



Acknowledgements

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Disseminated with the help of **scratch** magazine

Disclaimer

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

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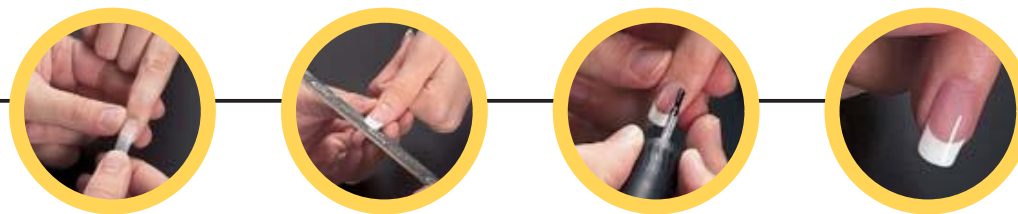
Code of Practice for Nail Services



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



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1. Introduction to Code of Practice for Nail Services

The nail industry is growing and developing year on year, clearly establishing its identity. Nail technicians now have their own magazines, competitions and exhibitions, and there are nail businesses throughout the UK.

As the Standards Setting Body for nail services, Habia worked with nail industry representatives in 2003 to set specific occupational standards and qualifications for nail technicians. This Code of Practice is the next logical step in achieving consistently high standards for all nail clients.

An essential part of the development process was the founding of the Habia UK Nail Forum to steer and advise Habia on all things nails. We have membership and support from all aspects of the UK industry, as you will see from the individuals and organisations endorsing this Code of Practice.

It is essential to protect nail businesses from low quality operators and the Code of Practice will help do this. It has been written jointly by nail technicians and health and safety advisers and will be sent to all Local Authorities for their Environmental Health Practitioners. So even though it is a voluntary code, it will become the minimum level of performance expected in health and safety enforcement.

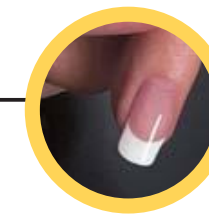
So ...

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

Alan Goldsbro
Chief Executive Officer
Habia



Image Courtesy of LCN



The Habia Code of Practice is one of the best things to come out of the professional nail industry for several years. As a basic level guideline it can do nothing but help the industry. It will dispense with so many misconceptions that are confusing to all and will provide a very clear message of just what is acceptable (and therefore unacceptable) to the industry, its clients and those that need to have a clear understanding such as Local Authorities and the media.

Marian Newman



The new Code of Practice for nails represents the single most significant step forward in establishing clear working practises for our industry. It clarifies confusion among professionals, consumers and Environmental Health Practitioners to enable the nail profession to move forward with confidence.

Samuel Sweet



At last we have industry guidelines that professional nail technicians, other professional bodies and the general public can refer to. The Habia Industry Code of Practice is long awaited and will help the nail industry to set benchmarks and take it to the next level. The hard work of Habia and other professionals will benefit all involved with Nail Technology.

Jacqui Jefford

2. Client Consultation and Aftercare

Effective client consultation helps to determine the correct treatment plan to suit the client's needs and identify possible contra-indications or restrictions to the service.

It is important that accurate records are made at the time and stored securely for future reference.

Client records can be stored electronically or filed manually and should be updated at every visit. If record cards are not updated and do not contain a history of services and dates, the salon's insurance may be invalid in the event of a claim. Record cards should be kept for three years as medical claims can be made up to a period of three years after the service. If a client is under 18 years of age, it is recommended that their record card be kept until they are 21.

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

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

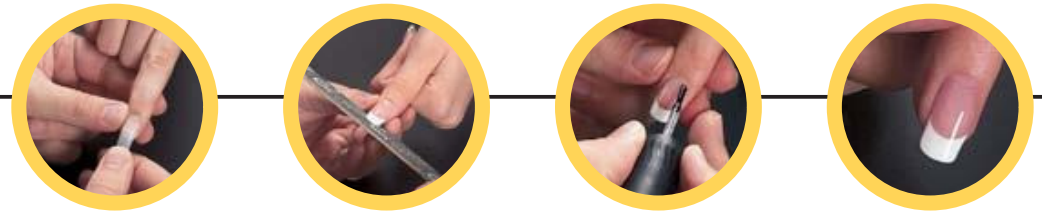
It is good practice to ensure that the following information is recorded during consultation:

- Necessary personal details relevant to the service
- Necessary medical information relevant to the service
- Client lifestyle
- Client requirements
- Condition of skin and nails
- Limitations to service
- Contra-indication checks
- Allergy problems
- Service details and recommendations
- Aftercare advice and advice on contra-actions
- Client and nail technician signature and date.

The consultation card must be signed and dated to prove that you have given the correct advice, completed the required information and agreed the service plan with the client. Always allow the client the opportunity to question and clarify any points before signing the record card.

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

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



Clients must be provided with clear aftercare instructions to prolong the life of the service, prevent adverse reactions (contra-actions) and know how to deal with any reactions.

