

4/2004

Food Service 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.

Sources: Liberty Mutual and Health Canada

Customers will slip and fall. These falls can cost restaurants millions of dollars per case if, a jury determines that the customer's injury was caused by the restaurant's negligence. Restaurants must take reasonable measures to keep their customers safe from foreseeable dangers.

What are reasonable measures? A restaurant'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 restaurant's liability. Injured customers must, therefore, frequently rely on circumstantial evidence to prove their case. A restaurant's failure to have a written pedestrian safety system in place with basic records and inspection logs may support the injured customer'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 restaurants reduce exposure to this type of liability?

- Implement & 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 Food Service Litigation

Since 1980, personal injury lawsuits have risen by more than **300%** in the food service industry.

Source: NFSI

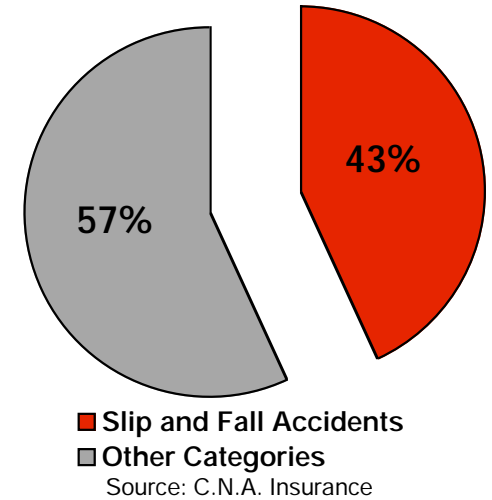
Case Study*: Average savings over 5 years with prevention of just one slip and fall accident using Rubbermaid safety products

Initial cost of Rubbermaid safety products:	\$1,304
Annual replacement cost (20% per year):	\$1,043 over 4 years
5 Year total product cost:	\$2,347 for 5 years
Median cost of 1 accident (see chart below):	\$85,840

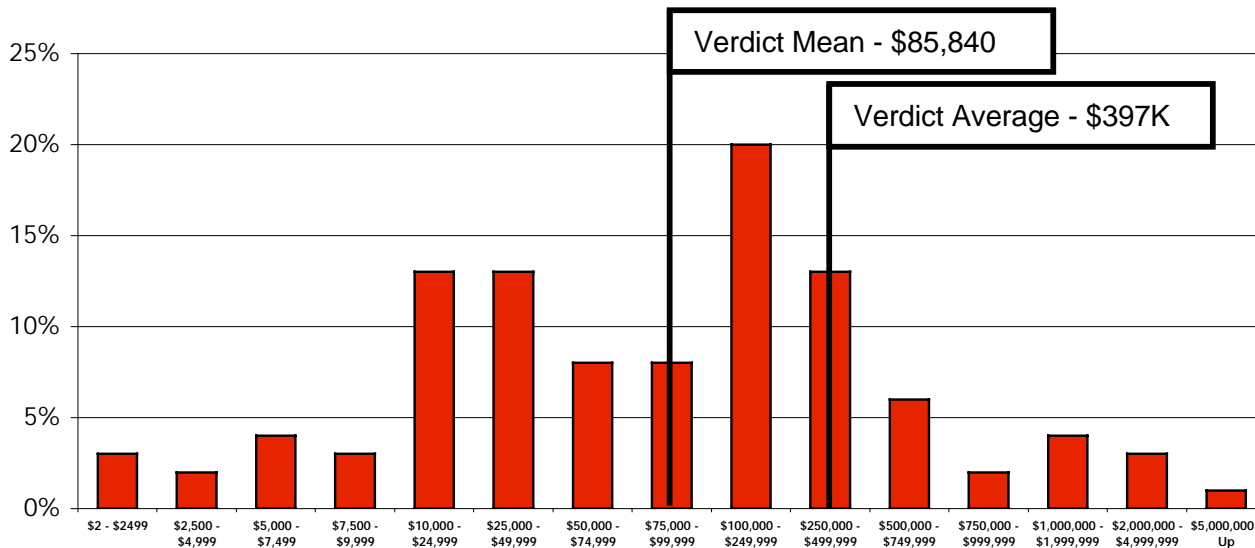
Savings with prevention of 1 accident: \$83,493

*Restaurant Used for Study: Casual dining "Bar & Grill" style

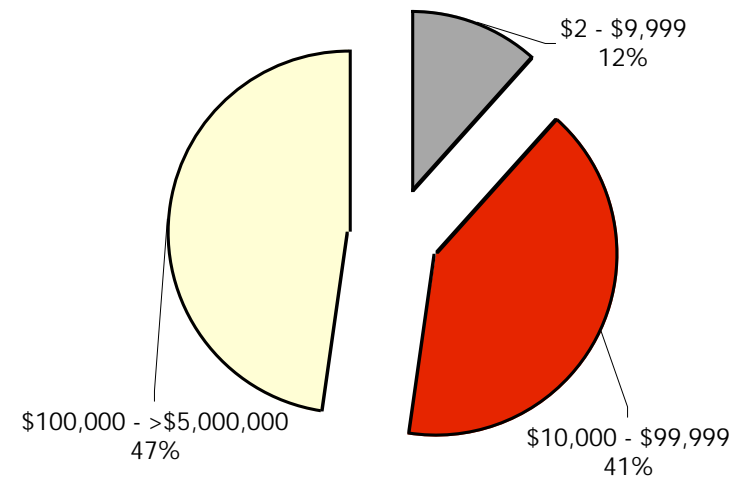
Food Service General Liability Insurance Claims



