



# SLIPS, TRIPS & FALLS

*Taking Steps to Keep  
Everyone on Their Feet*

ICW Group Risk Management

# TODAY'S SPEAKER

*Brian Pinon*

*Risk Management Technical  
Specialist*

*ICW Group*

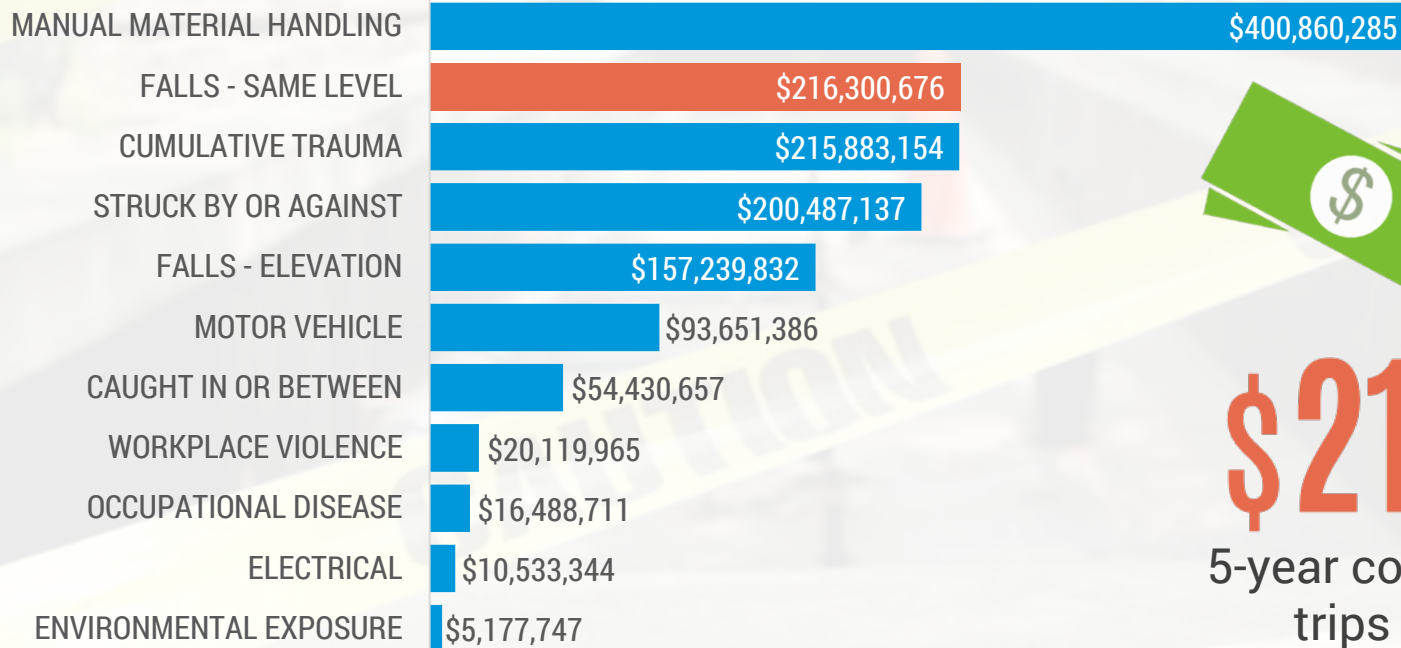




# WORKPLACE IMPACT

# 2nd MOST COSTLY CLAIM

## ICW Group Customers - 5 Year Loss by Risk Exposure



**\$216k**

5-year cost of slips,  
trips & falls

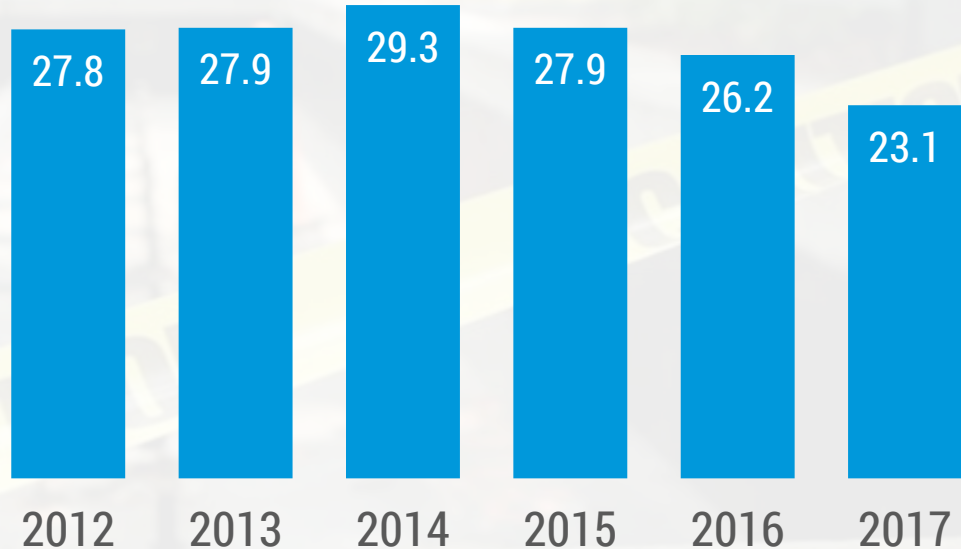
# IMPACT ON PRODUCTIVITY

## Slips, Trips, Falls - Lost Days per 10,000 FT Employees



**227,760**

days lost in 2017



# TOPICS

*The Risk-Based Approach*

*Solving for Slips*

*Important Housekeeping*

*Surface Considerations*

*Human Factors*

*Valuable Resources*

# TOPICS

*The Risk-Based Approach*

*Solving for Slips*

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# THE ICW GROUP RISK FRAMEWORK