They must also have an appreciation of the importance of regular maintenance treatments.

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



Image Courtesy of Calgel

3. Dress Code

Nail technicians should wear clean, comfortable clothing washable at 60°C and footwear which meets with individual salon requirements.

Good personal hygiene is paramount when working in close proximity to clients.

Jewellery that could come into contact with the client (e.g. rings, bracelets, necklaces) should be removed during the service. Long hair should be tied back.

4. Infection Control and Hygiene

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

4.1 Cleaning, disinfection and sterilisation

Micro-organisms that may cause disease (known as pathogens) must be controlled through cleaning, disinfection or sterilisation.

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

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

If using alcohol-based nail preparation sprays or gels, the surface should first be cleaned with a detergent to remove contamination (e.g. before using a disinfectant spray, debris should be cleaned from the hands with soap and water).

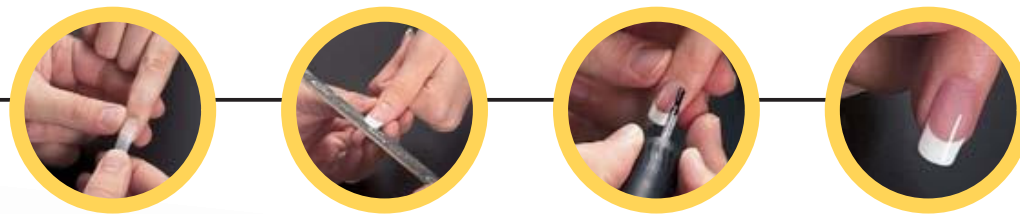
For the purpose of nail treatments, all disinfectable surfaces (e.g. metal re-usable implements, re-usable abrasives and work surfaces) must be disinfected after thorough cleaning between services. Disinfection will destroy most micro-organisms except for some spores and some viruses.

In the scope of nail professional treatments, disinfection is a sufficient level of pathogen control when skin is not cut or broken. Disinfectants should kill most bacteria, fungi and viruses and must be used in line with manufacturer's instructions. For disinfectants in which instruments are submerged, the disinfectant solution should be changed regularly in line with manufacturer's instructions.

Sterilisation is a process which completely destroys all living organisms, including spores, most commonly by use of an autoclave. Sterilisation may only be performed on metal implements and is unnecessary for nail services unless the nails are infected or the skin has been cut or pierced, which is when the risk of cross-infection is at its highest. Using single-use disposable equipment and sterilising equipment or both will significantly reduce this risk. Further information on sterilisation and disinfection is available on the Habia website under Downloads, including specifications for autoclaves and sterilising fluids.

Clean towels and linen must be provided for each client. Dirty towels must be laundered at a minimum of 60°C.

Creams, lotions and sprays should be dispensed from a purpose-specific pump or spray bottle where possible. Otherwise the nail professional should dispense product with a disposable spatula.



4.2 Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) relates to equipment used during services to reduce the likelihood of an injury. The salon risk assessment should have first explored ways of reducing risk, for example, by changing procedures so PPE is not necessary.

Gloves should be used when decanting larger sized containers of potentially hazardous products into smaller, purpose built containers. Gloves may also be worn during services for nail professionals to protect against inadvertent skin contact with potentially hazardous products. Gloves must be worn if recommended in manufacturers' Material Safety Data Sheets. Non-latex (synthetic), powder free gloves are recommended to avoid allergic reactions.

Safety glasses should be worn during any service where a risk from a chemical splash or a risk of flying debris may be present (e.g. applying tip adhesive, working with sculpting monomers, clipping nails). Safety glasses should be made of a scratch-resistant, solvent-resistant material that provides front and side protection. A pair should be made available for the client at their discretion. Everyday spectacles are not a suitable substitute.

Dust masks help protect against direct inhalation of some larger dust particles created when filing nail enhancements. However, these may become clogged quickly and their true effectiveness still remains in question. Dust masks are completely ineffective against vapour inhalation.



4.3 Single use items

Single use items are defined as items that cannot be cleansed or sanitised. Examples of single use items are orange wood or birch wood sticks, cotton/gauze pads and paper towels. Single use items must be disposed of after each service and not re-used. It is recommended that unwashable nail files should be used only once or are client-specific (eg., kept with the client's record card and only used again on their return).

4.4 Waste disposal

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

- Non-contaminated waste is waste not contaminated with blood or bodily fluids, e.g. cotton wool or paper towels. It should be placed in a lined metal bin with a lid. Any vapours from solvents will then be contained. This waste should be removed every day, sealed and disposed of with the normal rubbish.
- Spillages of solvents or unused solvents, e.g. product remover, liquids used for nail enhancements etc., should be soaked up with paper towels while wearing gloves and disposed of as above. Larger quantities, such as used artificial nail remover, should be placed in a wide, shallow container in a safe place in the open air to evaporate. This should not be accessible to children or animals or near a designated smoking area, where this is permitted (see 8.3). Always read and follow the manufacturer's instructions for disposal of chemicals or, if in any doubt, take advice from your local environmental health practitioner.
- Contaminated waste (clinical waste) is waste which is soiled with blood or other bodily fluids. This must be disposed of in a separate closed bin, lined with a yellow medical bin liner, and collected by the Local Authority or approved registered collection service, to be disposed of in controlled conditions. Sharps (e.g. needles) must be placed in a specific yellow sharps bin that complies with BS7320 and UN3291 standards and disposed of in the same way. Contaminated waste is unlikely in a nail salon unless it offers additional services that generate this type of clinical/hazardous waste. See Habia Hygiene in Beauty Therapy booklet for further guidance.

