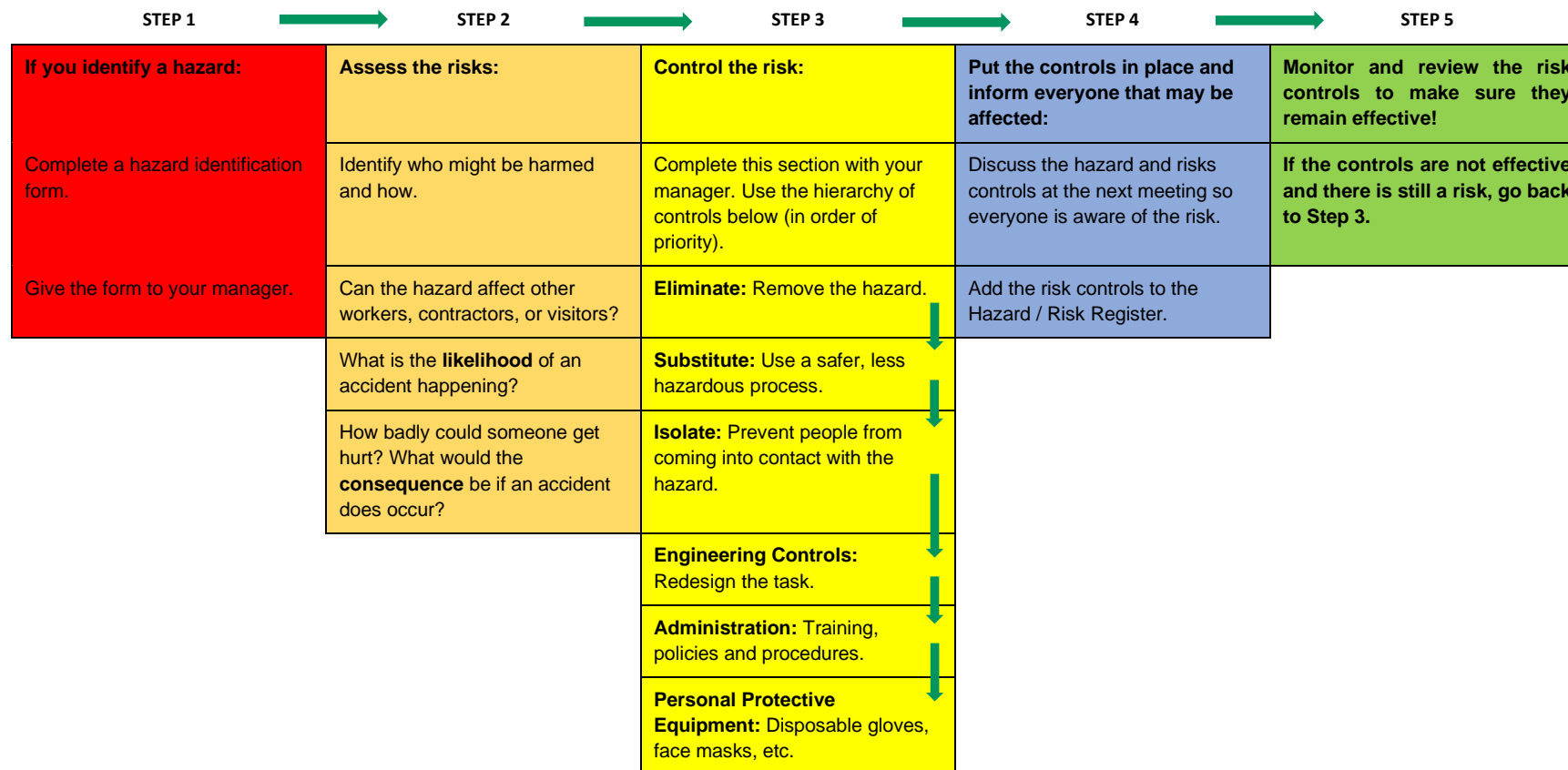
An example risk register is appended **APPENDIX D**.

Monitor and Review

Risk controls should be regularly monitored and reviewed to ensure they remain effective. Monitoring includes formal monitoring (e.g., workplace inspections, equipment checks) and informal checks by workers.



Hazard and Risk Management Process



3.6 Induction, Information, Training and Supervision

The Health and Safety at Work (General Risk and Workplace Management) Regulations 2016 require businesses to provide workers with suitable and adequate information and training, to enable them to carry out their work safely.

