3 Workplace wellbeing and team management

Workplace wellbeing is created by positive practices that influence the overall workplace health. This can be achieved through:

- fostering supportive environments
- enhancing positive social conditions
- creating an environment free from discrimination (Equal Opportunity principles)
- building personal skills
- promoting healthy lifestyles
- providing a safe and healthy work environment

Creating a harmonious healthy workplace has great benefits, which include increased worker engagement, team cohesiveness, reduced absenteeism, increased productivity, and an improved business image.

In short, by creating a place of trust and respect, workers will enjoy coming to work, be more likely to listen to instructions and strive to do a good job.

The following topics in this section explore the following areas in more detail:

- Equal opportunities - creating a fair work place
- Teaching workers to take care of their mental health
- Providing Good Workplace Hygiene and House Keeping

© www.pinterest.co.uk

3.1 Equal Opportunities - creating a fair workplace

Equality ACT 2010

Fact Sheet | Equality and discrimination understand the basics

What is the Equality Act?

The Equality Act 2010 brought together and updated a wide range of laws passed since the 1970s into one place, to make things fairer for everyone. It sets out the personal characteristics that are protected by law and the behaviour that is unlawful.

The Act is a simplification of previous anti-discrimination laws and is not designed to create additional paper work.

Who has duties under the Act?

All service providers, whatever their size, are covered by the Act.
You are a service provider if you provide goods, facilities or services to the general public or a section of it, free or paid for. If you aren't providing services to the public, you still have responsibilities if you are a private club or association.
Any person or organisation providing goods, facilities or services to the public (service provider) must make sure that they do what equality law says in relation to:

- the behaviour of staff who are dealing with customers, clients, service users, club members, associate members or guests, or who are taking decisions about how they provide their goods, facilities or services to the public
- the building or other place where the services are delivered, if this is open to the public or a section of the public
- advertisements and marketing
- written materials, for example, leaflets the person or organisation provide as part of their service
- websites and internet services
- telephone access and call centres.

You must avoid discrimination, harassment and victimisation of protected groups. Where necessary, you must also make reasonable adjustments for disabled people in all of these areas.

Who is protected by the Act?

Everyone in Britain is protected from unlawful behaviour by the Act. The 'protected characteristics' under the Act are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Sex

Fair treatment is:

- treating people as individuals without making judgments based on irrelevant personal characteristics
- creating a work environment free from discrimination, harassment, bullying and victimisation
- allowing all workers to work to their full potential
- making decisions based on merit.

Discrimination occurs when someone is treated less favourably than others because they have a particular characteristic or belong to a particular group of people. Discrimination can be direct or indirect. Indirect discrimination is treatment which appears to be equal treatment but is unfair on certain people because of a particularly personal characteristic. To be unlawful it must also be unreasonable.

The following types of discrimination are also covered by the Act:

- religion
- medical record
- social origin
- political opinion (in employment only)
- irrelevant criminal record (in employment only)
- trade union activity (in employment only).

If you think you have been discriminated against on one of these grounds, you can lodge a complaint with the Human Rights Commission.

What is victimization

Victimisation is unfairly treating people for complaining or helping others to complain, either within an organisation or to the Equal Opportunity Commission. Unlawful victimisation is unfair treatment for complaints about discrimination or sexual harassment.

It is against the law because it punishes people for speaking out and stops people from complaining.

What is workplace bullying?

It is possible for a person to be bullied and discriminated at the same time. Workplace bullying is defined as repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety. Repeated behaviour refers to the persistent nature of the behaviour and can involve a range of behaviours over time. Unreasonable behaviour means behaviour that a reasonable person, having considered the circumstances, would see as unreasonable, including behaviour that is victimizing, humiliating, intimidating and threatening.

In the workplace, a bully is a person who appears to have greater strength or power than others and uses that strength or power to coerce others.

Bullying includes behaviours that intimidates, degrades or humiliates a worker (sometimes in front of others).