*Traditional Approaches Give Way to New Methods*





# The ICW Group Risk Framework

## FREQUENCY

NUMBER OF TIMES  
EXPOSED TO HAZARD

- Length of time walking during shift

## LIKELIHOOD

CHANCE SEVERITY  
WILL OCCUR

- Floor Friction
- Housekeeping
- Surface Irregularities
- Human Factors

## SEVERITY

CONSEQUENCES OF  
OCCURRENCE

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

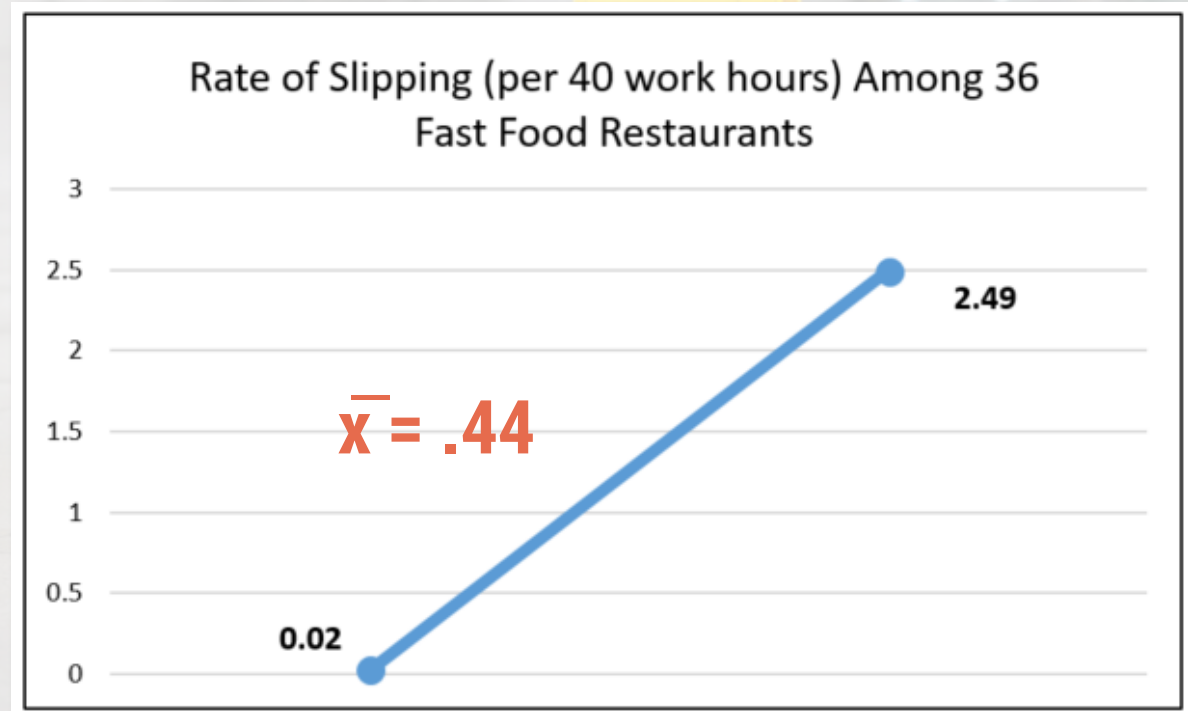
# Case study – Fast Food Restaurant

Top performers  
slip at least

**1x** per year

Bottom  
performers slip

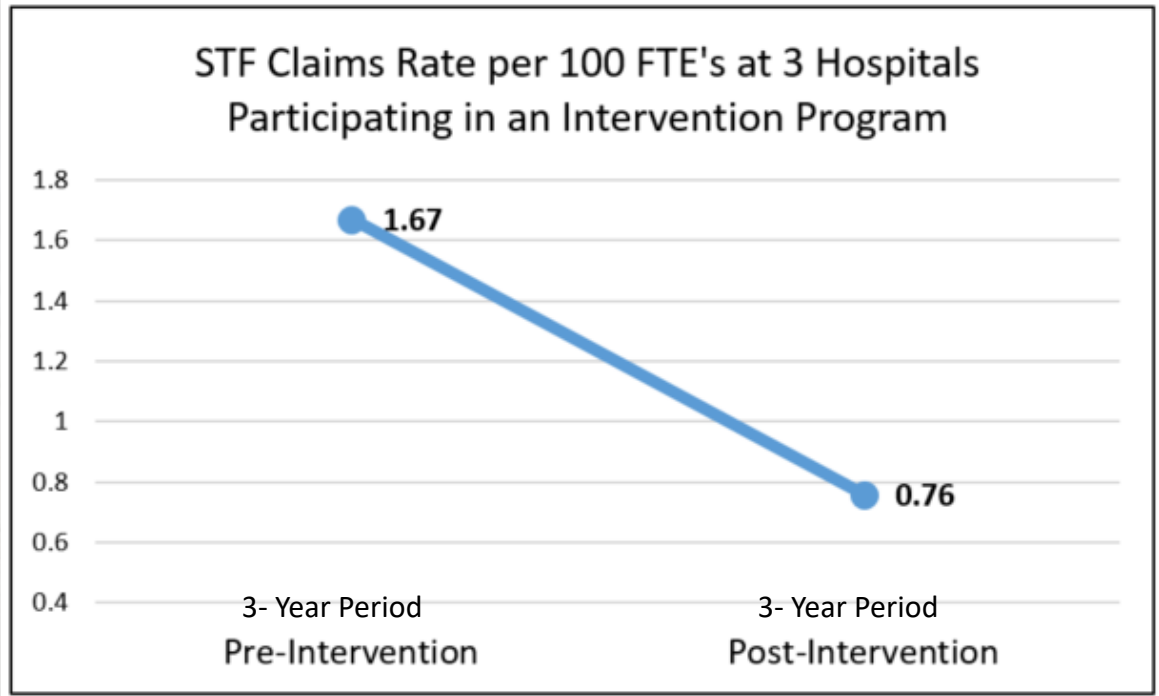
**2.5x** per  
week!



# Case study – Fast Food Restaurant

# 54%

improvement with  
proactive slip, trip,  
fall intervention!



# How Likely is Your Next Slip, Trip, Fall incident?

Take our quick interactive assessment

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

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Taking the steps to keep everyone on their feet!

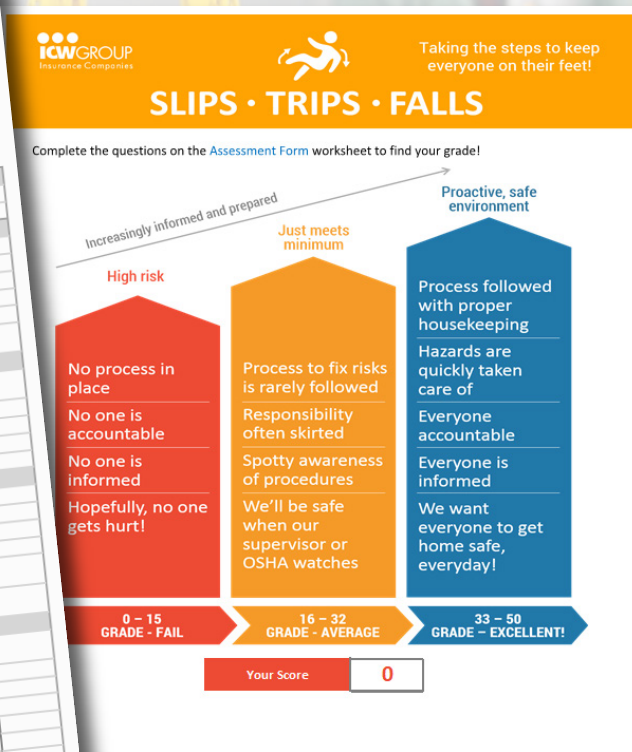
## SLIPS · TRIPS · FALLS

**What's Your Grade?**  
Slips, trips and falls are the #2 leading cause of workplace injuries. Complete this quick assessment to grade your slip, trip and fall program. If the sentence is true all the time, enter "2". If sometimes true, enter "1". If never true, or if you don't know, enter "0" (zero). Then, click the bottom button "Find your grade".

ALWAYS = **2**  
SOMETIMES = **1**  
NEVER = **0**

General	
1 Is there a facilities 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 flooring 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 trip or fall?	
10 Are stairways and steps well lit?	
11 Are all light bulbs (fluorescent, incandescent, 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 Do you observe employees helping others when a spill or an object is dropped that might cause a risk?	
24 Do you have a recognition/engagement program encouraging employees to help others be safe?	
25 Do you have a safety shoe program in place, and applicable employees use this program?	