Award Distribution, Food Service Claims Involving Premises Liability



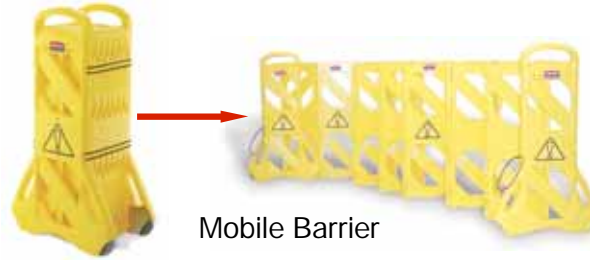
Majority of Food Service Premises Liability Verdicts are Greater than \$75,000



Source: Personal Injury in the Hospitality Industry, JVR 2000

Front of House

FACTS: A restaurant is one of the most likely locations for a slip and fall accident to occur. Slick, hard surface floors, food and drink spills, and a rushing wait staff all mix together to make this a very hazardous area. It is essential for a restaurant owner to alert not only customers, but also employees to slip and fall hazards in the building.



Closing Dining Sections

PROBLEMS:

- Customers walk by “closed” signs
- Track up clean floors, slip on wet floors

SOLUTION:

Mobile Barrier: Prevents entry into closed dining rooms. 13’ long barricade.

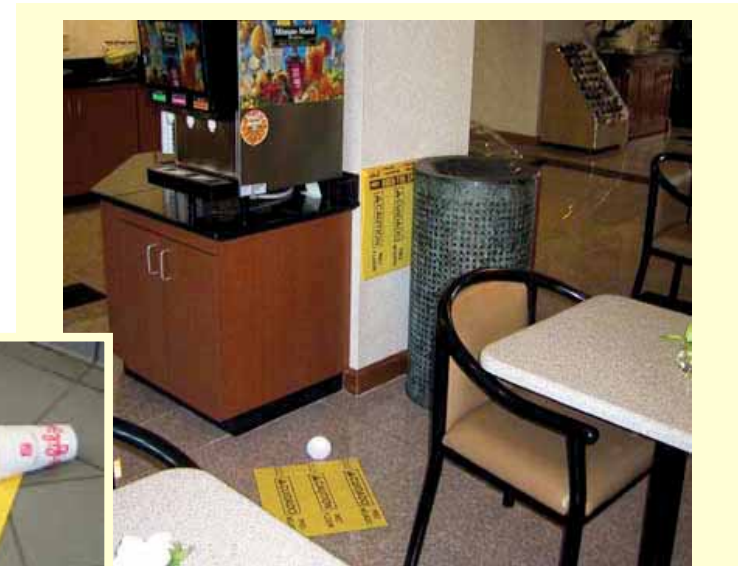
Location	# in Building	Multiplier	Total Needed	Item #	Description	Placement Notes
Interior entrances to dining room		1		9S07	Folding Safety Cone	Use when cleaning
Cash Registers (if fast food)		1		4251	Over the Spill Station Kit	Place where cashier can easily reach and use
Janitor's closet		2		9S11	Mobile Barrier	Use to close off dining room areas
Dining room exterior entrance		2		9S09	Stable Safety Sign	Place by entrances on icy / wet days
Restrooms		2				Use after cleaning restroom/ when floor wet
		1		9S16	Site Safety Hanging Sign	Use when cleaning restrooms

Back of House

FACTS: The kitchen area of a restaurant can be and usually is chaotic and fast-paced. It is easy to overlook safety in this area, but 85% of all worker's compensation claims are caused by falls on slick floors. In this chaotic environment, it is essential to alert employees to potential hazards.



Over-the-Spill Station Kit



Spills in Kitchen

PROBLEMS:

- Frequent spills in kitchen
- Time between spill and clean-up can be substantial

SOLUTION:

Over-the-Spill Station: Tear off sheet from pad and drop over spill. Absorbs up to 16 oz of liquid, alerts employees to spill and provides more traction until spill is cleaned up.

Location	# in Building	Multiplier	Total Needed	Item #	Description	Notes
Kitchen entrances / doorways		1		4251	Over the Spill Station Kit	Easy to Reach Location
Beverage station		1		4251	Over the Spill Station Kit	Easy to Reach Location

Safety Equipment Audit

Average savings with prevention of 1 accident:

\$83,493

Products

Number
From previous
pages  Have
Products
already own  Total
Products
recommended

 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 () - () =

Probing Questions to Ask:

1. Do you have a consistent pedestrian safety training program with standardized products in place?

Yes No

2. How many slip and fall incidents did you record last year? _____

3. Are you separately tracking all of the costs associated with safety? Yes No

4. What is the most hazardous area of your restaurant? _____

5. How long are spills on the floor before being cleaned? _____

6. Do you have a program to walk the restaurant to monitor spills / hazards? Yes No

7. Who is responsible for cleaning up spills in the dining room? _____
In the kitchen? _____

9. Are there unique safety concerns in your business? _____