Assault, both physical and threatening, is an extreme expression of bullying. If workplace bullying behaviour involves violence (e.g. physical assault or the threat of physical assault), it should be reported to the police.

In other instances, the behaviour may be subtle and not easily observed by other people. It may include verbal abuse, behaviour which is intended to punish, constant ‘put-downs’, aggression, and poorly managed conflicts of opinion or ‘personality clashes’.

Inappropriate comments about personal appearance and persistent, unreasonable criticism of work performance are also considered bullying.

Social media is sometimes used as a form of bullying. All workers need to understand the legal implication of bullying online.

Legitimate comment on performance or work related behaviour is not unfair treatment. Managers can give full and frank feedback in a constructive and sensitive way, if it is carried out in a reasonable manner, taking the particularly circumstances into account.

A single incident of unreasonable behaviour is not considered to be workplace bullying, however, it may have the potential to escalate and should not be ignored.

Steps employers and managers can take include:

> Creating a Code of Conduct to establish expectations of appropriate behaviour. (NOTE: A policy to prevent workplace bullying may be a stand-alone policy or be incorporated into a broader code of conduct or work health safety policy).

> Establishing an equal opportunity policy to address all aspects of workplace discrimination, and effectively communicating these to all members of staff, including new staff through your induction program.

> Raising awareness in your workplace about what constitutes unacceptable behaviour (which might be identified as bullying).

> Monitoring the workplace for indications of workplace bullying, and investigating any issues identified – records such as work-related injuries, absenteeism, productivity, customer complaints, grievances, disciplinary actions etc. may assist with identification of an underlying problem.

Bullying can be psychological or physical harassment and it can affect women and men at all levels of employment. The bully can be anyone within the organisation including a manager, a supervisor or a co-worker.

> Treating complaints seriously, acting immediately and firmly to address workplace bullying incidents. Effectively responding to issues when they are raised can stop the situation happening again and reinforce to workers that workplace bullying is treated seriously and consistently with the organisation. Responses to workplace bullying will vary depending on the situation, however, workplace bullying allegations of a serious or complex nature should always be investigated.

> Develop complaint procedures and complaint handling and investigation procedure.

> Provide clear job descriptions for specific roles in the company.

> Maintain records of all investigations.

Fact Sheet | Discrimination what to do if it happens

Fact Sheet | Prevent discrimination support equality

It is reasonable to make sure all workers are aware and abide by the code of conduct, policies and procedure that relate to this. It is often a good idea to nominate a team member aside from the business owner as some workers may feel uncomfortable raising certain issues due to the employer/worker business relationship.

All workers need to be inducted and trained on the Code of Conduct, specific workplace policies & procedures on equal opportunity requirements and the prevention of workplace bullying.

Website https://www.gov.uk/guidance/equality-act-2010-guidance

Fact Sheet | age discrimination ban overview

Fact Sheet | Equality and discrimination understand the basics

Fact Sheet | Your Role as Service Provider under the Equality Act - Equality and Human Rights Commission

The following are a few examples of where discrimination can occur in the Hair and Beauty industry:

Sexual Harassment

Sexual harassment is sexual behaviour which makes people feel offended, afraid or humiliated and in the circumstances, it is reasonable to feel that way. Both men and women can sexually harass or be harassed. Sexual harassment is determined from the point of view of the person feeling harassed. It is how the behaviour is received not how it is intended that counts.

Sexual harassment can be:

- unwelcome touching or kissing
- comments or jokes, leering or staring
- sexual pictures, objects, emails, text messages or literature
- direct or implied propositions, or requests for dates
- questions about sexual activity.

Mutual attraction or friendship with consent is not sexual harassment.

Pregnancy

- Pregnant or potentially pregnant workers should be treated in a fair and equitable manner.

- Women who are pregnant or returning from maternity leave, and workers with family responsibilities, have rights under the Sex Discrimination Act.

