

'A close shave'

TRANSNATIONAL ESF PROJECT

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FINAL REPORT - PHASE 1

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BACKGROUND

This report was written as part of the transnational ESF 'A close shave!' project designed to promote health and safety among hairdressers.¹

The decision to present this project to the European Social Fund was made as a result of the findings from two Danish and Croatian surveys.

1) Anne Bregnhøj, *Prevention of hand eczema among Danish trainee hairdressers*

This Danish PhD thesis (2011) and additional research carried out by the Research Centre for Hairdressers and Beauticians in Copenhagen reveals that hairdressers, and in particular trainee hairdressers, run a great risk of falling victim to occupational complaints such as hand eczema. This is perhaps because hairdressers are more exposed than other professional groups to allergens. Hand eczema arises as a result of excessive exposure to water and chemical substances. The Danish survey revealed that approximately 20% of trainee hairdressers have a tendency to develop hand eczema compared to 9% of other young professionals.

The aim of the Danish PhD thesis was to look into whether educating trainee hairdressers about hand eczema would reduce the risk of them developing this.

One of the observations was that evidence-based education is an effective tool. One condition of this is that the educational programme must include verbal presentations as well as printed information and that it must be practical in nature. The programme must also be facilitated by specially trained and dedicated counsellors.

2) Marija Kujundžić Brkulj, Jelena Macan, *Skin Protection at Work among Croatian Hairdressers*

This scientific article (Archives of Industrial Hygiene and Toxi-

ology 2013 Vol: 64(2), (p 295-303) covers the information collected by the research team of Jelena Macan (Institute for Medical Research and Occupational Health, Croatia) and the sample group that was studied as part of the research within the SafeHair project (see later). 17% of the sample group confirmed that they had suffered from skin conditions during the past three years and 98% of the sample group considered prevention of occupational risks and skin conditions to be important. It also emerged that there was proportionately more training about skin protection (39%) than about protection of the respiratory system (15%) and musculoskeletal system (18%). It also revealed that 57% of the sample group needed additional help in understanding and interpreting information about products. 49% needed additional help in order to carry out risk analyses. This survey recommends starting training programmes as early as possible (preferably during professional training) and to offer further training courses afterwards as a way of providing lifelong learning.

Both the Danish and the Croatian surveys indicate that there is need for more practical and accessible training courses for as young a target group as possible.

This is why UBK/UCB vzw-asbl intends to work out a practical, preventive and awareness-generating training course during the project (January 2015) and to offer this to trainee hairdressers starting out on their career.

A practical and accessible training programme will be a better match for the profile of trainee hairdressers who are often disenchanted with studying and who are not theoretically inclined. Trainee hairdressers will not look at different reports, brochures, etc. of their own free will. On the contrary, trainee hairdressers are likely to be drawn more to more specific and immediately identifiable actions (or to avoid them). It is important for hairdressers starting their careers in salons to adopt a safe and healthy attitude.

The focus of the training programme will be greater than just skin protection (see the Croatian research). It will also

¹ Given the descriptive nature of this report, it does not go into the other problems that exist surrounding this topic. For example, there is a clear difference, in Belgium, between artisan hairdressers and the standard hairdressers as far as the application of the regulations is concerned. This leads to unfair competition, amongst other things. The government and the sector need to work together to tackle this problem.

focus on information about hazards, personal protection, timely medical care and rehabilitation and adjustments/improvements to working conditions.

Given that the Danish survey makes an explicit note about the need for written information in addition to verbal information, corresponding support material will also be created. Before designing a training programme and accompanying support material, the first task of the promoter, as per the stipulations of the European Social Fund, was to carry out desk research or a baseline survey.

This report is the desk research. The goal of the desk research was to map out as many good practices as possible relating to safety and health in the hairdressing sector in Europe. This report is designed in a first instance as a descriptive study.

The good examples can be seen as a source of inspiration for the training programme and accompanying support material that will be developed at a later stage by the promoter.

This report is based on a review of documentation. A questionnaire was also sent to the members of Coiffure EU². Given the rather limited input, all OSHA officers of the different member states were also contacted. Our appeal for good practices was also circulated via the European Network for Workplace Health Promotion (ENWHP).

I would also like to take advantage of this occasion to offer my warm thanks to everyone for their contributions. I would like to offer particular thanks to Lieven Eeckelaert (Prevent) and Nettie Van der Auwera (Prevent Foundation) for their very great input.

This report covers the following subjects in greater detail:

- 1) The health and safety problem
- 2) Good Belgian examples
- 3) European measures

- 4) Good European examples
- 5) Good examples from individual countries
- 6) Conclusion

The ultimate objective of the ESF project being to design a training programme with accompanying support material, the subjects of training programmes and other informative material will be dealt with separately in the report about foreign good practices.

This report will also be circulated to the members of Coiffure EU.

² Coiffure EU, a European network of around 20 European employers' organisations in hairdressing (Austria, Belgium, Cyprus, Denmark, Finland, France, Germany, Hungary, Ireland, Italy, Malta, the Netherlands, Norway, Poland, Slovenia, Sweden, Switzerland, United Kingdom, Luxembourg, Lithuania)

I. PROBLEM

A. General considerations

1) General problem

a) A growing tertiary sector

Different analyses of the Flemish labour market show that the service sector will continue to grow in importance compared to agricultural and industrial activities. (The production of goods will only make up 27% of the total production of goods and services by 2030).

The service sector is accountable for a large share of economic growth. We have noted that this growing tertiary sector manifests itself in an increase in employment in the health sector, social services and other market services, including the hairdressing sector.

b) Demographic context – ageing of the population

Given the current demographic context, everyone will have to work longer in the future. To assure this, prevention and protection are of crucial importance right from the first days of a career.

2) Problem for hairdressers (specific)³

a) Occupational illnesses are clearly more significant/prevalent in the hairdressing sector than in other sectors.

Occupational illnesses such as skin conditions and problems affecting the respiratory system as well as MSD (musculoskeletal disorder) are much more common in the hairdressing sector than in other sectors. Research has revealed that skin complaints are 10 – 30 times more common and MSD

58 times more common in the hairdressing sector than in other sectors.

b) Occupational diseases and illnesses result in a high turnover of staff.

c) Occupational diseases and work accidents are one reason for leaving the sector.

These illnesses can lead to absenteeism and to people leaving the sector relatively early. We are already seeing people leaving the sector from as young as 25 years of age. The average term worked in this sector is shorter than the average for other sectors.

In Belgium, more than 4,000 hairdressers suffer from skin complaints. One hairdresser out of three leaves the sector definitively for this reason. According to the Belgian Fund for Occupational Diseases there were 114 new recognised incidents of 'occupational diseases' in the hairdressing sector between 2007 and 2011. 80% of these people suffered from dermatological complaints. The majority of the remaining 20% suffered from respiratory illnesses. Moreover approximately 90 'work accidents' were recorded in the sector.

d) For governments, occupational diseases and work accidents increase the costs of social security.

A Dutch survey has calculated the cost of absenteeism due to occupational diseases in the sector and came up with approximately €13,500 per year per employee suffering from an occupational disease (in the Netherlands there are around 195 employees on long-term sick leave due to an occupational disease).

e) There is a general lack of awareness about taking safety and prevention measures (industry, employers, employees, clients)

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3 DG Employment, Social Affairs and Inclusion. *Study on social policy effects resulting from the scope of application of the European framework agreement on the prevention of health risks in the hairdressing sector. Executive summary.*

Support to the Commission's assessment of the European sectoral social partners' framework agreement on the protection of occupational health and safety in the hairdressing sector, submitted by EPEC & COWI to the EC, DG Employment, Social Affairs and Equal Opportunities, 29 May 2013, p. 19

R. Wetzels, G. Vermeylen, C. Aumayr-Pintar (Eurofound). *The job quality of hairdressers in Europe*, 2013. 51 p.

The hairdressing sector causes considerable damage to the environment. Think of the many (chemical) cosmetics and allergens that are used. Some substances are toxic, some are cancer-forming. They can all cause long-term damage to the environment and given the fact that they are discharged into the ground and the ground water, they can also end up in the food chain.

Hairdressing salons are mainly small companies, which means that the safety and prevention aspect often leaves much to be desired⁴. For many employers, investing in safe and healthy working conditions (good design of the hairdressing salon, good equipment, good lighting, ventilation, etc.) just represents an additional financial cost. They often do not look at it from a long-term point of view and do not see it as offering an important added value.

The hairdressing population is made up principally of young employees, mainly women. These young people are generally not very aware of the risks and dangers involved in the job. The sector also employs a lot of immigrants including a lot of people from outside the 28 EU Member States. There is even less awareness about health and safety at work among these immigrant workers and certainly those from outside the EU-28.

Clients are also not very often aware that health and safety at work are important for hairdressers. Their main point of focus is beauty and fashion trends. Protection for themselves and hairdressers is often relegated to further down their priorities.

Hairdressing salons are also places visited by a lot of children. Health and safety is not yet a phenomenon that children are familiar with.

f) For employees, occupational diseases and work accidents cause suffering and a loss of income.

Before going into greater depth into occupational diseases and complaints, let's pause for a moment at the next problems:

B. Risks associated with the workplace/physical environment

1) Physical strain

The hairdressing profession is physically demanding because of:

- Standing up without moving
- Bending over
- Constantly raising one's arms
- Working with water and chemical products
- The many repetitive treatments
- Long working hours

Quote from an interview: *"Hairdressers stand up all day long and have to suffer the whims of their bosses and clients. You have to be physically fit. Otherwise you would not be able to cope with standing and bending over a chair from Tuesday to Saturday evening."*

2) Working with chemical products and substances containing allergens

Hairdressers use a wide range of cosmetic products in their tasks such as washing, dyeing, bleaching, perming and styling. While carrying out these tasks, that are often done in a humid environment, they can be exposed to – sometimes harmful – ingredients in products such as hair dye, bleaching agents and acidic perm solutions. Hair dye contains 36 chemical substances that are not always safe and release emissions. Contact with the skin and inhalation of these substances can cause health problems.

3) Working in a humid environment

In order to avoid repetitive and long-lasting contact with water and substances that cause irritations and allergic reactions, employers should take measures regarding individual protection and ensure a balance between wet and dry tasks.

⁴ EU-OSHA research has revealed that 41 % of European SMEs think that they do not have the necessary expertise to carry out a thorough risk-evaluation, 38% find a risk analysis too expensive or time-consuming.

4) Using the wrong materials

When purchasing new equipment and devices there is still insufficient focus on the most recent good practices in terms of ergonomics.

Employers must try to use material, products and equipment that are safer for the health and safety of employees. For example, avoiding scissors and hair trimmers that can transfer nickel to the skin after long-term contact with the skin.

5) Insufficient attention to the design of hairdressing salons

a) *Insufficient ventilation*

Hairdressers are frequently exposed to chemical substances and inhaling vapours. There is often a lack of a good extraction or ventilation system.

b) *Insufficient or poor lighting*

In order to carry out their work effectively, hairdressers need to have good eyesight. After an 8-hour day, employees' eyes become tired. Good lighting, as close to natural daylight as possible, is very important for healthy eyes, but also for personal wellbeing. Important subjects to consider are avoiding dazzling lights and ensuring the right amount of light. If hairdressers do not have enough light, they will tire more quickly, if there is too much light they will suffer the opposite effect (surveys by Philips about the effects of light on the circadian system prove that the hormones of humans are synchronised with daylight).

c) *Insufficient focus on layout, design and choice of materials*

The layout, design and choice of materials are important for a safe workplace. A safe workplace is essential so that employees doing work standing up or when walking around, cannot slip or stumble. Wearing the right shoes is also important.

6) Noise

Because hairdressers use hairdryers and other electrical equipment a lot, noise can present a problem. It is important to make it clear that it's not just hearing that is af-

ected by excess noise, but that it can also be the cause of work accidents and stress.

7) Poor eating habits at work

Employees working in difficult working conditions and with irregular or odd working hours often have disturbed eating patterns. As a result they also tend to suffer more frequently from stomach and intestinal problems. Employees often skip meals. And yet one of the basic rules of a good diet is to never skip a meal.

8) Irregular and long working hours

Being a hairdresser means being very flexible. Hairdressers have to be available when clients want or can come (depending on the day of the week, but also the economic situation, the time of the year). There is a lot of weekend work (Saturday) and in the evenings (irregular hours, after school hours). And during major festive periods, hairdressing salons are very busy.

C. Occupational diseases and complaints

A lot of hairdressers suffer from occupational diseases and complaints.

A lot of people leave the sector because they suffer from skin complaints.

Water and shampoo destroy the oils that protect the skin of the hands. A lot of people suffer from skin complaints because of the frequent contact with water and chemical substances. One in nine hairdressers is certified unfit for work due to dermatological conditions.

Hairdresser eczema (also called hand eczema/contact eczema) remains a common occupational disease among hairdressers. It can appear on hands, wrists or under the arms as an allergic reaction (red, burning, sensitive, peeling skin and at a later stage, blisters, lumps, swelling, cracks and rashes) to certain ingredients and/or long-term skin irritation. The chance of recovery depends on the seriousness of the eczema. Sometimes it is impossible to continue working as a hairdresser.

Another skin complaint is allergy to nickel. This can emerge as an allergic reaction to nickel in hairdressing equipment. Musculoskeletal disorder or MSD occurs mainly in muscles, tendons and nerves in the wrists, fingers, elbows, shoulders and back. It causes pain and reduces mobility, which can lead to restrictions in a person's professional and private life.

MSD is caused by repetitive hand movements, psychological strain, taking insufficient breaks, unsuitable equipment or incorrect use of equipment, work overload, insufficient task rotation, insufficient alternation between repetitive movements or strenuous work over a long-period of time. Another possible consequence of the strain caused by repetitive movements, strenuous work, a tense or static posture is RSI (Repetitive Strain Injury). These are complaints affecting the neck, upper back, shoulders, arms, elbows, wrists, hands and/or fingers. Symptoms of RSI are: chronic pain, stiffness, irritated muscles, reduced strength, tingling or cold feeling. RSI is chronic pain. This means that the complaints persist over a long period of time, but it does not necessarily mean that the pain is continuously present. RSI pain appears after a number of weeks of hard work and disappears after a few days of rest.

The frequent use of hairdryers can also cause problems due to the vibrations this causes in the hands. This can in turn lead to circulation problems. Fatigue and dizziness can also emerge and in severe instances the eyesight can be affected. Surveys have also revealed a link between exposure to vibrations and stomach and intestinal problems. Even problems with pregnancies can occur because of physical vibrations.

Repetitive work and stress on the back can also result in back complaints among hairdressers.

