

Manager's Guide To Preventing **SLIPS TRIPS AND FALLS**



SAFETY
||| FIRST
In everything we do

Introduction

Dear Colleague,

Welcome to Manager's Guide to Preventing Slips, Trips and Falls!

The purpose of this Guide is to assist you with implementing provided tools, such as posters and safety conversations, and give you ideas on how to involve your team in 'Cutting Out' Slips, Trips and Falls (STF), and 'Getting a Grip' with their safety behaviours.

Preventing STF launch is focused on the most common STF incidents within Compass Group and related hazards and risks. STF account for more than a third of employee injuries– yet are perhaps the easiest and simplest to avoid.

With the launch comes a message that most STF can be prevented by everyone taking responsibility for the safety conditions of the areas in which they are working, and taking action if they spot a hazard – See it, Sort it, Report it.

We would like you to promote this message within your teams and encourage them to get involved in making a difference.

We hope you find this Guide and additional tools useful, and that it will help you to reduce STF incidents in your unit and strengthen the safety behaviour of your team.

Remember – **Safety First in Everything We Do!**

Best Regards,
HSE Team

Slips, Trips and Falls Calendar

Months	1 - 2	3 - 4	5 - 6	7 - 8	9 - 10	11 - 12
Safety Conversations	SC1 Lost Footing	SC2 Weather and Environment	SC3 Food and Debris	SC4 Obstructions	SC5 Stairs and Steps	SC6 Floor Cleaning
Posters	A3 Poster Get A Grip			A3 Poster Cut it Out		
To deliver on (DDMMYY)						
Delivered by (Manager's name)						
Training Record Card completed (Y/N)						
Signature (When delivered)						

Be prepared

Preventing slips, trips and falls (STF) requires a combination of hazards identification and correction, as well as personal responsibility. There are many slip, trip and fall hazards in the workplace. This Guide is designed to help Managers to identify potential slip, trip and fall hazards found in the workplace, communicate the issues with colleagues, and to put in place the procedures, that will deal with the problem before an incidents occurs. The STF materials, as well as the information in this Guide, can help you in all these areas.

Included in this pack are Posters and Safety Conversations, which are divided into two themes: Get a Grip and Cut It Out.

The Get a Grip theme includes topics related to hazards and risks associated with Lost Footing, Environment and Weather, Spillages and Debris. The Cut It Out theme features the topics such as Obstructions, Stairs and Steps and Floor Cleaning.

Each Safety Conversation is divided into five sections. Starting from the top:

- 1. 'What you're going to learn' - introduction to the topic.**
- 2. 'What you need to know' – risks and hazards with potential to cause slips, trips and falls with the advice on how to prevent/eliminate them.**
- 3. 'Follow Rules, Be Mindful, Speak Out, Get Involved'- our Key Safety Behaviours, and how we can use them to prevent slips, trips and falls.**
- 4. 'Putting What You've Learnt Into Practice'- opportunity to discuss the topic and relate it to your Unit. Ask your team relevant questions to ensure that they understand what they can do to prevent slips, trips and falls.**

Each safety conversation should be displayed on the notice board next to the poster and replaced with the new one after each delivery.

Planning is Key

Use the 'Slips, Trips and Falls Calendar' on a previous page to plan the delivery of the safety conversations, and to ensure you have all you need for your 'Preventing STF' launch. After delivering each safety conversation remember to place it on the notice board next to the relevant poster. Each safety conversation should be delivered at least once and displayed on the notice board for two months, and after that replaced with the new one. The Get A Grip A3 infographic poster must be displayed for six months and then replaced with the A3 Cut It Out infographic poster. Additional A4 posters can be downloaded from our HSE website (follow the link under A-Z of Health and Safety/ Slips, Trips and Falls).

Working Safely with Clients

When we are operating on a client's premises, it is important to talk to them, to discuss any slip, trip and fall hazards in the building's infrastructure and undertake regular reviews.