- Women who are pregnant should be able to continue to work in the same way and under the same conditions as other workers, unless there are valid medical or safety reasons. It is against the law to dismiss a woman because she is pregnant.

Where necessary, employers should make all reasonable adjustments to the workplace to accommodate a pregnant worker. employers need to discuss the issues with the pregnant worker to find solutions e.g. providing a chair to sit on. The Human Rights and Equal Opportunity Pregnancy Guidelines clarify many of the issues surrounding pregnancy and work.

3.2 Emotional Health

Working and developing relationships with customers is a common joy for most of us who work in the Beauty and Nail industry.

With instinctive communication skills and empathy, we naturally engage clients in discussions about their lives. Conversations will range from family, relationships, health and work covering both the good and the bad.

In some cases, clients may even choose to discuss very personal challenges such as depression, grief, relationship issues, drugs and alcohol and domestic violence.

Hearing this sort of information about client's hardship can be distressing especially when we don't know how to process or deal with the information.

It may even cause us to feel mentally overwhelmed and stressed - after all 'it's our job to make people feel better' and if we can't help we may find this distressing.

For this reason, it is important for us all to learn to manage our emotional health so that we can support our clients whilst not upsetting our own health and wellbeing.

The best way for us to deal with a situation is to learn to put some emotional boundaries in place.

Emotional boundaries will allow you to distinguish separating your emotions and responsibility from someone else's.

Healthy boundaries prevent you from giving advice, blaming or accepting blame. They protect you from feeling guilty for someone else's negative feelings or problems and taking others' comments personally. Healthy emotional boundaries require clear internal boundaries – knowing your feelings and our responsibilities to yourself and others.

In additional to having good emotional boundaries you can pre-plan what advice and information you can provide. It is always best to suggest for your clients seek professional help with these matters.

If you'd like to find out more there are plenty of online resources that will provide advice on how to set healthy emotional boundaries.

© www.pinterest.co.uk

Fact Sheet | How to Create and Maintain Healthy Workplace Boundaries

Fact Sheet | How to Create Healthy Boundaries

Employers

As an employer, it's important to consider the emotional health of your workers. The nature of the industry and services means that the workers are going to be exposed to many situations where there is the potential for them to be impacted by client discussions.

If not managed poor emotional boundaries in the workplace can even reduce staff productivity as staff can be distracted and unhappy which can create a negative working ethos. It may even lead to sick leave requests.

To help your workers in the salon you can:

- Raise awareness about good emotional boundaries
- Provide strategies for them to manage their own emotional health
- Provide strategies to deal with different customer circumstances
- Provide support and assistance as required, and listen to worker's concerns
- Provide information and resources about where workers can seek help if they feel emotionally distressed.

Extra consideration should also be given to young hairdresser who perhaps haven't developed enough life skills to know how to deal with the situation appropriately too.

Mental Health in Hair & Barbering

Whether you're a salon owner or are self-employed as a beauty professional, work isn't always easy on the nerves. The pressure of pleasing clients whilst stretching out your time, energy and resources can steer us off our sense of calm and cause significant emotional strain. And life outside work isn't without its share of troubles as well, whether it's our relationships, finances or unexpected surprises.

But life happens, so we have to power through it. Or so we're told. The stigma of discussing our mental health, forces us to keep our problems under wraps until it becomes too much to handle. This is particularly true in the hair and beauty industry where there are added pressures to aspire towards unrealistic expectations, such as those portrayed in media. But what is the extent of the problem, and what can we do to manage, and even improve, our mental health?

Mental Health as a Business Owner or Freelancer

1 out of 4 people have had a problem with mental health in the past year. This might come as a surprise since a majority of people with mental health issues in your life might not show obvious symptoms. This statistic may be even higher for business owners and freelancers, particularly when it comes to anxiety and stress since long hours and financial worries related to work aren't uncommon in this line of work. Of those 1 in 4 people, only around 2 out of 3 who need help, will actually visit the GP to discuss their problems.