Your Score: **0**



# TOPICS

*The Risk-Based Approach  
Solving for Slips*

*Important Housekeeping  
Surface Considerations*

*Human Factors*

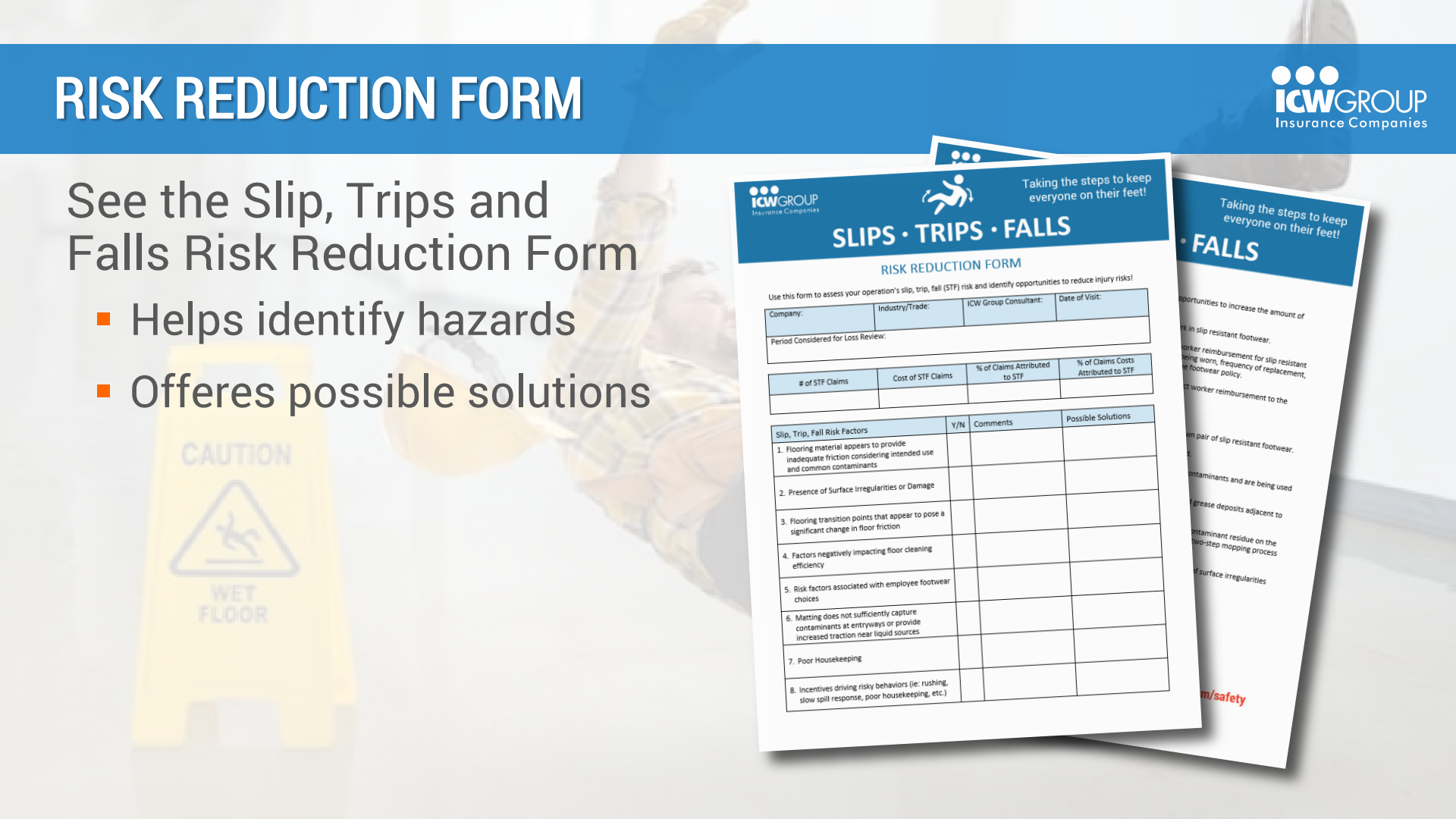
*Valuable Resources*



# RISK REDUCTION FORM

## See the Slip, Trips and Falls Risk Reduction Form

- Helps identify hazards
- Offers possible solutions



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Insurance Companies

**SLIPS · TRIPS · FALLS**

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**RISK REDUCTION FORM**

Use this form to assess your operation's slip, trip, fall (STF) risk and identify opportunities to reduce injury risks!

Company: \_\_\_\_\_ Industry/Trade: \_\_\_\_\_ ICW Group Consultant: \_\_\_\_\_ Date of Visit: \_\_\_\_\_

Period Considered for Loss Review: \_\_\_\_\_

# of STF Claims	Cost of STF Claims	% of Claims Attributed to STF	% of Claims Costs Attributed to STF

Slip, Trip, Fall Risk Factors	Y/N	Comments	Possible Solutions
1. Flooring material appears to provide inadequate friction considering intended use and common contaminants			
2. Presence of Surface Irregularities or Damage			
3. Flooring transition points that appear to pose a significant change in floor friction			
4. Factors negatively impacting floor cleaning efficiency			
5. Risk factors associated with employee footwear choices			
6. Matting does not sufficiently capture contaminants at entryways or provide increased traction near liquid sources			
7. Poor Housekeeping			
8. Incentives driving risky behaviors (i.e. rushing, slow spill response, poor housekeeping, etc.)			

