



Slip, Trip & Fall Prevention

Sample Program

Prepared for:

Date:



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Table of Contents

I.	Introduction	3
II.	Objective	4
III.	Scope	4
IV.	Management Support	4
V.	STF Best Practices	4
	A. STF Assessment	4
	B. Written Program & Annual Review	4
	C. Loss Analysis & STF Exposure Analysis	4
	D. Accident Investigations	5
	E. Housekeeping Practices	5
	F. Workplace Inspections	5
	G. Safety Hazard Observations	5
	I. Training	6
	J. Selection of Flooring Materials & Walking Surfaces	6
	K. Preventive Maintenance (PM) Program	6
	L. Facility, Equipment & Process Changes	6
	M. Elevated Work & Fall Protection Program	6
	N. Lighting & Illumination	7
	O. Outside Contractors	7
	P. Winter Season STF Prevention Plan	7
	Q. Traveling Off Premises	7
	R. Transportation Department	7
	S. Health & Wellness	7
VI.	Management and Employee Responsibilities	8
	A. STF Program Administrator	8
	B. Department Managers & Supervisors	9
	C. Employees	9

I. INTRODUCTION

The purpose of this document is to help guide organizations in the development of their own, custom STF prevention program.

STF Prevention Program Assessment

The first step of an effective STF prevention program is a self-assessment which should include benchmarking analysis to help identify strengths and opportunities. Next, relevant documentation should be discussed in detail and physical workplace observations should be performed. Finally, an action plan should be developed with priority items identified.

Best Practices

Defining best practices is a critical part of the program. This sample program includes several elements that should be considered when developing your own STF program. We've provided a sample summary of best practices to help get you started. United Heartland loss control can help you further develop each section of your program.

Roles & Responsibilities

The section defining management and employee responsibilities outlines members responsible for implementing, completing and monitoring the key elements outlined in the program. Sample responsibilities have been added to this section to provide an organization with a starting point but should be revised after the best practices section has been finalized.

Appendix Section & Resource Materials

The appendix section should include additional support materials and resources. The United Heartland Loss Control team can help support you in the creation of the supplemental forms to complete the appendix section. **We recommend including the following appendices to your formal Slip, Trip & Fall Prevention Program:**

- A. STF Assessment and Action Plan
- B. Written STF Program Annual Review Form
- C. STF Loss Analysis
- D. Company Accident Investigation Form
- E. STF Accident Investigation Supplement Form
- F. Company Housekeeping Program
- G. Company Footwear Program
- H. Ladder Safety and Fall Protection Program
- I. STF Safety Guidelines for Traveling on Business
- J. Winter Season STF Prevention Plan
- K. Safety guidelines for traveling on business Traveling on Business
- L. Three Points of Contact Training Materials

Find details for each of these appendices in the pages that follow. Visit the United Heartland Resource Library for materials to help your organization develop these key appendices.

- UnitedHeartland.com/ResourceLibrary
- UnitedHeartland.com/WalkSafe

Customizing Your STF Program

We understand each company has their own set of unique STF exposures. This sample program has been designed with flexibility so it can be revised and updated on a periodic basis to reflect changes in the organization.

II. OBJECTIVE

As part of the Organization's overall safety and health program, a Slip, Trip and Fall Prevention Program has been established. The program is designed to proactively identify and eliminate Slip, Trip and Fall (STF) exposures to prevent injuries before they occur. This written program outlines the key elements of an effective STF prevention program.

III. SCOPE

The STF program was implemented to further ensure the safety of employees working on the premises or traveling off-site on company business. Managers and supervisors should review the content of the program with their employees during orientation, staff meetings and refresher training sessions.

IV. MANAGEMENT SUPPORT

Executive management is committed to providing a safe and healthy work environment for employees. The executive management team believes in a proactive approach to safety with employee ownership and participation in the safety program being the keys to success.

V. STF BEST PRACTICES

The following section outlines the "Best Practices" or key components of our STF Program. Given the unique challenges of STF injuries, a variety of procedures, safety systems, and work practices have been outlined to proactively identify STF exposures, create methods for controlling them, and eliminating future workers' compensation injuries.

A. STF Assessment

The initial steps in the development of an STF Prevention Program is done by performing a self-assessment or through the assistance of our Loss Control Representative. With either method, a benchmarking analysis is made between what the current STF program already has in place and the UH Best Practices template. This process is used to identify where strengths and areas of opportunity exist. When the assessment is led by the United Heartland Loss Control representative, they work with management in a team setting to discuss program components, review related documentation and conduct physical observations in the workplace. The next step of the process involves creating an action plan to work on priority items identified within the assessment.

B. Written Program & Annual Review

This program was formalized to document all of the various procedures, safety systems and work practices that have been put into place to combat STF injuries. On an annual basis, management will review the STF Program with the United Heartland Loss Control Representative and appropriate management personnel.

