



WATCH YOUR STEP!

Prevent Slips, Trips & Falls in Your Workplace

Our Presentation Will Begin Soon



WATCH YOUR STEP!

Prevent Slips, Trips & Falls in Your Workplace

ICW Risk Management Services



Today's Presenter:

Angelica Flores

Sr. Risk Management Consultant

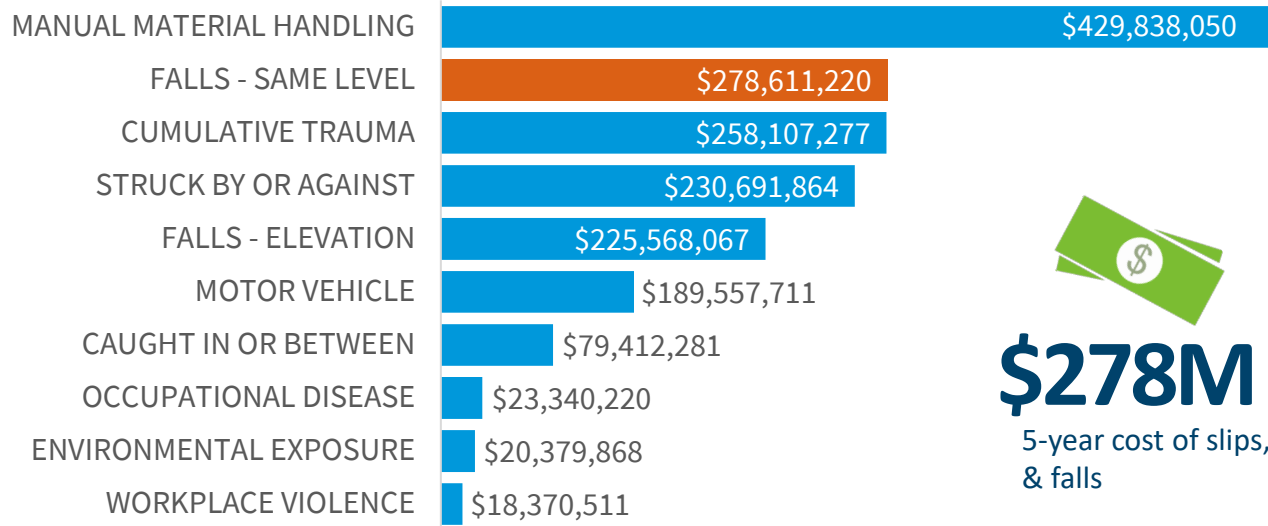


Workplace Impact



2nd Most Costly

ICW Group Customers – 5 Year Loss by Risk Exposure



\$278M

5-year cost of slips, trips & falls

Source: Bureau of Labor Statistics

2nd Most Costly Risk Exposure

ICW Group Policyholders



\$20K

Average cost per claim

14

Average days away from
work per claim

Today's Topics

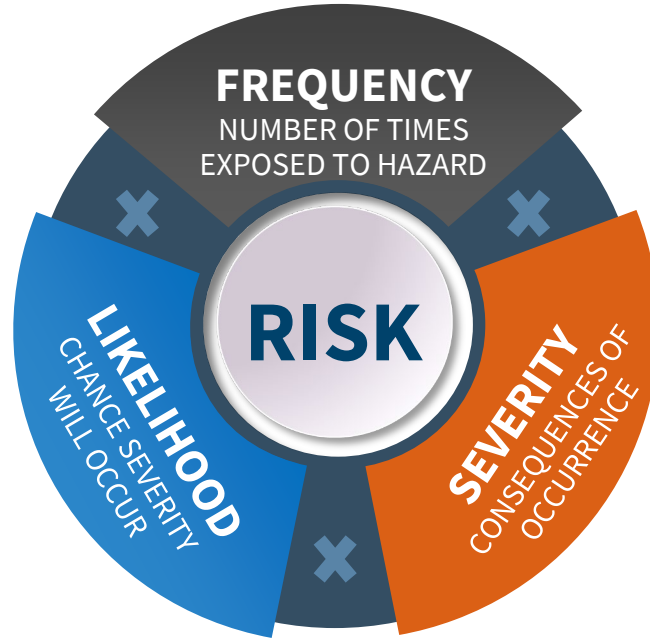
- The Risk-Based Approach
- Solving for Slips
- Housekeeping
- Surface Irregularities
- Behavioral Factors
- Valuable Resources



The Risk-Based Approach

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 Restaurants

Top Performer:

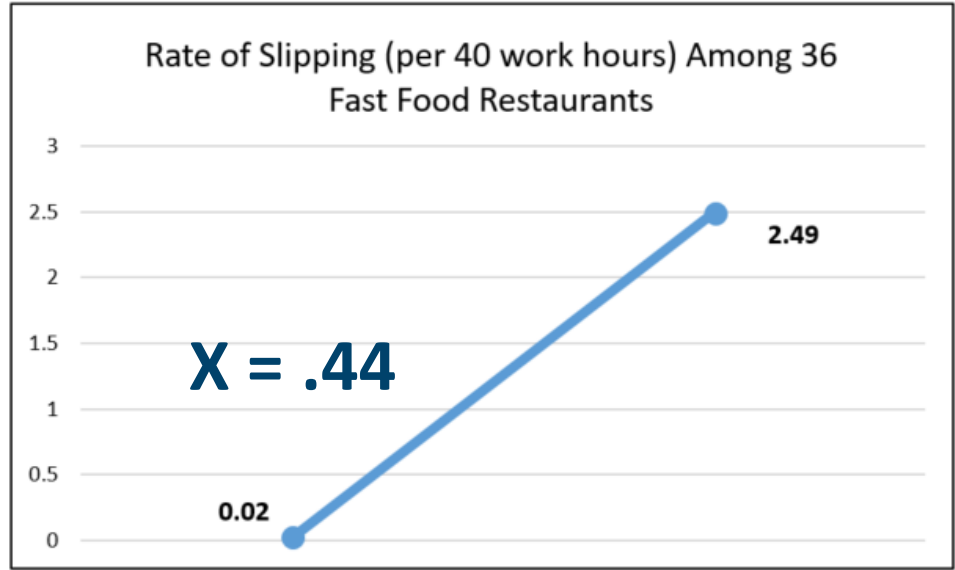
Workers slip

1x per year

Bottom Performer:

Workers slip

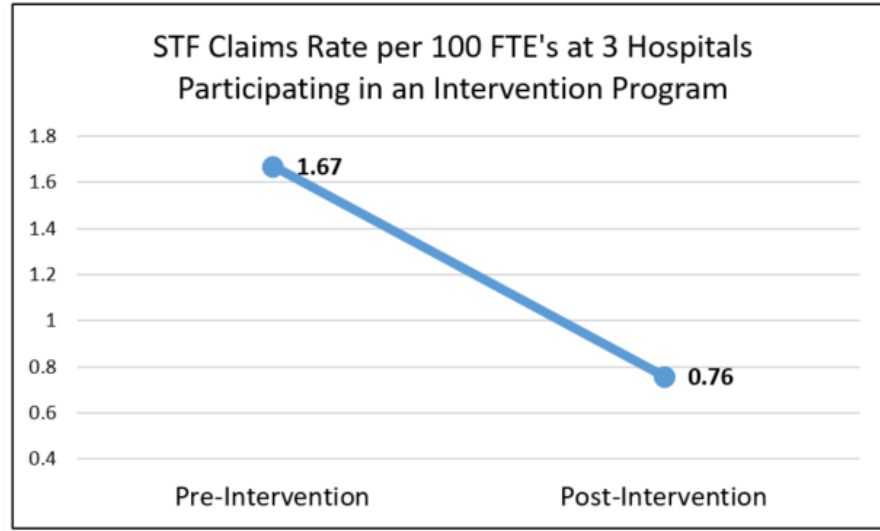
2.5x per week!



Case Study – Hospitals

54%

improvement with proactive
slip, trip, fall intervention!



Solving for Slips



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!

Available
Friction

<

Required
Friction

=

Slip! 

Improving Friction

- Textured & Adhesive Coatings
- Chemical Etching
- Abrasive Tapes



Floor Cleaning Tips

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



Cleaning Agent Qualities

- Alkaline Cleaners
- Neutral Cleaners
- Microbial /
Enzymatic Cleaners



Cleaning Agent Qualities

Alkaline Cleaners (Degreasers)

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



Cleaning Agent Qualities

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



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



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



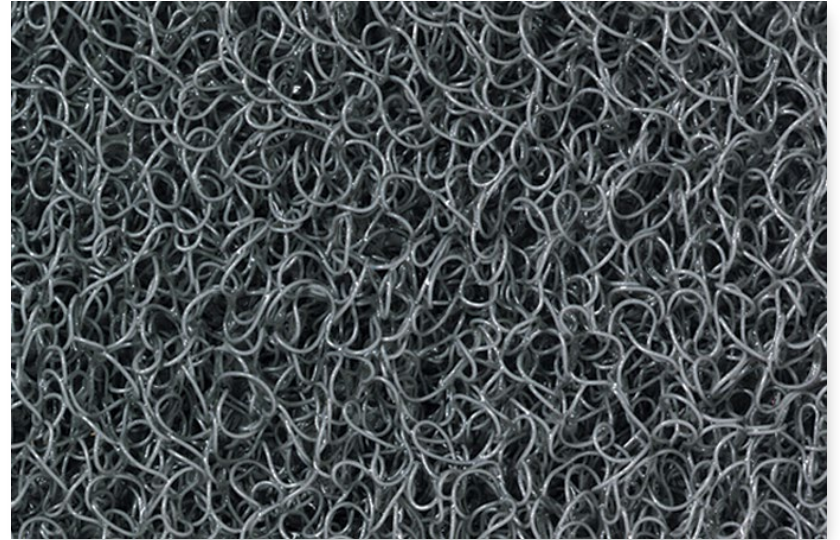
Matting

Wiper Mats



Matting

Scraper Mats



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

- 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





Housekeeping

Housekeeping Is Important!