5. Electric Nail Files

Electric nail files are purpose-built electrical filing tools whose specification and components have been designed specifically for finishing and maintaining artificial nail overlays. Although commonly called a drill, this does not give a correct impression of its actual usage.

An electric nail file can be useful for shortening service time and reducing job-related stress on the technician. Like all equipment, it is only as safe as the person operating it, but if used correctly, by a properly trained technician, electric nail files are perfectly safe.

5.1 Safe use

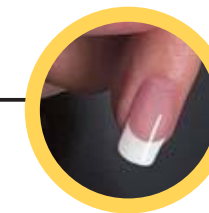
Electric nail files for use on nail enhancements should not be used on the natural nail plate.

Use equipment correctly and safely in accordance with the manufacturer's instructions.

Keep the file constantly moving over the nail surface and lift off the nail at regular intervals to prevent the build up of heat from friction.

Choose the correct bit for the purpose according to the manufacturer's recommendations.

As with all electrical equipment used at work, electric nail files must be tested regularly for electrical safety.



5.2 Decontamination

Used drill bits should be scrubbed clean in water and general-purpose detergent to remove debris. File bits should then be disinfected according to manufacturer's instructions.

Sanding boards and sleeves are disposable items and must be discarded after each client.

5.3 Education

Only persons with specific training in electric nail files and who are competent in their use should operate them. Most suppliers of electric nail files offer such education. National Occupational Standards are planned for release by Habia in 2007 and these will lead to a nationally recognised unit in Level 3 NVQ in Nail Services. The unit can be viewed or downloaded from www.ukstandards.org.uk by searching on Habia electric nail.

5.4 Dust and ventilation

In addition to the advice on good salon ventilation contained elsewhere in this Code of Practice, electric nail files create a volume of dust in the immediate vicinity of their use.

The reduction of dust should be the primary aim, through air filtration or extraction at each nail desk. Protective equipment will be far more effective if the volume of dust is greatly reduced to begin with. If recommended by the manufacturer, apply an oil or solution to the artificial nail before filing, which will make the dust heavier, improving the atmosphere and aiding salon cleanliness.

6. Operating Procedures

6.1 Client and technician positioning

- Ensure that workstations are at the right height for the relevant tasks.
- Use height-adjustable chairs with good back support.
- The nail desk should be at standard desk height but narrower, so that neither the client nor the technician have to stretch.
- The client and technician should have an elbow rest pad.
- The desk should be positioned away from direct sunlight to prevent discomfort. When working with UV gels, direct sunlight will start to polymerise the gel.
- Foot rests should be provided for any technician that cannot comfortably place their feet flat on the floor.

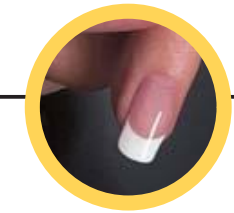
6.2 Repetitive strain and musculo-skeletal disorders

Many nail technicians experience problems with upper body injuries caused by having to maintain awkward postures of the upper body and limbs while performing highly repetitive tasks. Ergonomic assessment of the work of nail technicians found that there are high injury risk factors attached to the nail technician's duties. This includes repetition, forcefulness of hand movements (as in filing and buffing), uncomfortable postures held for long periods (like bent neck) and, in a thriving business, little recovery time between sessions.

Musculo-skeletal disorders (MSDs), also known as repetitive strain injuries (RSI) or cumulative trauma disorders, can include disorders like myalgia, carpal tunnel syndrome, tendonitis and tenosynovitis. Scientific studies show that neck, shoulders, arms, hands, and fingers are at the most significant risk of disorders and efforts should be made to reduce the risks.



Image Courtesy of LCN



6.3 Guidance for preventing repetitive strain injury (RSI)

- Technicians should learn and practice regular stretching exercises for their fingers, wrists, hands, arms, shoulders and neck.
- Hold tools and equipment with sufficient grip to control them. Avoid excessive grip or holding too tightly for too long.
- Regular breaks should be taken.
- Vary tasks as much as possible to allow recovery time for muscles.
- Use height-adjustable chairs with good back support to ensure that the head is not constantly bent too far forward as you work.
- Ensure that workstations are at the right height for the relevant tasks e.g. nail desks, reception desks.
- Manage bookings to rotate the lengthy, demanding tasks if possible.
- Store all objects between knee and shoulder height.
- Avoid swivelling your body while working and try to move your feet in the same direction as you are turning.