Induction

Inductions help familiarise workers with the workplace. All new workers should be inducted before they start work.

Make sure your induction covers:

- Hazards, risks and risk controls (including specific PPE requirements).
- Health and safety reporting processes (e.g., how to report a hazard, an incident and any other concern).
- Emergency procedures.
- Locations of specific facilities (e.g., restrooms, washbasins, lunchroom).
- How and where to find health and safety information.

An example induction template is appended.

Information

The information you need to provide will depend on the work activities and tasks they do. The higher the risk, the more important information, training and supervision become. Health and safety information is available from a variety of sources, including WorkSafe New Zealand, ACC and industry associations. Key resources are summarised in **SECTION 6**.

How and where you store or display the information should be discussed with your workers. There are a range of different methods you can use to provide health and safety information. (e.g., posters and signage, health and safety noticeboards, meetings, documented procedures.) The key requirements are that the information is relevant, easy to understand and easy to access.

Training

Different workers will have different training needs, depending on the work they will be doing. For each of the roles you have in your salon or barbershop (e.g., hairdresser, barber, receptionist), confirm what tasks they do and identify what health and safety risks they may be exposed to. From this information you can do a 'training needs' analysis.

As an example, a hairdresser or barber is likely to be handling chemicals and will need to be trained in how to handle, use and store those hazardous substances safely. Your receptionist is unlikely to be exposed to this risk so hazardous substance training will not be relevant. Note that any worker that wears or uses

personal protective equipment (PPE) also needs to be trained in how to correctly use, store and maintain their PPE. An example training needs analysis template is included in **APPENDIX E: Training and Competency Templates**.

Once you have identified training needs for each role, you will need to think about how to carry out the training. For example:

- Will you use an internal or external trainer?
- Do workers need to be trained to a certain level (e.g., NZQA standard or similar, or is 'on the job' training sufficient?)
- How will you make sure the training content is suitable for the workers and how you will ensure the workers have understood the content (e.g., quiz, practical demonstration.)

Not all training has to be formal and expensive. Training can be informal, based on your own knowledge and experience. Training must be carried out during working hours and you can't expect your workers to pay for it. Costs must be covered by the business.

Once the training has been completed, keep a record of who attended (e.g., via a training attendance register), and where applicable, copies of training records (e.g., certificates). It is also good practice to get feedback on the training provider from attendees, as this can help you identify what trainers and what training approach is most suitable for your workers.

A training matrix can then be developed as a visual tool to identify if there are gaps in your workers training. The matrix includes the information from your training needs analysis and maps them against individual workers. An example training / competency matrix template is included in **APPENDIX E: Training and Competency Templates**.

If you plan to use a training matrix, don't forget to include other training requirements (e.g., first aid training). While it may not be a requirement for the specific role (based on your training needs analysis), health and safety regulations require workplaces to have a trained first aider onsite. The number of first aiders you need will depend on the number of workers you have in your salon or barbershop. You should have at least two, to cover work breaks and days off.

Supervision

After training has been completed, consider whether the worker will need to be supervised to allow them to gain further experience. The duration and level of supervision is likely to depend on the worker and the task, so you may want to have a competency sign off process in place before the worker can carry out the task independently.

3.7 Incident Management

NOTE: If an injury or illness occurs, the priority is to attend to the injured / ill person, provide first aid if needed, or get medical assistance.

Incident Reporting and Recording

Reporting accidents and incidents is an integral part of your business responsibilities under HSWA. When an incident occurs, it could mean that the risks are not being adequately controlled. Incidents include:

- Near miss (someone didn't get hurt – but they could have).
- Injuries and illnesses (no matter how minor they may seem at the time).
- Pain or discomfort.
- Property or equipment damage.

Your business is required to keep a record of all workplace incidents and accidents. This means you need a process for:

- People to report accidents and incidents.
- A process to record and assess information about those accidents and incidents.

If a client or visitor has an accident in your salon or barbershop, it is important to keep a record of this too.

Make sure reporting forms are available for workers to complete. Make sure they know where the forms are located and who to give them to. Information you need to record includes:

- Name of people involved.
- The date and time the incident occurred and where it happened.
- A description of what happened.
- How serious the injury or illness is.
- The cause of the incident.

An example of an accident / incident report form is included in **APPENDIX F**.

If there are any serious injuries or notifiable illnesses, you must also notify WorkSafe New Zealand (refer to 'notifiable events' section below).

