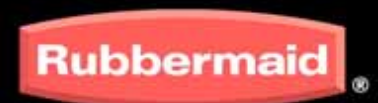


4/2004

Building Service Contractor Safety Solutions

**A Pedestrian Safety System to Increase
Facility Safety and Reduce Liability**



Commercial Products

Increase Profits by Reducing Liability

65% of all lost workdays are due to slip-fall accidents.

Source: Liberty Mutual

People will slip and fall. These falls can cost business service contractors (BSC) millions of dollars per case if a jury determines that the person's injury was caused by their employee's negligence. A BSC must take reasonable measures to keep pedestrians safe from foreseeable dangers caused by their work.

What are reasonable measures? A BSC's first line of defense against expensive litigation is the installation, documentation and use of a

comprehensive pedestrian safety system. Most slip and fall cases lack direct evidence to prove the BSC's liability. Injured pedestrians must, therefore, frequently rely on circumstantial evidence to prove their case. A BSC's failure to have a written pedestrian safety system in place with basic records and inspection logs may support the injured person's claims in the eyes of a jury.

22% of slip/fall injuries resulted in more than 31 days away from work

Source: US Bureau of Labor Statistics 2002

How can a BSC reduce exposure to this type of liability?

- Implement and use the Rubbermaid Commercial Pedestrian Safety System
- Maintain records of employee safety training on use of the system
- Immediately investigate any incidents and document findings:
 - Ensure that the person obtains proper medical evaluation and care
 - Take photographs as soon after the accident as possible
 - Obtain witness statements
 - If appropriate, seek legal counsel



Statistical Trends in Building Service Litigation

"Slips and falls are the number one cause of accidents in hotels, restaurants & public buildings; 70% occur on flat and level surfaces."
 Source: US Bureau of Labor Statistics

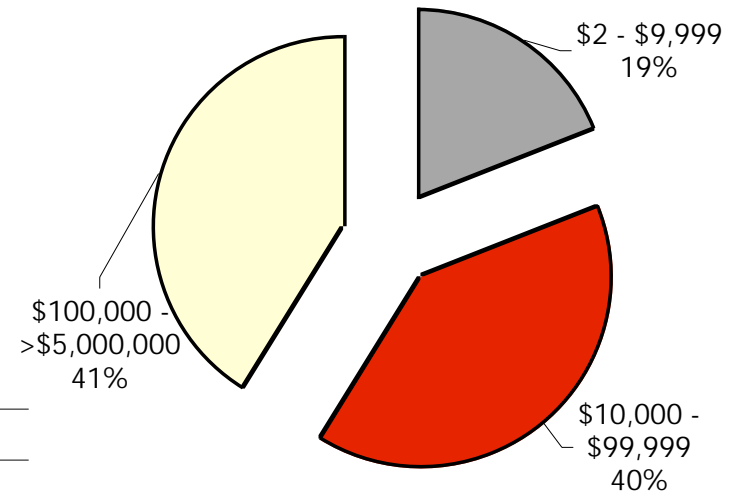
Case Study*: Average savings over 5 years with prevention of just one slip and fall accident using Rubbermaid safety products

Initial cost of Rubbermaid safety products:	\$6,761
Annual replacement cost (20% per year):	\$5,408 over 4 years
5 Year total product cost:	\$12,169 for 5 years
Median cost of 1 accident (see chart below):	\$78,379