Knowing this, it's even more important to educate ourselves and encourage an open-door policy on talking about any mental health issues, whether it's in our personal or professional, lives.

Signs & Symptoms of Mental Health Issues

Everyone reacts differently to mental health issues, and so the following is not an extensive, but a very general list, regarding signs and symptoms that may be associated with having mental health troubles. Of course, the more prolonged the symptoms, the more crucial it is to discuss these issues with a GP or a counselling professional.

To deal with workplace stress effectively, you and your managers need to have an understanding of what causes stress and how to identify the symptoms at the earliest possible stage

- Feeling prolonged periods of sadness and gloominess
- excessive drinking, eating or smoking
- Confusion and being unable to concentrate
- Withdrawal from social contact
- Sudden panic and anger
- Constant irritation
- skin rashes, headaches, dizziness.
- Abusing substances and/or escapism
- Hallucinations, or imagined problems

Since emotions and the body are linked, these can be associated with nervous sensations like migraine/headaches, stomach aches and other random aches and pains.

You do not have a legal duty to deal with stress arising from circumstances outside work. However, it is sensible to deal sympathetically with employees suffering from such stress.

It is important to make sure that stress is not seen as a sign of weakness or failure but as a health problem and employees should be encouraged to discuss their stress related problems and seek professional help as and when appropriate.

The Good News

Help is always at hand as long as we and our colleagues aim to educate ourselves on mental health and seek professional help when required. According to statistics from the NHS Confederation, stigmas associated with discussing mental health are gradually decreasing.

That said, there is still a pervading apprehension in discussing mental health issues in today's society, and this is even more of a problem in ethnic minority communities. Efforts have been made to shift perspectives on mental health and its education and media. Some of this is reflected in the increase of mental health programming such as the BBCs line up for mental health programs this spring, or mental health conscious movies, like Inside Out by Disney. Also, learn about the Salon owner who runs mental health workshops and encourages clients to talk about things on their minds.

Website http://www.mentalhealthy.co.uk/lifestyle/beauty/looking-good-feeling-great-hair-care.html

Fact Sheet | Working alone

Fact Sheet | Managing shift work

3.3 Providing Good Workplace Hygiene & House Keeping

Fact Sheet | Workplace health, safety and welfare

By providing and maintaining a clean and healthy work environment you will:

> encourage positive staff morale
> promote your business as professional place to work and visit
> reduce the risk within your workplace

Hygiene Tips

> Ensure facilities are maintained in a safe, hygienic condition with the provision of adequate cleaning procedures and resources.
> Ensure ablution facilities are of a suitable standard and maintained in a safe and healthy condition, including that running water, soap, hand drying and feminine hygiene facilities are available and maintained in each block.
> Provide dining facilities of a suitable standard.
> Ensure bins are conveniently located and emptied regularly
> Provide facilities for cool storage of food.

Housekeeping Tips

> Keep floors clean.
> Keep entrances, exits points and stairways clear of obstructions.
> Ensure no items are stored under fire stairs.
> Provide easy and safe access to fire fighting equipment.
> Provide adequate storage for all materials, plant and equipment.
> Ensure adequate containers are provided for excess or waste materials (including infectious waste, etc.).
> Provide adequate routines for disposal of rubbish and unwanted items.
> Ensure work areas are well ventilated and adequately lit.
> Regularly inspect floors to make sure they are free from hair, nail clippings etc.
> Promptly clean up any spilt oil, chemicals, talc or water.
> Avoid running electrical leads across the floor.

Floor Surfaces

Slips/trips/falls are responsible for 25% of injuries in the Beauty industry.

Uneven or slippery floors can hinder smooth movement, make floor surfaces unpredictable, and increase the likelihood of slips, trips and falls.

- Glossy surfaces are more prone to accidents, especially with loose hair, water or product-spills lying about.
- Textured industrial vinyl surfaces are often difficult to clean (especially to remove hair) and are unfriendly to trolleys, usually meaning spills or tip-overs.