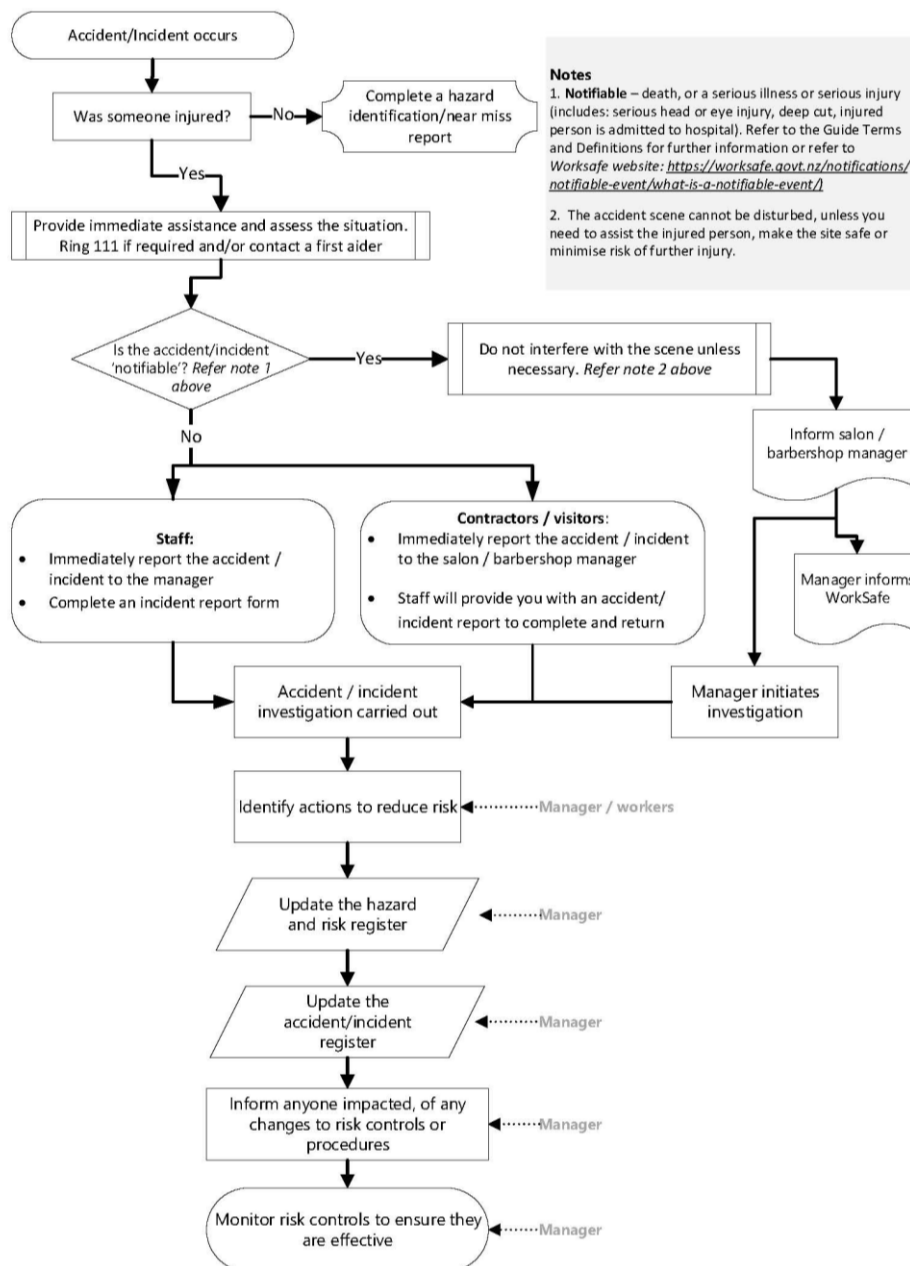
It is important to understand what caused the accident or incident in the first place and identify what you can do to prevent similar events from occurring.

It is good practice to summarise accident and incident information on an Incident Register. Recording information on a register will also help you identify if there are any trends. For example, if several workers

are being hurt using the same equipment or if there is an increase in the frequency of incidents. An example of an incident register is included in **APPENDIX F**.

If WorkSafe ask to see your accident and incident records, you are required to share it with them.

Accident and Incident Reporting Process



Notifiable Events: Notifying WorkSafe

Under HSWA, you must notify WorkSafe when certain work-related incidents occur. These are called 'notifiable events' and include:

- Death
- Notifiable injury or illness
- Notifiable incidents

A list of notifiable injuries and illnesses and notifiable events are included in **SECTION 5**.