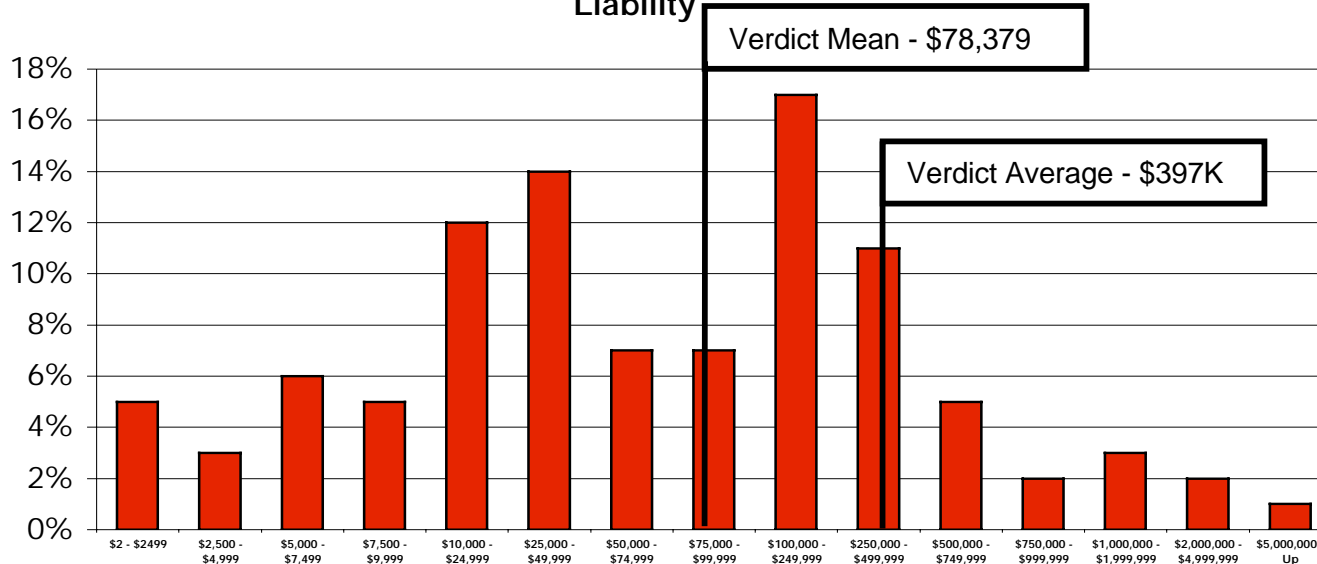
Savings with prevention of 1 accident: \$66,210

*Building Used for Study: 6 story office building

Majority of Building Service Premises Liability Verdicts are Greater than \$65,000



Award Distribution, Building Service Claims Involving Premises Liability



Charts: Personal Injury Valuation Handbook, JVR 2000

Office Building Main Lobby

FACTS: Office building lobbies are very susceptible to slip and fall accidents. The floors are frequently polished surfaces (very slippery when wet), with a high volume of traffic. Pedestrians track in water and dirt on rainy/icy days, but will blame a cleaning crew if they slip and fall.



Stable Safety Sign



Mobile Barrier



Audio Guard with 36" Safety Cone



Site Safety Hanging Sign



Over-the-Spill Station Kit



Main Lobby Entrance

PROBLEMS:

- Water & dirt tracked in
- Going from interior to exterior walking surface
- Will blame cleaning crew on fall

Caution, wet floor inside may be slippery.

SOLUTION:

Audio Guard with 36" Safety Cone: audible warning catches guests' attention and alerts them to hazards. 12 second message can be recorded.

Location	# in Building	Multiplier	Total Needed	Item #	Description	Placement Notes
Lobby Main Entrance		1		6289	Audio Guard with 36" Safety Cone	For wet / icy days & cleaning
Outdoor Entrances to Lobby (note 1)		1		9S11	Mobile Barrier	For maintenance work & cleaning
		1				For bad weather & cleaning
Interior Entrances to Lobby (note 2)		1		9S09	Stable Safety Sign	For bad weather & cleaning
		2				Store in restroom / janitor's closet
Main Floor Restrooms		1		9S16	Site Safety Hanging Sign	Blocks doors when cleaning, store conveniently
		1		4251	Over the Spill Station Kit	Quick Spill Response

Note 1: Outdoor Entrances include main entrances and all doors leading in from outside

Note 2: Indoor Entrances include all hallways entering lobby. Also includes all escalators & elevators. Count each elevator separately

Items for lobby should be stored in janitor's closet/ maintenance areas

Cafeteria

FACTS: Slip and fall accidents are most likely to occur due to the messes left by the lunch / dinner rushes. It is essential for the cleaning crews to effectively sign and barricade the areas being cleaned to prevent accidents.



Wet Floor

PROBLEMS:

- Pedestrians ignore wet floor and section closed signs and walk across floors being cleaned, then slip, fall and sue.

SOLUTION:

Mobile Barrier: Cleaning crew can barricade a section of the cafeteria being cleaned to prevent entry of pedestrians.

