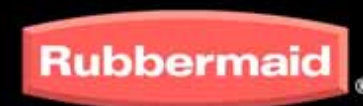


4/2004

Hospitality 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

Guests will slip and fall. These falls can cost hotels millions of dollars per case if "a jury determines that the guest's injury was caused by the innkeeper's negligence. Innkeepers must take reasonable measures to keep their guests safe from foreseeable dangers." *Personal Injury and the Hospitality Industry, JVR 2000*

What are reasonable measures? A hotel'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 innkeeper's liability. Injured guests must, therefore, frequently rely on circumstantial evidence to prove their case. An innkeeper's failure to have a written pedestrian safety system in place with basic records and inspection logs may support the injured guest'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 innkeepers 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 guest 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 Hospitality Litigation

// ...liability will be imposed only on innkeepers who failed to take reasonable steps to keep their property safe. //

Source: Personal Injury in the Hospitality Industry, JVR 2000

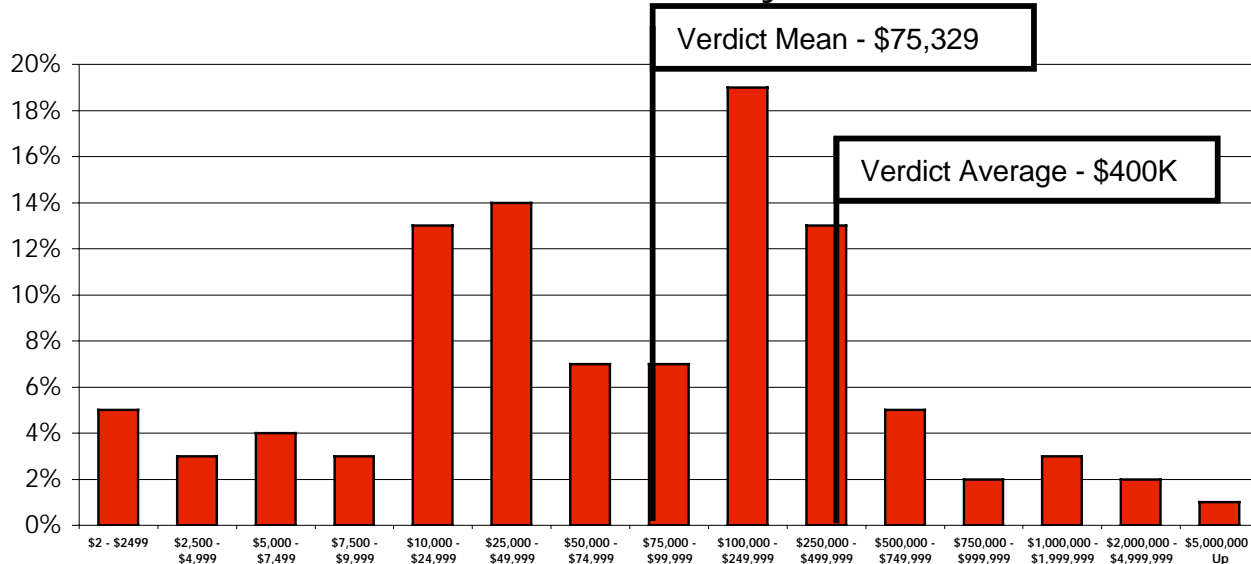
Case Study*: Average savings over 5 years with prevention of just one slip and fall accident using Rubbermaid safety products

Initial cost of Rubbermaid safety products:	\$3,150
Annual replacement cost (20% per year):	\$2,520 over 4 years
5 Year total product cost:	\$5,670 for 5 years
Median cost of 1 accident (see chart below):	\$75,329

