

WATCH YOUR STEP! Preventing Slips, Trips & Falls in Your Workplace

Our Presentation Will Begin Soon



WATCH YOUR STEP! Preventing Slips, Trips & Falls in Your Workplace

ICW Risk Management Services



Today's Presenter:



Workplace Impact



2nd Most Costly

ICW Group Customers - 5 Year Loss by Risk Exposure





\$429,838,050



*Source: Bureau of Labor Statistics

2nd Most Costly Risk Exposure

ICW Group Policyholders





Average cost per claim

14

Average days away from work per claim



Today's Topics

The Risk-Based Approach Solving for Slips Housekeeping Surface Irregularities Behavioral Factors Valuable Resources



Today's Topics

The Risk-Based Approach Solving for Slips Housekeeping Surface Irregularities Behavioral Factors Valuable Resources



The ICW Group Risk Framework

Traditional Approaches Give Way to New Methods





The ICW Group Risk Framework



• Length of time walking during shift

- Floor Friction
- Housekeeping
- Surface Irregularities
- Human Factors

- Prior injuries
- Health of the worker
- Availability of modified duty



Case Study – Fast Food Restaurants

Top Performer:

Workers slip



Bottom Performer:

Workers slip **2.5X** per week!

Rate of Slipping (per 40 work hours) Among 36 Fast Food Restaurants 3 2.5 2.49 2 1.5 1 0.5 0.02 0



Case Study – Hospitals



improvement with proactive slip, trip, fall intervention!





Today's Topics

The Risk-Based Approach Solving for Slips Housekeeping Surface Irregularities Behavioral Factors Valuable Resources



Floors Vs. Shoes

Walking surface & shoe sole material interact

- Provides specific amount of friction
- Each step taken requires certain amount of friction to prevent slipping across the floor!





Improving Friction

- Textured & Adhesive Coatings
- Chemical Etching
- Abrasive Tapes





Floor Cleaning Tips

- Choose the right cleaner
- Follow manufacturer guidelines
- Use optimal technique
- Establish frequency



- Alkaline Cleaners
- Neutral Cleaners
- Microbial / Enzymatic Cleaners



Alkaline Cleaners (Degreasers):

- React with fats and oils to convert to soap
- Must be rinsed away
- Tend to get over-diluted



Neutral Cleaners:

- Typically ideal for light soil loads
- Often used on glossy floors and those that may be damaged by acid and base cleaners
- Tend to get over-dosed



Microbial / Enzymatic Cleaners

- Use enzymes to break down proteins, fats, carbohydrates
- Require sufficient "break down" time
- Must not use with hot/ warm water



Effective Mopping Tips

- Single Step vs Two step mopping
- Figure 8 technique
- Solution replacement guidelines
- Mop head cleaning & replacement routine
- Separate mop heads for areas with different contaminants



Effective Mopping Tips

Study results measuring coefficient of friction on floor surfaces using different cleaning methods

Applied Technique	Coefficient Of Friction (COF)
1. Over-dilute & single-step mop with degreaser(alkaline)	.37
2. Over-concentrate & single-step mop with neutral cleaner	.39
3. Two-step mop with neutral at recommended concentration	.58
4. Two-step mop with degreaser at recommended concentration	.77



Effective Mopping Tips

Each .1 decrease in the COF = 21% more slipping!

Applied Technique	Coefficient Of Friction (COF)
1. Over-dilute & single-step mop with degreaser(alkaline)	.37
2. Over-concentrate & single-step mop with neutral cleaner	.39
3. Two-step mop with neutral at recommended concentration	.58
4. Two-step mop with degreaser at recommended concentration	.77



Matting

- Can reduce contaminants tracked in
- May provide more friction near liquid sources
- Quality Matters
- Must be routinely inspected, cleaned, replaced



Entryway Matting

Both inside & outdoor recommended

- Scraper Mats: "Scrape" away dense contaminants-such as dirt, mud, grime, snow
- Wiper Mats: "Wipe" off moisture, less dense particles

• Wiper-Scraper Mats: Wipe and scrape







Matting Scraper Mats





Matting Entrance Mats – Length considerations

N	lat Length Cha	rt
CONDITION	# OF STEPS	LENGTH
Dry	6-8 Steps	14 - 19 feet
Rain	8-10 Steps	19 – 24 feet
Snow	10-12 Steps	24 - 29 feet



Matting Mats for Use Near Liquid Sources







Slip Resistant Footwear

Proven risk reduction method for food service industry

2019 study associated slip-resistant shoes with 67% reduction in likelihood of a slip/fall injury



Slip Resistant Footwear

How long is a pair effective?