Means of Notifying	How	Information Required
By Telephone	Phone 0800 030 040	The person giving the notification must provide the details about the incident as requested by the regulator. The regulator will send an acknowledgement that the notification has been received.
In Writing	Via the online reporting form Notify WorkSafe https://www.worksafe.govt.nz/notify-worksafe	Complete the details requested on the form.

Notification should be done by the fastest means possible (under the circumstances). If notification is made by phone, WorkSafe may request written notice of the circumstances to be provided within 48 hours.

Note that you are required to keep a record of all notifiable events for at least five years following the date you informed WorkSafe NZ.

Duty to Preserve the Site

The Health and Safety at Work Act 2015 require PCBUs who manage the workplace at which a notifiable event has occurred, to take all reasonable steps to ensure that the site is not disturbed until authorised by an inspector. Exceptions to this rule are:

- To assist the injured person or remove a deceased person.
- Make the site safe or to minimize risk of further injury.
- Where the accident is being investigated by the Police.

The 'site' includes anything to do with the notifiable event – including vehicles, plant or machinery. This means that you cannot change the work set up, or move any plant, substances or anything else that was involved in the incident.

If scene clearance or other immediate assistance from a health and safety inspector is required, contact WorkSafe NZ on 0800 030 040.

Incident Investigations

It is good practice to investigate all incidents, however, the level of investigation you carry out is likely to depend on how serious the incident was or could have been. The more serious the incident, the more in-depth the investigation. The investigation should be carried out as soon as possible.

You may want to document your findings in an investigation report. The investigation report should include a summary of the information below, including:

- A copy of the original incident report form.
- A description of the incident.
- A description of the actions taken to prevent similar events from occurring in future.
- Any additional material such as formal statements, photographs, sketches.

Provide a copy of the report to the manager (if applicable). If the incident is a 'notifiable event', you may need to provide a copy of the report to WorkSafe New Zealand.

Investigation Process

Confirm who should carry out the investigation. If the incident was serious (including notifiable events), you may want to engage an external specialist to help with the investigation. The [HASANZ Register](#) includes a list of suitably qualified people that can assist you with your investigation.

1. Gather Information

Talk with the injured person, eye witnesses, supervisor and others doing the same job. Confirm the work activity at the time and how the incident happened. Check what health and safety information was provided and if specific training had been undertaken (if applicable).

2. Identify Hazards and Confirm if Risk Controls Were Adequate

Confirm what controls were in place and why they didn't they work. Check what tools or equipment were being used at the time (examine any equipment involved for defects). Review personal factors, including worker experience and training records. If health and safety procedures were in place, confirm if they are suitable (and if they were being followed).

3. Decide (In Consultation with Workers) How to Prevent Future Similar Events

Discuss what you can do to reduce the risk with your workers. For example, can you make any changes to the work practices, work environment or equipment?

4. Take action

Implement the agreed corrective actions. Inform everyone that may be impacted. Monitor the newly implemented controls to make sure they are effective. Don't forget to update your hazard and risk register.

3.8 Return to Work (Post-Incident)

If your worker has been prescribed time off work, keep in contact with them to see how they are doing. Let them know they are a valued member of the team and ask what support they need. Depending on their injury or illness, they may be off work for a while, and miss the social interaction of the salon or barbershop.

Depending on the nature of the injury or illness, they may also need additional support to ensure that they can return to work safely. Note that under Section 71 of the Accident Compensation (ACC) Act 2001, employers are required to help rehabilitate injured employees, regardless of whether or not they were injured at work.

If you are the salon or barbershop manager and you have an employee returning to work after a workplace injury, you may want to speak with the individual's doctor, in order to establish what work they can or cannot do when they return. You cannot get this information without the knowledge and permission of the individual concerned.

Developing a Return-to-Work Plan

Once the employee has provided consent to release the medical records (e.g., medical certificate), this form along with the medical certificate will be used to assess the injured person's ability to work, including any restrictions. It helps if you and the injured / ill worker can provide the treatment provider a list of duties the worker normally carries out. The treatment provider will ultimately confirm if they are safe to return and any restrictions. A treatment provider or medical specialist will be able to give you and your worker an idea of the extent of recovery expected, and how long it is likely to take.

If their treatment provider confirms they are 'fit for selected duties', your worker can do work that matches their restrictions or capability. This will be documented in the medical certificate. If you are unsure, ask your worker to check with their treatment provider, or get their written permission to talk to their treatment provider yourself. It will help if you understand the demands of the potentially suitable work you have available.