A lot of people also leave the sector because of rheumatic complaints.

Lung complaints are also quite common. Certain products and jobs can lead to respiratory tract irritations. A few examples are: working with bleaching products, mixing perm solutions and dyes and using sprays. In a number of cases, this can lead to allergic reactions of the respiratory system such as asthma and bronchitis.

A great many problems start right at the beginning of a job⁵

⁵ See Background: Danish and Croatian research. A recent survey carried out by Prof JC Pairon revealed that 58% of students came into contact with more than 10 shampoos per day and 14% with more than 20 shampoos a day (*La coiffure et votre Santé*). A survey among trainee hairdressers about the most important health problems for their group produced the following spontaneous reactions: backache (32%), allergies (22%), circulatory problems (16%), skin allergies (10%), others (20%). (ref: CFA Ambroise Croizat, *Prevention of respiratory and cutaneous illnesses in the hairdressing industry* (2004), CRAMIF website)

II. BELGIAN GOOD EXAMPLES⁶

Federal Government Service for Employment, Work and Social Dialogue + Universities of Liège, Antwerp and Ghent + UBK/UCB:

A. ESF Project - Risk trainer for hairdressers⁷

The Federal Government Service for Employment, Work and Social Dialogue was the promoter behind the Risk Trainer project. This project was started up in 2007 in co-operation with the Universities of Liège (Pr. Ph. Mairiaux), Antwerp (Pr. M. van Sprundel) and Ghent (Pr. L. Braeckman). The content was drawn up by UBK/UCB vzw-asbl.

The goal of the project was to generate practical awareness among companies and employees, trainee hairdressers and prevention advisers in Belgium about risk management and to show them how they can implement this.

The following tools were created as part of the Risk Trainer project:

1) Risk Trainer brochure/manual

(UBK/UCB, 2013, 62 p.)⁸ (free)

The Risk Trainer brochure was updated in accordance with the CLA 2012/31400/71 on the prevention of health risks in the hairdressing sector that was signed on 25 January by the PC314. The new publication covered the following principal themes:

- a) Work and safety
- b) Work and health

- c) Ergonomics
- d) Psycho-social wellbeing
- e) CLA 2012/31400/71 for the hairdressing sector

2) Online-tool ('DigiCoiff')

The content of this free brochure was also transformed into an online tool for teachers and students at schools that have signed an education agreement with the sector⁹.

3) Regional workshops organised by UBK/UCB

For the education sector:

a) Risk Trainer for teachers and professors in an education contract school/centre (full-time education)

From September 2012, free.

Started up initially as a pilot project for teachers.

These regional (Antwerp, Roeselare and Genk) training courses were offered three times per year.

The workshops include a daytime training course mainly about safety and health risks and the prevention measures that all hairdressers can take in order to identify and avoid risks sufficiently early.

The sessions are held in groups of maximum 15 people in order to optimise interaction during the courses. The aim is to give teachers the information they need to generate awareness and to provide them with the required basic knowledge and insight into safety and hygiene at work.

After a positive assessment, the workshops were included in the training package for the hairdressing sector and offered to the students.

⁶ L. Eeckelaert, K. Van den Broek, MN. Rassin, B. Schittecatte & O. Wlodarski, *Risicoanalyse in de kapperssector: Hinderpalen en geïnformateerde tools. (Risk Analysis in the hairdressing sector. Obstacles and digital tools)*. Leuven, Prevent, 2013, p 17-21.

⁷ <http://www.risktrainer.be>

⁸ <http://www.fbz-pc314.be/Default.aspx?tabid=59&language=nl-BE>

⁹ An education agreement is a gentleman's agreement between the sectoral social partners of hairdressers, the education providers and the Flemish Minister for Education. The commitments of the different partners are laid down in the contract.

b) Risk Trainer at school in cooperation with PREVENT

Free from 2013 for education contract schools.

Workshops at the request of the school/centre, aimed at trainee hairdressers at education contract schools/centres. This workshop contributes to a healthy working ambiance where all hairdressers share in the responsibilities associated with the prevention policy of the hairdressing salon. The aim is to give students the basic information they need and to generate awareness among them and give them insight into the labyrinth of rules and regulations.

c) Risk Trainer Training Programmes as part of Leren & Werken (Learning and Working) part time education and Syntras (Agencies for Entrepreneurial Training) and adult education

Free from 2014.

For employers and employees:

d) Workshops in hairdressing salons as part of a career and diversity plan

2012, free. This is a half-day workshop.

e) Workshops for hairdresser – employers and employees in the 5 Coach Training Centres

Free from 2013 for hairdressers with an annual subscription – worth 50 euros – at the Coach Training Centres. This is a one-day workshop.

f) Training for job-seekers with an Individual Vocational Training status

Free half-day training course (2014) as part of the Framework Agreement between the sector and the Flemish Service for Employment and Vocational Training.

FOD WASO (Federal Public Service for Employment, Labour and Social Dialogue):

B. ESF Sobane Project¹⁰ - Déparis Consultation Guide Hairdressing Salons

1) Sobane

The Sobane strategy and a set of different methods were created as part of an ESF research project by the Occupational Hygiene and Work Physiology Unit of the Université Catholique de Louvain (UCL). The project was co-financed by the FOD WASO.

The Sobane strategy covers risk management at four different levels:

- Screening
- OBServation
- ANalysis
- Expertise

This method is a tool for ensuring the correct deployment of resources and capacities. The first levels of screening and observation are based on a participative approach that takes account of the knowledge of the employees about their own work situation. It then looks at the problems and possible solutions.

It is possible to bring in experts and prevention advisors for the sections on Analysis and Expertise.

2) Déparis Consultation Guide Hairdressing Salons

Déparis Guides (DEpistage PArticipatif de RISques) have been created for different sectors.

The publication was created by a research team made up of representatives from UCL, IDEWE, CESI, PROVIKMO, MENSURA, CIRoP and SEFMEP.

The Déparis Guide enables the participative screening of risks according to the Sobane 'screening' strategy. The guide can be used as a tool during meetings (lasting around

¹⁰ www.sobane.be

two hours) with employees to check what can be done over the short, medium or long term so that work can be carried out even more efficiently and more enjoyably.

The Déparis Consultation Guide *Hairdressing Salons* comprises a folder with a brochure with a short presentation of the SOBANE Strategy, an invitation from the participants to the Déparis meeting and the special Déparis Consultation Guide for Hairdressing Salons. The guide covers 13 different sections:

- Work premises and areas
- Organisation of the work
- Work accidents
- Electrical risks and fire hazards
- Equipment
- Work postures and strain
- Lighting, noise and thermal environmental factors
- Chemical risks
- Hygiene
- Work content, autonomy and responsibilities
- Time pressure
- Working relationships between employees and line managers
- Psychosocial environment

Each section details:

- What can be done to improve the situation, by whom and when
- Which aspects call for a prevention advisor to be brought in
- The cost of the proposed improvements and the possible impact on the quality of the product and on productivity, the planned implementation date.

The aim is to reach a final joint assessment.

Employers undertake to draw up an action plan in order to follow up what has been agreed as closely as possible.

FOD WASO:¹¹

C. Brochure *Preventie van musculoskeletale aandoeningen voor de kapper (Prevention of MSD among hairdressers) (2013)*

This brochure is aimed at employees and employers in the sector, prevention advisers, the education sector, etc.

The brochure covers the following points:

- What are muscular-skeletal disorders (MSD)?
- How great is the problem?
- What are the greatest risks of MSD?
- How to prevent MSD
- Healthy work postures for tasks that do not require lifting
- Which exercises can I do with ease?

FOD WASO – Supervision of Wellbeing at Work:

D. Work inspection in education

In 2012 the work inspectors carried out a national campaign in vocational and technical secondary education. During this campaign, visits were made to hairdressing schools to generate awareness among the students/future employees. A good attitude towards safety begins at school, so future employees are aware of the risk associated with their tasks.

The inspection visits were unannounced in the main in order to obtain as realistic a picture of the day-to-day learning situations. A total of 145 schools were visited. A number of general items relating to prevention policy were inspected in each school in addition to a number of specific items per aspect. 81% of the inspected items were in order, but no single school was completely in order.

The most common breaches were: non-recording of First Aid incidents handled in the classroom; insufficient firefighting equipment in the classroom; no gloves available – gloves not worn – no obligation to wear gloves while doing wet work; footwear worn by teachers and students not appropriate; no preparation room/corner and/or ventilation and no (obligation to wear) safety glasses in the preparation room/corner.

¹¹ FOD WASO, Inspection Campaign in Education (mechanics and hairdressing): 4 out of 5 inspected safety items in order, <http://www.werk.belgie.be/defaultNews.aspx?id=38873>.

FOD WASO, Prevent and the social partners of the Belgian hairdressing sector:

E. Online Interactive Risk Assessment tool OIRA¹²

The objective is for employers and/or salon managers to complete the assessment tool in consultation with the employees. This instrument helps to show how employers and employees can work healthily and effectively in hairdressing salons. The tool shows all the risks and also shows what is good and what can be improved.

The tool does not need to be filled in completely straight away.

The tool contains the following modules:

- Cosmetic hairdressing products
- Skin protection
- Layout and cleaning of the salon
- Furniture and posture
- Hairdressing equipment and clothing
- Organisation of work
- Personnel and prevention

Each module is broken down into four stages:

- Identification: assessing the situation in the hairdressing salon
- Assessment: assessing the identified risks
- Action: specific solutions to improve the situation
- Report: drawing up a plan with the solutions

UBK/UCB:

F. Poster 'Preventie van gezondheidsrisico's in de kapperssector' ('Prevention of health risks in the hairdressing sector') with 3D presentation

In order to clarify the measures taken in the CLA 2012/31400/71, a poster was created together with a 3D presentation of a hairdressing salon with a visual presentation of all the measures to be taken.

G. ESF 'Permanent' project within the 'Werkbaarheid' call to action (sectors)

As part of this project, UBK/UCB will undertake the following actions by 31 December 2014:

1) Create a paper version of the OIRA tool

2) Create a separate awareness-building campaign about a good 'pregnancy policy' (integration policy for pregnant women) and a good 're-integration policy for mothers who have just given birth'.

3) Create a tool to gain a better picture of the work; Workload/Work differentiation tool

4) Home-Work Formula

CRIOC-OIVO (Research and Information Centre of the Consumers Organisations), the Belgian-Luxembourg association of producers and distributors of cosmetics among others (DETIC), FOD WASO and UBK/UCB:

H. 'Knappe Kapper' campaign (Coiffeur Futé)¹³

In 2011 a website was launched as part of a campaign containing useful information for the safe use of hair dyes and/or perms.

- Essential information
 - 15 basic rules for safe use of hair products
 - focus on allergies
 - focus on irritations
- Products
 - Hair dyes
 - Decolouring products
 - Products for perms
 - Straighteners
 - Care products
 - Styling and finishing products

12 L. Eeckelaert, K. Van den Broek, MN. Rasson, B. Schittecatte & O. Wlodarski, *Risicoanalyse in de kapperssector: Hinderpalen en geïnformatiseerde tools. (Risk Analysis in the hairdressing sector. Obstacles and digital tools)* Leuven, Prevent, 2013, p 31-115.

13 www.knappekapper.be

- What to do in the event of an accident
- FAQ
- Publications

Algemeen Christelijk Vakverbond (ACV) (General Christian Trade Union) building industry and energy:

I. National awareness-building campaign

More than 3,000 employees participated in order to inform 500 hairdressing salons (2011, 2014).

1) Prevention campaign for hand eczema

The slogan of the first campaign (23 September 2011) was: 'Doe het 3 keer per dag! Om mooie handen en je job te behouden'¹⁴ ('Do it three times a day! To save your hands and your job'). All employees in the hairdressing salons that were visited received an information package and a bottle of moisturizing cream with the recommendation to moisturize their hands three times a day.

2) Prevention campaign for muscular-skeletal disorders

Employees from the hairdressing sector were given advice to take regular breaks so that they can reduce strain on muscles. On 28 March 2014 information packages were also handed out with a brochure from the Federal Government Service for Employment about avoiding MSD, a special publication 'Do it three times a day! Your back deserves it' with a mini massage device.

IDEWE (not-for-profit External Service for Prevention and Protection at Work):

J. Sector brochure *Niets aan de hand? Toch wel!* (Nothing wrong? Oh yes there is!)

This brochure focuses among others on:

- One name, two conditions
- The same, but different
- Dermatitis
- Allergic contact eczema or allergic contact dermatitis
- Prevention and cure
- Make an appointment with an Idewe prevention advisor-medical officer
- Have you suffered from contact allergy right from the start of your career?
- How can you prevent the emergence of irritation and dermatitis as much as possible?
- Tips

¹⁴ More information about ACV building industry and energy, http://acv-bouw-industrie-energie.acv-online.be/Sectoren/Kappers_Fitness_en_Schoonheidszorgen/Sectornieuws/Sectornieuws.asp#.

III. EUROPEAN MEASURES

A. Council Directives

1) Council Directive of 27 July 1976

Regarding the common application of the regulations of Member States governing cosmetic products (76/768/EEG).

2) Council Directive 89/391/EEG of 12 June 1989

Regarding the implementation of measures to improve the health and safety of employees at work.

B. Coiffure EU and UNI Europa Hair & Beauty – Social Dialogue¹⁵

Important steps that have been taken via social dialogue since 2000:

1) A 'How to get along code'

Guidelines for European Hairdressers in 2001

2) A 'Covenant on health and safety in hairdressing' (2005)

Focus on the use of hair cosmetics and chemic products and preventing work-related skin diseases.

3) The 'Declaration of Dresden - Common recommendation on skin protection for the hairdressing sector in Europe' (2010)

Forms the basis for wellbeing in the hairdressing sector and specifically for the prevention of work-related skin diseases. The 'Declaration of Dresden' is part of the 'SAFE-HAIR' project (see later on).

4) European Framework Agreement on the protection of occupational health and safety in the hairdressing sector¹⁶

The European Framework Agreement on the protection of occupational health and safety in the hairdressing sector (26 April 2012) applies to all employers and employees in the sector. The objective of the framework agreement is to promote employment and an improvement of working and living conditions, ensure adequate social protection, promote dialogue between the social partners, develop human resources. (The CLA of 25 January 2012 is the Belgian interpretation of the European Sector Framework Agreement). This framework agreement is binding for the signatories.

The signatories have appealed to the *Commission to make a directive on this issue*.¹⁷

5) 'Declaration on health and safety in the hairdressing sector'

Was signed as an addendum to the 'Framework Agreement' with the aim of encouraging the cosmetics industry, other manufacturers and researchers to develop and market less harmful products and more ergonomic equipment.