The preferable floor surfaces include non-slip vinyl and carpet surfaces.

Poor lighting can adversely affect the safety of tasks in the Hair and Beauty industry as it can contribute to:

- accidents and injuries
- tired, sore eyes
- headaches.

Common lighting problems include too much or too little light. Poor lighting conditions cause glare and shadows, which can force workers to use awkward body positions
to perform work. To ensure the workspace is lit effectively maintain bulbs and tubes in a clean, efficient state.

© www.pinterest.co.uk

3.4 Security / Remote working

People who work alone or who travel to different locations have an increased risk because they are isolated from the assistance of others because of the time, location or nature of the work e.g. mobile makeup artist or masseuse working on their own in a salon

Isolated Work Consideration

If a person works alone it important to ensure they have reliable communication systems e.g. a full charged mobile phone or personal duress alarm.

Workers should have a plan in place to deal with equipment failure or a vehicle break down.

Where possible avoid people working alone.

Robbery and Armed Hold-Ups

All workers should be protected in the workplace from any unnecessary risks during a robbery or armed hold-up.

The following are a few things that can be done to reduce the risk during these events:

- Install a wide reception desk so clients cannot reach over to the cash register drawer.
- Install a panic button linked to an alarm or a police station.
- Install a device to alert you to people entering the workplace, e.g. mirrors, alarm systems, bell on the door.
- Make sure the reception desk is visible from all other parts of the salon.
- Make sure there is good visibility into the workplace.
- Make sure all potential access points outside the view of staff, such as back door and windows, are secure at all times.
- Only open the cash drawer when the customer is paying for a service or purchasing a product.
- Close the cash drawer before the product is packaged.
- Where practical, lock the cash drawer and remove the key when not in use.
- Clear excess cash from the cash register frequently and randomly and keep as little money on the work premises as possible.

In the event of an armed hold-up:

- Do not make any sudden or quick movements.
- Do not attempt to use or answer the telephone.
- Obey any order exactly and quickly e.g. hand over the cash.
- Don't volunteer to do anything other than what they ask you to do.
- Don't attempt to delay the offenders departure.
- Don't shout or provoke the offender.

Web page: https://www.fsunion.org/services/safety/workplacesecuri.html

Web page: http://smallbusiness.chron.com/security-cameras-vs-employee-rights-13147.html

3.5 Fire prevention

The purpose of these regulations is to ensure that the risk of accidental fire at a workplace is minimised. A person conducting a business or undertaking employment is responsible to ensure that they provide a work place free of potential fire causing hazards.

All employees must be given adequate training including 'action to be taken' in the case of a fire when they commence employment and receive refresher training as appropriate

Every employer must carry out a fire risk assessment covering the premises.

Considerations in your workplace to minimise the risk of fire include may include

- the regular removal of waste materials and accumulated dust
- the handling and storage of flammable materials
- making sure all electrical equipment near flammable chemicals is intrinsically safe (no spark, no heat)
- the appropriate safety signage displayed for any hazardous flammable products that could cause an explosion or burn quickly.
- avoiding using faulty electrical appliances e.g. hairdryers
- keeping all electrical equipment tested and tagged
- the reporting of all faulty electrical equipment, switches or exposed wiring
- knowing where the fire exits and fire fighting equipment are located and how to use them
- know the evacuation assembly points and listen to the fire wardens for instruction.

Considerations in your workplace to who could be at risk:

- This will include all the staff, clients, visitors, contractors, e.g., cleaners and anyone else on the premises such as rent a chair people.
- Identify how many of each of the above could be on the premises at any one time.
- Will any of the above require special assistance if a fire breaks out, e.g., children or elderly people, people with disabilities and/or in wheelchairs.

Assess fire prevention control measures

> Identify the existing provisions for fire detection, alarm, fighting and evacuation and consider whether these are adequate to deal with the hazards identified and the numbers/types of people at risk and if not what additional control measures are required.