Before the worker returns to work, arrange a meeting with the returning worker, and the ACC case manager and / or treatment provider (if applicable) and jointly create a return-to-work plan. If you need help getting started, contact ACC for a basic Return to Work Plan template.

When you discuss their return-to-work options it is important to cover:

- Any concerns the worker may have about the job or specific tasks.
- How the worker will get to the salon or barbershop (i.e., transport to work).
- Possible work tasks.

The plan should also state what actions are required to help the employee return to work safely. This may include the employee undertaking:

- Light duties.

- Alternative duties (where practical and appropriate), modified duties.
- A gradual build-up of working hours.

If either alternative or modified duties are the best option, you will need to identify what duties the returning worker can safely do (in consultation with the worker, treatment provider and ACC case manager (if applicable)).

Depending on the injury or illness, you may need to consider whether a workplace assessment should be arranged. These assessments can help you to identify aspects of work or work equipment that should be modified to enable the worker to return to work without risk of further injury. Workplace assessors come from a range of backgrounds. The HASANZ register has a list of 'return-to-work' specialists [HASANZ Register - return to work](#).

The difference between alternative and modified duties is:

Alternative Duties:	Are different to what they were doing (i.e. instead of working in the salon or barbershop, the worker could be doing a desk-based task).
Modified Duties:	May mean the worker can do components of their normal job but with some parts removed (and another worker completing those activities).

Consider all potential tasks within the salon or barbershop that are not in contradiction to the restrictions on the medical certificate. Any duties assigned should be reasonable given the employees normal role. You will also need to ensure that other workers are aware of the activities the returning worker is able to do.

Alternative and modified duties are provided on the understanding that they are not permanent, and the worker will, in time, return to full duties.

If there are no suitable light, modified or alternative duties available and a return to work may result in potential further injury or a delay in healing, you may need to delay the persons return to work.

Communication

Develop a communication plan and regularly check in with the returning worker to review progress. If the return-to-work is not progressing as planned, you may need to amend it.

Privacy and Confidentiality

Appropriate levels of confidentiality with respect to employees' illness or injury must be maintained, in accordance with the principles of the [Privacy Act 2020](#). Keep a copy of all rehabilitation and return to work records on file and make sure these records are only be available to the people involved in the return-to-work process, and only used for the purpose of rehabilitation. Your workers have the right to view and seek copies of any information held about them.

3.9 Health and Exposure Monitoring

Some health hazards cannot be eliminated (for example, working with hazardous substances). The Health and Safety at Work Act (Part 2, Section 36 (3g)) states that the health of workers and the conditions at the workplace must be monitored to prevent workers from getting ill or injured as a result of work activities.

A risk assessment should be carried out to identify potential health risks and assess what health monitoring may be considered appropriate. Health risks in the hair industry may include:

- Dermatitis from frequent contact with water.
- Occupational overuse syndrome and musculoskeletal disorders from repeated movements and awkward postures.
- Respiratory conditions due to hazardous substance exposure.
- Allergies (e.g., to latex).

If you are unsure on your health risks, consider getting advice from an external specialist (e.g., an occupational hygienist or an occupational health nurse) (refer to the [HASANZ Register](#) for a list of specialists).

Monitoring Process: Informed Consent and / or Refusal

If health and / or exposure monitoring is considered necessary, provide your workers with a brief summary on the health monitoring process and why the monitoring is being requested. Ask for their consent to undergo testing and make sure they are aware that they have the right to refuse. They do have the right to refuse to undergo health monitoring; however, if this situation arises, and you believe there is a potential risk to their health, you are able to remove the individual from the high-risk task or area, to ensure that they are not exposed to the health hazard. You will then need to consider if there are alternative tasks available that don't expose the worker to the risk. Make sure that all health and exposure monitoring and testing is carried out by qualified health professionals.

An example consent form is included in **APPENDIX G: Worker Consent Form**.

Monitoring Results

Provide a copy of the health / exposure monitoring report to the individual worker (do not share the results with other workers, this is confidential information). If a sub-optimal result is reported, discuss the results with the affected individual(s) and review options (e.g., treatment, rehabilitation and future employment). You may need to refer the affected workers to a medical practitioner.