Arrangements must be made to establish who is responsible for various areas. For example, a reception area may be used by staff from many different companies - the question should be asked: "Who is responsible for keeping the floor dry in wet weather?" Accidents can occur while our colleagues are on the property of others. The emphasis must be on the individual taking care of themselves and watching out for hazards – awareness is key.

Assessing the Risks

We have a number of policies to ensure adequate safety procedures are in place. This is something that you and your team can get involved with to reduce the risk of slips, trips and falls.

Monthly/Quarterly Safety Inspection Policy

The purpose of the Monthly/Quarterly Safety Inspection (HSE Record) is to be proactive about spotting significant hazards in the workplace. It simply involves taking a close look at your area and looking for potential hazards on a regular basis, followed up by assessment of what you can do to eliminate these risks. The Unit Manager is responsible for completing the HSE Record and recording any actions that are identified, as well as ensuring that defects are reported to the responsible person and rectified promptly.

Don't wait for a Monthly/Quarterly Safety Inspection to remove hazards from the work place. If you or a colleague see a potential slip or trip hazard, make it safe immediately!

Identifying the hazards

- Carry out an inspection of areas of the building where you work or walk through and look for hazards that currently exist. Point them out to colleagues working in the area and ensure that they are made safe.
- Consider any predictable circumstances where slip, trip and fall hazards may present themselves. Good examples are weather conditions such as ice, snow or rain, where areas can become wet if there are no mats to soak up the excess water. In areas where drinks are prepared, is it likely that they may be spilt, causing a slip hazard?
- Are there areas where the equipment used may present a trip hazard, for example loose or trailing cables?
- Will temporary work, such as maintenance, cleaning or building activities create a slip or trip hazard?

HSEQ Activity Calendar

The HSEQ Activity Calendar is a tool to assist Unit Managers in the planning of audit schedules, reviews of risk assessments and other important health and safety activities. It must be used to show when health and safety activities are planned and to record when they have been completed.

Safety Footwear Policy

Some colleagues may already wear safety footwear to address hazards identified by the Floor Safety Risk Assessment. We need to reduce the number of slip incidents, so to support this, we ensure kitchen-based colleagues (and visitors and colleagues that work in potentially slippery locations) are provided with, and wear, Compass slip resistant footwear.

Floor Safety Policy

The Unit Manager is responsible for completing the Floor Safety Risk Assessment and regularly reviewing the findings. STF risks must be eliminated or reduced to a safe level by implementing the improvements and actions noted on the assessment – this may mean involving the Client. You must ensure that your team is aware of the risks associated with slips, trips and falls in the workplace and the precautions they need to take. All kitchen-based staff and visitors must wear the safety footwear provided.

Key Safety Behaviours

- Encourage a 'no blame' and 'don't walk by' culture.
- Take a walk around your site and look out for any specific hazards. Remove them or make them safe and encourage your team to do the same.
- If you have had a slip, trip or fall at your site, find out the cause and implement a solution. Encourage everyone to report any substandard conditions.
- Ask your colleagues to consider the last slip, trip or fall on site, to identify measures that might prevent a recurrence.
- Explain problems to your line manager if repairs are not being dealt with promptly by the client.
- Remind your team not to carry items that can obstruct visibility – particularly on the stairs.
- Lead by example - if you see something that might cause an accident, remove it or make it safe.
- Encourage colleagues to wear suitable, non-slip shoes. Where specialist footwear is not issued, footwear should have low heels and fit well. Open-toed shoes, sandals, flip-flops, high heels and smooth soles must be avoided.
- Communicate the importance of everyone taking responsibility for their own actions by watching where you are walking, using handrails, by not using mobile phones whilst walking downstairs, not rushing around and undertaking good housekeeping practices.