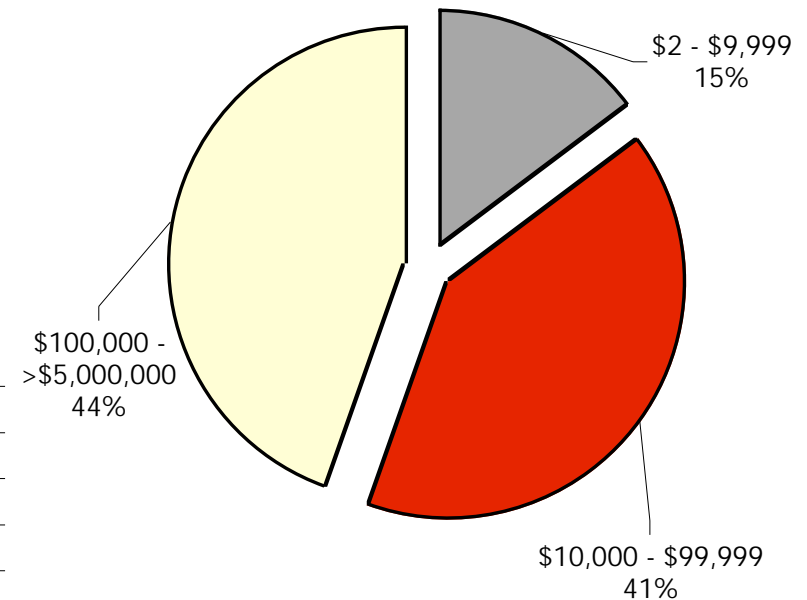
Savings with prevention of 1 accident: \$69,659

*Hotel Used for Study: 4 story, 85 room Business Traveler Hotel

Award Distribution, Hospitality Claims Involving Premises Liability



Majority of Hospitality Premises Liability Verdicts are Greater than \$10,000



Charts: Personal Injury in the Hospitality Industry, JVR 2000

Lobby/ Building Entrance

FACTS: Hotel 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. Patients / guests are not always in the best of health. Guests track in water and dirt on rainy / icy days.



Front Desk

PROBLEMS:

- Guests spilling drinks when checking in/out
- Host has not time to stop and clean up mess

SOLUTION:

Over the Spill System:
Host can tear off pad and drop over spill. Contains liquid and alerts to hazard until cleaned up.



Mobile Barrier



Stable Safety Sign



Site Safety Hanging Sign



Main Lobby Entrance

PROBLEMS:

- Water & dirt tracked in
- Going from interior to exterior walking surface
- Guests distracted

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
Main Floor Restrooms		2				Store in restroom / janitor's closet
		1		9S16	Site Safety Hanging Sign	Blocks doors when cleaning, store conveniently
Reception Desk		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

Restaurant/ Recreational Area

FACTS: Restaurants and recreation areas have many known slip hazards: food and beverage spills, puddles of water splashed from pools and hot tubs, etc. Due to these known hazards, guests have a duty to use reasonable care when in these areas, but this does not relieve innkeepers of their duty to protect their guests.



Pool Area

PROBLEMS:

- Wet floor around pool
- Easy to slip and fall

SOLUTION:

Pop-Up / Folding Safety Cone: Store in tube on wall and are easy to use.



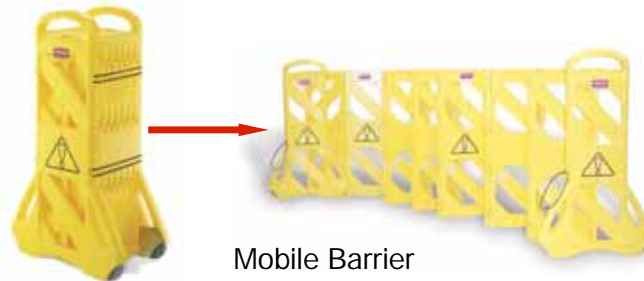
Pop-Up Safety Cone



Over-the-Spill Tablet Pads



Folding Safety Cone



Mobile Barrier



Buffet Breakfast Spills

PROBLEMS:

- Guests serving themselves
- Few employees clean up

SOLUTION:

Over the Spill Pads: Employees can tear off pad and drop over spill. Contains liquid and alerts to hazard until cleaned up.