2014 restaurant study found workers using slip-resistant shoes with at least 6-months wear, had the same rate of slipping as those wearing street shoes!



Footwear Program Tips

- Have in writing
- Research vendors
- If possible, reimburse
- Specify selection, purchase, reimbursement, replacement requirements



Today's Topics

The Risk-Based Approach Solving for Slips **Housekeeping** Surface Irregularities Behavioral Factors Valuable Resources



Housekeeping Is Important!

- Establish standards
- Reinforce routines
- Maintain accountability



Today's Topics

The Risk-Based Approach Solving for Slips Housekeeping **Surface Irregularities** Behavioral Factors Valuable Resources



Surface Irregularities





Floor Inspection

- Establish inspection criteria
- Establish a routine
- Follow through with corrective action
- Mark Uncorrected Hazards

W	SEPS TRIPS TREES	
W Slip		
Slip	hat's Your Grade?	
	is, trips and falls are the #2 leading cause of workplace injuries. Complete this quick assessment to	ALWAYS = 2
ent ent	ter "1". If never true, or if you don't know, enter "0" (zero). Then, click the bottom button "Find your	METIMES = 1
		NEVER = 0
	General	
1	Is the a racilities contact to call if you find an issue, and is that number readily available to everyone?	
2	Is a procedure in place to report all types of trips, slips and falls hazards?	
	Flooring	
3	Is fooring in the workplace regularly inspected for issues that may need repairs?	
4	Are there regular inspections of the pavement and concrete surfaces surrounding your buildings?	
5	Are repairs completed immediately when issues are reported?	
6	Are warning signs immediately placed in/on/around risky areas until issues are repaired?	
7	Do you have non-skid mats placed on slippery surfaces?	
8	If conditions warrant (rain, snow, etc.), are mats placed at your entry doors, appropriately covering areas fully, and follow the correct step/length considerations?	
	Lighting	
9	Is there proper interior and exterior lighting, illuminating common areas that employees or customers might action or fall?	
10	Are stand or and steps well lit?	
11	Are all light bulbs (fluore-score incondescent, LED, etc.) in good working order?	
12	Are there regular inspections of interior and exterior lighting?	
13	If a bulb is burned out, is it immediately repaired?	
	Housekeeping	
14	Are all spills cleaned up immediately?	
15	Are warning signs immediately placed in/on/around spills until they are clean and dry?	
16	Are walking surfaces and walkways always kept clean and free of clutter?	
17	Are all power, internet, phone and other cords tucked away or taped so they don't cause tripping risks?	
18	Are power outlets, internet connections and phone jacks installed in easily-accessible locations to avoid running cables across walkways?	
19	Are employees trained in how to avoid tripping hazards, such as closing file drawers and removing walkway hazards?	
	Employee Engagement	
20	Are all employees encouraged to identify any safety issue - and it's immediately resolved - before a problem occurs (no matter how minor it seems)?	
21	Are employees personally accountable for any spills or tripping risks they may have caused?	
22	Do you observe employees helping others when a spill or an object is dropped that might cause a risk?	
23	Are all employees actively reporting slip and trip hazards?	
	Do you have a recognition/engagement program ecouraging employees to help others be safe?	
25		



Today's Topics

The Risk-Based Approach Solving for Slips Housekeeping Surface Irregularities **Behavioral Factors** Valuable Resources



Behavioral Factors

- Rushing
- Inattention
- Taking Shortcuts
- Load Carrying
- Spill Response



Behavioral Motivations

"My coworkers will be slowed down if I stop to clean up my work area"

"Customers will be upset if I don't serve them quickly"



Behavioral Motivations

"The more baskets of cherries I harvest the more I get paid" "The spill cleanup kit is located on the other side of the facility"

"I get to leave early if I finish my work faster"



Behavioral Factors

- Establish safe work methods and a safe work pace
- Ensure motivation factors reinforce safe work method and pace





Training & Awareness Campaigns

- Focus on influencing behaviors and hazard awareness
- Teach techniques that tangibly reduce risk
- Make sure employees know what the expectations are!