Obstructions



Obstructions

- Keep walkways and stairways clear of bags, boxes and other obstructions. This is especially important for fire exit routes.
- Flatten down empty boxes to prevent obstructions.
- Ensure waste / recycling bins are emptied regularly.
- Keep your stock and equipment in the designated place.
- Review the storage provision for your site. If it's not adequate, request additional racking or shelving.

Trailing cables

- Make sure that electrical leads and wires do not trail across walkways.
- Use cable covers to securely fix cables out of the way. These can be plastic covers fixed to the wall or rubber flexible covers if cables have to be over walkways.

Rugs, mats and flooring

- If rugs or mats are needed make sure they do not have curling edges and are not on slippery surfaces.
- Avoid the use of mats at the top of the stairs.
- Report any damaged or torn floor coverings and ensure temporary repairs are in place, such as warning tape or signs, whilst repairs are arranged.

Poor lighting

- Make sure that areas are well lit.
- Highlight changes in level, e.g. ramps, slopes or steps.
- Request replacement light bulbs / lamps as soon as they blow.



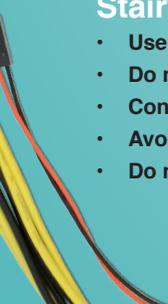
Stairs and Steps

Housekeeping and maintenance

- Ensure any disrepair or damage to the stairs and steps is reported and repaired.
- Clean up any spillages or debris immediately.
- Make sure the stairways are well lit and any broken or malfunctioning lighting is fixed immediately.

Stairways

- Use handrails when on stairs.
- Do not rush or hurry, use extra caution on stairs.
- Concentrate when walking, do not use your mobile when using stairs.
- Avoid carrying objects with both hands.
- Do not carry bulky objects that block your vision. If possible, use the lift.



Slippery Surfaces

Spillages

- Clean up spills immediately. Food debris can be just as slippery as liquids.
- Ensure hazard warning signs are available for the immediate management of spills.
- If the liquid is greasy, ensure a detergent is used.
- Clean up small spillages with paper towels rather than creating a larger wet area using a mop.
- After cleaning, the floor may still be wet for some time so barriers or 'Wet floor' signs should be posted, the floor dried or alternative routes identified. Barriers and warning signs should be removed as soon as the area is dry.

Poor housekeeping

- Keep floors clear of packaging materials that may cause a slip - sheets of paper, plastic wraps and loose cardboard all pose slip risks.
- Make sure there are good standards of housekeeping with no build-up of rubbish.
- Work carefully to avoid contaminating the floor, don't overfill containers or discard food onto the floor, use lids and trays when transferring food.

Wet surfaces

- Keep walking surfaces dry and clean, especially in wet weather. Extra mats may be required at doorways for people to dry their shoes thoroughly and prevent slips.
- Ensure snow and ice in parking areas and outside walkways are dealt with effectively.
- Clear fallen leaves away from walkways outdoors.
- In inherently wet / greasy areas, e.g. pot wash areas, examine working procedures to identify any improvement to reduce wetting and ensure that slip-resistant footwear is being worn.
- If a surface regularly becomes slippery, consider requesting that it is replaced with a non-slip surface.
- Ensure leaks to dishwashers, steamers, water pipes, etc., are reported to the responsible person and are dealt with promptly.





Top Tips

The example you set for your team is key. You have a pivotal role in communicating and encouraging safe behaviour. You should keep everyone regularly informed of how they can help to create a safe working environment.

- 1 Be vigilant, watch out, especially during wet and icy weather conditions**
- 2 Stop and take a moment to assess the situations**
- 3 Understand what can injure you**
- 4 Keep walkways clear**
- 5 Clean up spills / waste**
- 6 Wear the right footwear**
- 7 Make sure you can see where you are going**
- 8 Review your own actions to work safer**
- 9 Promote see it, sort it attitude**

Additional Tools

To download additional materials, as well as all the posters and safety conversations included in this pack, go to A-Z of Health and Safety/Slips, Trips and Falls on www.mycompasshse.co.uk