Refer to Health and Safety Executive guidance for additional recommendations from their website at www.hse.gov.uk/pubns/indg171.pdf or ask for leaflet *Aching Arms (or RSI) in Small Businesses*.

6.4 UV-light unit

When this light unit is initially illuminated there may be a short flickering, similar to a fluorescent light. Clients with epilepsy should be advised to look away at this time. Looking at the unit once it is illuminated will cause no harm, although all clients should be advised not to look directly at the bulbs when illuminated.

UV bulbs should be changed in line with manufacturers' instructions. Ideally, the electrical lead from the unit should be plugged into a fixed socket on the nail desk. Any lead that is on the floor should be properly housed and fixed to prevent tripping. The use of extension leads should be discouraged.



Image Courtesy of Calgel

7. Ventilation

It is important to choose the most effective and reliable control measures, which minimise the escape and spread of substances hazardous to health. These measures must be directed at the main sources and causes of exposure, taking into account all relevant routes – inhalation, skin absorption and ingestion.

Fresh air must be allowed to circulate, using as much natural ventilation as possible e.g. open windows and doors.

Good mechanical/artificial ventilation may also be required depending on the size of premises and number of nail technicians. Where artificial ventilation or local exhaust ventilation is used, you must ensure that the filters are changed regularly in line with the manufacturer's instructions to ensure that they remain effective. The extractor should ideally be to the outside, but care should be taken with site extraction so as not to cause an odour nuisance.

It is advisable to consult with a ventilation expert if you are opening a nail salon or nail training centre.

7.1 Vapours

Solvent vapours can cause an odour nuisance to the general public and surrounding businesses.

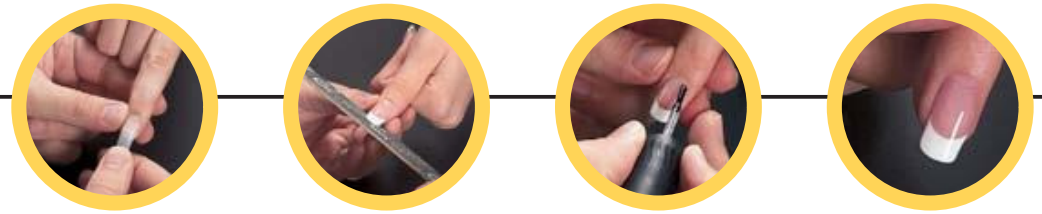
Vapours from nail chemicals are heavier than air. If there is insufficient natural ventilation, artificial ventilation should be placed low down for it to be effective.

The best way to control vapour is to limit how much is produced. The following controls must be followed to reduce the amount of vapour produced:

- Keep chemicals in closed containers until needed.
- Use lined metal rubbish bins with foot-operated lids to keep vapours contained as much as possible. The bins should be emptied frequently.
- Wipe your brush and any drops or spills with a tissue and place in a lined metal bin each time.
- Use smallest possible containers at the workstation.



Image Courtesy of Calgel



7.2 Dust

Dust from nail enhancements can cause eye, nose and throat irritation. Natural nail dust can also potentially spread infection. The following precautions will help to reduce the control of dust inhalation:

- Minimise dust through appropriate actions during working practices
- Wipe work surfaces with a damp cloth between clients to remove dust.
- Change paper towels regularly during the service and place in a lined metal, lidded bin.
- A ventilation system is recommended for dust extraction. The ventilation required for nail services causes dust to travel, so control should be at its source i.e. the nail desk.
- Always refer to manufacturers' instructions and follow their recommendations to control both dust and vapours in the salon.
- Technicians who work long hours daily may choose to use a dust mask in order to minimise the amount of dust trapped in the nasal passages.
- Disposable masks should be available for clients who request them.
- Control measures should be kept under review to ensure they remain effective enough in the light of new information.

7.3 Dust extraction units

These can be purchased pre-fitted into the nail desk or as additions that sit on the top of the desk. Dust extractors should be used whenever the technician is filing during the nail service.

Dust extraction units should be cleaned and maintained according to the manufacturer's instructions.

8.1 Health & Safety Policy

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

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

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

8.2 Fire

Under the Regulatory Reform (Fire Safety) Order 2005 a responsible person has to perform a fire risk assessment (see Appendix 1). There is guidance on the HSE website (www.hse.gov.uk) which will help a business owner to conduct an adequate and suitable fire risk assessment.

Appropriate fire extinguishers should be situated in the proper places to provide protection for those working in that area. These should be maintained and serviced by an approved contractor.