**FALLS**

Taking the steps to keep everyone on their feet!

opportunities to increase the amount of  
in slip resistant footwear.  
worker reimbursement for slip resistant  
being worn, frequency of replacement,  
the footwear policy.  
worker reimbursement to the  
pair of slip resistant footwear.  
contaminants and are being used  
grease deposits adjacent to  
contaminant residue on the  
two-step mopping process  
of surface irregularities  
m/safety

# FLOORS VS SHOES

Walking surface and shoe sole material interact

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

Available  
Friction

<

Required  
Friction

=

Slip!



# IMPROVING FRICTION

- Textured & Adhesive Coatings
- Chemical Etching
- Abrasive Tapes





# CLEAN FLOORS CORRECTLY

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



# CLEANING AGENT QUALITIES

- Alkaline Cleaners
- Acidic Cleaners
- Neutral Cleaners
- Microbial / Enzymatic Cleaners



# CLEANING AGENT QUALITIES

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



# CLEANING AGENT QUALITIES

- Acidic Cleaners
  - Removes rust, scale, oxides
  - Commonly used on porcelain, ceramic tile, grout



# CLEANING AGENT QUALITIES

- Neutral Cleaners
  - Typically ideal for light soil loads
  - Glossy floors and those damaged by acid and base cleaners
  - Tend to over-dose



# CLEANING AGENT QUALITIES

- Microbial / Enzymatic Cleaners
  - Use enzymes to break down proteins, fats, carbohydrates
  - Require sufficient “break down” time
  - Must not use with hot/warm water



# CLEANING AGENT QUALITIES

- Microbial / Enzymatic Cleaners

2010 survey of fast food restaurants workers: 25/36 restaurants used enzyme based cleaners. At these, **62%** reported using warm or hot water.



# EFFECTIVE MOPPING TIPS

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





# EFFECTIVE FLOOR CLEANING

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



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

# MATTING

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



# ENTRYWAY MATTING

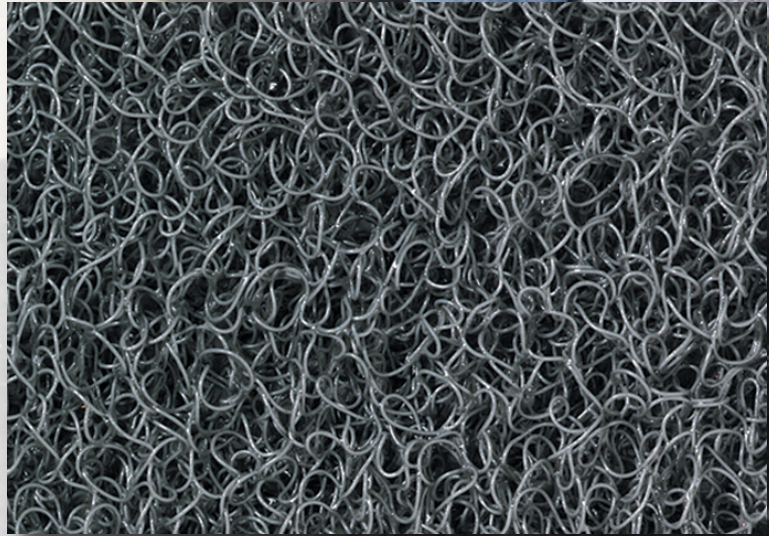
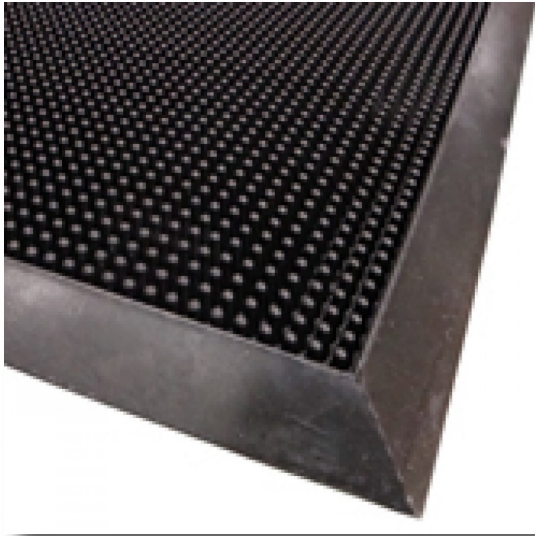
Both inside & outdoor recommended

- Scraper Mats – “Scrape” away dense contaminants: dirt, mud, grime, snow
- Wiper Mats – “Wipe” off moisture, less dense particles
- Wiper-Scraper Mats – Wipe and scrape



# MATTING

## Scraper Mats



# MATTING

## Wiper Mats



# MATTING

Recessed Grill Mats -  
Contaminants trapped in  
compartment below  
mat surface



# MATTING

## Entrance Mats – Length considerations



Mat Length Chart		
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

2010 restaurant study  
associated slip-resistant shoes  
with 54% reduction in reported  
slipping



# SLIP RESISTANT FOOTWEAR

How long is a pair effective?