C. Loss Analysis & STF Exposure Analysis

On a regular basis (quarterly or monthly), management and the STF program administrator will conduct a review of workers' compensation claims with the United Heartland Loss Control Representative. The analysis will include sorting the claims by injury source or type to identify STF injuries and further drilling down these losses to identify trends within departments, production lines or job tasks. The inherent STF exposures present in the workplace will also be a part of this analysis to proactively identify job tasks that may have STF potential, but no losses have yet occurred. The analysis will be shared with the appropriate department manager to review trends

and develop an action plan for reducing STF losses. The Written STF Program Annual Review information, as well as an STF Loss Analysis, are attached in the appendix section.

D. Accident Investigations

Accident Investigations (AI) are a key factor in reducing future STF injuries. All accidents should be reported to supervisors immediately so the need for medical care can be assessed. An accident investigation will be initiated by the supervisor at the appropriate time so the facts of the STF incident can be gathered, the causes thoroughly documented and preventive measures implemented. A copy of the accident investigation form and STF supplement are attached in the appendix section.

E. Housekeeping Practices

Because contaminants on the floor are a leading cause of STF injuries, good housekeeping practices is an effective way of preventing future injuries. Our facility, custodial and maintenance staff play a key role in keeping parking lots, sidewalks and interior walking surfaces clean and well maintained. A formal housekeeping program has been developed to outline the procedures in place to clean and maintain the facility on a regularly scheduled basis. The program has created a comprehensive listing of the work areas, offices, hallways, stairways, restrooms, break rooms and other common areas within the facility. A housekeeping program includes requirements for each area, the tasks which need to be completed, the timeline or schedule for completing them and the tools, equipment, chemicals and safety precautions to take to complete the job. A copy of the housekeeping program is attached in the appendix section.

F. Workplace Inspections

Inspections of the parking areas, sidewalk and throughout the interior of the facility will be conducted on a routine basis to proactively identify potential STF exposures. The inspection process includes a complete tour of the building interior and exterior grounds, parking lot and walkways. It encompasses a wide variety of items impacting STF prevention, including conditions of walking surfaces, stairways and ramps. The inspections will be completed by the safety team on a (weekly/monthly/quarterly) basis using the inspection checklist form. Completed forms will be turned into the (facilities manager/maintenance manager) who will work with the STF program administrator to implement corrective measures. A copy of the inspection checklist form is attached in the appendix section.

G. Safety Hazard Observations

All employees are encouraged to report any safety concerns, including STF exposures, to their (direct supervisor, maintenance or security personnel). Although a formal workplace inspection process is in place, management believes that if all employees are looking out for potential safety concerns, these STF exposures can be identified and corrected in a timely manner. Contaminants on floors are a leading cause of STF injuries and include spills of water or food on the floor in the break rooms or restrooms. "Caution – Slip Hazard" folding signs have been placed in these areas and employees are free to use these to mark slip hazards until custodial personnel can be notified. Employees are encouraged to report any issues that need further investigation, including but not limited to: potholes in the parking lot, lighting problems along outdoor entrance ways, slippery entrances, electrical cords running across the floor, loose stair treads/handrails, etc. A copy of a Slip and Fall Hazard Report is attached in the appendix section.

H. Footwear

Selecting the proper footwear for the job is one of the most critical aspects of STF injury prevention. Some of the important factors that should be considered when selecting the best footwear for the job include the work environment, composition of the sole material and sole tread pattern. Various types of footwear are now

designed and engineered for specific types of work environments. Footwear soles should be made of a softer composition material that allows the natural texture or grit of a surface to microscopically penetrate the sole and offer more traction. Soles with a tread pattern provide more traction on liquid and other surfaces as the grooves displace the material similar to a car tire tread expelling water to avoid hydroplaning. A personal protective equipment (PPE) assessment has been completed for various job classifications within the company. The assessment included a review of the job tasks performed within the positions and outlines the recommended footwear to use. A copy of the (footwear protection/footwear program) is attached in the appendix section.

I. Training

New employees will receive information about the STF program during the orientation process. The (department manager/supervisor) will then train the employee in the requirements of their specific job and review safety considerations, including potential STF exposures as well as PPE requirements. The program administrator will assist department managers in assessing the type and content of training required for their employees. United Heartland offers a variety of STF training materials and resources; a guide to these resources is attached in the appendix section.

J. Selection of Flooring Materials & Walking Surfaces

The type of flooring materials used throughout the facility has been carefully selected to offer the appropriate level of slip resistance, optimize the coefficient of friction and reduce the potential for STF injuries. In some cases, specialty contractors were used to provide a more detailed analysis of specific work areas which had more STF potential. Consultants may be occasionally used in the future at the discretion of the facility and/or maintenance manager to perform further analysis of walking surfaces and floor materials to optimize the coefficient of friction through the use of a slip meter.

