



Slips & Trips

Check out 'slip and trip' on
[hse.gov.uk](https://www.hse.gov.uk) for more information



RSA Commercial Claims

Helping customers is fundamental to what we do at RSA.

This is about far more than what happens when customers make a claim.

It's just as important what happens before a claim is made and after it has been resolved.

We believe pro-active prevention and limiting recurrence is the best way to handle claims, not just for us, but most importantly for our brokers and customers.



Five Sources

of a slip or trip

Running a business is demanding enough without the worry of an employee or customer being injured on your premises following a slip or trip.

You can minimise the risk by having a clear checklist of steps you can take before, during and after an incident to protect everything you've worked hard to build.

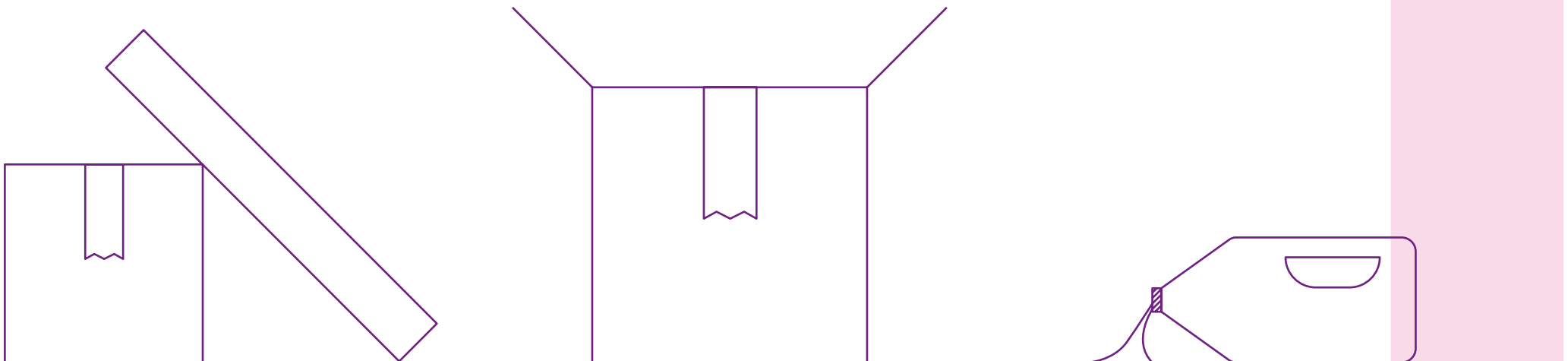


1. The Floor

The floor in a workplace must be suitable for the type of work activity taking place on it.

The Workplace (Health, Safety and Welfare) Regulations 1992 (Regulation 12) require floors to be suitable, in good condition and free from obstructions, loose or unsecured mats/rugs. Employees should be able to move around safely.

Where a floor is likely to be subject to frequent contamination, people should still be able to walk on it without the risk of slipping.



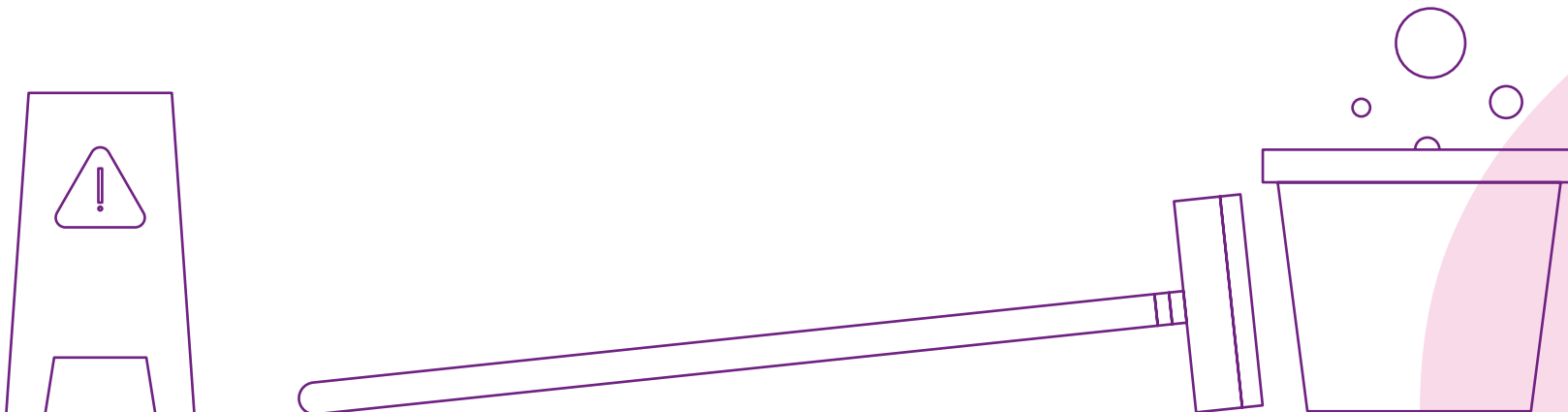
2. Cleaning

Effective cleaning is an important way of employers managing slips and trips risks.