¹⁵ L. Eeckelaert, K. Van den Broek, MN. Rasson, B. Schittecatte & O. Wlodarski, *Risicoanalyse in de kapperssector: Hinderpalen en geïnformatiseerde tools. (Risk Analysis in the hairdressing sector. Obstacles and digital tools)* Leuven, Prevent, 2013, p.15.

¹⁶ *Study on social policy resulting from the scope of application of the European framework agreement on the prevention of health risks in the hairdressing sector.* Study carried out by DG Employment, Social Affairs and Inclusion. Research in 8 member states (results at the end of 2010): Denmark, Germany, France, Italy, the Netherlands, Hungary, Slovenia, Great Britain. Conclusion: in some countries the national legislation covers the content of the framework agreement, in certain countries the stipulations are very vague and in others very detailed.

¹⁷ Krzysztof Bandasz (Poznan University of Economics), *The political economy of the European social dialogue: The case of a framework agreement in the hairdressing sector*, Oct. 2013, 18 p.

IV. EUROPEAN GOOD EXAMPLES

From: L. Eeckelaert, K. Van den Broek, MN. Rasson, B. Schittecatte & O. Wlodarski, *Risicoanalyse in de kapperssector: Hinderpalen en geïnformatiseerde tools*. (Risk Analysis in the hairdressing sector. Obstacles and digital tools) Leuven, Prevent, 2013, 114 p.

A. SafeHair

1) SAFEHAIR research projects

The project, headed by the University of Osnabrück (see Germany) and in cooperation with different European and national social partners¹⁸, focuses in the main on the prevention of work-related skin diseases and the use of disposable gloves. Two projects were carried out that were financed by the EU: SafeHair 1.0 (2011) and SafeHair 2.0 (2012).

2) Website Safehair.eu¹⁹

Relating to 'Skin' and 'Skin protection in the hairdressing sector'.

A modular 'SafeHair Skin&Beauty Toolbox/website' (www.safehair.eu) were created as part of the two above-mentioned projects. The website contains educational material and information about skin protection. The website targets different target groups in the hairdressing sector: employees, employers, students and teachers.

Useful documents include:

- checklist for choosing protective gloves
- form for manufacturer requests
- EVAHair questionnaire²⁰
- Educational game
- Worksheet and suggestions for solutions: gloves – arguments and counter-arguments
- Worksheet and suggestions for solutions: practical examples

The University of Osnabrück also plays an important role in the EADV (European Academy of Dermatology & Venerology) Europrevention campaigns.

B. European prevention campaigns:

The campaigns 'Healthy skin@work' and 'Your skin the most important 2m² of your life', that were launched in October 2009, are a European initiative. They are supported by the European Initiative for the Prevention of Occupational Skin Diseases (EPOS). EPOS is a scientific advisory committee for the EADV Europrevention campaign. The campaigns were designed to promote the transfer of knowledge between the different European countries and sharing good practices.

C. European Agency for Safety and Health at Work (EU-OSHA)²¹

This Agency was founded in 1996 by the European Union, it is headquartered in Bilbao, Spain. The mission of EU-OSHA is to make workplaces in Europe safer, healthier and more productive. The Agency carries out research, develops and circulates reliable, unbiased information about health and

¹⁸ This involves the following social partners: Belgium (CSC Energie Chimie), Denmark (Dansk Frisor and Kosmetiker Vorbund), Germany (Zentralverband des Deutschen Friseurhandwerks) and France (Federation Nationale de la Coiffure). The 'Hair and Beauty Federation Malta' and 'Obtrna Podjetniška Zbornica Slovenije' (Slovenia) were involved in SafeHair 2.0.

¹⁹ <http://safehair.loungemedia.de/nl/safehair/homepage.html>

²⁰ EvaHair: questionnaire in a number of European member states about the implementation of skin-protective measures in hairdressing salons (December 2011 - May 2012). The list of questions is available in 11 languages and is broken down into four parts: (1) general questions, (2) questions about inventories of risks, (3) the use of gloves and (4) the needs for support. <http://safehair.loungemedia.de/nl/safehair/safehair-10/evahair.html>.

²¹ https://osha.europa.eu/en?set_language=en

Interesting recent publication: *Occupational health and safety in the hairdressing sector*, https://osha.europa.eu/en/publications/literature_reviews/occupational-health-and-safety-in-the-hairdressing-sector/view. This report describes the risks for hairdressers and outlines the protective measures for employees within the EU and how to create an integrated approach towards health and safety in the sector.

safety at work and organises campaigns throughout Europe, for example about OIRA. It brings together representatives of the European Commission, governments of Member States, employer and employee organisations, as well as leading professionals from all 28 Member States and beyond.

'E-fact': Risk assessment for hairdressers (EU-OSHA)²²

This document includes a checklist and preventive measures relating to the following themes:

- Physical strain and ergonomic designs for workplaces
- Working with chemical products
- Risks of skin disease
- Electrical risks, falls and cuts
- Psychosocial issues and organisation of work
- General questions

D. Uni Europa

App for smartphones²³

According to Uni Europa the problem is not that there is a shortage of information about health and safety, but the fact that the information is not applied. Thanks to new technology, such as apps for smartphones for instance, it is hoped that it will be easier to reach young people. Uni Hair is currently working on creating this kind of app.

V. GOOD EXAMPLES FROM INDIVIDUAL COUNTRIES

DENMARK

Training provisions

Research Centre for Hairdressers and Beauticians, Department of Dermato-Allergology, Copenhagen University Hospital Gentofte, Hellerup²⁴

A. Training for trainee hairdressers

Danish research²⁵ reveals that hairdressers, mainly trainee hairdressers, run a great risk of developing occupational diseases such as hand eczema. This is because trainee hairdressers have to wash their hands very often at the beginning of their career.

Following the survey *Prevention of hand eczema among Danish hairdressing apprentices: an intervention study*, Bregnhøj et al 2012, the Research Centre took the initiative of working out a training programme itself.

502 trainee hairdressers took part in this survey. About half of the trainees were allocated to an intervention group, the others acted as the control group. The teachers of the intervention group were given an evidence-based training programme specially designed for this survey. The intervention group were asked – subject to specific agreements – to take skin protection measures. Then all the trainees had to fill in a questionnaire about hand eczema, using gloves and the degree of wet work. All the trainees then underwent medical inspections for a period of 18 months.

22 <http://osha.europa.eu/en/publications/e-facts/efact34>

23 IES. *Scenarios of strategies of social partners' cooperation in the hairdressing sector to improve the quality of work and employment* (final report) p. 53 Vilnius Working group, 26 September 2013 (Capacity Building)

24 The Research Centre has built up considerable expertise and knowhow about skin complaints among hairdressers such as: *Hand eczema in hairdressers: a Danish register-based study of the prevalence of hand eczema and its career consequences, Chemical Intolerance among Hairdressers in Denmark, Exposures and reactions to allergens among hairdressing apprentices and matched controls*, etc.

25 Anne Bregnhøj, *Prevention of hand eczema among Danish hairdressing apprentices* - (PhD thesis) Copenhagen, 2011 and additional research by the Research Centre for Hairdressers and Beauticians EU Project SafeHair 2.0: Minutes, 2nd Workshop VP/2011/0123, p 4.

The three surveys took place during school visits and were made up of a baseline survey and two follow-up surveys. This survey revealed clearly that young hairdressers who are taught by trained teachers to protect themselves against skin complaints, did indeed wear gloves more frequently and suffered from less hand eczema than those who did not protect themselves. In addition to protective measures for skin, the training programme also focused on disseminating information about chemical products.

The Research Centre continues to carry out surveys about the hairdressing sector and advises hairdressers.

Training programmes are now held in schools such as the Copenhagen Hairdressing School (WEST), euc Sjælland, etc.

At school, the trainees receive:

- 30 lessons about safety at work (ergonomics, physical and chemical hazards)
- 16 lessons about ergonomics
- 30 lessons about chemistry

The trade union that has worked together with the Research Centre for years is also involved in information and training projects relating to the prevention of hand eczema in secondary schools.²⁶

A new training programme was created in line with the agreement between the social partners. The legally binding agreement contains stipulations regarding education and training for the hairdressing sector, including health and safety. Thanks to this agreement, all employees have right to training about health and safety.²⁷

Other information material²⁸

A. CD

See the training programme mentioned above. The CD with training programme for teachers contains information

about skin protection measures and chemical products.

B. Brochure *Fremtiden er i dine haender. Undgå handeksem som frisorelev (The future in your hands. How students can avoid hand eczema)*

The following themes are covered in the brochure, which counts 14 pages:

- Skin function
- Typical hand eczema
- Non-allergic eczema
- Allergic eczema
- Invisible exposure to hairdressing products
- Ingredients in hairdressing products
- Instruction about workplaces
- Gloves
- Hand cream
- Good advice
- Useful links and references

C. Brochure *Frisorprodukter. Branchevejledning – om arbejde med frisorprodukter (Hairdressing products. Sector-specific guidelines – working with hairdressing products)*

The brochure (33 p.) focuses on:

- Hairdressing cosmetics, their function and composition
- Ingredients in hairdressing cosmetics
- Product information
- Possible ingredients in hairdressing cosmetics:
 - Dyes
 - Hydrogen peroxide
 - Persulfates
 - Thioglycolate
 - Tensides
 - Solvents
 - Acids
 - Bases
 - Plant extracts
 - Preserving agents

26 IES. *Scenarios of strategies of social partners' cooperation in the hairdressing sector to improve the quality of work and employment (final report)*, p. 36 en 44.

27 IES. *Scenarios of strategies of social partners' cooperation in the hairdressing sector to improve the quality of work and employment (final report)*, p. 53.

28 B, C, D, E, F: Connie Mikkelsen. Coiffure EU, Danish Hairdressing Federation, cm@dofk.dk

- Perfume
- Thickening agents
- Film formers
- Stabilisers
- Moisturisers
- Antioxidants
- Additives
- Occupational exposure
 - Skin
 - Contact eczema
 - Skin allergies
 - Mucus problems in the respiratory tract
 - Long-term damage
- Avoiding:
 - Substitutes
 - Adapting work methods
 - Pump bottles instead of aerosols
 - Mixing dyes in a separate corner with extractor
 - Ventilation (via local extractor, mechanical ventilation, cleaning)
 - Use of personal protective equipment
 - Responsible storage of hairdressing products
- Removing empty packaging and remains of hairdressing cosmetics
- Danger symbols and indicating dangers
- Workplace instructions
- Drawing up workplace instructions (if necessary)
- Risk assessment
- Checklist for hairdressers
- Checklist action plan

D. Checklist for hairdressers

The checklist includes:

- Substances and equipment
- Ergonomics
- Children and teenagers
- Absenteeism through illness
- Physical and psychological conditions
- Protective measures, equipment and social services

E. Checklist action plan

The checklist for the action plan covers:

- Cause of the problem
- The solution
- The person responsible
- Deadline and priority

The goal is to encourage the company to think about how to follow the action plan or whether the action plan has had the desired effect, or if adjustments are required. The workplace must be reassessed at least once every three years or if there are changes to the work, the work method or processes that are essential for the health and safety.

The manager and the employee must sign and date this document.

F. Brochure *Arbejdspladsbrugsanvisninger Skemaer. Tillaeg til Branchevejledning om arbejde med frisør-produkter (Workplace manuals. Addendum to the company guide relating to working with hairdressing products)*

The brochure contains the following information among others:

- Summary of the products that are used in the salon with notification of the date, supplier and signature
- Instructions in the event of fire
- Storage room
- First Aid
- Waste, discharges and accidents, ecological information
- Hair shampoo
- Hair dyes (dyes, fortifiers, cleansers)
- Oxidants for bleaching
- Styling products without aerosols (hair lacquer, gel, cream, foam, wax)
- Styling products with aerosols (hair lacquer, gel, cream, foam, wax)
- Hair balsams, conditions, non-flammable
- Hair balsams, conditions, inflammable
- Perm solutions
- Fixers for perm solutions
- Bleaching powder

CROATIA

Training provisions

Education:

A. Skin protection in vocational education

In Croatia, the aspect of health and safety is included in the curriculum for vocational training courses, within school education:

- Dermatology: 3 years, 32 hours
- Health education: 2 years, 35 hours
- Technology for hairdressers: 3 years, 3 hours (protection when dyeing and bleaching)
- Practice at school: 1 year, 50 hours
- Practice in salons: 3 years, 170 hours (protection, hygiene and communications at work)

Croatian Institute for Health Protection and Safety at Work (adult education):

B. Your hands are the most important tool

This workshop started up three years ago as part of a European project. The workshop has had 500 participants until now.

This free workshop comprises:

- 15 mins introduction
- 60 mins hand wounds and occupational illnesses
- 60 mins protective gloves
- Break
- 90 mins workshop

Focus during this workshop is placed on problem-solving assignments, questions, and answers, orientation, teaching knowledge and skills, networking, etc.

After the end of the workshop, the participants receive a certificate.

The current workshop is aimed above all at skin protection, wearing the right gloves and using them correctly, but the intention in the future is to focus more strongly on awareness about the effects of the working environment, equipment, etc.

C. Workshop ‘Protection of the respiratory system’

This workshop (under development) is aimed mainly at nurses and people who come into contact with cancer-forming substances.

D. Workshop ‘Protection of muscles and joints’

This workshop was created at the request of the trade union, to protect employees who have to lift heavy weights or who do a lot of repetitive movements with hands and arms – like hairdressers.

E. Workshop ‘Stress management’

Workshop under development created at the request of the trade union because traders and service providers, including hairdressers, are subject to a lot of stress from their clients.

All training courses are free of charge and last maximum one 6-hour day.

Other information material

A. Risk assessment guide

Employers must appoint a recognised company to carry out compulsory risk assessments (workplace and environment).

Institute for Medical Research and Occupational Health, Zagreb, Croatia:²⁹

B. Survey and processing of the EVA HAIR questionnaire as part of SafeHair 2.0.

(see p. 22)

29 The Institute for Medical Research and Occupational Health has taken active part in the SafeHair project. During the project, the research team of Prof. Dr. Jelena Macan gathered information from hairdressers, including hairdressing schools. A scientific paper was published about this survey, http://hrcaj.srce.hr/index.php?show=clanak&id_clanak_jezik=152803

C. Further contributions

a) Regulation/directive regarding health inspection, health demands/contra-indications for students in vocational training (risk professions).

b) Publication of a directive about risk assessment in the workplace, diagnostic procedures, assessment of work capacity and preventive measures relating to OSD.

c) Participation in new national and international projects:

- project proposal (Croatia): MuSkWork (mobile equipment and occupational skin diseases: strategies for durable work capacity)
- EU: 'StanDerm' (see p.37)
- EU project proposal: EPOSH (p. 23)
- EU project proposal by social partners: SAFEHAIR 3.0?