Fact Sheet | Controlling fire and explosion risks in the workplace

Fact Sheet | Fire safety in the workplace

3.6 Types of Fire Extinguishers

Water

These are RED with a label to indicate its type and can only be used for Clas fires. The standard size is 9 litres (2 gallons). The main problem with this type extinguisher are the damage caused by the water and the fact that it must **NC** used on electrical fires.

©www.hse.gov.uk

Foam (AFFF)

These are RED with a CREAM/BUFF LABEL and are used for Class B fires small Class A fires. The standard capacity is 9 litres (2 gallons). The main p with this type of extinguisher are the same for water extinguishers.

©www.hse.gov.uk

Carbon Dioxide (CO2)

These are RED with BLACK LABEL and can be used on all fires but are par suitable for Class B and electrical fires. They are available in a range of size depending on the weight of CO2 contained.

©www.hse.gov.uk

Dry Powder

These are RED with BLUE LABEL and can be used on all classes of fire but ar particularly suitable for Class B, C and electrical fires. They are available in a ra of sizes from 0.75kg to 4 kg. The main disadvantages are that the residual pow has to be cleaned up and the powder can cause damage to electronic equipme

©www.hse.gov.uk

Wet Chemical Extinguisher (e.g. Chubb Fry Fighter)

This new type of extinguisher is red with a yellow patch and is used for extinguis cooking oil/fat fires in kitchens etc. It is a much better alternative to a fire blanket

©www.hse.gov.uk

Fire Blanket

Fire blankets are made of fire resistant materials. They are particularly useful fo smothering flammable liquid fires or for wrapping round a person whose clothin on fire.

©www.hse.gov.uk

Choice of extinguishers

It is important to choose extinguishers which are light enough to be handled by women and young people. The standard water and foam extinguishers are very heavy.

As you can see from the list there is no one extinguisher which is ideal for all classes of fire. The best compromise for the average size salon would be a water and a CO2 extinguisher. Existing dry powder extinguishers do not need to be replaced with CO2 extinguishers. Your supplier will give you further advice and suggest sizes/types readily available.

N.B. only trained staff must use the extinguishers. This training may be available through your local college or Fire Brigade.

Contents	A Paper, wood etc.	B Flammable liquids	C Flammable gases	Electrical fires	F Cooking oils & fats	Notes
Water	✔	✖	✖	✖	✖	Dangerous if used on anything other than a Class A fire
Foam	✔	✔	✖	✖	✖	Dangerous if used on energized electrical equipment
Powder ABC - Multi purpose	✔	✔	✔	✔	✖	Special powders are available for Class D fires (metal) seek expert advice if needed
Powder BC - Standard	✖	✔	✔	✔	✔	Special powders are available for class D fires (metal) seek expert advice if needed
CO_2	✖	✔	✖	✔	✖	Generally not suitable for outdoor fires Only suitable on smaller fires
Wet Chemical	✔	✖	✖	✖	✔	Dangerous if used on energized electrical equipment
Fire Blanket	✖	✖	✖	✖	✔	Ensure blanket is replaced after each use. Wrap around persons who are alight
Fire Hose Reel	✔	✖	✖	✖	✖	Ensure you keep a clear path between you and the nearest exit

©www.hse.gov.uk

Final Safety Considerations

Remember that Fire Extinguishers are a last resort and should only to be used when safe to do so, for example:

- You have a clear exit.
- You use no more than 1 fire extinguisher.
- It is a small fire, about the size of a waste bin.
- You are trained and confident to operate the fire extinguisher.

Fire Wardens should concentrate on the evacuation and searches, rather than engaging in firefighting duties.

Always keep your exit behind you and ensure someone knows your whereabouts.

