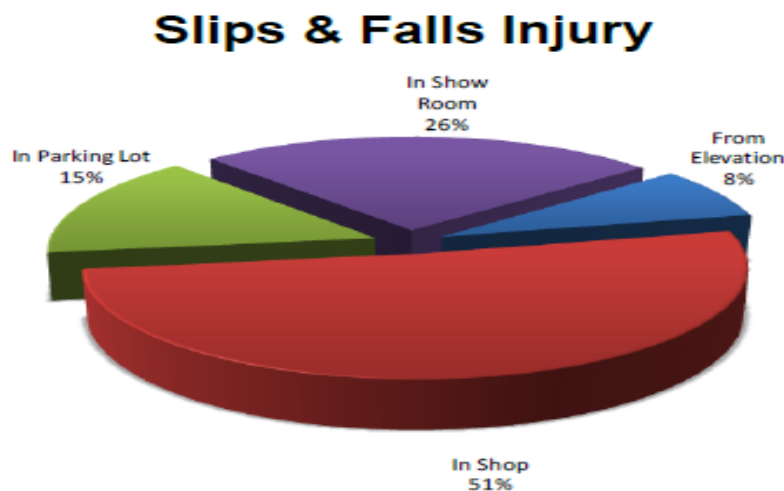


Managers – Don't Slip Up...You Might Lose Profits

Slips, trips, and falls are a major source of “on-the-job” injuries. In fact, the average cost per claim for fall related injuries is higher than any other type of injury. Many of these injuries are serious, including broken bones, twisted ankles, muscle strains, cuts and head injuries. The long-term medical costs, lost wages, lost production, and worker replacement expenses associated with slip/trip/falls can easily put a dent in your profits.

In 2015, Virginia Dealerships slip/trip and fall incidents occurred in the following areas. These incidents are the 2nd leading cost by cause.



A fall occurs when someone loses their balance and their footing. This is caused by the loss of friction between your foot and the walking surface. When one of your feet slides out from under you, or your heel loses traction as you step, your center of gravity is displaced, which causes you to lose your balance and fall.

An individual's slip/trip/fall potential is determined by a number of factors:

- Type of flooring material (surface composition, surface friction rating, age, finish, etc.)
- Floor cleaning procedures (cleaning frequency, detergent type & accessories, effectiveness)
- Condition of floor (holes/depressions, loose surface material, uncovered drains, slipperiness)
- Changes in floor elevations (step stools, ramps, stairways, poorly repaired surfaces, etc.)
- Housekeeping

- Seasonal factors (ice, rain, snow, mud on walking surfaces, oil, soapy water from car washes)
- Personal factors (lack of attention, inappropriate shoes)

The following are measures you can take to eliminate or reduce the potential for slips/falls:

Administrative/Management Procedures

- Establish and enforce procedures for immediate clean-up of spills. Don't wait until the end of the repair job or the end of the shift. Chances are you or others will be walking through the spill if left unattended, which increases the risk for injury.
- Improve Housekeeping! All employees should be held responsible for immediate clean-up of their work areas. Trash, debris should be disposed of promptly. All tools and equipment should be returned to their home when not in immediate use. Extension cords and hoses should be kept off the floor when not in immediate use.
- Implement an Inclement Weather Policy, which includes pre-determined procedures and designated traffic routes for snow removal, ice treatment, and wet floors on rainy days.

Service/Parts/Body Shop

- Treat existing floor surfaces with abrasive materials to improve traction. (i.e. etching, grooving, sandblasting, sand-painting)
- Install slip resistant floor surfaces in areas where ice, grease, or dust create a slipping hazard.
- Implement an effective floor cleaning and maintenance routine. (scrub & removal of soiled cleaning solution via an automated cleaning/vacuum machine is preferred to prevent re-application of soiled solutions)
- Ensure efficient drainage from vehicle detail operations.
- Repair damaged grates or drain covers.
- Don't stand on vehicle running boards, or ride on alignment machines and lifts.
- Provide efficient, permanent stairway access to storage on mezzanines or in elevated storage bins. (Rolling ladders or make-shift step-ladders should not be permitted)
- Stairways should have adequate foot space, even step dimensions, non-slip stair treads. Ensure there are sturdy handrails available on stairways and steps.
- Where possible, loads should not be carried up/down stairs by hand. Encourage use of a lift or hoist to raise product to elevated floor levels.

Showroom/Offices

- Apply non-slip coatings (without wax) to uncarpeted floors. (showroom, restrooms)
- Be sure that there is no loose carpeting that creates tripping potential.
- Ensure that aisles and hallways remain uncluttered at all times.
- Place telephone cords, cables, etc. out of the way of traffic, or tape them down.
- Provide non-skid mats at entrances.
- Keep floors dry during inclement weather.
- Provide sufficient lighting in all walkways, steps, and stairways.

Outside Areas

- Repair pavement holes and sidewalk cracks promptly.
- Paint speed bumps and other changes in elevation with slip-resistant, bright colored paint.
- Make sure parking lots are well lit.
- Promptly treat oil spills with absorbent materials, and sweep them up. Never leave the absorbent material unattended.
- In snow/ice conditions: plow parking lots (keep snow plowed pile-ups away from all walkways), shovel & treat sidewalks with ice melting substance.

Personal Factors

- Ensure suitable footwear is worn for the work area.
- Encourage staff to “not be in a hurry”. Plan ahead and give yourself time to reach your destination.
- Watch out for others! Keep your eye on your neighbor. Anticipate the unexpected!

When it comes to preventing slips/trips/falls, its how someone approaches a situation that counts! Focus on fall prevention by following these steps, and your dealership can control unnecessary insurance expenses!

Slip/trip/falls are common in every department of every dealership. Inspections should be made of each department on a monthly basis to identify potential hazards before slip/trip/fall injuries occur: The sample inspection below is helpful when reviewing your dealership conditions:

Slip/Fall Inspection	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Entrances												
Floor conditions												
Lighting												
Elevation Changes (Stairways, steps, ramps, handrails)												
Housekeeping												
Water Drainage (inside & out)												
Spill Clean-up												
Parking Lots & Sidewalks												
Inclement Weather Controls												

IMPORTANT NOTICE - The information and suggestions presented by PMA Companies in this risk control document are for your consideration in your loss prevention efforts. They are not intended to be complete or definitive in identifying all hazards associated with your business, preventing workplace accidents, or complying with any safety related or other laws or regulations. You are encouraged to alter the information and suggestions to fit the specific hazards of your business and to have your legal counsel review all of your plans and company policies.