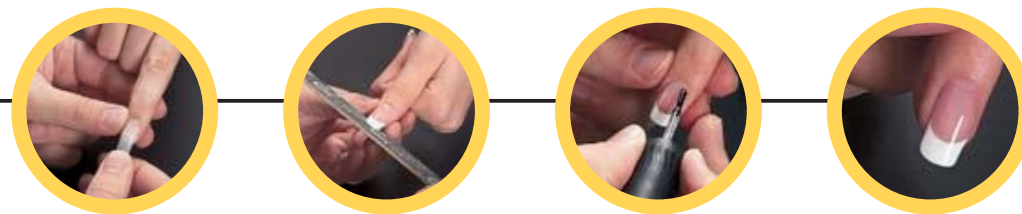
All members of staff should be trained in the correct use of this equipment and it should be checked and re-assessed at regular intervals. Fire exits should be clearly defined and should be kept clear at all times.

8.3 Smoking

In England, Wales and Northern Ireland, the salon should be a no smoking area. Smoking should only be permitted in a designated Smoking Area that may be provided. Where this is the case, non-smokers must be protected from tobacco smoke. All members of staff who smoke should wash their hands before returning to their duties. From 2007 all workplaces across the UK will have to be no smoking under new regulations. In Scotland, the Smoking, Health and Social Care (Scotland) Act 2005 and the Prohibition of Smoking in Certain Premises (Scotland) Regulations 2006, are already in place.

8.4 Electrical safety

All staff should be fully trained in the use of any electrical equipment. If any fault is discovered, cease use immediately, label as faulty, then report to a Manager or appropriate person and complete the relevant Incident Form. All equipment must be tested regularly.



8.5 First Aid

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

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

8.6 COSHH – The Control of Substances Hazardous to Health Regulations 2002

Under the COSHH Regulations, employers have to ensure their workers are aware of the risks associated with all equipment and chemicals in their workplace. Products should not be used in the workplace until staff have received appropriate training. Even if you are self employed you should conduct risk assessments to protect yourself and others (e.g. clients) who may be affected by your work activities.

Using chemicals or other hazardous substances at work could put people's health at risk. By law, workers have to control exposure to substances to protect both workers and others who may be exposed. Failure to do so can result in prosecution. Hazardous substances are anything used in the workplace that can harm your health if they are not properly controlled e.g. using a product without adequate ventilation.

For the purposes of the above Regulations hazardous substances include:

- Chemicals labelled as harmful, irritant, toxic, very toxic, or corrosive;
- Substances with occupational exposure limits;
- Biological agents e.g. bacteria and other micro-organisms;
- Dust of any kind in a concentration specified in COSHH; and
- Any other substance which has comparable hazards to people's health.

Hence, workers may be exposed to hazardous substances that are:

- Used directly in work activities e.g. nail adhesives, nail product removers, cleaning agents;
- Generated during work activities e.g. fumes, vapours and dust;
- Naturally occurring e.g. tetanus and legionella causing bacteria.

Employers must carry out a suitable and sufficient assessment of the risks to the health of workers created by work with hazardous substances. As many cosmetic products are exempt from warning label requirements, the first step in carrying out a COSHH assessment will be to obtain Material Safety Data Sheets (MSDS) for all products to which employees or others are liable to be exposed as a result of work activities. It is essential that MSDS are obtained from suppliers, which will be supplied free of charge. MSDS sheets will provide all the safety and emergency procedure information and precautions for a product. If a harmful substance is decanted into a separate container, it should be appropriately labelled.

8.7 Eight steps to COSHH

1. Identify all the hazardous products in use. Check product labels to be absolutely sure and obtain MSDS sheets.
2. Decide what precautions need to be taken before starting work with these substances.
3. Prevent people being exposed to hazardous substances, but where this is not possible, control exposure.
4. Make sure that safety procedures are followed and that control measures are maintained.
5. If required, monitor exposure of workers to hazardous substances.
6. Carry out health surveillance where the assessment has shown that this is necessary or if COSHH makes specific requirements.
7. If required, prepare plans and procedures to deal with accidents, incidents and emergencies.
8. Make sure that workers are properly informed, trained and supervised.

The HSE has a website to provide further assistance in establishing your COSHH assessments at www.coshh-essentials.org.uk, which may assist you further.

A copy of any COSHH assessments must be available at the premises.

The recommendations of the data sheets concerning the use, handling, storage and transport of hazardous chemicals must be followed, in particular by the provision of appropriate personal protective equipment and the means of dealing with accidental contact, ingestion or spillage. Workers must be made aware of the contents of the data sheets, the harmful effects of the chemicals and the precautions to be taken.

Disused chemicals must be disposed of safely. Contact Environment Agency, Waste Regulation (Telephone: 08708 506 506) for advice).

Wherever practicable, hazardous substances must be replaced by less hazardous or non-hazardous alternatives.

8.8 Storage of stock

Always check MSDS recommendations to ensure that stock is stored safely.

8.9 MMA (Methyl methacrylate)

MMA is not recommended for nail enhancement services. It has been banned in the USA and by several local authorities in the UK. Ethyl Methacrylate (EMA) is acceptable for use.

Contact lenses

Contact lenses should not be worn while working with solvents or sculpting liquids. An accidental splash could melt the contact lens to the eye. Contact lenses may also absorb solvents and dust, which, in turn, could scratch or damage the cornea.