If in doubt, call the Fire Brigade and close the door as you all leave the premises

3.7 Emergency procedures

There is potential for various emergencies to occur in the workplace which can include:

- Fire or explosion
- Medical emergency e.g. heart attack
- Bomb threats
- Natural disaster e.g. flood
- Personal threat e.g. violent person

Legally every work place is required to have a fire warden(s) and a first aid officer(s) and ensure that all workers are trained in emergency procedures. This includes making everyone aware of:

- The location of emergency exits
- Firefighting equipment
- First aid kits
- Assembly areas

Emergency contact numbers, such as the following, should also be displayed in a prominent place:

- Police
- Ambulance
- Fire Brigade
- Local Hospital

Emergency equipment needs to be inspected and maintained by specialist consultants in accordance with regulations e.g.

- Fire extinguishers and hose reels
- Fire and smoke alarms
- Emergency signage and lighting

Emergency evacuation drills should occur at least twice in a calendar year.

Example Emergency Procedures

Salons are required to provide a written emergency plan with clear emergency procedures and these must be accessible to all workers. The following are examples of emergency situations that may occur.

Fires

Preventing fires is the first and best course of action. Workers are required to:

- Report faulty electrical switches or exposed wiring.
- Avoid using faulty electrical appliances.
- Ensure all electrical equipment on premises is tested and tagged in accordance with statutory requirements.
- Know where the fire exits and firefighting equipment are located.
- Know the evacuation assembly points and listen to the fire wardens for instructions.
- If safe to do so, close all doors and windows and extinguish the fire.

Salons may require three types of extinguishers for:

- electrical fires
- normal fires
- alcohol based fires.

If you are unsure contact your fire extinguisher provider for further advice.

Personal Threat

In the event of a personal threat (violent or threatening person), workers are required to:

- Note and report the person to a manager, if safe to do so.
- If on your own, use duress alarm
- If confronted, obey instructions of the offender, if safe to do so
- Try to remain calm and do not respond aggressively.
- Observe personal characteristics of the offender.
- Call the police on ‘999’.
- Record the information for the police.
- If possible, and you are able to do so, secure the door from the inside if the offender is outside, and wait for the police.

Bomb Threat

In the event of a bomb threat workers are required to:

- Report details to manager and warden
- Call the police on ‘999’
- Evacuate to the designated emergency assembly point
- Remain at assembly point to ensure everyone is accounted for; and > Assist police with details of the bomb threat.

Burglary

In the event of a burglary workers are required to:

- Not touch anything
- Inform the relevant manager and call the police on ‘999’
- Leave the area if concerned.

Medical Emergency

In the event of a medical emergency, workers are required to:

- Notify a first aid officer
- Immediately call an ambulance on ‘999’
- Assist with first aid procedures where required; and
- Do not attempt to move the person unless they are in immediate danger.

Web Page: http://www.hse.gov.uk/toolbox/managing/emergency.htm

3.8 First aid and training

By law, every Business must be First Aid compliant. By doing so employers will not be putting their employees and customers at risk.

First aid is the immediate treatment or care given to a person suffering from an injury or illness until more advance care is provided or the person recovers.

The person(s) responsible for providing first aid in your workplace is commonly referred to as a 'first aider' and they are required to have completed an accredited first aid training course.

Salons must provide adequate access to first aid facilities in the event of an injury or illness arising in the work place.

The following are minimum standards to assist in the development of safe work practices:

- A first aid kit is available and these kits are regularly stocked (note: the number of first aid kits provided is dependent on the number of workers.)
- Kits must be kept in a prominent accessible location with well recognised signage.
- All workers need to be made aware of the kits location.
- Nominated first aiders must hold a current nationally accredited certificate in first aid and this should be updated every three years.
- Procedures for first aid are developed and workers are trained in these.
- Maintain records of any injuries on an incident report form at the time of injury or as soon as possible following the incident.

Where should first aid boxes be located and what should they contain?

First-aid boxes should be easy to access and, where possible, be placed near to hand washing facilities. In addition, the boxes must be identified by a white cross on a green background.