Croatian Institute for Health Protection and Safety at Work:

D. Folders and educational material about 'Protection of muscles and joints'

Folders and educational material will also be circulated from the autumn, so that course participants can carry out the exercises every day at home or at work. These are mainly stretching exercises, the right posture, what to do with back ache or pain in the arms, etc.

E. Educational material about 'Stress management' (under development)

F. Scoring method for repetitive tasks (under development)

The validation of this scoring method for repetitive tasks is included in the MuSkWork project proposal.

GERMANY

Osnabrück University (see p.22 and p.37) is the hub of the European 'SafeHair' project. The 'SafeHair' project was set up in 2010-2012 in order to create health and safety norms for the prevention of occupational risks and skin diseases in the hairdressing sector.

In Germany there is much dialogue between the insurance organisation 'Berufsgenossenschaft für Gesundheitsdienst und Wohlfahrtspflege' (BGW) and the companies to improve the effectiveness of the legal safety services. The measures all relate to skin protection, schemas for hand hygiene, avoiding tripping and slipping on smooth floors, adjustable washbasins and chairs, separate rooms for mixing chemicals and sufficient ventilation, razors with safety systems and equipment with optical heat indicators. Another problem is mental stress as a result of working under pressure, 'difficult' clients and the monotonous work processes.³⁰

Training provisions³¹

Berufsgenossenschaft für Gesundheitsdienst und Wohlfahrtspflege (BGW):

GENERAL

BGW offers training programmes for employees, employers, managers, professionals, health and safety experts, specialists and GPs and has training centres in different locations. The training programmes focus above all on skin protection and back strain. The services include individual assistance and support, practice-oriented seminars, health-promoting training programmes, discussing back and skin problems.

30 IES. *Scenarios of strategies of social partners' cooperation in the hairdressing sector to improve the quality of work and employment (final report)*, p. 38.

31 Sabine Schoening, Berufsgenossenschaft für Gesundheitsdienst und Wohlfahrtspflege, Leitung BGW studio78, Sabine.Schoening@bgw-online

SPECIFICALLY FOR HAIRDRESSERS

BGW Studio 78 (Bochum):³²

BGW has a training centre specifically for hairdressers in Bochum (Nordrhein-Westfalen).

1) All training programmes

In this Centre, all the training programmes are very closely related to the demands of hairdressing salons. Hairdressing techniques are also combined with health themes so that hairdressers can see how they can remain fit and healthy for longer.

Hairdressers as well as trainee hairdressers can follow practical vocational seminars, workshops or courses under the supervision of experienced trainers. The training programmes are free of charge or offered in exchange for a small contribution. The Centre works independently of brands and manufacturers.

2) Specific safety training programmes

a) 'Mit Sicherheit zum perfekten Look'

Health & Style course. Experienced instructors give practical and clear lessons in the legal requirements for health and safety at work and how they can be implemented simply. Safety aspects are covered as well as new cutting techniques.

- Target group: managers of hairdressing salons
- 2-day seminar from 10h00 to 17h00
- Price: 39 euros including a training head

b) 'Retten Sie Ihre Haut'

Special training programme for hairdressers who suffer from an occupational disease (training as part of secondary individual prevention, SIP).³³ If a hairdresser already

suffers from damaged, itchy or scaly hands or if there is a suspicion of a skin disease they can take part in two training programmes:

c) Basic seminar: 'Haut-nah erleben'

Give your hands a chance to recover. In this seminar participants can discuss their personal experiences with dermatologists. They receive advice and other options for treatments. An individual protection and care plan is set up along with a plan for gloves.

The following subjects are covered:

- Skin as one of the senses
- Structure of the skin and how to care for and heal skin
- The risks of wet work
- How eczema (from dry skin) arises, how to anticipate chronic diseases
- Individual protection for the hands
- Work schedules for healthy skin

d) Follow-up seminar: 'Stress juckt mich nicht mehr'

Stress (time pressure, interruptions to work schedules, conflicts with dissatisfied clients, personal stress, etc.) can also affect the skin. This kind of stress is also often related to not protecting your skin effectively. Stress can activate biochemical reactions that literally 'creep under the skin' causing infections. This seminar focuses on ensuring consistent skin protection and consciously dealing with stress-inducing factors. Personal strategies are offered about better approaches to the work.

The skin protection seminars are targeted not only at hairdressers, but also people who care for old people, nurses, assistants for invalids, medical and professional vets, kitchens and cleaning staff and physiotherapists.

Both seminars last two days and are organised in the regional BGW training and consulting centres. The seminars are free for people who have an insurance plan with BGW.

³² BGW studio78, Universitätsstr. 78, 44789 Bochum, Tel.: (0234) 30 78 - 64 78

To get a taste of the training programme, view the video: <http://www.bgw-online.de/DE/UeberUns/BGW-Filme/studio78.html>

³³ http://www.gefaehrdungsbeurteilung.de/de/handlungshilfen/praxisbeispiele/bgw_doc/retten_sie_ihre_haut.pdf

<http://www.bgw-online.de/DE/Arbeitssicherheit-Gesundheitsschutz/Hautschutz/Hilfe-bei-Hautproblemen/SIP-Seminare-Hautschutz.html>

Other information material³⁴

BGW:

BGW also has:

A. A skin protection plan: 'Hautschutz- und Händehygienplan'³⁵

Laid out as a schematic with useful tips and things to look out for.

B. Instructions for use: 'Betriebsanweisung'

Also laid out as a schematic on which one can note down the monthly use of products.

C. A brochure for healthy hands: *Schöne Hände – gesunde Haut*³⁶

This brochure covers the following themes:

- The importance of the skin
- How healthy skin can become sick skin
- Obligations of employers with regard to healthy skin
- Different services offered by BGW for your hands

D. A brochure for risk management: *Gefährdungsbeurteilung im Friseurhandwerk*³⁷

This brochure covers the following themes:

- step 1: defining the areas requiring action and defining the actions
- step 2: identifying dangers
- step 3: assessing dangers

- step 4: defining measures
- step 5: implementing measures
- step 6: defining the effectiveness
- step 7: extrapolating on the risk assessment

E. A brochure for better hygiene: *Hygiene im Friseursalon*

This brochure covers the following themes:

- The importance of hygiene standards
- Infections and the possibilities of infections
- Hygiene for healthy hands
- Perfect from top to toe
- First Aid in the event of wounds
- Hygiene: cleaning and disinfecting

F. A brochure for better prevention: *Prävention lohnt sich*³⁸

This brochure covers the following themes:

- The importance of prevention
- Success story of the skin
- More dangers for health
- Easier prevention
- Two encouraging stories

G. Campaign for healthy, beautiful hands (2009 – 2012)³⁹

H. "Traum-raum" on Facebook⁴⁰

Set up as part of the above-mentioned campaign and still active.

34 Sabine.Schoening, Berufsgenossenschaft für Gesundheitsdienst und Wohlfahrtspflege, Leitung BGW studio78, Sabine.Schoening@bgw-online

A, B, C, E: Rainer Röhr, Coiffure EU - Secretariat Social Affairs, Zentral Verband des Deutschen Friseurhandwerks, r.roehr@friseurhandwerk.de

35 http://www.bgw-online.de/SharedDocs/Downloads/DE/Medientypen/bgw-themen/TP-HSP-9-Hautschutzplan-Friseure_Download.pdf?__blob=publicationFile

36 http://www.bgw-online.de/SharedDocs/Downloads/DE/Medientypen/bgw-themen/TP-HAP-9_Schoene_Haende_Gesunde_Haut_Friseure_Arbeitnehmer_Download.pdf?__blob=publicationFile

37 http://www.bgw-online.de/SharedDocs/Downloads/DE/Medientypen/bgw_check/TP-9GB_Gefaehrdungsbeurteilung_im_Friseurhandwerk_Download.pdf?__blob=publicationFile

38 http://www.bgw-online.de/SharedDocs/Downloads/DE/Medientypen/bgw-themen/TP-Hy-9U_Hygiene-im-Friseursalon_Download.pdf?__blob=publicationFile

39 http://www.bgw-online.de/DE/Arbeitssicherheit-Gesundheitsschutz/Aktionen-Kampagnen/Lebe-deinen-Traum/Veroeffentlichungen_LDT.html

40 <https://www.facebook.com/traumraum>

I. Website with relevant themes regarding work safety for the hairdressing sector⁴¹

City of Hamburg⁴²:

J. Website: 'Health and safety in the hairdressing sector'⁴³

The website contains:

- Practical tips for skin protection
- Practical tips for protecting the respiratory system
- Downloads:
 - Folder 'Hautschutz in friseurhandwerk'. Contains health and safety measures for skin protection
 - Folder 'Einrichtung eines Friseurbetriebes'. Contains information for employers about the layout of rooms in the hairdressing salon
 - Technical Rule 530 'Friseurhandwerk'. Technical rules for dangerous substances
 - Requirements for hairdressers regarding construction law, health and safety at work

(A new law came into force in Hamburg on 1 January 2007 for opening stores. Hairdressers who only cut hair are not subject to the law, hairdressers who sell products such as shampoos, cream rinses, hair lacquer etc. are subject to the law.)

K. Free online database: 'KomNet Arbeitsschutz'

To answer the FAQs about health and safety at work in the hairdressing sector. KomNet is a communal database of a partner consortium. Because all different professionals participate in it, there is a communal pool of experts. When necessary, other professionals are also involved. Each question receives a quality response.

Osnabrück University: (see p 21)

L. Starting up European initiatives

Two EU-financed projects SafeHair 1.0 (2011) and SafeHair 2.0 (2012), Evahair, under the leadership of Professor Swen Malte John (see above). 4-year EU project (Cost Action TD 1206) StanDerm for creating and applying European standards for the prevention of skin diseases and skin cancer that develop as a result of occupational activities. 26 European countries currently take part in StanDerm as well as more than 120 experts (such as dermatologists, company doctors and health educators).

M. Publications

E.g. medical guidelines: *Occupational skin diseases in the hairdressing trade, Medical Guideline Document for Occupational Skin Diseases in the Hairdressing Industry in Europe* (VP/2011/0123 4 SafeHair 2.0).⁴⁴

FRANCE

Training provisions

Consultant & Training Mixtiligne Ergocoiffure:

A. ErgoCoiffure Class and Practical Workshop – Cut and Hairstyle⁴⁵

This training programme is about how one can offer economic, ergonomic and ergological solutions for MSD, how to prevent Multiple System Atrofie and how to manage stress for better productivity. It is a one-day training session (7 hours of training) available for groups of 5 – 12 people.

41 http://www.bgw-online.de/DE/Arbeitssicherheit-Gesundheitsschutz/Gesund-Sicher-Arbeiten/Sichere-Seiten/Friseurhandwerk/Friseurhandwerk_node.html

42 Prof. Dr.Karl Kuhn, Westfeld 68, D 58730 Fröndenberg, kkuhndo@t-online.de

To get a taste of the training programme, view the video: <http://www.bgw-online.de/DE/UeberUns/BGW-Filme/studio78.html>

43 <http://www.hamburg.de/themen/57264/friseure.html>

44 http://ec.europa.eu/unitedkingdom/pdf/skin_diseases.pdf

45 <http://www.mixtiligne.com/page00010373.html#100b5f18e>

This course offers hairdressers solutions with the help of the ErgoCoiffure method. This is a method for stress management that also has a positive influence on physical and mental health.

The *mixtilinear ErgoCoiffure method* offers interactive tools that promote professional development and protection of health and productivity. A prevention plan is set up for the team in order to improve posture at each work station and prevent occupational risks.

In the morning, the results of the different medical and scientific surveys about MSD are presented. The aim is to generate awareness among professional hairdressers and to inform them about the pathologies, the causes and the consequences thereof. There is also a focus on prevention and identifying poor posture at different work stations and ergological and ergonomic solutions are offered (2.5 hrs). The trainer demonstrates the mixtilinear ErgoCoiffure method by cutting and blow drying the hair of a model. It is an interactive workshop with attention to the different work stations (1 hour).

Another workshop is held in the afternoon in which the participants can practice on a model (3.5 hrs).

FNC and CNEC:

B. One-day training session for managers of hair-dressing salons⁴⁶

Offered by the two professional organisations: FNC (from November 2010) and CNEC (from June 2011). The training programme is aimed at generating awareness about and prevention of occupational risks, diseases and accidents. During the training session, the trainers go through the CD-rom 'Document Unique d'Evaluation des Risques (DUE)' ('Unique Risk Assessment Document') (see below) step by step.

At the end of 2011 more than 300 people had undergone training. An evaluation revealed that the training session was useful, relevant and effective. This is because risk assessment is compulsory in France⁴⁷, as well as the fact that good practices are shared. The quality of the facilitation also received praise.

Other information material⁴⁸

FNC and CNEC, in cooperation with the Institut National de Recherche et de Sécurité (INRS) and the Caisse Nationale de l'Assurance Maladie des Travailleurs Salariés (CNAMTS):

A. Document Unique d'Évaluations des Risques (DUE) (Unique Risk Assessment Document)⁴⁹

This digital instrument for risk analysis was created in 2010 by two professional organisations, FNC and CNEC, in cooperation with the Institut National de Recherche et de Sécurité (INRS) and the Caisse Nationale de l'Assurance Maladie des Travailleurs Salariés (CNAMTS).

After a manager of a hairdressing salon has followed a one-day training session (see above) they receive a CD-rom with interactive software from the two professional organisations. DUE is a computer programme for learning independently about health and safety in a hairdressing salon aimed at reducing the number of accidents and occupational diseases. A number of frequently occurring dangerous situations are covered. 85 subjects are covered. The tool enables users to set up a risk classification of the hairdressing salon and offers good preventive practices for each risk. The aim is to follow-up the risk assessment that is personalised for each hairdressing salon individually, by an action plan.

46 Patrick Laine, Chargé de mission, Paris – INRS, patrick.laine@inrs.fr

47 A law of 5 November 2001 demands managers of hairdressing salons to think about the risk that staff can encounter in carrying out their professional activities.

48 B, C, D, E, F, G, H are summarised in: L. Eeckelaert, K. Van den Broek, MN. Rasson, B. Schittecatte & O. Wlodarski, *Risicoanalyse in de kapperssector: Hinderpalen en geïnformatiseerde tools. (Risk Analysis in the hairdressing sector. Obstacles and digital tools)* (Leuven, Prevent, 2013, p 23.