9. Insurance

The business must have third party liability insurance, including treatment liability, to cover claims for damages or negligence as well as Employer's Liability Insurance, where appropriate. Check with the businesses insurance broker that it is covered for all the services offered or new services or equipment that are subsequently introduced.

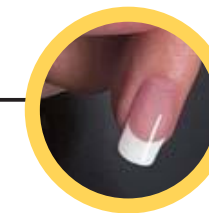
10. Training, Education, CPD and Qualifications

There are many training facilities for nail enhancements that offer courses in application techniques for fibreglass, silk acrylic, gel and nail art.

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

Habia, working with representatives from the nail industry, sets National Occupational Standards (NOS) for Nail Services. NOS describe the skills and knowledge needed to be competent in a particular job and are split into units for different tasks. They have a wide range of uses in job descriptions, appraisal and designing training programmes and are the basis for all new qualifications for nail services. All Habia Standards are available for free download from www.ukstandards.org.uk or as bound copies from Habia on 0845 6 123555 or the web shop at www.habia.org. NOS and NVOs/SVOs specifically for Nail Services at Levels 2 and 3 were approved in 2004.

Habia-endorsed Continuous Professional Development courses in Nail Services can be found on the Habia website – visit www.habia.org.



It is also strongly recommended that Salon Managers attend training with regards to health and safety, e.g:

- The Chartered Institute of Environmental Health (CIEH) Foundation Certificate in Health & Safety in the Workplace.
- CIEH Principles of The Control of Substances Hazardous to Health Regulations 2002.
- CIEH Certificate in Risk Assessment Principles and Practice (General).
- National Examination Board in Occupational Safety and Health (NEBOSH) National General Certificate in Occupational Safety and Health.

Your Local Authority Environmental Health department may also provide free or subsidised training in health and safety basics, such as risk assessment.

There are nail services qualifications available to the nail technician that are nationally recognised with set criteria to ensure safe working practice and competence in application and maintenance.

The qualifications built on National Occupational Standards set by Habia, include NVOs/SVOs and vocational qualifications awarded by: CIBTAC, City & Guilds, Edexcel, ITEC, SQA and VTCT.

All persons carrying out professional nail services should have completed or be working towards a nationally recognised course and have documented evidence of their success.

Trained technicians should then regularly review their skills against the National Occupational Standards by attending recognised workshops and seminars to improve their techniques as part of their Continued Professional Development (CPD).

11. Mobile Technicians

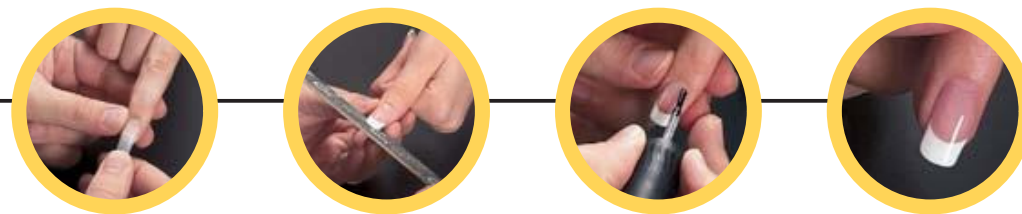
Mobile technicians are an important part of the nail industry but should not compromise their standards because they are not salon based. The Nails Code of Practice should still apply.

- Clean and disinfect all metal implements at the end of the day.
- Clean and disinfect tools and equipment before each service.
- Have enough fresh laundered towels for each client.
- Work hygienically and use disposables where possible.
- Eliminate waste within the requirements of COSHH and the Local Authority. The technician should take responsibility for disposing of used consumables from the client's premises.
- Personal hygiene and presentation should reflect a professional image.
- A qualified electrician should inspect all electrical equipment regularly and the use of a residual circuit breaker (RCD) is recommended to protect against faults on client's fixed electrical sockets, wiring etc.
- Adequate insurance should be taken out to protect both the technician and the client, and their property in the case of accidents.
- Adequate car insurance for mobile work and cover against theft of equipment.
- Packing equipment should be appropriate for travel to avoid spillage, ensure safe working practices and be professional in appearance.
- Avoid storage of products on the back parcel shelf or other areas exposed to direct sunlight. Store safely in the car boot.



Image Courtesy of LCN

Appendix 1



Health & Safety Legislation

Business operators should familiarise themselves with the legislation listed below. See Appendix 3 for sources of more information:

The Health and Safety at Work etc. Act 1974:

The Health and Safety at Work Act covers the health, safety and welfare of employers, staff and any other persons attending their business.

The Workplace (Health, Safety and Welfare) Regulations 1992

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

Electricity at Work Regulations 1989

All portable electrical appliances used within the premises are to be maintained regularly in accordance with the Electricity at Work Regulations 1989. Depending on the type of equipment, level of use and consequences of electrical faults, this may mean every few months or longer periods. Records of this maintenance must be available on the premises. The business operator shall ensure that the fixed electrical installation is inspected by a competent electrical engineer and a copy of the current certificate is available on the premises. The recommended maximum interval for fixed electrical installation inspection is five years.

