

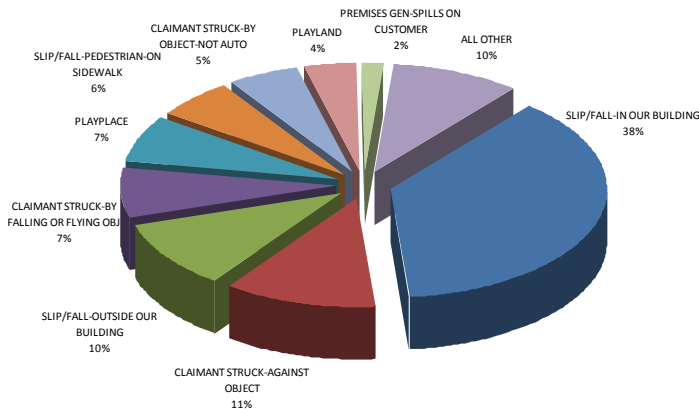
# Newsletter: Preventing Customer Slips and Falls

## Statistics:

Statistics show that slips and falls are the leading cause of accidents in any restaurant environment. According to the National Floor Safety Institute, more than 1 million guests are injured each year as a result of slips and falls in restaurants.

Also, according to the National Restaurant Association, slips and falls are the greatest source of general liability insurance claims within the restaurant industry.

In reviewing the incidents and claims for the 2012 program year, this trend holds true for the McDonald's Insurance Program as well. Slips and falls represent 53% of all the general liability claims and 44% of every claim dollar.



Common causes of customer slips and falls include the condition of the floor surface, inappropriate footwear, lack of attention to potential hazards (both in and outside the restaurant) and liquids on the floor.

## What can you do?

The following suggestions and recommendations can assist in the identification of common hazards associated with customer's slips and falls.

### Interior

- Follow the guidelines outlined in the U.S. Operations and Training Manual related to Slip and Fall Prevention.
  - Use proper procedures for mopping and cleaning floors
  - Place Caution: Wet Floor Signs when mopping or cleaning floors
  - Time mopping to allow at least 15 minutes for floors to dry before peak periods begin
- Repair irregular floor surfaces.
- **Wipe up spills immediately, no matter how small.**

- Clear away trash, trays, boxes, and other obstacles from aisles, walkways, doorways, and stairwells.
- If used, keep floor mats in place when needed. Watch for any curled edges that could cause someone to trip.
- Conduct periodic inspections of your restaurant (inside and out) in order to identify and correct any potential or existing hazards.
- Regularly review your slip and fall incident reports and look for trends (e.g. location, time of day) in order to focus your resources and training in the correct areas.
- Ensure that floor cleaning products are applied in accordance with the manufacturer's recommendations.
- Prevent grease, water and other materials from the production area entering other areas of the restaurant by the use of mats and proper housekeeping procedures.

### Exterior

- Repair potholes and uneven pavement in the parking lot.
- Clear snow and ice from sidewalks and other traffic areas. Use ice melt, salt, or sand during icy and snowy weather (*if applicable*).
- Keep traffic directions, parking spaces, and pedestrian walkways clearly marked.
- Clean up slick or wet spots on sidewalks or in the parking lot. Use Heavy-Duty Degreaser to dissolve oil or grease spills.
- Be alert for parking lot areas with potholes or large cracks in the asphalt or concrete and have them repaired.
- If speed bumps are used in parking lots and the Drive-thru area, make sure paint is bright and there are no cracks or holes in the bumps.
- Elevation changes can be highlighted with a painted curb, difference in color or texture of the two surfaces, or a warning sign.
- Make sure step areas and handicap access ramps are clearly marked.

### Conclusions:

Most of the suggestions presented above are just common sense. Remember, good housekeeping and following established procedures for mopping and cleaning floors are crucial in preventing slips and falls in your restaurant. Please refer to the Operations and Training Manual for additional details.