- Establish standards
- Reinforce routines
- Maintain accountability



Surface Irregularities



Surface Irregularities



Floor Inspection

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

ICWGROUP
Insurance Companies

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 slip or fall?	
10	Are stairwells 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	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

Behavioral Factors



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



- 1 SLOW DOWN & PAY ATTENTION.**
Watch where you're going and stepping.
- 2 STEP CAREFULLY WHEN CHANGING SURFACES.**
Adjust your footing first for the surface, then proceed.
- 3 ENSURE FLOORING IS IN GOOD CONDITION.**
Report immediately when repairs are needed.
- 4 KEEP WALKWAYS CLEAR.**
Remove all clutter and obstructions.
- 5 KEEP YOUR FIELD OF VISION CLEAR.**
Don't let items you're carrying block your view.
- 6 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

icwgroup.com

ICW Group is the marketing name for ICW Group Holdings, Inc. For a list of all ICW Group Holdings, Inc. subsidiaries, please visit our website www.icwgroup.com. Not all products and coverages are available in all states.

enlight@icwgroup.com

Training & Awareness Campaigns

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



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!

The image shows a screenshot of the ICW Group 'Slips, Trips, & Falls' assessment form. The form is titled 'What's Your Grade?' and contains 25 numbered questions. The questions are organized into sections: 'General', 'Flooring', 'Lighting', 'Housekeeping', and 'Emergency Procedures'. Each question has a corresponding input field for a score from 0 to 50. To the right of the form is a graphic titled 'Complete the questions on the Assessment Form worksheet to find your grade!'. This graphic shows a progression of risk levels: 'High risk' (0-15 Grade - Fail), 'Increasingly informed and prepared' (16-32 Grade - Average), and 'Proactive, safe environment' (33-50 Grade - Excellent). The 'High risk' section is described as 'No process in place', 'No one is accountable', and 'Hopefully, no one gets hurt!'. The 'Average' section is described as 'Process to fix risks is rarely followed', 'Responsibility often skirted', and 'We'll be safe when our supervisor or OSHA watches'. The 'Excellent' section is described as 'Process followed with proper housekeeping', 'Hazards are quickly taken care of', 'Everyone accountable', and 'We want everyone to get home safe, everyday!'. At the bottom of the graphic, a 'Your Score' field shows '0'.

Risk Reduction Form

- See the Slip, Trips and Falls Risk Reduction Form
- Helps identify hazards
- Offers possible solutions



Example Possible Solutions:

- Partner with a slip resistant floor treatment vendor to identify opportunities to increase floor friction 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, frequency and can make it easier to identify workers in non-compliance with the footwear policy and restrict workers to highest performing models.
- Review your slip resistant footwear vendor's testing results and restrict worker rehire to highest performing models.
- Implement replacement guidelines for slip resistant footwear.
- Provide slip resistant overshoes to new workers until they obtain their own pair of shoes.
- Maintain spill cleanup supplies close to where they are most often needed.
- Audit floor cleaning chemicals to ensure they are appropriate for present contaminants according to the manufacturer's guidelines.
- Utilize an alkaline degreaser and deck brush or scrubber to remove hardened grease from the deep fryer.
- The current practice of single-step mopping is leaving an observable cleaner/contaminant on the floor surface that may cause it to be more slippery when wet. Utilize a hose or two-step mopping to more thoroughly remove floor cleaner after it has been applied.
- Implement an inspection process that includes the identification and correction of slip and poor housekeeping.



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

Taking the steps to keep everyone on their feet!

SLIPS • TRIPS • FALLS

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 (ie: rushing, slow spill response, poor housekeeping, etc.)			

ICW Group Policyholder Website!

icwgroup.com/safety

- Safety and Risk Management area!
- Safety Webinars
- Slips, Trips and Falls materials
 - **4-part video series!**
- Register for Safety *OnDemand*
 - **FREE with your policy!**
- Visit our Injured Workers Center for injured worked resources

ICW GROUP SLIPS, TRIPS, & FALLS 6 WAYS TO REDUCE YOUR RISK

ICW GROUP Slips, Trips, & Falls Taking the steps to keep everyone on their feet

ICW GROUP Slips, Trips, & Falls Taking the steps to keep everyone on their feet

Complete the questions on the Assessment Form worksheet to find your grade!

High risk 0 - 15 GRADE - FAIL

Just meets minimum 16 - 32 GRADE - AVERAGE

Proactive, safe environment 33 - 50 GRADE - EXCELLENT

Your Score: 0

2025 Safety Training Webinar Series – What’s Next!

April 17 – 10 Essential Steps to Prevent Heat Illness

May 1 – Employee Mental Health: Strategies for a Resilient Workplace

May 29 – 6-Part Risk Management for Leaders Certificate Series Kicks Off

Register at www.icwgroup.com/webinar



QUESTIONS?

riskmanagement@icwgroup.com



THANK YOU!

icwgroup.com/safety