Maintenance

The following legislation applies to maintenance of equipment and systems:

- Electricity at Work Regulations 1989 as mentioned above
- Regulatory Reform (Fire Safety) Order 2005
- Provision and Use of Work Equipment Regulations 1998
- Gas Safety (Installation and Use) Regulations 1998

The following points must be adhered to:

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

Health and Safety (First Aid) Regulations 1981

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

The Controlled Waste Regulations 1992

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

The Management of Health & Safety at Work Regulations 1999

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

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

Where an employee becomes pregnant, the risk assessment should be reviewed and take appropriate action, e.g.

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

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

- Conduct a risk assessment **before** the young person starts work which considers the risks they may be exposed to in your particular work environment.
- Prohibit young persons from certain work if risk assessment identifies a significant risk which cannot be eliminated.
- Raise their awareness regarding existing and potential risks and provide the necessary training and preventative measures to protect them.
- Provide understandable and relevant information to the parents of children on the risks to their health and safety and the preventative and protective measures that have been implemented as a result.

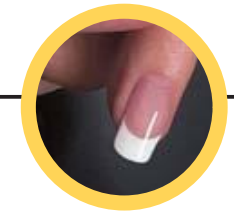
Control of Substances Hazardous to Health (COSHH) Regulations 2002

Chemicals and biohazard substances, e.g. disinfectants, bodily fluids, contaminated equipment and wastes etc, shall be assessed in accordance with the requirements of these regulations (SI 1999/437 at the time of writing, but subject to regular update).

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

Employers' Liability (Compulsory Insurance) Regulations 1998

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



RIDDOR – Reporting of Injuries Diseases and Dangerous Occurrences Regulations 1995

An Accident Record Book, or other approved accident recording system should be kept at the premises.

The employer should be aware which accidents require reporting under these regulations. The following are reportable: (i) death, (ii) major injury, including accident resulting in a member of the public being taken to hospital, (iii) injury causing over three days absence, (iv) dangerous occurrences and (v) acts of violence to staff, (vi) specified diseases are also reportable eg. work related dermatitis and Hepatitis B. You should obtain a copy of the booklet on RIDDOR for examples and definitions (available at www.hse.gov.uk/pubns/hse31.pdf or from your local Environmental Health department).

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

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

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

Regulatory Reform (Fire Safety) Order 2005

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

Other precautions need to be noted:

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

Other Legislation

Disability Discrimination Act (DDA) 2005

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

Blood-borne infections

Viral Hepatitis

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

Hepatitis A

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

Hepatitis B

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

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

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

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

Hepatitis C

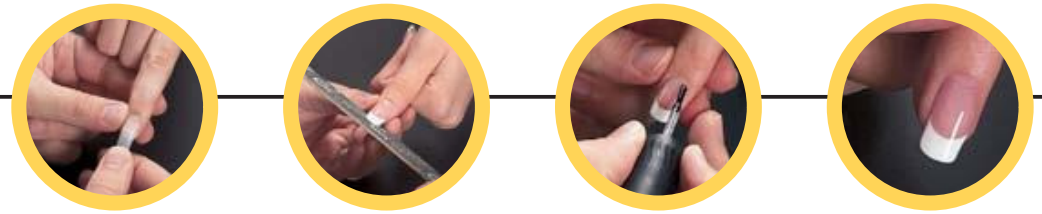
This is a recently described virus, which, like Hepatitis B, causes acute hepatitis and may lead to chronic liver disease and death. It is also transmitted by blood and can be avoided by using the same procedures as those used for Hepatitis B. Recent medical research indicates considerable frequency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

HIV and AIDS

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

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

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



Practical implications

The following precautions should be noted:

- Cover exposed cuts and abrasions, especially on the hands, with waterproof dressings.
- Never use equipment, instruments etc on more than one client, unless disinfected and/or sterilised between clients.
- Take care to prevent cuts and abrasions from filing and buffing.
- Record any puncture wound or contamination of broken skin.

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



Image Courtesy of LCN

Nail Services National Occupational Standards

Level 2

Mandatory Units

- G1 Ensure your own actions reduce risks to health and safety
- G6 Promote additional products or services to clients
- G8 Develop and maintain your effectiveness at work
- BT7 Provide manicure treatment
- BT8 Provide pedicure treatment
- BT13 Provide nail art service
- BT44 Extend, maintain and repair nails

Optional Units

- G4 Fulfil salon reception duties
- BT4 Improve and maintain facial skin condition
- BT5 Provide eyelash and eyebrow treatments
- BT6 Remove hair using waxing techniques
- BT9 Provide make-up treatment
- BT10 Plan and promote make-up activities
- BT14 Pierce ears
- BT15 Assist with spa treatments

Level 3

Mandatory Units

- G1 Ensure your own actions reduce risks to health & safety
- G6 Promote additional products or services to clients
- G11 Contribute to the financial effectiveness of the business
- BT22 Enhance the appearance of natural nails using artificial nail systems
- BT23 Maintain, repair and enhance artificial nail structures