K. Preventive Maintenance (PM) Program

One component of the PM program in place is the proactive and ongoing analysis of walking surfaces within and around the facility. Whereas the safety team's inspections focus on readily apparent safety & STF exposures, the PM program performs a more in-depth assessment based on a fixed schedule. Using a PM computer software application, work orders will be generated for maintenance staff to visually inspect specific items such as: condition & wear of walking surfaces, lighting conditions, stairway treads & handrails, fixed & portable ladders, fall protection harnesses & arrest systems, process equipment with leak potential and various other items.

L. Facility, Equipment & Process Changes

Periodically, alterations and updates are made to the building, equipment, processes and outdoor property. These changes may include building additions, installing or removing equipment, making changes to existing processes, or other modifications which could impact slip and fall potential. Alterations may involve adding new walkways, steps, stairs, fixed ladders and other walking surfaces. The facility manager and/or maintenance manager will work with the appropriate project engineer to discuss the safety implications of future projects.

M. Elevated Work & Fall Protection Program

Elevated work includes any work performed above ground or floor level. It includes simple tasks performed in the office areas from stepstools or chairs, up to and including job tasks performed on extension ladders, scissor lifts or maintenance work on the roof of the building. A guide for selecting the correct ladder for the job is attached in the appendix section. A fall protection program which includes the use of a full body harness and fall arrest system has also been created and is attached in the appendix section.

N. Lighting & Illumination

Having the appropriate amount of lighting throughout the facility allows everyone to see their work areas and walk more safely down stairways, hallways, and throughout the facility. It helps employees view their path of travel and identify potential STF hazards. An illumination study was completed to measure the quantity in various areas of the building and surrounding grounds and parking lot. The safety inspections and preventative maintenance programs are both used to monitor lighting levels on a periodic basis. Employees are encouraged to report any lighting problems to their supervisor or the facilities manager.

O. Outside Contractors

Maintenance and facilities personnel may occasionally work in conjunction with outside contractors on building and facilities projects. A site-specific safety plan will be created for these projects and outline the STF exposures and safety precautions to follow. If the contractors are working independently of company employees, the engineering and facility managers will proactively meet with the foreman to analyze the scope of the project and the safety/STF exposures that may be presented to their workers as well as company employees working in or near the area.

P. Winter Season STF Prevention Plan

Using the United Heartland WalkSafe Program materials and Implementation Guide, a comprehensive Winter Season STF Prevention Plan has been established. It includes a variety of resources that tie directly to the unique STF exposures presented during the winter season. The parking lots, exterior walkways, foyers and hallways can accumulate snow and ice materials which make walking conditions treacherous during the winter. Black ice is thin, clear ice which is nearly invisible to the eye and is particularly dangerous. Formal snow removal and salting procedures have been established to combat these seasonal exposures. Snow removal contractors have been hired to plow and salt the lots in the morning before most employees arrive for work and are on call if additional snow removal and surface treatment is needed during the course of the workday. Our maintenance and custodial staff will monitor the outdoor sidewalks, stairs and interior entrances for the accumulation of snow and ice and take appropriate measures to clean these surfaces as clear as possible. Detailed information on snow and ice removal procedures and links to other useful resources is attached in the appendix section.

Q. Traveling Off Premises

Employees traveling on business away from the company's facility are presented with unique STF exposures. While salting and snow removal procedures can be controlled at our own site, employees traveling on business can find themselves facing precarious conditions when they reach their final destination. Safety tips for travelling on business are attached in the appendix section.

R. Transportation Department

Drivers within our transportation department are exposed to falls when entering/exiting the cab and when walking down the ramps at customer locations to deliver products. Given these unique exposures, drivers will receive special training on these exposures as well as "3 Points of Contact" training. A copy of the training materials is attached in the appendix section.

S. Health & Wellness

Some personal medical or physical conditions may increase the slip & fall risk of individuals. These risk factors may include vision or sensory problems, muscle weakness, balance, gait, blood pressure, postural hypotension, reflexes, foot problems, mental confusion or disorders, and use of certain medications. The first step in identifying these risk factors is to have regular checkups with your personal physician. Your medical provider can

review your health history, current medical conditions or symptoms, and recommend treatment or wellness plans to assist you.

VI. MANAGEMENT AND EMPLOYEE RESPONSIBILITIES

The section above has outlined the key elements of our STF Prevention Program. The key to the success of the program is that every employee knows their particular role and responsibilities. This section outlines the specific responsibilities for the STF program administrator, department managers & supervisors, and all employees.