49 Isabelle Roy, Director of the Department of Economic Development, FNC, Paris, isabelle.roy@fnc.fr

The DUE is made up of the following stages:

- Identification of the hairdressing salon
- Identification of the dangers
- Classification and assessment of the risks
- Defining prevention measures
- Action plan

CARSAT Midi-Pyrénées, Midi-Pyrénées Federation of Hairdressers and the 'Académie de Toulouse':

B. Educational brochure⁵⁰

The brochure, *Synergie Coiffure. Une démarche pédagogique innovante: faire de la sécurité une composante à part entière de la qualification professionnelle (Synergie Coiffure. An innovative educational process: making safety an integral part of professional qualifications)* (2009) was created by the CARSAT Midi-Pyrénées insurance fund in cooperation with the in Midi-Pyrénées Federation of Hairdressers and the 'Académie de Toulouse'. It is an educational and practical file – specially aimed at trainee hairdressers – about risks and preventive measures in hairdressing salons. The aim of the brochure is to make safety an integral part of professional qualifications.

The brochure covers the following subjects among others:

- A few statistics about work accidents and occupational diseases
- Prevention of: MSD, allergies and skin irritations, allergies and irritations of the respiratory system, bruises, fractures, cuts, burns, infections, hairdressing uniform, the ideal salon
- Instructions for use
- Equipment
- Summary sheets

CRAM - Pays de la Loire:

C. Risk analysis guide

The *Guide d'évaluation des risques (Risk analysis guide for hairdressing salons)* (2006), that has been published spe-

cially for hairdressing salons, focuses in particular on the following subjects:

- The principles of risk analysis
- A simple assessment method
- List with the most frequent tasks
- Assessment table for one single work unit
- A few examples of hazards and a few preventive measures
- A blank assessment table (for copying)

Institutions de la Coiffure:

D. Brochure with eight practical sheets:

This brochure, *La coiffure et votre santé (Hairdressing and your health)* (2006), contains the following sheets that focus on causes, consequences and prevention:

- Risks of the profession
- MSD
- Shampoos
- Decolouring agents
- Dyeing
- Perms
- Hand prevention
- Ventilation and cleaning salons

Fédération Nationale de la Coiffure Française, Institut National de Formation Coiffure, Centre de Formation des Apprentis Ambroise Croisat, Centre Hospitalier Intercommunal de Créteil, Institut Inter Universitaire de Médecine du Travail de Paris Ile-de-France, Centre Médical du Travail Interentreprise, Caisse d'Assurance Maladie des Artisans, Caisse Régional d'Assurance Maladie d'Ile-de-France, Institut de la Coiffure IRPC - INPCA - MNM:

E. Brochure with 7 practical prevention sheets⁵¹

The brochure, *Prévention des maladies respiratoires et cutanées dans la coiffure (Prevention of respiratory and cutaneous illnesses in the hairdressing sector)* (2004) were created for the Salon Mondial de la Coiffure in Paris. Seven

⁵⁰ www.esst-inrs.fr/synergie

⁵¹ http://www2.ac-clermont.fr/hygiene-securite/Document_unique/Coiffure.pdf

prevention sheets relating to prevention of respiratory and cutaneous illnesses in the hairdressing sector are available on the CRAMIF website.

This brochure includes the following sheets:

- Risks of the profession
- Shampoos
- Decolouring agents
- Dyeing
- Perms
- Hand prevention
- Ventilation and cleaning salons

In parallel with the prevention sheets there is a press campaign for hairdressers (hairdressers' magazines) and for prevention officers. A free telephone line is also available that people can call with all their questions about prevention.

F. Company file⁵²

'Company file N° 17 – Salon de Coiffure' was created as part of the 'Bossons Futé' project.

Institut National de Recherche et de Sécurité (INRS):

G. Medical-technical file⁵³

File meant for industrial medical officers: 'Evaluation et prévention des risques dans les salons de coiffure' ('Assessment and prevention of risks in hairdressing salons') (2004)

H. Video about prevention for hairdressing salons⁵⁴

ANACT, French National Agency for the Improvement of Working Conditions⁵⁵:

I. Video competition

Participants were invited to make a mini film about wellbeing at work. The winner was a hairdresser, view the video.⁵⁶

J. Sheet for hairdressers:

The sheet for hairdressers, 'Information prévention. Vous travaillez dans un salon de coiffure? Protégez-vous... des risques professionnels' ('Information on prevention. Do you work in a hairdressing salon? Protect yourself from professional risks') (2011) contains guidelines about prevention of risks in the sector. The following subjects are covered in the sheets for hairdressers – each with points to note by employers and employees:

- Chemical risks
- Risks of MSD
- Risks of infection
- Organisation of work

In cooperation with 'Aract Lorraine' ⁵⁷:

K. Brochure *15 propositions pour rester fidèle au métier de la coiffure (15 suggestions for remaining loyal to the hairdressing profession)*

Created in 2012 by the Aract Lorraine, the Chambre de Métiers de la Meuse, in cooperation with the Fédération Régionale de la Coiffure de Lorraine and the Union Départementale de la Coiffure de la Meuse. Under the leadership of the Aract, 15 hairdressers in Lorraine carried out a survey into the best way to retain staff. The three themes that were covered were: health, developing competences and commitment. Based on the results, a guide was created with 15 suggestions for remaining loyal to the hairdressing profession. The guide ends with a quiz (30 questions) for self-assessment.

52 Bosson Futé, http://www.bossons-fute.fr/index.php?option=com_content&view=article&id=659-entreprise0017&catid=15-fichesen-treprises.

53 Also by the INRS: Brochure *Dépister les risques psychosociaux* (ref. ED 6012). Contains indicators about health and safety for employees and working in a company (www.inrs.fr, ref. ED 6012)

54 INRS, <http://www.inrs.fr/accueil/header/actualites/video-sensibilisation-coiffure.html>.

55 Isabelle Burens, Project manager Health at Work Department and international correspondent, ANACT LYON, i.burens@anact.fr

56 http://www.anact.fr/web/actualite/essentiel?p_thingIdToShow=34129613

57 Erfane Chouikha, Aract Lorraine, Chargé de mission, e.chouikha@anact.fr

L. Financial help for salons⁵⁸

In October 2013 the FNC and CNEC started supporting hair-dressing salons wanting to purchase ergonomic equipment to prevent MSD. The financing comes from regional bodies of the French national health fund with a ceiling of €5,000 on 50% of the total investments.

[Fmpcisme.org](http://fmpcisme.org)⁵⁹:

M. Website: The site with Medical-Professional Sheets⁶⁰

1) 'Fiches de prevention Coiffeur' ('Prevention sheets for hairdressers')

This very interesting sheet promotes prevention among hairdressers and contains very specific tips for protection against:

- Chemical risks
- MSD
- Appearance of poor circulation in the lower limbs
- Head lice and nits
- The risk of being exposed to blood
- If you are pregnant or you want to get pregnant, contact your industrial medical officer.

These sheets are also very useful:

2) 'Fiches métiers – Coiffeur'

These professional sheet for hairdressers cover the medical-professional characteristics and contain a description of the characteristics, the obstacles and the effect on the health of:

- The work environment
- Organisation of the work
- Tasks
- Equipment and machines

3) 'Fiches métiers détaillées Coiffeur'

These detailed professional sheet for hairdressers contain:

- General sector information
- The medical-professional characteristics
- A chapter ('En savoir') about health and work

4) 'Fiche de poste Coiffeur'

Work station sheet for hairdressers, with a description of:

- The work environment
- Organisation of the work
- Tasks
- Equipment and machines
- Products and materials, the public involved
- Work clothing

5) 'Fiche matrice emploi - exposition potentielles Coiffeur'

The 'Matrix Sheet – potential exposure for hairdressers' contains a description of:

- The biological agents
- The physical agents
- Equipment, machines and tools
- Biomechanical factors
- Organisational factors and relational ethics
- Location and work premises
- Product or industrial process
- Substances or chemical agents

6) 'Fiche de caractéristiques Coiffeur'

The 'Sheet with characteristics for hairdressers' covers:

- Equipment and machines
- Products and materials, the public involved
- Tasks of the hairdressers

58 IES. *Scenarios of strategies of social partners' cooperation in the hairdressing sector to improve the quality of work and employment (final report)*, p. 22 and 36.

59 This software is the result of the work of a group of company doctors from different services, with complementary skills (ergonomics, toxicology, epidemiology, biostatistics, medical IT, protection against radiation, health documentation about cellular work and molecular biology, pharmacology, lung diseases and emergencies). They meet at the ASMT (Action Scientifique en Médecine du Travail), a group of the CISME (Centre Interservices de Santé et de Médecine du travail en Entreprise).

60 <http://www.fmpcisme.org/>

Training provisions⁶¹**VIDA (trade union):****A. 'SafeHair goes to school'**

Health project in a hairdressing school in Vienna.

In 2011, VIDA Vienna, launched the project 'Safe Hair goes to school' in a hairdressing school with 1,000 trainee hairdressers. The first campaign involved organising a healthy day at school. The project team was made up of five people and a lot of help was provided by other teachers in the school.

The project focused on three main issues: skin protection, healthy snacks and sufficient exercise.

One hour of free time was allocated per class in the curriculum for each issue.

1) Issue 1: 'Skin protection'

The aspect of skin protection was carried out in cooperation with AUVA (Allgemeine Unfallversicherungsanstalt). Dr Antes of AUVA was also involved in the SafeHair workshops (see above).

The teachers were first informed about the SafeHair project and received all kinds of information. It was then the turn of the trainee hairdressers in the presence of the teachers.

The following were covered:

- Test your skin
- Test your gloves
- A short quiz about skin protection
- Each trainee received gloves and a protective cream
- Each trainee was given the website address of SafeHair.

2) Issue 2: 'Healthy diet'

The following were covered:

- What can you eat during a short break?
- What is healthy?
- Can food be prepared quickly?
- Is it cheap?
- Recipes for a healthy break

3) Issue 3: 'Sufficient exercise'

The following were covered:

- Participation in a short Zumba session or an exercise
- How many hours do you work per week?
- How do you get to school: by bike or tram?
- How many gym classes do you have at school?
- Learning examples of exercises for arms, shoulders, and back.

The Health Day is repeated every year in this Viennese hairdressing school. From 2014, the Health Day will only be held among first year students given that they have the greatest need of prevention and the others have already received the information. The project will most certainly run for another two years.

Allgemeine Unfallversicherungsanstalt (AUVA)⁶²:**B. Project 'Start!klar'⁶³**

A 'Start!klar' folder also exists with summarised information about the project.⁶⁴

AUVA is an accident insurance fund that focuses on health and safety prevention for employees from different sectors. AUVA launched the project 'Start!klar' in order to reduce work-related skin diseases and to generate greater awareness among hairdressers and trainee hairdressers about the importance of skin protection and care.

61 Barbara Schröding, Landessekretariat Wien, Gewerkschaft vida, barbara.schroeding@vida.at .

62 http://www.auva.at/portal27/portal/auvaportal/channel_content/cmsWindow?action=2&p_menuid=73657&p_tabid=5

Dietrich, Marlene, Bundesministerium für Arbeit, Soziales und Konsumentenschutz (Bmask), Internationaler technischer Arbeitnehmerschutz, Wien, Marlene.Dietrich@bmask.gv.at

63 http://www.auva.at/portal27/portal/auvaportal/channel_content/cmsWindow?action=2&p_menuid=75064&p_tabid=5

64 http://www.auva.at/mediaDB/973758_Folder_%20start!klar_Hautnah_Sch%C3%B6nheit.pdf

This project is aimed at:

1) Hairdressing schools

Hairdressing schools receive the following free of charge for a period of three years:

- Protective skin care creams
- Disposable gloves
- Equipment to train apprentices about skin protection
- Information and teaching material
- Seminars/workshops for vocational teachers and teachers

Teachers and vocational teachers are invited to the AUVA workshops by the regional offices.

2) Trainee hairdressers

In order to ensure a skin-friendly start to the profession, trainee hairdressers receive a voucher for a start-up kit comprising a protective cream, scissors, gloves, information, etc.

3) Hairdressing salons

Hairdressing salons receive free advice and support from the AUVA industrial medical officers.

Other information material⁶⁵

VIDA:

A. Flyer: 'Deine Haut ist Dir am nächsten'

Signs to look out for and good tips.

B. Diagram: 'Hautschutz und Hygieneplan Für Friseurinnen und Friseure'

Tips:

- Before, during and after treatments
- Before and after breaks and after work.

AUVA⁶⁶:

Additional support material:

C. Folder: 'Wir beraten Sie gerne'

Tips for good hand protection.

D. Folder: 'Hautnach an der Schönheit. Die gepflegten Hände Ihrer MitarbeiterInnen sind die Visitekarte Ihres Salons'

Tips and checklist for supervisors.

E. Summarised overview: 'Hautnach an der Schönheit'

Split up into: protection, cleaning and care with subdivisions: With what? When? Who? And tips.

F. Skin protection plan: 'Bezugsquellen zum Erstellen eines Hautschutzplanes. Schutzhandschuhe für Friseure beim Waschen und Färben'

Overview table with Vinyl-Nitrile gloves.

Austrian Department of Labour Inspection⁶⁷:

G. Questionnaire for evaluating the implementation of skin-protection measures

In the autumn of 2014 the Austrian Department of Labour Inspection will start using a questionnaire to assess the implementation of skin-protection measures. A few examples of questions are: When do you use protective gloves? Which skin-protection measures are applied in your salon? When and how often do you use skin-protection and skin care products, etc.

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66 Astrid Antes, Dr. HUB, Astrid.Antes@auva.at

67 Dietrich, Marlene, Bundesministerium für Arbeit, Soziales und Konsumentenschutz (Bmask), Internationaler technischer Arbeitnehmerschutz, Wien, Marlene.Dietrich@bmask.gv.at Dietrich, Marlene, Bundesministerium für Arbeit, Soziales und Konsumentenschutz (Bmask), Internationaler technischer Arbeitnehmerschutz, Wien, Marlene.Dietrich@bmask.gv.at

Training provisions

Kapperspoli⁶⁸:

In the Netherlands, the hairdressing sector has its own 'Kapperspoli' Centre for Skin and Work in Velp. The Centre was first set up in 1988, but activities have increased since the introduction of the Arboconvenant (Agreement on Working Conditions) (see later on).

The centre focuses in the main on the causes of skin problems and helps hairdressers with the question of whether their skin problems are caused by their work. Kapperspoli offers training programmes.

