

Handwritten signature
21/5/21

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Hazard(s)	Who's at Risk?	Risk Level	Precautions or Control Measures Required	New Risk Level	Comments
Transfer of infection carried on the skin from therapist to client and vice-versa	Client Therapist	Low	Therapists sanitize their hands with 99.9% effective anti-bacterial sanitizer before and after each massage. No oil or lotion is ever used.	Very low (0.1%)	With the exception of the neck and head, the massage is carried out through clothes, so the risk is less than if client was imdressed
Worsening of a pre-existing medical condition due to massaging a client carrying an injury in the local area to be massaged	Client	Medium	Asking every client about injuries, especially those sustained within previous year, before commencing the massage	Low	Therapists not to work on any client with existing injuries, or healed injuries sustained though healed within the previous 12 months
Muscle strain from repetitive and/or vigorous movements of the upper limbs	Therapist	Medium	Work at a comfortable pace and take regular breaks Regular hand and arm exercises before, during and after a shift. Receive a massage from another team member	Low	Therapists requested to stop work if feeling physically tired or experiencing discomfort Team Leader to ensure therapists exercise hands and arms and receive massage
Back and/or muscle strain caused by working with inappropriate posture	Therapist Client	Medium	Therapists to check they are carrying out the massage with the correct posture, and prevent client adopting an incorrect posture for the massage	Low	Team leaders to take corrective action in the instance of any therapist taking an incorrect posture, or client demanding a massage in an incorrect posture
Dehydration	Client Therapist	Low	Therapists to advise clients to drink water after the massage Therapists to drink plenty of water before, during and after shift	Low	Massage is so short that client is unlikely to become dehydrated within ten minutes, but unopened bottles of mineral water are kept on the stand for client's use.

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Further control measures:

- Therapists check with the client soon into the treatment whether they are applying an appropriate pressure regarding the back, arm and neck area. Pressure is always light as standard on the scalp and forehead.
- If the client should wish for the treatment to stop, the therapist will stop immediately and the client will not be charged.
- Time spent on each muscle group will be short since the massage is only 10 minutes long.
- THE CLIENT IS PRESENTED WITH A CARD RESTATING THE NEED TO TELL THE THERAPIST ABOUT ANY INJURIES. IT ALSO STATES THAT THIS IS A GENERAL MASSAGE AND NO SUBSTITUTE FOR MEDICAL TREATMENT
- Therapists will not be present at any event if they have a viral infection such as flu or a cold. Any cuts or grazes on their hands will be covered with a plaster.
- The massage is only 10 minutes long, rather than a full-length 30 to 90 minutes. Therefore, any residual risk resulting from clients proceeding with the massage without telling the therapist there was a reason to not carry it out, is reduced by 33% to 90% - that is, by an average of 61%.
- All therapists are qualified by certified training providers.
- All therapists have copies of our staff health and safety documents, and a copy is available onsite for them to refer to.
- The team leader at any event will be highly experienced in working at trade fairs, festivals and similar events in the same capacity.
- It is a general massage working on the surface muscles and does not work deeply into pressure points.
- If the client should feel unwell at any point in the massage, the therapist will stop, give them water to drink, direct them to First Aid.
- We only perform the massage at events directed at adults. We do not massage children under 13. Adolescents aged 13 - 17 need a guardian present.

Emergency measures

- In the event of light-headedness, dizziness or any unforeseen reaction, water would be given to the client to drink and if that did not cure the problem they would be directed to First Aid, or First Aid would be called out to assist.

Further discussion

- This risk assessment has been accepted for over 12 years at a huge variety of venues for previous events, festivals and workplaces all over the UK and Europe since 2007. Mobile Massage trades regularly at events at ExCeL, the NEC, Olympia and similarly-sized venues with no instances of malpractice reported to us or, to the best of our knowledge, to the managements of the venue regarding the Mobile Massage service. Mobile Massage only trades within the framework of larger organisations, who are also highly risk-assessed and insured. WE HAVE NEVER HAD ANY INSURANCE CLAIMS MADE AGAINST ANY THERAPIST OR BUSINESS ASSOCIATED WITH THE ENTITY 'MOBILE MASSAGE'
- Massage is designed to soothe and reenergise, not to be a health risk. It is not bone or joint manipulation, nor does it puncture the skin. A recent BBC documentary scientifically proved that massage was good for people's sense of wellbeing, and this seems to be the general public's perception of it.
- The client pays the therapist what they feel the massage is worth, so if the massages were harmful or bad then we would be out of business very soon.

Addendum

HYGIENE PLANS FOR MOBILE MASSAGE UK IN THE POST-COVID19 SOCIAL DISTANCING PERIOD

In addition to a very stringent risk assessment showing control measures to stop the risk of spreading all infections, we have produced this simple six-step service plan, six-step massage routine, and contingency plan for such times until social distancing is no longer required.