Location	# in Building	Multiplier	Total Needed	Item #	Description	Notes
Restaurants & Cafeterias		12		9S07	Folding Safety Cone	Easy to reach locations, front & back of house
		6		4254	Over the Spill Tablet Pads	Mount behind / on waste containers
		2		9S11	Mobile Barrier	For cleaning / to close off areas of dining room

Office Floors

FACTS: Pay close attention to any area where 2 different type of floor surfaces meet, the difference in traction can cause a slip and fall accident.



Restrooms

PROBLEMS:

- Office workers walk past wet floor or restroom closed signs

SOLUTION:

Site Safety Hanging Sign: Sign mounted on telescoping pole that blocks door entrance.



Folding Safety Cone



Over-the-Spill Station Kit



Stable Safety Sign



Stairwells

PROBLEMS:

- No good way to effectively sign stairs
- Falling on stairs is more dangerous than falling on flat surface

SOLUTION:

Hanging Safety Sign: Safety sign hangs on stair rails to alert pedestrians of hazard.
•Also hangs on doorknobs

Location	Qty per Floor	# Floors	Multiplier	Total Needed	Item #	Description	Placement Notes
Stairwells		x	4		6110	Hanging Safety Sign	Hang on railing & door knobs
Elevators		x	1				Use when cleaning
Restrooms		x	1		9S09	Stable Safety Sign	Store in restroom for wet floors & cleaning
			1		9S16	Site Safety Hanging Sign	Use when cleaning restrooms
Corridors		x	1				Mount by fire extinguishers
Break Rooms		x	2		9S07	Folding Safety Cone	Mount in easy to see location
			1		4251	Over the Spill Station Kit	Mount in easy to see location

Floor Finishing / Back of House

FACTS: More intensive maintenance-type projects such as floor stripping and finishing require barricades to prevent costly slip and fall accidents. These barricades can also help prevent costly reworks caused by pedestrians tracking through a newly-finished floor. The Mobile Fence is also great to barricade sidewalks when they are cleaned.



Indoor Maintenance

PROBLEMS:
•Ceiling tiles and light bulbs need replacing requiring use of ladder

SOLUTION:
Mobile Fence: Maintenance crew can barricade area.



Stable Safety Sign



Mobile Fence



Mobile Barrier



Elevator Repair

PROBLEMS:
•Elevator needs repair
•Pedestrians try to use elevator

SOLUTION:
Mobile Barrier: Repair person can block off elevator to prevent use.









<u>Location</u>	<u># Offices</u>	<u>Divide By</u>	<u>Total Needed</u>	<u>Item #</u>	<u>Description</u>	<u>Notes</u>
Indoor Maintenance Projects		30		9S11	Mobile Barrier	13' long
Large indoor / outdoor maintenance		60		9S13	Mobile Fence	24' long

<u>Location</u>	<u># in Building</u>	<u>Multiplier</u>	<u>Total Needed</u>	<u>Item #</u>	<u>Description</u>	<u>Notes</u>
Receiving Docks		2		9S09	Stable Safety Sign	Store by docks

Safety Equipment Audit

Average savings with prevention of 1 accident:

\$66,210

<u>Products</u>	<u>Number</u> From previous pages	<u>Have</u> Products already own	<u>Total</u> Products recommended
 Audio Guard with 36" Safety Cone Item # 6289	()	- ()	=
 Mobile Barrier Item # 9S11	()	- ()	=
 Stable Safety Sign Item # 9S09	()	- ()	=
 Site Safety Hanging Sign Item # 9S16	()	- ()	=
 Over-the-Spill Station Kit Item # 4251	()	- ()	=
 Folding Safety Cone Item # 9S07	()	- ()	=
 Over-the-Spill Tablet Pads Item # 4254	()	- ()	=
 Mobile Fence Item # 9S13	()	- ()	=

Probing Questions to Ask:

- Do you have a consistent pedestrian safety training program with standardized products in place?
Yes No
- How many slip and fall incidents did you record last year? _____
- Are you separately tracking all of the costs associated with safety? Yes No
- What are the most hazardous areas of the facilities you clean? _____
- How long are spills on the floor before being cleaned? _____
- Do you have a program to walk the facility to monitor spills during cleaning? Yes No
- How many crews do you operate? _____
- Is each crew responsible for its own safety program?
Yes No
- Are there unique safety concerns in your business? _____