Optional Units

- BT24 Plan, design and provide nail art services to clients
- BT25 Design and create images incorporating nail art techniques
- BT27 Design and create images for fashion and photographic make-up
- BT30 Provide UV tanning treatments
- BT31 Provide self tanning treatments
- BT42 Finish and maintain artificial nail overlays using electric files
- G12 Check how successful your business idea will be (Small Firms Enterprise Development Initiative)
- G13 Check what law and other regulations will affect your business (Small Firms Enterprise Development Initiative)

The units for Nail Services can be purchased as bound sets for Level 2 and Level 3 from Habia on 0845 6 123555 or downloaded from www.ukstandards.org.uk

Appendix 4

Useful sources of information

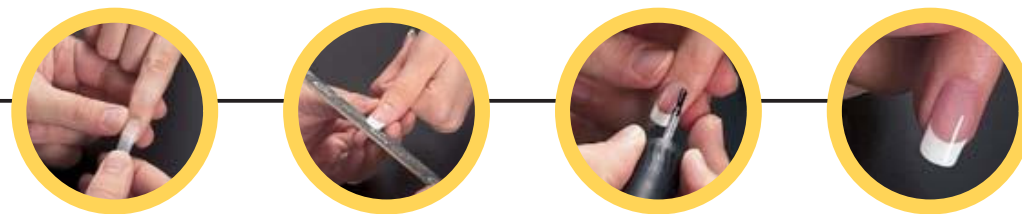
Habia Health & Safety Pack for Nail Technicians

The Habia Health & Safety for Nail Technicians Pack has everything you need in one convenient and durable A4 ring-binder made up of over 160 pages.

Guidance on all the laws and legislation that are relevant to your industry are explained. The Pack tells you what you need to know and how to adhere to it. There are also separate manuals for beauty therapy and hairdressing.

Features of the Pack:

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



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

By having this Pack you will:

- Be safe in the knowledge that you have saved money when compared with other less industry specific guidance manuals.
- Know that if you follow the guidance in the Pack that you will meet the requirements of Environmental Health Practitioners.
- Ensure that you are always up-to-date with the latest health and safety industry guidance by having access to the latest courses, awards, website and forum details.
- Have saved time and taken the hassle out of Health and Safety.
- Increase staff and client confidence in relation to health and safety in your salon.
- There are others in the series covering employment law, security in the salon and client care for salons – all in the same durable A4 ring-binders to make an attractive display in your salon.

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

Contact Habia on 0845 6 123555 or visit the Habia webshop at www.habia.org

Your Local Authority

Ask for your Environmental Health Department.

HSE website: www.hse.gov.uk

Habia Membership



Stay one step ahead of the competition

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

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

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

Habia Membership

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

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

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

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

Why join Habia?

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

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

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

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

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

Habia Selling Skills Pack ...



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

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

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

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

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

All of this for only £75.00 which will result in increased retail sales from the moment you implement the systems.

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- Fax: 01302 774949 • Email: sales@habia.org • Website: www.habia.org

Visit the Habia Webshop and view our extensive range of books, DVDs and training packs in Hair, Beauty, Nails and Spa Therapy.
Contact us for more information or to place your order.



The Habia Health and Safety for Beauty Therapists Pack has everything you need in one convenient and durable A4 ringbinder made up of over 160 pages.

Features of the Pack:

- Official forms and notices for you to copy and use in your salon.
- How to write and produce a health and safety policy with a blank version for you to personalise.
- An accident book adhering to the new guidelines.

- Health and Safety Risk Assessments, Fire Risk Assessments and COSHH Risk Assessments in example formats for guidance and as blank forms for you to complete.
- Large print and a clear uncluttered layout make the information easy to read.
- Fully up to date as of the date of purchase.
- Fire exit signs.

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



Employment Law Pack

How much money can you afford to throw at your staff?

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

It is packed with practical guidance and contains model policies and procedures which are legally compliant with guidance on how to

use them. The Pack covers contracts of employment, appointing staff, the minimum wage, employment rights, grievance and disciplinary procedures, equal opportunities and managing absence. The Pack can not only protect you from costly mistakes, but also give you lots of positive suggestions to get the most out of your staff.

Can you afford to be without it?

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

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

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

Visit the Habia Webshop and view our extensive range of books, DVDs and training packs in Hair, Beauty, Nails and Spa Therapy.
Contact us for more information or to place your order.

standards • information • solutions

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

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

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

Habia also delivers solutions direct to:

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

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

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

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

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

Now you know what Habia does, find out more on how we can help you.

Contact us at:



Oxford House, Sixth Avenue, Sky Business Park
Robin Hood Airport, Doncaster, South Yorkshire DN9 3GG
Tel> 0845 2 306080 **Fax>** 01302 774949
Email> info@habia.org **Website>** www.habia.org
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INVESTOR IN PEOPLE

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