A. One-week programme

Extensive allergen screening with the following items:

- Workplace analysis
- Allergy tests
- Medical inspection
- Instructions and advice (about using gloves)
- Medical treatments

B. A short programme (45-60 minutes)

The programme, 'Skin-friendly and skin-safe working conditions', covers the following subjects:

- Skin: general explanation about the structure and importance of the skin/skin screening of your hands
- Eczema: How does one get it? But above all: How can it be prevented?
- Did you get eczema anyway? How do you solve the problem?
- The importance of wearing the right type of gloves at the right time: type/material/length/when/when not/putting on and removing and one-time use.

- Skin care for the hands: How often? When? With what?
- Working safely with products

FNV Mooi (trade union):

C. Training Course 'Gezond Werken' ('Working Healthily')⁶⁹

This training programme focuses on:

- Posture and mobility
- Eczema and the respiratory system
- Work pressure and stress
- Intimidation
- Working hours and breaks
- Furniture
- Arbo catalogue (working conditions)

Hairlevel XL⁷⁰:

D. Module 'Veilig Werken' (Working Safely) with Hairlevel XL

During this training programme for hairdressers, the students use a digital and interactive teaching method: 'Hairlevel XL'. This instrument also contains a module on working safely. This information is not freely available because the schools have to purchase a license to use the tool from Hairlevel XL.

Other information material

Kapperspoli:

A. Extensive information package with digital test for hand eczema.

ANKO (employers), Kappersbond FNV/FNV Schoonheidsverzorging and CNV Kappers (employees) and the Ministry of Social Affairs and Employment:

68 <http://www.huidenarbeid.nl/kapperspoli/>

69 <http://www.fnvmooigeregeld.nl/gezond-werken/houding-en-beweging/>

70 Hans van den Hoeven, Brancheplatform Nederland, hansvandenhoeven@brancheplatformkappers.nl

B. Arboconvenant Hairdressers⁷¹

In the Netherlands a working conditions agreement is negotiated with three groups - the employers (ANKO), the employees (Kappersbond FNV/FNV Schoonheidsverzorging and CNV Kappers) and the Ministry of Social Affairs and Employment. The first Working Conditions Agreement for Hairdressers was signed in 2001 for a period of five years. The central themes were: allergens and physical strain and early reintegration. The specific goals were: reducing the number of new incidences of hand eczema among hairdressers by 50%, reducing diseases of the respiratory system and back complaints by 25%, reduction of RSI by 25%, reducing absenteeism due to illness in the hairdressing sector by 15 % and reducing the number of hairdressers retiring because of being unfit for work by 25%.

C. Campaign 'Healthy Hairdresser, jouw gezondheid telt!'

Following the 'Arboconvenant Hairdressers' a campaign, 'Healthy Hairdresser, your health counts!' was launched to promote healthy and safe working methods in hairdressing salons and to reduce absenteeism due to illness.

1) Preview Tour⁷²: The campaign started off with a Preview Tour made up of nine theatre shows (during the day for trainee hairdressers and in the evening for working hairdressers). The latest line of hair styles was presented in a show with music, dance and light effects and focus was laid on work posture, using gloves and the ban on using hairdressing cosmetics containing dangerous substances (GTG). The Preview Tour has been visited by approximately 10,000 people.

The campaign also included other activities:

2) Newsletter (quarterly), with tips about the use of gloves for instance.

3) Risk inventories and assessment tool for the hairdressing sector. A specific RI&A was created for this campaign in paper format as well as digital format (see website below).

4) General website 'Healthy Hairdresser. Jouw gezondheid telt!'

This website, 'Healthy Hairdresser. Your health counts!' (<http://www.healthyhairdresser.nl>) contains:

- Risk inventories and assessment (RI&A)
- Rules for healthy working
- Healthy working indicator
- Hand eczema test
- Tips and recommendations
- Opinions
- Information
- FAQ
- 10 good examples
- Latest news

The social partners run the 'Healthy Hairdresser' website and platform collectively.⁷³

5) CD-rom with the 'Gezond-Werken-Regels voor de Kappersbranche' ('Rules for Healthy Working in the Hairdressing Sector') (2005)⁷⁴

This CD-rom contains information about healthy working in the hairdressing sector.

- Film clips: about how the rules for healthy working are applied in five hairdressing salons. Employers and employees share their experiences.
 - Everything new
 - Make room

71 IES. *Scenarios of strategies of social partners' cooperation in the hairdressing sector to improve the quality of work and employment (final report)*, p. 35. L. Eeckelaert, K. Van den Broek, MN. Rasson, B. Schittecatte & O. Wlodarski, *Risicoanalyse in de kapperssector: Hinderpalen en geïnformatiseerde tools. (Risk Analysis in the hairdressing sector. Obstacles and digital tools)* Leuven, Prevent, 2013, p.29-30.

72 <https://osha.europa.eu/fop/netherlands/nl/euweek/PDFdownloads/VakraadKappersbedrijf.pdf>

73 IES. *Scenarios of strategies of social partners' cooperation in the hairdressing sector to improve the quality of work and employment (final report)*, p. 43.

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<http://www.brancheplatformkappers.nl/content.aspx?i=5>

74 Miranda Bakker, Coiffure EU, Management Assistant, mbakker@anko.nl

- Showtime?!
- On your bike
- How healthy is my hairdressing salon? For checking whether a hairdressing salon meets the rules for healthy working:
 - Checklist
 - Measuring instructions
- Extra information
 - Summary of the rules for healthy working
 - FAQ and answers

6) Brochure *Healthy Hairdresser? Jouw gezondheid telt! XY. De ideale Salon (Healthy Hairdresser? Your health counts! XY. The Ideal Hairdressing Salon) (2006)*⁷⁵

The story, published by the Brancheplatform Kappers, is structured as a study book entitled: 'Klaar voor de toekomst in 10 stappen. Check je eigen salon op de volgende 10 onderdelen' ('Ready for the future in 10 steps. Check your own salon for the following 10 aspects'):

- Layout
- Staff
- Age
- Business concept
- Purchasing
- Hands
- Training
- Students
- Absenteeism due to illness
- Pregnancy

7) Game

A game about all kinds of subjects related to health in the hairdressing sector. The goal was to launch an ergonomic hairdressing hallmark for equipment (gas lift chairs, bikes, wash basins, etc.), but this was never achieved.⁷⁶

D. Arbo Catalogue for the Hairdressing Sector⁷⁷

Following the agreement on working conditions for the hairdressing sector, the social partners started working on a 'Arbo Catalogue for the Hairdressing sector'. The new aspect of this catalogue (compared to previous agreements) is the focus on psycho-social stress. This catalogue targets the application of the Arbo rules and echoes the agreements made in the recent European framework agreement. The current risk inventories and assessment instrument has also to be assessed and adapted accordingly. The Arbo Catalogue will apply to employers, employees, the self-employed and apprentices.

E. TV-show 'Looking Good'⁷⁸

The hairdressing sector has its own TV show in the Netherlands. This programme focuses on Arbo regulations, generating awareness among hairdressers about the rules for healthy working (such as working with gloves, not wearing rings or bracelets, using scissors with support, etc.). The aim is that this should be used as an example for all hairdressers in the Netherlands.

F. Website 'Kapperscosmetica – Is dit product veilig?'⁷⁹

On the website, 'Hairdressing cosmetics – Is this product safe?' you can find information about the following items:

- Information about product sheets
- Laws and regulations
- Labels
- Health
- Prevention and treatment

Ministry of Social Affairs and Employment and the 'Brancheplatform Kappers'⁸⁰:

⁷⁵ Miranda Bakker, Coiffure EU, Management Assistant, mbakker@anko.nl

⁷⁶ L. Eeckelaert, K. Van den Broek, MN. Rasson, B. Schittecatte & O. Wlodarski, *Risicoanalyse in de kapperssector: Hinderpalen en geïnformatiseerde tools. (Risk Analysis in the hairdressing sector. Obstacles and digital tools)* Leuven, Prevent, 2013, p.22.

⁷⁷ IES. *Scenarios of strategies of social partners' cooperation in the hairdressing sector to improve the quality of work and employment (final report)*, p. 29 en 43.

⁷⁸ IES. *Scenarios of strategies of social partners' cooperation in the hairdressing sector to improve the quality of work and employment (final report)*, p. 43.

⁷⁹ [http://www.isditproductveilig.nl/hairdressing cosmetics/](http://www.isditproductveilig.nl/hairdressing%20cosmetics/)

⁸⁰ Marjolein Douwes, Senior researcher/adviser, Work, Health & Care, TNO, marjolein.douwes@tno.nl

G. Description of good practices for physical strain

On the initiative of the Ministry of Social Affairs and Employment, The 'Brancheplatform Kappers' (representatives of employer and employee organisations) is currently working on a description of good practices for physical strain. The goal is to include a recommendation regarding 'physical strain' in the Arbo Catalogue - a subject that requires extra attention. A hairdressing salon is also involved that wants to share its positive experiences.

FNV Mooi:

H. Website of FNV MOOI⁸¹

This website focuses among others on:

- Posture and mobility
- Eczema and the respiratory system
- Work pressure and stress
- Intimidation
- Working hours and breaks
- Furniture
- Arbo catalogue (working conditions)
- CLA
- Illness and absenteeism

SWITZERLAND⁸²

Training provisions

In Switzerland all employees are covered since 1 January by a compulsory accident insurance. In addition to accident insurance, this law also applies to the prevention of work accidents and occupational diseases. The federal council had agreed to an extension of four years for the application of the directive governing the cooperation with the industrial medical officers and other specialists in safety at work, that went into force on 1 January 1996.

Since 1 January 2000, this obligation applies to all managers who employ four employees or four full-time equiva-

lents (if employed part-time). They must:

- send at least one person per business for training
- purchase the manual.
Managers of hairdressing salons may do this in any of the following ways:
 - via the professional organisation: Coiffure SUISSE offers training courses.
 - on their own initiative: managers of hairdressing salons must in this instance undertake the following actions: define the dangers, analyse and assess the risks, documentation, solutions for problems, external training, measures, implementation, checks, continuous external training. The costs of this option are much higher than via the professional organisation.
- Alternative approach: managers are obliged to bring in, for a certain number of hours, industrial medical officers, works hygienists and safety engineers. This option is even more expensive than the second option.

CoiffureSUISSE:

A. Training via the professional organisation

The training sessions that lasted a half day, were given by internal trainers of CoiffureSUISSE. During the training sessions the manual was discussed and an explanation was provided about how documents must be filled in. The training sessions were held throughout all of Switzerland in hotels, training centres or at hairdressing salons. The intention was to repeat these training sessions every two to three years, but they are no longer offered.

Other information material

A. Manual

One manual, *Protection de la santé et sécurité dans la branche de la coiffure. Manuel de la solution pour la branche (Protection of health and safety in the hairdressing sector. Manual with solutions for the sector)* MUST be present in each hairdressing salon.

81 <http://www.fnvmooigeregeld.nl/gezond-werken/houding-en-beweging/>

82 Margrit Mosimann, Coiffure EU – Secretary Public Relations, Leiterin Administration CoiffureSUISSE, mosimann@coiffuresuisse.ch

Managers of hairdressing salons that are members of Coiffure SUISSE can purchase the manual at a reduced rate.

The manual covers the following chapters:

- Introduction with content and goal of the directive and procedures to be applied
- Tasks and responsibilities
- Identifying dangers and planning measures
- Information file with instructions for employees
- Aids (checklist and annual plan)
- Table to hang up
- Brochures and information

LATVIA⁸³

Training provisions

Job training/training programme 'Health and safety' for schools offering vocational education

In the job training programme the content of chapter six 'Health and safety', from the manual is dealt with (*Skaistumkopsanas pakalpojumi. Darba aizsardzibas apmacibas moduli (macibu programmas) profesionalas izglitibas iestades*) (see later on).

Other information material

A. Manual⁸⁴

The manual, *Skaistumkopsanas pakalpojumi. Darba aizsardzibas apmacibas moduli (macibu programmas) profesionalas izglitibas iestades* (2010, p. 162. ESF projekta Nr. 1 DP/1.3.1.3.2/08/IPIA/NVA/001. 2010) (*Hairdressers and beauty treatments. Job training (training programme) for schools offering vocational education*) was created as part of an ESF project.

It is a bulky manual with very thorough detailed information. In addition to a number of general subjects, the manual also has a specific chapter (6, p. 88 - 159) about health and safety in hairdressing salons and beauty salons.

In chapter 6: 'Health and safety', the following themes are covered:

- Risk factors in the hairdressing and beauty sector
- Safety, the environment and health
 - Work safety
 - Working environment
 - Health of clients
 - Causes of accidents
 - Causes of wounds and injuries
 - Storing cosmetic substances in hairdressing salons and beauty salons
 - Waste from hairdressing salons and beauty salons
 - Occupational diseases and prevention
 - Injury to the upper respiratory tract
- Psychosocial and organisational factors
 - Psychosocial factors and the influence of contact with clients, management and colleagues
 - Work stress, uncertainty and an unsafe feeling
 - Preventive measures and the application thereof
- Biological risk factors
 - Biological risk factors and their effect on health
 - Disinfection and sterilisation of instruments (application)
 - Preventive measures and the implementation thereof
- Chemical risks
 - Chemical risks and the consequences thereof for public health
 - Dangerous chemical substances and products
 - Chemical markings
 - Preventive measures and the implementation thereof
- Physical risk factors
 - Physical risk factors and their impact on health
 - Microclimate in the workplace
 - Organic substances
 - Ultraviolet rays, electricity, lighting and ventilation
 - Strain on body, visual strain
 - Preventive measures and the implementation thereof
- Personal protective gear
 - Personal protective gear and the importance of making the right choice
 - The importance of implementing protective measures
 - Importance and use of face masks, glasses

83 Linda Matisane, Head of Cooperation and Development Unit State Labour Inspectorate Kr. Valdemāra 38k-1, Rīga LV-1010, linda.matisane@vdi.gov.lv

84 <http://visc.gov.lv/profizglitiba/metmat.shtml>

- Importance and use of protective clothing
- Importance and use of work shoes
- Role of ergonomics
 - Definition and types
 - Interior furnishings of the workplaces
 - Work stress, physical movement, posture and stiff muscles
 - Ergonomic equipment/devices and how to use them

B. 8 PowerPoint Slides

In addition to the manual the theme of health and safety is also covered in eight PowerPoint slides.

C. YouTube⁸⁵

A short film (in Latvian) about health and safety in hair-dressing salons and beauty salons that shows good practices in a hairdressing salon and beauty salons. There is commentary by a professional who explains why this kind of approach is good for ergonomics.