In accordance with the requirements of the Health and Safety at Work (General Risk and Workplace Management) Regulations 2016, you will need to provide a copy of the report to WorkSafe if the report contains:

- Any advice that tests results indicate that the worker may have contracted a disease or an illness or suffered an injury as a result of carrying out work that involves a health hazard that triggered the requirement for health monitoring.
- Any recommendation that the PCBU take remedial measures, including a recommendation as to whether the worker is able to continue to carry out work that involves a health hazard that triggered the requirement for health monitoring.

All health and exposure monitoring results will be kept confidential in accordance with the Privacy Act 2020.

3.10 Record Keeping and Document Control

Keeping health and safety documents and records will help you to manage your health and safety processes. It can also help demonstrate that you are meeting legislative requirements. Make sure you have records of:

- Hazards, risk assessments and the agreed risk control measures. Include records of how you decided on the control measures and that workers were consulted as part of those discussions.
- Evidence that you have been monitoring and reviewing the controls' effectiveness. This may include health and exposure monitoring (refer to the privacy and confidentiality section below).
- Worker engagement. For example, your worker participation and representation processes (including evidence that workers have been involved in these processes) and evidence that workers have been involved.

You are also required to retain copies of staff training records, PPE records and former employee records for a minimum period of seven years. You are able to archive records that are not required on a regular basis.

Keep copies of health monitoring consent forms, test results and records of refusal to be tested on file (unless retained by a medical practitioner). If records are retained by a medical practitioner, make sure you keep a note of this on file. Health monitoring records must be kept for a minimum of 30 years as required by the Health and Safety at Work (General Risk and Workplace Management) Regulations 2016.

Privacy and Confidentiality Requirements

Health information is generally considered to be sensitive personal information. The business cannot ask someone's doctor to provide medical information unless the worker concerned agrees to this.

All medical and health surveillance records, personal information and confidential documentation from other organisations must be securely stored to ensure confidentiality in accordance with the Privacy Act 2020.

Again, these records should not be shared unless express permission has been granted from the individual(s) concerned.

3.11 Emergency Management

Think about the credible emergency situations that may occur.

Some of the potential emergency situations may be fairly well known (e.g., fire), consider other specific situations that relate to your salon or barbershop (e.g., hazardous substance / chemical spill), and where you are located. For example, if you are in a seismically active area, you may have earthquakes and if you are near the coast, there may be a risk of tsunamis. Some possible emergency situations include:

- Fire
- Hazardous substance spill
- Natural disasters and civil defence emergencies (floods, storms, tornadoes, earthquakes)
- Violent or aggressive behaviour
- Armed robbery
- Medical emergencies (e.g., heart attack, stroke)
- Vehicle accident

Develop an emergency response plan for each of the emergency situations and make sure the emergency response plans are easily accessible if an emergency occurs. You could display the procedures in a prominent position (e.g., wall chart near the fire exits), or you could place specific procedures where they are likely to be needed (e.g., hazardous substance spill response plan where you store or decant chemicals, aggressive person response plan near the front desk. WorkSafe have developed an Emergency Response Plan which can be downloaded from the following website: www.hazardoussubstances.govt.nz.

Consider displaying emergency contact details in the salon. Include:

Contact Number for Emergency Services:	111
Poison Hotline:	0800 POISON

Make sure you have a means of accounting for everyone in the salon / barbershop.

If you are the building owner, you may also need to have an approved 'fire evacuation scheme'. Further information on Fire Evacuation Schemes is on the Fire and Emergency New Zealand (FENZ). If you are unsure if you need an approved scheme, or if you want to check if the building you work in already has one, contact FENZ on 0800 347 346. If you are not the building owner, you should contact your landlord first.

Emergency Response Equipment

Depending on emergency situations you have identified, you may need specific emergency equipment or materials. Some of the key supplies you are likely to need are:

- First aid supplies (make sure the contents are suitable for the injuries that may occur (e.g., if you use hot equipment, you will need to consider having burn gel in your kits, and that you have a suitable number of first aid kits for the size of your salon or barbershop).
- Firefighting equipment (fire blankets, extinguishers, etc.).
- Hazardous substance spill kit (suitable for the chemicals you have at the salon / barbershop).

Note that if you have emergency equipment, you need to ensure workers know how to use it. Make sure that the emergency equipment is located in an area where they can easily access it.

Emergency Response Training

All workers should be provided with information and / or training in how to respond to the emergency situations. Carrying out drills is one way to ensure people are familiar with the appropriate response.

