

SLIP/FALL PREVENTION

One of the most common accidents that occur in retail establishments is the slip and fall. Below are a few risk control measures to help reduce slip and fall accidents and to assist when they do occur:



Liquids/Spills

- Develop a schedule to inspect the floor. Personnel should be on the look out for spills and wet spots on the floor.
- Keep a record of inspections.
- Clean up liquids on the floor as soon as they are identified.
- If liquid on the floor cannot be cleaned up immediately, set out wet floor signs or cones to identify and block off the area.
- Use a commercial grade floor cleaner that is slip-resistant for cleaning floors.
- Use wet floor signs when cleaning spills.
- During heavy rain and snow events that may cause floors to become wet, set out wet floor signs near the entry.
- Use a dry mop after cleaning the floor to dry the floor quicker.



Cameras

- One of the best methods of determining what occurred during a slip and fall event is to capture it on video.
- Install cameras to show all areas where the customer will walk, occupy and where it is your responsibility to maintain.
- Ensure cameras are working at all times.
- It is best for security camera systems to have at least 30 days of storage capabilities before overwriting; 60 to 90 days is preferred.
- Download and save the video footage whenever an incident occurs, regardless of whether a claim is made.

Slip/Fall Prevention Risk Engineering

Contact Information

Reporting Claims or Loss

24-hour toll free number:
1.800.690.5520

Email to:
riskengineering@cfins.com



Floor Mats

- Floor mats are a good tool to capture liquids and soil particles from foot wear when entering the retail establishment.
- However, floor mats can become a hazard if not selecting the proper floor mat and maintaining them.
 - Obtain a proper scraper/wiper mat to remove water and soil from footwear.
 - Consider utilizing a vendor for replacing floor mats.
 - Ensure the floor mats are slip resistant and in good condition.
 - The floor mats should lay flat to avoid a tripping hazard.
 - During rain and snow events check floor mats and if they are getting soaked, replace as necessary.
- Remove snow periodically during snow events.
- Apply ice melt on sidewalks and parking area if necessary.
 - Apply ice melt before a snow and/or ice event occurs.
 - Apply ice melt as needed and re-apply during times of melting and re-freezing events.
- Document when snow removal and ice melt application is performed.
- If hiring an outside snow and ice removal contractor:
 - Use a qualified contractor
 - Obtain an agreement for scope of work and responsibilities
 - Obtain certificate of insurance.
- If the landlord, per the lease agreement, is responsible for snow and ice removal for any part of the premises, it is best to let the landlord handle what they are responsible for. If the premises is not being cleaned you may want to call and discuss with the landlord and document the call.

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Risk Engineering



Slip and Fall Occurrence

- Provide assistance to the customer. If you are kind and show care to the customer, they most likely will respond better both during and after the event.
- If the customer is injured, ask them if they would like you to call 911 to assist. If the injured party is unable to respond, call 911.
- If the customer is injured, it may be better to leave them in the position they are in until medical personnel arrives. Ask them in advance if they would like assistance being moved.
- Do not admit any type of fault for the fall.
- Document the fall on the appropriate company accident reporting form.
- Save camera footage before, during and after the incident.
- Report, document and save camera footage, even if the customer says they are okay.
- Report to the insurance company within 24 hours of the incident.

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