THE SIX-STEP SERVICE PLAN

1) THE MOBILE MASSAGE STAND

We have drawn up stand plans for typical shell-scheme, open or festival pitch areas. These show that each chair is SEPARATED BY SCREENS EITHER SIDE, to keep at least one metre distance from any other working massage therapist or seated client on the stand.

Therapists who are not engaged with customers will be stationed at least the same distance away from everyone else.

Chairs will be disinfected with antibacterial wipes after each massage and rubbish will be disposed of.

There will now be a medical bin to dispose of used masks and wipes and a bin bag for other rubbish.

The Mobile Massage equipment now comprises:

- Display roller banner
- Barrier screens for when two metres distance between other therapists and clients is not possible
- Therapy stools
- Dispenser/box with green information cards

- Dispenser/box with antibacterial wipes
- Dispenser/box with face masks
- Bag of clean tshirts
- Laundry bag for tshirts
- Spray bottles of hand sanitiser
- Medical disposal bin
- Bin bag
- Cash box

The therapists' (the Mobile Massage team members') uniform comprises branded tshirts, trousers and shoes, and they carry:

- Mobile payment devices ie 'cardreaders'
- Personal bottle of 99.9% standard antibacterial hand sanitiser

2) THE TEAM

There will be no dramatic change in the composition of the Mobile Massage team members. Even before the Covid19 pandemic we were so highly risk-assessed and could only employ therapists with a high level of training, professional indemnity insurance, and – within London at least – membership of a professional association.

All the team have therefore been trained to care for members of the public and follow all safety measures set out in Mobile Massage's Health and Safety Procedure document they receive on joining up, plus any extra measures laid down by the organisers and the event venue.

Team members have now been made aware of these interim hygiene measures and been ordered, rather than asked, not to attend an event if they or any member of their households are feeling unwell or are self-isolating.

Team members will follow all existing hygiene measures in place before Covid19.

3) THE INVITATION TO THE CUSTOMER

Therapists will remain in their place, which will automatically maintain the required distance when inviting in prospective customers. The explanation will be given verbally and the customer will then pick up an A5 printed card from a pile. This easy-to-read card confirms and illuminates the sales information, and also contains comprehensive health and safety information. Following this, the customer proceeds to the chair and may help themselves to a mask from the dispenser if they are not wearing one already.

The therapist puts on a clean mask and sanitises hands from their personal bottle of medical 99.9% germkilling sanitiser, before approaching the seated customer. If the therapist has to touch anything else during the massage, they will re-sanitise their hands – as they always have done in the past.

4) THE MASSAGE

As usual, hands and face will not be massaged. The only unclothed areas touched will be the back of the neck, arms if exposed above the wrists, and the hair (scalp area).

Therapists will remain silent behind their mask except to check pressure and comfort levels.

5) AFTER THE MASSAGE

Payment will be made at the end by contactless card tapped onto a contactless device or if a PIN has to be entered, the device will be wiped straight after. The therapist remains in the mask until this transaction is complete. There is a contingency plan for payment failure – see below.

6) AFTER THE CUSTOMER LEAVES

The therapist then picks up any rubbish including discarded information cards, and disposes of them plus their mask and wipe in the secure medical bin on the stand. Following this they sanitise their hands and move to a safe space to start the process again.

THE SIX-STEP ROUTINE

1 The therapist engages verbally with prospective customer, from their 'booth' between hygiene screens. This is done in the usual friendly and upbeat manner but with the therapist masked and maintaining at least one metre distance.

2 The prospective customer picks up and reads green information card from a dispenser on the stand.

3 The customer helps themselves to a mask if not wearing one, from a dispenser on the stand, then takes a seat which has been previously sanitised.

4 The therapist approaches the customer and proceeds with the massage from behind them, having sanitised their own hands using their personal bottle. There follows absolute minimal verbal communication from the therapist.

5 The therapist enters the amount to pay on a contactless device and the or if a PIN entered the device is then sanitised.

6 The customer leaves, the therapist wipes down the chair, disposes of their wipes, and sanitises their hands before moving to a safe space to start the process again. Masks get changed at least once every four hours.

CONTINGENCY PLAN

If payment devices fail, cash can be posted into a box on the stand for the purpose and left untouched by anyone for at least 15 minutes. Note that we have otherwise stopped taking cash due to it posing an unnecessary extra layer of surveillance for the team leader.

Should unintended contact occur, customers may help themselves to our antibacterial wipes, spray and new masks .

Our onsite team leader's first response to any sign of customer or therapist illness is to lead them off the stand to a safe area to sit down, then immediately fetch the venue's first aid team.