D. Checklist for risk assessment for the hairdressing sector⁸⁶

With special focus on:

- Physical factors
- Ergonomic factors
- Psychological and social factors
- Chemical factors and substances
- Injury determinants
- Safety symbols
- Personal protective equipment (PPE)
- Employee health

GREAT BRITAIN

Training provisions⁸⁷

In Great Britain there is only one general rule relating to health and safety at work. It reflects the framework agreement to a great degree, but it is not legally enforceable. And yet the social partners believe that some changes are needed.

Other information material

Health & Safety Executive (HSE):

The website of the Health & Safety Executive (HSE) is a reference for health and safety at work, also for the hair-dressing sector.

A. The general website of the HSE (different sectors)⁸⁸

The general website contains, among others:

1) Support information (guidance)⁸⁹

Relating to different subjects such as: Control of Substances Hazardous to Health (COSHH), stress, ergonomics, slipping and tripping, MSD, noise, young people, etc.

2) Modules in the section on support information 'Young people at work'⁹⁰

a. *'young people at work and the risks'*

b. *'training and guidance with a focus on health and safety'*

85 <http://www.youtube.com/watch?v=KRNy3vyrod8&feature=c4-overview&list=UUzRa-CoVs4qDtikJ43PILdA>

86 <http://www.lindamatisane.lv/informat299vie-materi257li.html> - "Kontroljautājumu saraksti darba vides riska novērtēšanai". For hairdressers: go to the checklist "Frizētavām"

87 *Support to the Commission's assessment of the European sectorial social partners' framework agreement on the protection of occupational health and safety in the hairdressing sector* (interim report of 29 May 2013), p 29. See footnote 17: Only general OSHA regulation exists as well as guidance. Guidance closely mirrors the framework agreement but does not have legal force. However, social partners consider that few changes will be required. See p. 31. also

88 <http://www.hse.gov.uk/>

89 <http://www.hse.gov.uk/guidance/index.htm>

90 <http://www.hse.gov.uk/youngpeople/risks/index.htm> and <http://www.hse.gov.uk/youngpeople/training.htm>

3) Link 'New to the job' with 6 steps for protecting new employees.

This is another interesting link because young employees often become victims of accidents in the first six months of starting a job.⁹¹

4) Link Skin at work⁹²

Link with:

- Basic advice for employers, employees and apprentices about:
 - What are work-related skin diseases?
 - How does one become exposed to risks?
 - How can the risks be avoided?
 - Jobs with a high risk
 - What does the law say?
- Technical advice for medical staff and health and safety experts
- Sources including information for journalists and marketing and communication professionals (brochure, practical examples, photos for training purposes)
- FAQ and latest developments

B. HSE Hairdressing website⁹³

The hairdressing website contains information about the following among others:

- What is work-related contact eczema
- The causes of contact eczema
- How can one prevent contact eczema (5-step plan)
- Creams
- Gloves
- Messages for hairdressers, salon managers and clients
- Bad hand day campaign
- Sources

C. Campaign 'Bad Hand Day? Let's cut out dermatitis'⁹⁴

This campaign from 2006, aimed at preventing hand eczema, encourages hairdressers to use the right type (not latex) of gloves in order to actively prevent hand eczema.

The Health & Safety Executive (HSE) launched this campaign in 2006⁹⁵. The campaign received positive feedback, but some hairdressers continued to resist wearing gloves, particularly for 'wet work', such as rinsing and washing.

1) Trial with gloves

In November 2007, in the face of this resistance, the HSE organised the trial with gloves during which hairdressers were invited to test the gloves they were offered. The trial was carried out with the support of Habia, the Hair and Beauty Suppliers Association (HBSA) and the National Hairdressers' Federation (NHF).

750 British salons in 38 local authorities took part in the trial.

Two manufacturers of gloves: BM Polyco Ltd and Marigold Industrial, provided the participating salons with free non-latex (vinyl and nitrile) gloves of the recommended size and length. The hairdressers were asked to use the gloves for all tasks during which their skin came into contact with water and products (rinsing, washing, dyeing, bleaching and straightening). The hairdressers were also asked to note down their experiences and feedback on the evaluation form.

An information package was also provided with recommendations about good hand care such as drying hands thoroughly, checking hands regularly and using moisturising cream.

91 <http://www.hse.gov.uk/vulnerable-workers/new-to-the-job.htm>

92 <http://www.hse.gov.uk/skin/>

93 <http://www.hse.gov.uk/hairdressing>

94 Summarised mention in L. Eeckelaert, K. Van den Broek, MN. Rasson, B. Schittecatte & O. Wlodarski, *Risicoanalyse in de kapperssector: Hinderpalen en geïnformatiseerde tools. (Risk Analysis in the hairdressing sector. Obstacles and digital tools)* (Leuven, Prevent, 2013, p.23.

95 In 2009 Habia took over the management of the campaign.

Of the 750 participating hairdressing salons 591 sent back their evaluation forms. And the results of the trial were very positive:

- 62 % of the participants said that they would wear the gloves in the future for wet work
- 80% found that the gloves were comfortable to wear
- 74 % noticed that clients had no problem with them working with gloves on.

Feedback about the right size of the gloves was also important. Participants stated that the gloves that do not fit are uncomfortable to wear.

2) Seminars

Visits by local authorities and the HSE to hairdressing salons and schools.

The campaign reached a total of 20,000 hairdressers.

3) Information material⁹⁶

- a) Example of a risk assessment for a hairdressing salon

All the dangers were listed. Questions were also asked such as: Who can be injured and how? What happens now? What next steps are needed? Who will take action? When will the action be carried out? Action carried out.

- b) Checklist for a hairdressing salon for preventing hand eczema.

With special focus on a 5-step approach, the actions that need to be undertaken and why as well as the effect of the actions undertaken. Reference is also made to the following posters:

- The correct way to remove gloves⁹⁷
- Skin care: methods for using hand cream, soap and cleaning agents⁹⁸
- Skin checks (eczema)⁹⁹

4) Advertisements

- a) Campaign flyer
- b) Press advertisement

5) Practical examples

- a) Stories of hairdressers with hand eczema
- b) Allergic contact eczema
- c) Irritating contact eczema

6) Checklist

- a) Myths and misunderstandings and prevention checklists

7) Illustrations

- a) Posters
 - 'Wave goodbye to bad hand days' poster
 - Workplace poster
- b) Statistics
 - Hand eczema and other skin conditions
- c) Videos
 - Maxine's story
 - Miriam's story

D. Information and awareness generating package¹⁰⁰

This package, 'H&S ABC: An easy guide to health and safety for SME's' contains 3 free tools:

1) Guide *Health and safety made simple*¹⁰¹

Contains basic information for drawing up a health and safety policy. The guide contains simple and clear information about the responsibilities that managers must take in order to comply with regulations (e.g. what is needed in

96 <http://www.hse.gov.uk/hairdressing/resources.htm>

97 <http://www.hse.gov.uk/skin/posters/singleusegloves.pdf>

98 <http://www.hse.gov.uk/skin/posters/skinmethod.pdf>

99 <http://www.hse.gov.uk/skin/posters/skindermatitis.pdf>

100 D - E - F - G - H: Hilary Hall, Secretary General NHF

101 <http://www.hse.gov.uk/simple-health-safety>

the workplace, how to involve employees, how to provide training and information, etc.).

2) Health and Safety Toolbox¹⁰²

This website contains advice about the most common health and safety risks (with regards electrical safety for instance, fire safety, harmful substances, personal protective equipment, slipping and tripping, noise, etc.) and shows what actions small and medium-sized companies can take in order to improve their risk management. The accent is also laid on managing the health and safety of the company and the employees as well as the workplace. The tool contains do's and don'ts, practical examples, etc.

3) Risk assessment tools

These tools have been designed so that managers can identify risks and dangers. No risk assessment is required for establishments with fewer than 5 employees.

The tool contains:

- An example of a risk-assessment¹⁰³
- A template of a risk-assessment¹⁰⁴
- An online risk-assessment tool for offices and shops with low risks¹⁰⁵

Habia

E. Brochure *Dermatitis and glove use for hairdressers*

This brochure (2007, 29 p.) covers the following subjects among others:

- 5 steps for healthy hands
- What is eczema?
- How common is eczema among hairdressers?
- What are the signs and symptoms of eczema?
- What can occur if these symptoms are not picked up?
- Why are hairdressers susceptible to developing eczema?

- How does my skin come into contact with harmful substances?
- What can be done differently to avoid getting eczema?
- Protective gloves
- How can I check my skin?
- When should I wear gloves on a typical working day?
- What does the law say?
- What information should I remember?
- Certain substances that can cause eczema
- Salon design
- Using products and equipment

F. Guide *A Guide to the Health & Safety of Hair Salon Products*

Created by the industry and obtainable from Habia. Every salon must have a copy of this book (2007, 8th edition, 27 p.) to refer to and for discussion with the local inspector.

This guide explains to hairdressers what they need to know and the legal procedures they must take. The book must be used together with the product lists of manufacturers who must specify their products.

The following information must be provided for each product:

- Composition
- Ingredients
- Hazard indication
- First Aid actions
- Measures in the event of accidental contact
- Handling and storage
- Exposure/personal protection
- Stability and reactivity
- Removing waste

NHF:

G. Brochure *Employee Health & Safety Handbook for the Hairdressing and Beauty Industry*

102 <http://www.hse.gov.uk/toolbox/>

103 <http://www.hse.gov.uk/risk/case studies>

104 <http://www.hse.gov.uk/risk/template>

105 <http://www.hse.gov.uk/risk/assessment.htm>

This brochure (April 2011, 20 p.) covers the following themes:

- Reporting accidents and illness
- Asbestos at work
- Communication procedure
- Electricity
- Falling objects
- Fire extinguishers
- Fire safety
- First Aid
- Hazardous substances
- Policy recommendations for health and safety
- Hygiene
- People who work alone
- Manual tasks
- Personal protective equipment
- Personal safety/violence
- Principles
- Sliding and falling
- Stress
- Special working material
- Young employees

Institution of Occupational Safety and Health (IOSH):

*H. Brochure **Hairdresser. Straightforward information and practical tips to help you sort health and safety***

This brochure (14 p.) contains basic information with references to more detailed information and tips. Particular emphasis is also placed on the following:

- Legal:
 - Can you seek help for your responsibilities in terms of health and safety?
 - Drawing up a health and safety policy for your business
 - Managing the risks in your business
 - Speaking with your employees
 - Giving training and information

- Having the right facilities
- Having a plan for First Aid, accidents and health problems
- Hang up the poster on health and safety
- Insure your business
- Keep your affairs up-to-date
- Items you should think about:
 - Skin problems
 - Using and storing chemical products
 - Disease and pain
 - Slipping and falling
 - Electricity
 - Lifting and carrying
 - Work temperature
 - Protection against fire

I. Guides for the hairdressing sector¹⁰⁶

Free guides for the hairdressing sector will be placed on the website in the coming months.

POLAND

Training provisions¹⁰⁷

A. Vocational 'Health and Safety' training programme

In Poland new employees have to take part in a vocational 'Health and Safety' training programme.

B. 'Health and Safety' training for starters

The starter training programme includes 11 hours of training spread out over two days with:

- A general training session of 3 hours
- On-site training lasting 8 hours

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¹⁰⁷ Marzena Fijalkowska-Bilinska, Member of Chamber of Crafts in Wielkopolska (Wielkopolska Izba Rzemieslnicza); examiner, salon owner, mazik49@wp.pl

The starter training programme is organised by the Chamber of Crafts,¹⁰⁸ when the young hairdressers sign their contract during an official ceremony.

C. 'Health and Safety' vocational training

Employers are obliged to repeat the training programme every 5 years. Employees are obliged to follow this type of training programme every 3 years. The periodic training programmes take place in the hairdressing salons. Employers have to pay to take part in a training programme. Salons that belong to the Chambers of Crafts, have easier access to these training programmes given that the Chambers of Crafts have signed an agreement with the works inspectors, who organise the training programmes for employees of the affiliated companies.

The following subjects are covered during these training programmes:

- The workplace
- The responsibilities and rights of the employees
- The responsibilities and rights of employers
- Fire safety: types and application
- First Aid in the event of accidents

The training programmes are given by the senior inspector of Public Health and Safety, the inspector for fire safety and the specialist inspector for health and safety.

Depending on the location, the training sessions may be attended by 5 to 20 people.

Other information material¹⁰⁹

In 2013 a joint venture was set up with the Institute for Occupational Medicine that carried out research into young hairdressers and the consequences of their coming into contact with chemical products. The results of this survey were circulated.

A cooperative venture also exists with the works inspectors as part of the 'Get an NLI diploma' campaign, which is also a prevention programme. A cooperative venture was also set up with the Central Institute for Protection at Work for circulating good practices (also among hairdressers) in health and safety.

IRELAND

Training provisions: /

Other information material¹¹⁰

A. Workshops

During the workshops, 'Occupational health and safety in the hairdressing sector' (24 and 25 October 2013) presentations were given from different countries. The president of the Irish Hairdressing Federation, Gerry Hynes explained that there are more than 2,000 hairdressing salons in Ireland that employ more than 10,000 people and that they strive for cooperation with the Health and Safety Authority (HSA) for the implementation of health and safety measures. As a result of the non-acceptance of the European guideline for health and safety in the hairdressing sector, Ireland intends to nevertheless start up a campaign to guarantee the safety of employees. Subsequently an explanation was given about the 'Taking Care of Business' unit and 'BeSMART'.

Health & Safety Authority:

B. Taking Care of Business initiative

Taking Care of Business is a broadly established initiative of the Health & Safety Authority, that supports small companies in health and safety in the workplace. The goal is to reduce the number of accidents, to improve health and to motivate employees more.

¹⁰⁸ *Scenarios of strategies of social partners' cooperation in the hairdressing sector to improve the quality of work and employment* (final report), p. 29. Employer organisations: 'Active employers' organisations exist in some, but not all, of the countries studied. In Poland, membership of chambers of crafts is voluntary and these organisations provide legal assistance to their members, along with other services. Chambers of crafts represent around 10% of hair and beauty salons in Poland, but do not engage in social dialogue. The only employer organisation in the sector is the Polish Craft Association, grouping regional chambers of crafts.

¹⁰⁹ Andrzej Stępnikowski, Coiffure EU, Polish Craft Association (Związek Rzemiosła Polskiego, ZRP) social partner, stepnikowski@zrp.pl

¹¹⁰ Annette Slater, Focal Point, annette_slater@hsa.ie

If small companies do not understand the exact legal obligations regarding health and safety, they can call on the 'Taking Care of Business' unit for help and practical information.

One of the initiatives of the 'Taking Care of Business' unit for small companies was the launch of BeSMART.