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



# FOOTWEAR PROGRAM TIPS

- Have in writing
- Research vendors
- Establish preferred models list
- Include procedures for visitors and new workers
- Specify selection, purchase, reimbursement, replacement requirements



# TOPICS

*The Risk-Based Approach*

*Solving for Slips*

*Important Housekeeping*

*Surface Considerations*

*Human Factors*

*Valuable Resources*

# HOUSEKEEPING IS IMPORTANT!

Establish standards

- Reinforce routines
- Encourage involvement
- Maintain accountability



# HOUSEKEEPING - EMPLOYEES

## 6 Ways to Reduce Risk

1. Slow down & pay attention
2. Keep walkways clear
3. Step carefully
4. Keep field of vision clear
5. Ensure flooring is good
6. Use proper lighting



# HOUSEKEEPING - EMPLOYEES

Make sure employee know what to do if...

- They see something they can help with
- They see something they need to report

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## SLIPS • TRIPS • FALLS

### 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
 Something was dropped in 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...

- Wet spill needing mop up
- Wet walkways or other slippery 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
- Any slip, trip and fall risks

### REPORT IT!

It's easy and simple to do!

**CALL OUR FACILITY CLEANUP TEAM:**

 Let's be safe!  
Report all slip, trip & fall hazards

Learn more about preventing Slips, Trips, & Falls at [icwgroup.com/safety](http://icwgroup.com/safety)

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# SURFACE IRREGULARITIES



# FLOOR INSPECTION

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

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Question	Grade
<b>General</b>	
1 Is there a procedure in place to report all types of trips, slips and falls hazards?	
<b>Flooring</b>	
3 Is flooring 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?	
<b>Lighting</b>	
9 Is there proper interior and exterior lighting, illuminating common areas that employees or customers might trip or fall?	
10 Are all light bulbs (fluorescent, incandescent, LED, etc.) in good working order?	
11 Are there regular inspections of interior and exterior lighting?	
12 If a bulb is burned out, is it immediately repaired?	
<b>Housekeeping</b>	
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 all power, internet, phone and other cords tucked away or taped so they don't cause tripping risks?	
17 Are power outlets, internet connections and phone jacks installed in easily-accessible locations to avoid tripping hazards?	
18 Are employees trained in how to avoid tripping hazards, such as closing file drawers and removing walkway hazards?	
<b>Employee Engagement</b>	
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?	
24 Do you have a recognition/engagement program encouraging employees to help others be safe?	
25 Do you have a safety shoe program in place, and applicable employees use this program?	

Your Score: 0

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# WHO'S FALLING?

## Critical Factors:

- Vision
- Proprioception
- Muscle Strength
- Reaction Time
- Experience traversing work surfaces



# OBESITY AND AGING WORKFORCE

- Take into consideration during the design of work tasks and spaces
- Pre-hire and Routine Physical Abilities Assessments
- Wellness Programs



# BEHAVIORAL FACTORS

- Rushing
- Inattention
- Not using handrails
- 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 structural, social and personal motivation factors reinforce safe work method and pace

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## SLIPS · TRIPS · FALLS

### 6 WAYS TO REDUCE YOUR RISK

- Slow down & pay attention  
Watch where you're going and stepping
- Step carefully when changing surfaces  
Adjust your footing first for the surface, then proceed
- Keep walkways clear  
Remove all clutter and obstructions
- Keep your field of vision clear  
Don't let items you're carrying block your view
- Ensure flooring is in good condition  
Report immediately when repairs are needed
- Use proper lighting  
Make sure you can see where you're going and what you're doing

**CALL OUR FACILITY CLEANUP TEAM:**

Learn more about preventing Slips, Trips, & Falls at [icwgroup.com/safety](https://icwgroup.com/safety)

# TRAINING & AWARENESS CAMPAIGNS

- Focus on influencing behaviors and hazard awareness
- Teach techniques that tangibly reduce individual risk
- Make sure employees know what to do, and it's easy to do it!

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## SLIPS · TRIPS · FALLS

### DO YOU KNOW WHAT TO DO?

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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
- Wet walkways or other slippery 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
- Any slip, trip and fall risks

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# ICW Group Policyholder Center!

- Safety and Risk Management area!
- Safety Webinars
- Slips, Trips and Falls materials

**icwGROUP Insurance Companies**

## SLIPS · TRIPS · FALLS

Taking the steps to keep everyone on their feet!

**What's Your Grade?**  
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General: Is there a facilities contact to call if you find an issue, and do you have a process to report all types of trips, slips and falls?