To meet the requirements of the [Fire and Emergency New Zealand \(Fire Safety, Evacuation Procedures, and Evacuation Schemes\) Regulations 2018](#), six monthly trial evacuations or training is required, but you also need to consider what training is needed for workers to respond to other emergency situations. Consider developing an emergency procedure training schedule or carrying out desk top scenarios at team meetings.

If there is specific equipment that will be used, your workers (or a selection of your workers) should be trained in how to use the equipment. For example: spill response training for workers using hazardous substances, and first aid training for designated first aiders.

Post-Event Debrief

After an emergency events and trial evacuation, carry out a post-event debrief. Discuss what went well and what didn't go so well and make changes to your processes where necessary.

3.12 Managing Contractors

The Health and Safety at Work Act 2015 (Part 2 Section 36) states that a PCBU must ensure, so far as is reasonably practicable, the health and safety of their own workers and workers whose activities in carrying out work are influenced or directed by the PCBU, while the workers are carrying out the work. This includes contractors and subcontractors.

Contractor Selection

You will need to make sure that any contractors you engage are suitably qualified and experienced to carry out the work - this is particularly important if the work is high dollar value or high risk. You may want to

consider a more formal approach and have a Contract Agreement in place, which includes health and safety obligations. Take appropriate steps to ensure the contractor has good health and safety processes before you engage them. For smaller or one-off contracts (or low risk work), check the contractor is qualified and appropriately insured.

Consider having an approved contractor and supplier register. Anyone you use regularly can be added to the register, along with their qualifications, insurance details and expiry dates. You can also record feedback on contractor performance, to guide you on which contractors have performed well and who hasn't performed so well.

An example contractor pre-qualification checklist is included in **APPENDIX H: Examples of Contractor Health and Safety Templates**.

Overlapping Duties: Consult, Cooperate and Communicate

Under the Health and Safety at Work Act 2015, contractors and subcontractors are classed as workers. While the 'primary duty of care' lies with the business that has most control and influence over the work activities, all businesses share a duty of care and must consult, cooperate and coordinate activities, where duties overlap. This is called 'overlapping duties'.

You are more likely to successfully meet your duty to consult, cooperate and coordinate if you plan ahead (think about the work that will be carried out and how it could affect each other's business activities, clients and the public), agree who will control each risk (and how), clearly define roles and responsibilities.

A business can have influence and control over health and safety matter through:

Work Activities:	A business in control of the work activity may be in the best position to control the health and safety risks.
Control of the Workplace:	A business who has control over the workplace, including plant and structures in the workplace, has some influence and control over health and safety matters relating to work carried out by another business.
Control Over Workers:	A business has more influence and control over its own workers and contractors than those of another business.

The business with more influence and control will usually be in the best position to manage the associated risk.

A simple way to meet these obligations is to exchange important health and safety information (in relation to the areas they will be working) before the contractor starts work, as part of the induction. You will need to discuss:

Work Activities

What the contractor is doing - including how, where, and when. Make sure you know how many workers they will have and what equipment they will be using and provide the same information to the contractor on your work activities. Identify who might be affected (e.g., each other's workers, clients, public) and whether each other's work activities could increase (or introduce) health and safety risks to each other's business.

Health And Safety Risks

Discuss the health and safety risks and agree how to manage each risk. For example, if the contractor is going to replace high light bulbs, they will be working from a ladder, which increases the risk to your business (as there is a risk of falling off the ladder or items being dropped). You will need to coordinate your work activities with the contractor. The most effective solution would be to eliminate the risk - plan in advance and don't book clients in when the contractor will be working. If you do have clients booked in, cordon off the area so your workers and clients are not in the same part of the salon or barbershop as the contractor.

You will need to consider potential emergency situations. Inform the contractor of your emergency procedures (including the location of the evacuation assembly point) and what your reporting procedures are if they identify or create a hazard or have an accident. Make sure you also have an agreed process in place for who will inform WorkSafe if a notifiable event occurs.

Communication

Make sure your workers know what work is planned, when it will take place and what the risks are. Maintain communication with the contractor throughout the work (via agreed communication channels – if you are at the salon or barbershop when they are working, it may be as simple as just talking with each other, if you are not at the salon or barbershop, exchange numbers and agree on when to communicate).

An example contractor induction form is included in **APPENDIX H: Examples of Contractor Health and Safety Templates.**

Contractor Monitoring

While the contractor is working, it is good practice to check that they are working safely. Monitoring frequency should be based on the duration of the contract and the nature of the work. For higher risk work, check on the contractor more frequently. If there are any concerns, raise them with the contractor and discuss how the issue can be resolved.