C. BeSMART.ie¹¹¹

BeSmart (Business Electronic Safety Management And Risk assessment Tool) is the free online risk assessment tool that was launched in February 2011 by the Irish government and that is promoted among small companies including hairdressing salons and hairdressers.

The tool offers the possibility of carrying out a risk analysis and preparing safety instructions (action list). This is a simple way of complying with the law.

Users have to first register via a login, then follow the instructions step by step.

Users must click on the type of business process at the start. There is an option for 'hair salon' and 'hairdresser'.

They then have to assess the dangers/risks, of which there are 21 different types.

- electricity
- fire
- slipping and falling
- manual tasks
- chemical products
- working at height
- transport at the workplace
- maintenance
- devices with screens
- transport as part of the job
- shaving and cutting hair

- standing up in the hairdressing salon
- hairdressing material
- lice
- sharp objects
- office material
- working with wet hands
- violence/aggression/theft
- coffee machine/boiler
- heating ventilation and air conditioning system
- radon gas

The goal is to reach an agreement with employees and to highlight the dangers even more strongly.

After which they can print off a safety declaration that should be dated and signed.

There is room for adding specific information. People can be designated for each action and they are then responsible for carrying out those actions. In order to ensure that these actions are indeed carried out, there needs to be follow-up. The goal is to repeat the risk assessments at regular intervals.

Since the launch of BeSMART.ie, feedback from registered users shows that the use of BeSMART.ie has resulted in a saving of at least 90 % of the costs and time that are needed for carrying out risk analyses and setting up safety instructions for the workplace.

MALTA

Training provisions

OHSA¹¹²:

A. Seminar on health and safety risks for hairdressers

In 2012 the signatories of the European Framework Agree-

111 <http://www.besmart.ie/> or please see list of businesses catered for in this RA tool <http://www.besmart.ie/supported-business-types/> There is also a summarised reference by Eeckelaert L, Van den Broek K, Rasson MN, Schittecatte B & Wlodarski O. *Risicoanalyse in de kapperssector: Hinderpalen en geïnformatiseerde tools. (Risk Analysis in the hairdressing sector. Obstacles and digital tools)* Leuven, Prevent, 2013, p. 24.

112 Remigio Bartolo Senior Manager (Communications & PR), Focal Point Manager - European Agency for Safety and Health at Work, remigio.j.bartolo@gov.mt

ment on the protection of the health and safety of hairdressers asked the Commission to create a directive for this subject.

To this end, the OHSa organised a seminar to generate greater awareness among hairdressers about the occupational risks, to promote preventive measures and to increase awareness about risk management. The seminar received the full cooperation of the European Agency for Health and Safety at Work and of the European Commission. Mr Guido Schwarz, Policy Officer of the European Commission for instance provided an overview of the stipulations of the framework agreement. Mr Marios Charalambous, Focal Point Cyprus, presented the Online Risk Assessment Tool for hairdressers. An explanation was provided by a number of OHSa representatives about the practical application of the directive.

Maltese Hair and Beauty Federation¹¹³:

B. Seminar on health and safety risks for hairdressers

Following the SafeHair Project, the Malta Hair and Beauty Federation organised a few seminars in which the importance of health and safety and good practices were emphasised. There were lectures by a doctor and conferences with people who had cooperated on the SafeHair project.

The Federation also cooperated with the local OHSa employees. The goal was to discover good practices and find a way to communicate the message that health and safety are a good thing and not just an obligation.

Other information material

Inspection campaign - hairdressing sector¹¹⁴

In 2013 the OHSa launched a pro-active information and inspection campaign that targeted the hairdressing sector

in particular. The most important objective of this campaign was to provide hairdressers with the information and assistance they need so that they can work in an environment that is safe for them and their clients. As part of this campaign the OHSa employees visited around 600 different hairdressing salons. For logistical reasons, the hairdressers who work at home were not visited during the campaign. In addition to handing over information, they also looked into the risks of exposure to chemicals, poor ventilation, long working hours, standing for long hours, protection for unborn children and/or breastfeeding mothers. The shortcomings that were discovered were above all the absence of relevant information about cosmetic products and the irregular use of personal protective equipment.

The OHSa disseminated information about the most common risks to all the organisations within the hairdressing sector before and during the campaign. These organisations then handed this information to their members.

SPAIN

Training provisions: /

Other information material

A. National survey of working conditions in the hairdressing sector¹¹⁵

This national survey (2011) recorded the most common illnesses suffered by employees in the hairdressing sector: back complaints (55% of all employees), neck pain (49%), pain in the shoulders, arms, elbows, wrists, hands or fingers (43%), pain in the legs, knees or feet (33%).

This survey also recorded skin diseases (7%), problems of the respiratory system (4), stress (13%). Other illnesses reported are fatigue/exhaustion (17%) and headaches (11%).

113 Corinne Farrugia, Hair & Beauty Federation Malta, member of Coiffure EU

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115 *Support to the Commission's assessment of the European sectoral social partners' framework agreement on the protection of occupational health and safety in the hairdressing sector* (interim report of 29 May 2013), p.21.

INHST:

B. Prevention guide/risk analysis tool for hairdressing salons

This brochure, *Guías para la acción preventiva – Peluquerías* covers the following themes:

- background: it is difficult for SMEs and above all micro companies to apply the regulations about risk prevention at work.
- consequence: prevention guides that summarise the most serious and common risks for health and safety
- goal of the guide: identify risk for health and safety and presentation of appropriate preventive actions
- target group: employers and employees, especially small companies
- risks:
 - *workplace and material*: smooth or wet floors, insufficient space, untidy, too much furniture, incorrect shoes, stairs, different levels
 - *electricity*: electrical installations, standing hairdryers, hand dryers, infra-red lamps
 - *chemical products*: dyes, perms, straighteners, decolouring agents, soap, detergents, disinfectants
 - *fire*: electrical installations, gas installations, cigarettes
 - *workplace*: standing up to work, bending over, insufficient light, reflections, drafts, insufficient ventilation, fluctuations in temperature
 - *organisation of work*: too much work, lack of planning, unfair allocation of work (causes stress), arguments between colleagues, negative attitude towards manager

CYPRUS

Training provisions: /

Other information material¹¹⁶

A. Creation of the first OIRA tool

The first OIRA tool for hairdressing salons in Cyprus was

created in 2012 by the labour inspection in cooperation with the social partners. The tool is available in Greek and English and comprises around 90 statements.

After this was launched seminars were organised to present the tool in all the different districts. 500 people took part in the pilot test to verify that the tool is easy to use, relevant to the needs, is written in an intelligible language and is not too time consuming.

The work inspectors then organised a training programme for the inspectors so that they could support the hairdressers.

B. OIRA Case Study

The European Agency for Health and Safety at Work (EU-OSHA) published a case study about this in order to describe the process of creating a risk analysis tool and to promote OIRA in the different EU Member States.

FINLAND

Training provisions: /

Other information material

Finnish Institute of Occupational Health:

Assessment schedule ‘Ergonomic Workplace Method’¹¹⁷

This method (2005, adjusted 30/12/2013) is not specifically aimed at the hairdressing sector, but useful elements can be extracted from it.

A questionnaire presented a number of items such as:

- General stipulations regarding the workplace
- Tasks and working environment
- Characteristics of the workplace
- Equipment
- Lifting and carrying
- Lighting
- Ambient temperature

116 L. Eeckelaert, K. Van den Broek, MN. Rasson, B. Schittecatte & O. Wlodarski, *Risicoanalyse in de kapperssector: Hinderpalen en geïnformateerde tools. (Risk Analysis in the hairdressing sector. Obstacles and digital tools)* Leuven, Prevent, 2013, p. 25.

117 <http://www.ttl.fi/en/ergonomics/methods/ewm/pages/default.aspx>

- Noise
- Assistance and instructions for the work
- Other relevant factors

The goal is that the person filling in the questionnaire should make an assessment based on the questions: "What is good?" (happy smiley) and "What would benefit from being improved?" (disgruntled smiley). The person must also indicate the degree of risk according to a scale of 1 to 3 using colours – green (minor risk), yellow (moderate risk), and red (major risk). Apparently, a scale is now being worked out with five categories.

The person filling in the questionnaire can report what the exact assessment subject is using short words. They can then indicate:

- Which changes were carried out immediately and the reason for this?
- Which changes still need to be carried out, what are the reasons?
- Which problems have still not been solved – what approach is being taken?

ITALY

Training provisions: /

Other information material¹¹⁸

A. Anti-smoking campaign

On 8 March 2014 an anti-smoking campaign for clients of hairdressers and beauty specialists was launched on the initiative of the Health Department of the Province of Bergamo, a secondary school and the Association for Craftsmen of the Province of Bergamo (including beauty specialists and hairdressers).

B. Posters and flyers

Posters and flyers were created as part of this awareness generating campaign in order to encourage beauty specialists, hairdressers and their clients to stop smoking. The angle taken in this campaign is the harmful effect of smoking on the beauty and health of the skin.

SWEDEN

Training provisions: /

Other information material¹¹⁹

Special provisions were set up for hairdressers in Sweden following the 'Work Environment Act' (1985). There is now a discussion taking place about whether these conditions need to be upgraded because there is a suggestion afoot to make general conditions about chemical risks in the workplace, limits for occupational exposure, the design of the workplace, the use of protective equipment and systematic management of the working environment.

Swedish Government and Swedish Employers' Organisation¹²⁰:

A. Systematic environmental (SAM)- Project

The Swedish Employers' Organisation of Hairdressers is currently involved in a Swedish Work Environment Authority project to find good tools for the managers of hairdressing salons with salaried employees and for other industries.

B. Other information¹²¹

Unlike a lot of other countries, Swedish representatives find that knowledge about health and safety is relatively

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119 *In support to the Commission's assessment of the European sectoral social partners' framework agreement on the protection of occupational health and safety in the hairdressing sector* (interim report of 29 May 2013), p. 25.

120 Ted Gemzell, Frisörföretagarna, Stockholm, ted.gemzell@frisor.se

121 *Scenarios of strategies of social partners' cooperation in the hairdressing sector to improve the quality of work and employment* (final report), p 52 - Focus group in Vilnius - 26 September 2013 (Capacity Building meeting)

high in Sweden. The problem is more about the actual implementation about the safe practices.

The Swedish participants say that renting hairdressing chairs – a generally well-known custom in Sweden – is not a major problem in terms of health, safety and working conditions.

VI. CONCLUSION

This detailed report shows that a great deal of effort has already been made on the part of different countries to promote health and safety among hairdressers¹²² and that this theme is also the subject of lively forums in Europe.

The majority of these promotional efforts take the form of information presented in brochures, manuals, websites, etc.

Different aids such as checklists, tables showing how to handle materials, formats, etc. have also been made available.

Participative and interactive initiatives such as workshops, training programmes, educational games, etc. are available but there are proportionately fewer of these.

Awareness-generating campaigns have also been set up. The main emphasis with regards health and safety is placed on prevention and skin protection. Other themes are also covered but prevention and skin protection are the dominant themes.

Digital tools have also made a clear appearance on the scene.

Creating a new attitude among hairdressers is no easy feat. There is little intrinsic motivation to adopt a health and safety approach.

Despite the availability of a wide range of information, tools, campaigns, etc., the desired behaviour is not always achieved¹²³. Hence our argument for integrating health and safety into the learning process. This information should form an integral part of all training/educational programmes and workshops for hairdressers and preferably (if possible) of the education.

The training programmes should be practically oriented with real life problems and there must be room for dialogue, where the students share what they have learned from practical experiences. This will lead to reflection and it is only via this reflection that students will make effective changes to the way they work in the future, that they will come up with alternatives that will really change their attitude and behaviour.

The report revealed that a lot of people follow educational/training programmes because they are compulsory (extrinsic motivation) for reasons of education, regulations, health insurance, the sector etc.

The economic crisis does not encourage the introduction of new measures that cost money. Nevertheless there is a need for awareness about the fact that personal protective equipment must be used, in spite of economic pressures.

The importance of developing further preventive strategies.

Importance for new hairdressers

By improving prevention and awareness new hairdressers/employees will not leave the sector so quickly (thanks to career prospects), so that they also avoid losing income.

Importance for hairdresser-employees (general)

Appropriate protection of health and safety at work can make a considerable contribution to promoting durable employment among the employees (better careers). Ca-

¹²² See footnote 1 page 6

¹²³ Dr. Frans Meijers. *Choose or be chosen?* Presentation DBO 1 Feb. 2011.

Determinants in behaviour when choosing. 1. Experiences (own experience, experiences of relevant others -particularly parents), 2. Rumours, 3. Prejudices, 4. Objective information - <http://www.frans-meijers.nl/cv>

reers last longer if the work offers a sufficient focus on health and wellbeing.

Importance for employers

If employers want to offer an efficient service to their clients, ensuring safe working conditions for employees in a healthy environment is required.

We hope that by reducing the number of victims of occupational illnesses and conditions, we can reduce the large turnover of staff. Another goal is to reduce the number of people leaving the sector definitively. This will in turn increase productivity for employers.

Employers who invest in health and safety are acknowledged as leaders in terms of socially responsible enterprise. This acts as a lever in relationships with clients and suppliers. It enhances the image of the business.

Employers who are more alert to health and safety in the workplace win employees. This is of strategic importance on the competitive front. Employees do not always choose their employers because of salary, but because of other considerations such as wellbeing and health. In a shrinking labour market, it makes sense for employers to invest in their employees.

Importance for the sector

The hairdressing sector, that offers services to individuals, has to meet the highest quality norms for its clients as well as its own employees, which involves taking certain social responsibilities.

As an Employers' Organisation, we can no longer accept that 'ignorance is bliss'. We want to show hairdressers the new path to take, what they need in order to do this and how they can implement this transformation.

Our intention is to take a proactive approach to this and to start thinking about avoiding risks and problems in the hairdressing sector today.

Greater emphasis on health and safety in the workplace will ensure:

- a) a better image of the sector
- b) better job protection
- c) better guarantee of an economic future for the hairdressing profession
- d) sustainable development and quality-centred growth

It is no longer sufficient to work on the issue of health and safety from within the four walls of one's own hairdressing business; working with partners is the key to success.

Importance for the labour market

This type of approach makes a long-term contribution to higher employment.

It is a proactive approach that acts as a counterbalance to the growth of the tertiary sector and ageing of the population.

Importance for the government

An approach that promotes prevention and generates awareness will help reduce social security costs for the government.

For all these reasons it is important to continue developing preventive strategies for this target group.

Colophon

Miet Verhamme

A close shave

Original Dutch title: *Op-één-haar-na!*

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