ALWAYS = 2  
SOMETIMES = 1  
NEVER = 0

**6 WAYS TO REDUCE YOUR SLIPS, TRIPS AND FALLS RISK**

- Slow down & pay attention  
Watch where you're going and stepping
- Step carefully when changing surfaces  
Adjust your footing first for the surface, then proceed
- Ensure flooring is in good condition  
Report immediately when repairs are needed
- Keep your vision clear  
Don't let it block your vision
- Use proper lighting  
Make sure you can see where you're going and what you're doing

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**DO YOU KNOW WHAT TO DO?**

**IF YOU SEE THIS...**

- A few drips of coffee spilled on floor
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- Bottom drawer of filing cabinet was left open

**DO THIS...**

- Help wipe it up before someone slips
- Help pick it up before someone trips
- Help close it before someone falls

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Proactive, safe environment

Process followed with proper housekeeping  
Hazards are quickly taken care of  
Everyone accountable  
Everyone is informed  
We want everyone to get home safe, everyday!

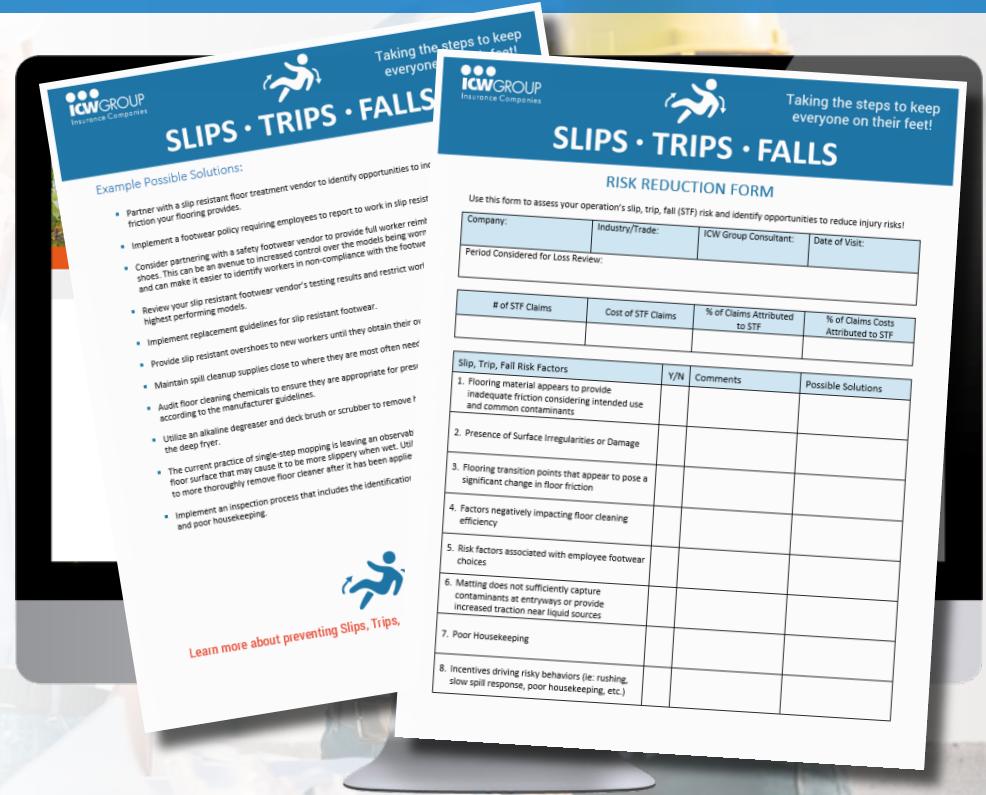
**GRADE - EXCELLENT!**

[icwgroup.com/safety](http://icwgroup.com/safety)

Slips and falls account for...  
**\$40K** average cost per incident  
**#2** cause of workplace injury

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**SLIPS · TRIPS · FALLS**  
Taking the steps to keep everyone on their feet!

**Example Possible Solutions:**

- Partner with a slip resistant floor treatment vendor to identify opportunities to increase your flooring provides.
- Implement a footwear policy requiring employees to report to work in slip resistant shoes. This can be an avenue to increased control over the models being worn and can make it easier to identify workers in non-compliance with the footwear and can make it easier to identify workers in non-compliance with the footwear and can make it easier to identify workers in non-compliance with the footwear.
- Review your slip resistant footwear vendor's testing results and restrict work to highest performing models.
- Implement replacement guidelines for slip resistant footwear.
- Provide slip resistant overshoes to new workers until they obtain their own.
- Maintain spill cleanup supplies close to where they are most often needed.
- Audit floor cleaning chemicals to ensure they are appropriate for greases according to the manufacturer guidelines.
- Utilize an alkaline degreaser and deck brush or scrubber to remove the deep treads.
- The current practice of single-step mopping is leaving an observable floor surface that may cause it to be more slippery when wet. Utilize more thoroughly remove floor cleaner after it has been applied to more thoroughly remove floor cleaner after it has been applied.
- Implement an inspection process that includes the identification and poor housekeeping.