Cleaning is important in managing slips and trips for two reasons:

1. Cleaning is supposed to deal with contamination that would otherwise lead to slip accidents but...
2. The cleaning process often introduces slip or trip hazards, ie wet floors, trailing cables, etc.

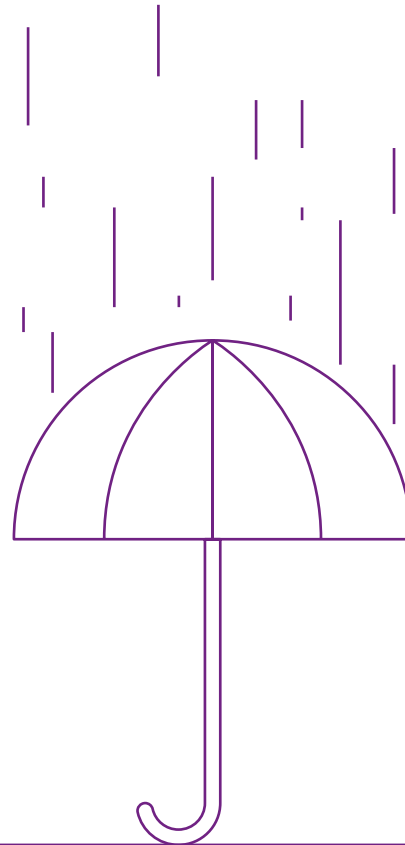
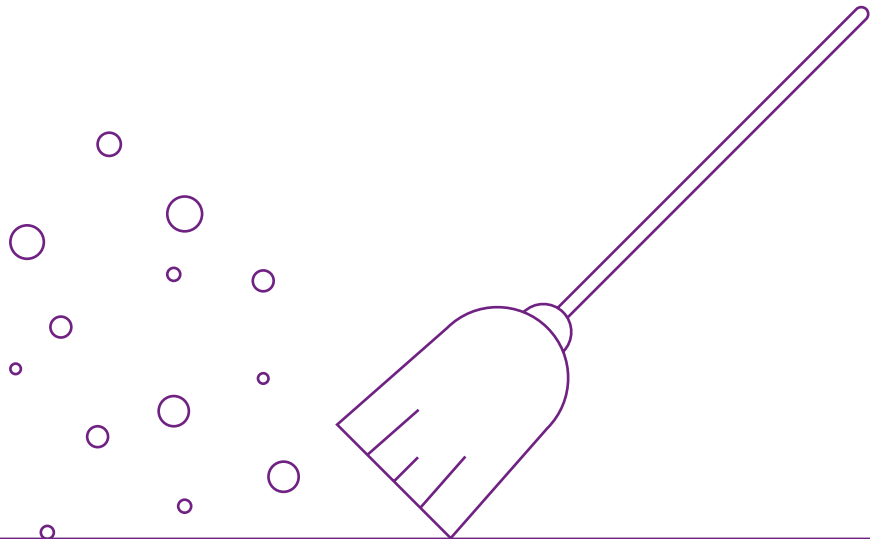
Make sure that staff who carry out cleaning duties have the right information, instruction, training and equipment to enable them to carry out their work safely and effectively.



3. Contamination

People rarely slip on a **defect-free**, clean and dry floor. Contamination is involved in almost all slip accidents, that is anything that ends up on a floor, eg rain water, oil, dust etc.

If a floor has a smooth surface (eg standard vinyl, ceramic tiles or varnished wood), even a tiny amount of contamination can be a real slip problem.

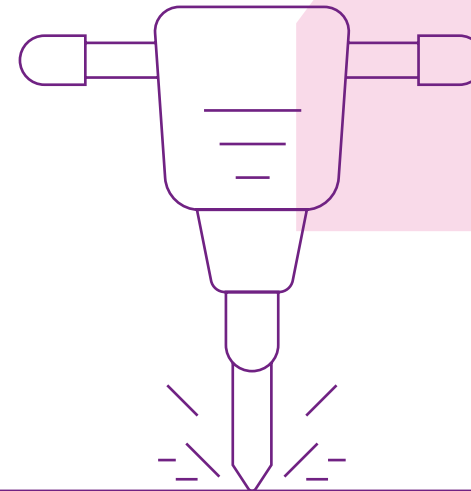
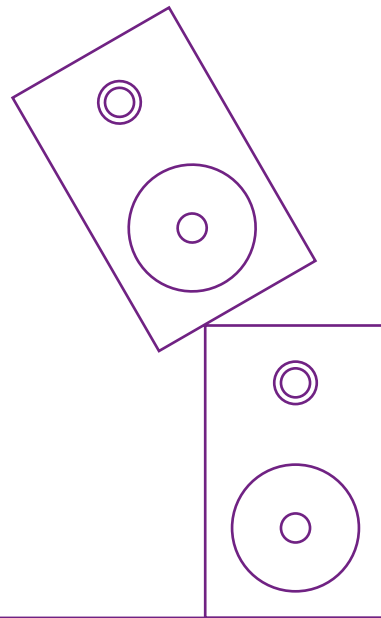
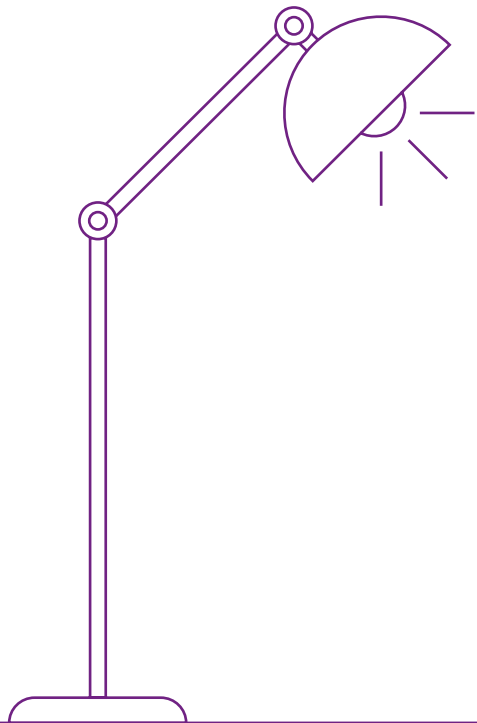