There is no mandatory list of items that should be included in first-aid boxes; it depends on your assessment.

However, where work activities are low risk, a suggested minimum stock of first-aid items is as follows: -

- A leaflet giving general guidance on first-aid.
- 20 individually wrapped sterile adhesive dressings of assorted sizes, appropriate to the type of work carried out.
- Two sterile eye pads.
- Two individually wrapped triangular bandages (preferably sterile).

- Six safety pins.
- Six medium sized and two large sized individually wrapped sterile unmediated wound dressings.
- At least three pairs of disposable gloves.

The risk assessment might indicate that additional first-aid materials and equipment are required, e.g. foil blankets or disposable aprons, which can be kept in the first-aid boxes or stored separately.

In addition, if mains tap water is not readily available for eye irrigation and if required by risk assessment, at least one litre of sterile water or sterile normal saline (0.9% w/v) in sealed, disposable containers should be provided.

A nominated person(s) should regularly check the contents of first-aid boxes to ensure that they are fully stocked and contain no items that are out of date.

First aid personnel and levels of training

Your assessment of first-aid needs should enable you to establish the appropriate level of first-aid personnel required for your workplace; generally categorised into two types:

- Appointed persons
- First aiders

Where trained first-aiders are required the level of first-aid training should also be identified. Typically, this will be either First at Work (FAW) or Emergency First-Aid at Work (EFAW).

Appointed person

Although appointed persons do not need first-aid training there are first-aid training courses available for them providing some emergency first-aid tuition. Appointed persons should not attempt to give first-aid for which they have not been trained, but they should be instructed on what to do in the event of an emergency and who to contact etc.

What is a first aider?

A first-aider is someone who has undergone training in administering first-aid at work and holds a valid certificate of competence in either: -

- First-aid at work (FAW), or
- Emergency first-aid at work (EFAW).

> The training and experience of the following medical professionals qualify them to administer first-aid in the workplace, without the need to hold a FAW or EFAW or equivalent qualification, provided that they can
> demonstrate current knowledge and skills in first-aid:
> doctors registered and licensed with the General Medical Council,
> nurses registered with the Nursing and Midwifery Council,
> paramedics registered with the Health and Care Professions Council.

First-aiders can undertake the duties of an appointed person and where sufficient first-aiders are appointed there is usually no need to have an appointed person too.

Basic first aid training for appointed persons is still available over a half day training, however this only provides the basic level of cover and is not accredited.

The following provides the HSE recommendations for first aid cover:

Salons with fewer than 50 staff - minimum of **ONE** appointed person
Salons with 50 – 100 staff - minimum of **ONE** EFAW first aider
Salons with 100+ staff - minimum of **ONE** FAW first aider

It is also strongly recommended that anyone holding a FAW or EFAW certificate update their skills once a year.

For information contact:
St John Ambulance - Telephone: 0844 770 4800
Red Cross - Telephone: 0344 871 11 11

©www.hse.gov.uk

Fact Sheet | First Aid at work

Fact Sheet | Basic advice on first aid at work

3.9 Had an accident? – what to do

The following will guide you:

> apply first aid/CPR if necessary
> help injured worker – get medical assistance e.g. doctor
> you may need to phone for an ambulance (DIAL 999)
> advise them victims condition and help is required
> always confirm message is understood
> prepare an incident form
> ensure all incident reports are tabled at the next health and safety committee meeting
> employers are required to advise their insurance company
> the employer and worker will need to know the following:

- how to return to work safely
- rights of the injured worker
- the role of the medical or rehabilitation provider
- the worker's compensation claim process
- general tips to assist injured workers
- tips for improving workplace safety

Fact Sheet | Working together to prevent sickness absence becoming job loss

Fact Sheet | Off sick and worried about your job

Fact Sheet | Managing sickness absence and return to work in small businesses

Web Page: http://www.hse.gov.uk/sicknessabsence/