A. STF Program Administrator

The STF program administrator is (insert name) and reports directly to (insert name of manager). The program administrator is responsible for overseeing the program and monitoring the effectiveness of each element of the program.

The core responsibilities of the program administrator include: (These should be customized for the operation.)

1. Loss Analysis & STF Prevention – Work with United Heartland Loss Control Representative(s) to conduct an analysis of workers' compensation claims on a (quarterly/annual) basis. Identify STF trends or large losses related to departments, work areas, etc. Meet with department managers/supervisors to review the analysis and develop action plans to reduce frequency and implement corrective action.
2. Accident Investigations – Participate in the STF accident investigations lead by the department manager. Provide consultation and recommendations which the manager can use to complete the AI report, including gathering facts of the incidents, root causes and corrective actions. Monitor the implementation of corrective actions.
3. Workplace Inspections – Verify that formal written STF safety inspections are completed (weekly/monthly/quarterly) using the most updated STF assessment form. The focus of the inspections will be on floor conditions, housekeeping work practices and other exposures that may contribute to STF injuries.
4. Footwear – Work with department managers to assess the hazards of the job and determine the appropriate footwear for the exposures present and job requirements. Verify that proper footwear is used during workplace assessments/inspections and safety observation tours.
5. Safety Observations – Conduct informal daily tours to proactively identify potential STF hazards. Meet with appropriate department manager as well as facility engineering/maintenance to outline corrective actions required.
6. Training – Verify that managers and supervisors are reviewing the STF program during new employee orientation, when job requirements change, and at least annually during period safety training sessions.
7. Housekeeping – Work with maintenance/custodial service manager to develop and monitor formal housekeeping practices.
8. Facility/Equipment/Job Changes – Work with engineering and maintenance departments to review STF implications of upcoming projects and changes involving the facility, equipment, process or job tasks. Provide consultation and recommendations to eliminate or reduce STF exposures.
9. Written Program Review & Update – At least annually, review this written STF program with the United Heartland Loss Control Representative, discuss any needed revisions or updates and communicate the changes to management personnel.

B. Department Managers & Supervisors

The responsibilities of department managers and supervisors include: **(These should be customized for the operation.)**

1. Loss Analysis & STF Prevention – Meet with the STF Program administrator on a **(monthly/quarterly)** basis to review the loss analysis and trends and loss activity within the department. Work together to develop action plans to reduce injury frequency.
2. Accident Investigations – Take the lead in all accident investigations. Contact the STF program administrator who will participate in the STF incident investigation. Develop the AI report and complete the STF addendum. Outline the causes of the incident and develop corrective actions to prevent reoccurrence.
3. Workplace Inspections – Participate in the **(monthly/quarterly)** formal written departmental safety inspections and assist with corrective action implementation.
4. Footwear – Verify that proper footwear is used based on the footwear protection program.
5. Safety Observations – Conduct informal tours of the work area to perform safety observations of employees and work areas on a **(daily/weekly/monthly)** basis to identify potential STF exposures, verify that appropriate safe work practices are followed, and any required personal protective equipment as being used properly.
6. Housekeeping – Monitor work areas to verify that proper housekeeping practices are being followed and employees are maintaining their work areas in an organized manner.
7. Training – Review the STF program with new employees during orientation, when new STF exposures may be present due to changes in job requirements, and during annual safety training.
8. Facility/Equipment/Process/Job Changes – Contact engineering/maintenance and the STF program administrator about upcoming projects so an STF exposure assessment can be performed.

C. Employees

The responsibilities of Employees include: **(These should be customized for the operation.)**

1. Loss Analysis & STF Prevention – On a **(monthly/quarterly)** basis your manager will perform a loss analysis of the department. Employees may be asked to participate in a review of injury trends and participate in team meetings to develop ideas to prevent future accidents.
2. Accident Investigations – Report any injuries to your supervisor immediately. Your supervisor will initiate any needed medical care. When appropriate, the supervisor will ask that you participate in an investigation of the incident.
3. Workplace Inspections – Employees are required to inspect their work area at the beginning of each shift to identify any potential exposures. Exposures and unsafe conditions should be reported to your supervisor immediately.
4. Footwear – Use appropriate footwear as outlined in the footwear protection program.
5. Safety Observations – Employees should be aware that the STF program administrator and department manager(s) or supervisor(s) will make periodic tours of the work area. Employees may be asked to participate in finding solutions to safety and STF exposures identified.
6. Housekeeping – Maintain work areas in an organized manner.
7. Training – Employees will be provided with safety training including STF exposures for their position. Employees are required to follow the safe work practices and PPE required for their particular job.
8. Facility/Equipment/Process/Job Changes – There may be changes made to the facility, processes, or equipment occasionally. Employees should report any potential safety and STF exposures that these changes have created.