**RISK REDUCTION FORM**  
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7. Poor Housekeeping			
8. Incentives driving risky behaviors (ie: rushing, slow spill response, poor housekeeping, etc.)			

Learn more about preventing Slips, Trips, Falls

# ICW Group Policyholder Center!

## Coronavirus COVID-19 resources on PC website

- Email communications
- HR Guidance webinar
- Coronavirus toolkit
- Workplace safety FAQs
- Helpful links

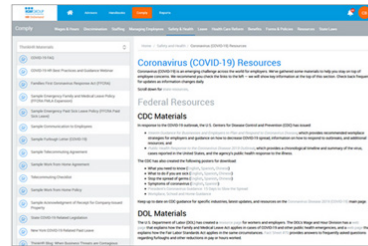
[icwgroup.com/covid19](https://icwgroup.com/covid19)

### HR OnDemand resources

As your policyholder, you have free access to our HR OnDemand services. See this helpful resource for employee guides, communications and law alerts. Newly added items include: Guidance from the CDC, OSHA, EEOC and HHS, best practices on how to handle an infectious outbreak, and a sample communication to send to employees.

### Login to HR OnDemand to get all Coronavirus resources

To get the full benefit of HR OnDemand's Coronavirus resources, login to find Families First Coronavirus Response Act (FFCRA), Sample Emergency Paid Sick Leave Policy (FFCRA Paid Sick Leave), Telecommuting Agreement, Work From Home Agreement, Acknowledgement of Receipt for Company-issued Property, and more!



### On-demand webinar: HR Guidance and Best Practices

Watch this informative COVID-19 webinar, offered through HR OnDemand, provided by ThinkHR and presented by Kara Govro, JD, SPHR. Includes: Current Guidance from the CDC, Illness and Quarantine, The Families First Coronavirus Response Act, and Reducing Hours or Closing.



Please note: Watching this webinar as an on-demand video does not qualify you for SHRM or HRCI continuing education credits.

### Need an HR question answered now?

#### Helpful FAQs

##### Workplace safety FAQs

These FAQs have been compiled by our risk management team to help keep your workplace safe. [Updated 3/27/20](#)

- If my employee contracts Coronavirus at work is it OSHA recordable?
- Is our Respiratory Protection plan designed to help prevent our employees from getting sick?
- Should we buy N95 filtered face pieces (masks) for everyone in our workplace?
- What can a healthcare organization do to lessen potential exposure by employees and patients?
- Can we protect ourselves from off-the-clock injuries when employees are working remotely?

##### Workers' compensation claims FAQs

Our dedicated team of highly trained claim specialists is working hard to provide you with accurate information specific to your claims needs as it relates to COVID-19. These FAQs have been compiled to help you gain a handle on workplace-related illnesses and associated claims. [Updated 3/16/20](#)

- If my employee may have been exposed to COVID-19 on the job, what should I do?
- Should I report a COVID-19 claim to my workers' compensation carrier?
- When is a COVID-19 claim a compensable work-related disease?
- Should we take preventative measures to minimize the risk of exposure for my employees?
- If our employee with work-related COVID-19 illness infects their family, does work comp cover family member's medical bills?
- What do we do if an employee wants to make a workers' compensation claim for COVID-19?

\*Please note: Determining compensability of claims during this pandemic requires specific facts, review of state and applicable legislation in each jurisdiction, and may deviate based on the size of the employer. These FAQs are throughly reviewed by our claim specialists to ensure you get the most accurate information possible. Please contact us directly at 888-288-7888 for questions specific to claims or for guidance on handling potential scenarios.

##### Premium Audit FAQs

[Updated 3/27/20](#)

- Is ICW Group delaying final audits?

##### Additional links to resources

The Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO) continues to issue guidance to employers, community groups and families based on the current state of COVID-19.

- CDC Coronavirus Disease 2019 (COVID-19)
- CDC Employees Guide - PPE, PPE Use & Response to COVID-19
- CDC Environmental Cleaning & Disinfection Recommendations
- WHO Coronavirus

A photograph of a worker lying on their back on a polished concrete floor in a warehouse. The worker is wearing a blue plaid shirt, an orange safety vest, and grey work gloves. A white hard hat with a yellow interior and a black chin strap lies on the floor next to the worker's head. In the background, other workers and a pallet jack are visible, along with stacks of cardboard boxes on pallets. A large blue diagonal graphic is overlaid on the left side of the image.

**QUESTIONS?**

[riskmanagement@icwgroup.com](mailto:riskmanagement@icwgroup.com)

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A photograph of a worker lying on their back on a polished concrete floor in a warehouse. The worker is wearing a blue plaid shirt, an orange safety vest, and grey work gloves. A white hard hat with a yellow interior and a black strap lies on the floor next to their head. In the background, other workers and a pallet jack are visible, along with stacks of cardboard boxes on pallets. A large blue diagonal graphic covers the left side of the image.

**THANK YOU!**

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