	Taking the steps to kee everyone on their feet!		
DO YOU KNOW	/ WHAT TO DO?		
IF YOU SEE THIS	DO THIS		
A few drips of coffee spilled on floor	Help wipe it up before someone slips		
Someone dropped something in the walkway	Help pick it up before someone trips		
Bottom drawer of filing cabinet was left open	Help close it before someone falls		
BUT, IF YOU SEE THIS.	REPORT IT!		
Wet spill needing mop up	It's easy and simple to do!		
the second biogeneration of the second	CALL OUR FACILITY		
slippery surface conditions	CALL OUR FACILITY		
Any spill involving solvent, oil, powder, etc.	CALL OUR FACILITY CLEANUP TEAM:		
Wet walkways or other slippery surface conditions Any spill involving solvent, oil, powder, etc. Clutter obstructing walkway	CALL OUR FACILITY CLEANUP TEAM:		
Wet waikways or other silppery surface conditions Any spill involving solvent, oil, powder, etc. Clutter obstructing walkway Wrinkled carpeting, loose rugs or mats	CALL OUR FACILITY CLEANUP TEAM:		
Wet waikways or other silppery surface conditions Any spill involving solvent, oil, powder, etc. Clutter obstructing walkway Wrinkled carpeting, loose rugs or mats Exposed or loose cables, wires or cords	CALL OUR FACILITY CLEANUP TEAM:		
Wet waikways or other silppery surface conditions Any spill involving solvent, oil, powder, etc. Clutter obstructing walkway Wrinkled carpeting, loose rugs or mats Exposed or loose cables, wires or cords Clutter on stairway	CALL OUR FACILITY CLEANUP TEAM:		



Today's Topics

The Risk-Based Approach Solving for Slips Housekeeping Surface Irregularities Behavioral Factors Valuable Resources



How Likely is Your Next Slip, Trip, Fall Incident?

Take our quick interactive assessment

- Find your grade
- Form will be available after webinar!





Risk Reduction Form

See the Slip, Trips and Falls Risk Reduction Form

- Helps identify hazards
- Offers possible solutions

Taking		including friende.		consult consult.	- Sale or
CLIDE TRIDE FALL	Period Considered for Loss R	eview:			
SLIPS · TRIPS · FALL	# of STF Claims Cost of STF Claims		% of Claims Attributed	%	
Example Possible Solutions:				10.511	
 Partner with a slip resistant floor treatment vendor to identify opportunities to incr friction your flooring provides. 	Slin Trin Fall Bisk Factors	'	Y/N	Comments	Possibi
 Implement a footwear policy requiring employees to report to work in slip resistant 	I. Flooring material appears to provide inadequate friction considering intended use		.,		
 Consider partnering with a safety footwear vendor to provide full worker reimburss shoes. This can be an avenue to increased control over the models being worn, freq and can make it easier to identify workers in non-compliance with the footwear pol 	and common contaminants 2. Presence of Surface Irregularities or Damage			-	
 Review your slip resistant footwear vendor's testing results and restrict worker rein highest performing models. 	3. Flooring transition points that appear to pose a				
 Implement replacement guidelines for slip resistant footwear. 	significant change in floor friction 4. Factors negatively impacting floor cleaning efficiency 5. Risk factors associated with employee footwear				<u> </u>
 Provide slip resistant overshoes to new workers until they obtain their own pair of t 					
 Maintain spill cleanup supplies close to where they are most often needed. 					\vdash
 Audit floor cleaning chemicals to ensure they are appropriate for present containin according to the manufacturer guidelines. 	choices				
 Utilize an aikaline degreaser and deck brush or scrubber to remove hardened greas the deep fryer. 	 Matting does not sufficiently capture contaminants at entryways or provide increased traction near liquid sources 				
 The current practice of single-step mopping is leaving an observable cleaner/contar floor surface that may cause it to be more slippery when wet. Utilize a hose or two- to more thoroughly remove floor cleaner after it has been applied. 	7. Poor Housekeeping				
 Implement an inspection process that includes the identification and correction of s and poor housekeeping. 	 Incentives driving risky behaviors (ie: rushing, slow spill response, poor housekeeping, etc.) 				
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	_				

Taking the steps to kee everyone on their feet!

**SLIPS · TRIPS · FALLS** 



## **Raise Awareness**

- Workplace Posters
- Scope of the problem
- 6 Ways to Reduce Risk
- If you see this... Do this...





## ICW Group Policyholder Website!

icwgroup.com/safety

- Safety and Risk Management area!
- Safety Webinars
- Slips, Trips and Falls materials
  - NEW 4-part video series!
- Register for Safety OnDemand





# **Questions?**

riskmanagement@icwgroup.com



# **Thank You!**

#### icwgroup.com/safety