An example of a contractor monitoring form template is included in **APPENDIX H: Examples of Contractor Health and Safety Templates.**

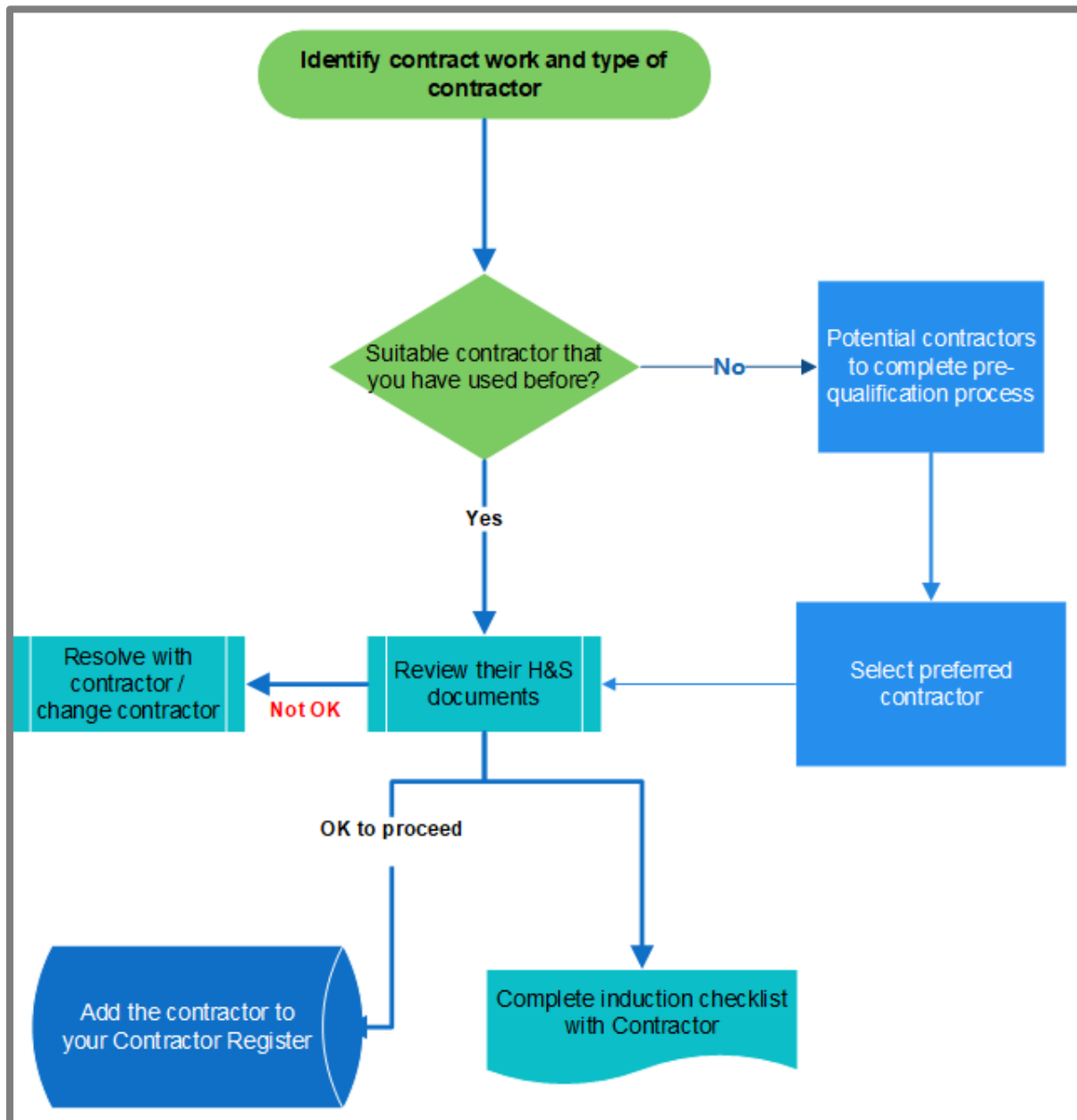


Post-Contract Review

When the contractor has completed the work, consider carrying out a post contract review, with the contractor. Again, this is more important for higher risk, longer duration work. As above, if any concerns were identified during the work, discuss them with the contractor.

An example of a post contract review template is included in **APPENDIX H: Examples of Contractor Health and Safety Templates**.

Contractor Selection Process



Contractor Monitoring Process