4. Environment

From the HSE website:

Slip and trip accidents increase during the Autumn and Winter season for a number of reasons: there is less daylight, leaves fall onto paths and become wet and slippery and cold weather spells cause ice and snow to build up on paths. There are effective actions that you can take to reduce the risk of a slip or trip. Regardless of the size of your site, always ensure that regularly used walkways are promptly tackled.

For more information from the HSE on icy conditions and winter weather please go to, www.hse.gov.uk/logistics/slips-trips-bad-weather.htm



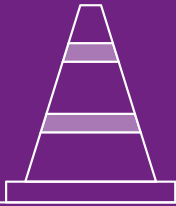
5. Footwear

Choosing slip-resistant footwear from the whole host of products on the market can be difficult. Sole descriptions are varied, from 'improving the grip performance' to 'excellent multi-directional slip-resistance'. Often, footwear is just described as 'slip-resistant' and the brochure does not describe the conditions for which the footwear is most suitable.

Footwear selection has to take account of a number of factors in addition to slip resistance, such as comfort, durability and any other safety features required, such as toe protection. The final choice may have to be a compromise.



Five things you can do to prevent a slip or trip (Before)



Identify

Keep an eye out for slip and trip hazards around the workplace. This can include uneven floors, trailing cables, loose or unsecured mats/rugs or areas that could be slippery due to spills.

Don't forget to check outdoor areas! If there are any potential hazards, make sure these are highlighted with appropriate warning signs. General good housekeeping can prevent accidents.



Reach

Make sure you determine who might be harmed and how.

Ask yourself the questions:

- Who comes into the workplace?
- Could they possibly be at risk?
- Do you have any control over them?

Remember that older people, children, and those with disabilities can hold additional risk.



Consider the risks

Consider the risks you have identified in Point 2. Are you taking adequate precautions to deal with the risks?

If the answer is no, you must implement additional measures to control them.



Record

Record your findings from the first three points and create a risk assessment document for dealing with the identified hazards.



Review

Regularly review the risk assessment, if any significant changes do occur, make sure existing precautions and management arrangements remain accurate to deal with the risks.

Five things you should consider following a slip or trip (When)



Act fast to secure evidence

When an incident occurs it is important to act fast and secure evidence. There are rigid timescales for dealing injury claims. Prompt reporting to your insurers will keep costs to a minimum.



Carry out a full accident investigation

After any accident or near miss it is important to gather all relevant information. This can include photos and CCTV footage. This helps to understand how and why the incident occurred.

Record all incidents in the accident book.



Collect and retain any Witness Statements

As well as the accident report, collect all relevant documents such as, risk assessment, witness evidence, training records, PPE records, photos, CCTV footage etc.



It's OK to apologise

Don't be afraid to say sorry or to offer someone a gesture of good will i.e. sending them flowers.

This is not an admission of liability.



Notify

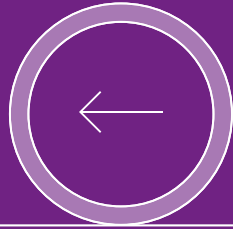
Notify your insurers immediately.

Five things you should consider after a slip or trip claim (After)



Prevent

Was the incident preventable/foreseeable? Did your risk assessment go far enough?



Re-visit

Re-visit risk assessment / health and safety procedure updates.
Is it still suitable and sufficient or are any changes needed?
Make sure this is documented.



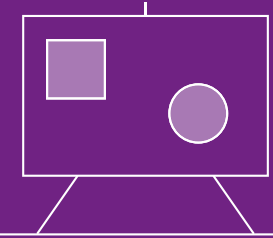
Feedback

RSA will provide feedback on any claims following our investigation to support any possible risk improvement to help your business.



Learn

What other learning can you take from the incident, i.e. were the incident investigations undertaken in a quick and timely manner, was the risk assessment easy to locate, did all staff know the procedure for dealing with an incident?



Retraining

Is there any retraining of staff required?