Location	# in Building	Multiplier	Total Needed	Item #	Description	Notes
Pool / Gym / Hot Tub		4		9S07/ 9S01	Folding Safety Cone/ Pop-Up Safety Cone	Mount around area, easy to find
		12				Easy to reach locations, front & back of house
Restaurants & Cafeterias		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

Guest Floors

FACTS: The most hazardous slip and fall areas on guest floors are around vending / ice machines. Guests frequently drop cubes of ice that melt and become slip hazards. Guests visit these areas at all hours, increasing the likelihood of an accident when they are tired.



Cleaning Guest Rooms

PROBLEMS:

- Preventing guests from entering rooms during cleaning

SOLUTION:

Site Safety Hanging Sign: Blocks entrance, vinyl sign rolls up for easy storage



Site Safety Hanging Sign



Folding Safety Cone



Stable Safety Sign



Pop-Up Safety Cone



Ice/ Vending Machines

PROBLEMS:

- Spilled ice and drinks
- Area not checked frequently by employees
- Guest unlikely to clean up

SOLUTION:

Pop-Up/ Folding Safety Cone: Stores in tube or shell on wall, easy for guest or employee to use.

Location	# in Building	Multiplier	Total Needed	Item #	Description	Placement Notes
Ice & Vending Machines		1				Mount in easy to see location
Guest Laundry		1		9S07/ 9S01	Folding Safety Cone/ Pop-Up Safety Cone	Mount in easy to see location
Fire Extinguishers		1				Mount beside / over fire extinguisher
Maid Carts		2		9S09	Stable Safety Sign	Carry on cart
		2		9S16	Site Safety Hanging Sign	Carry on cart

Elevators, Stairwells and Service Areas

FACTS: Elevators, stairwells and service areas are frequently overlooked when calculating safety needs. Service areas, in particular, are easy to overlook since they are not used by guests. Workplace injuries, however, are a real problem for employers. Properly notifying employees of safety hazards is essential for maintaining a safe workplace.



Employee Break Room

PROBLEMS:

- Difficult to store traditional plastic signs
- Spills in break room
- Track up clean floors, slip on wet floors

SOLUTION:

Folding Safety Cone: Cone is large and eye-catching when deployed, yet folds up and is stored in an compact 8" diameter shell.



Folding Safety Cone



Stable Safety Sign



Hanging Safety Sign



Stairwells/ Doorknobs

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		9S09	Stable Safety Sign	Use when cleaning
Location	# in Building		Multiplier		Item #	Description	Placement Notes
Kitchens & Services			1		9S07	Folding Safety Sign	Mount in easy to find location
Employee Break Rooms			1				Mount in easy to find location

Barricades for Maintenance Projects

FACTS: Anytime there is a maintenance project in the hotel, safety signs alone just aren't enough. Whether its replacing overhead fluorescent bulbs, repairing elevators or pressure washing the building and sidewalk, or even cleaning the hot tub, barricades should be used. Barricades don't just warn, they prevent access to the area.



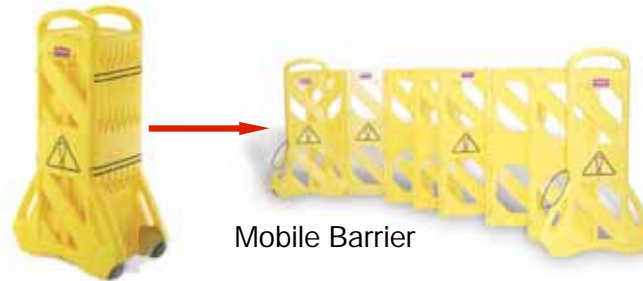
Indoor Maintenance

PROBLEMS:

- Ceiling tiles and light bulbs need replacing requiring use of ladder

SOLUTION:

Mobile Fence: Maintenance crew can barricade area.



Mobile Barrier



Mobile Fence



Hot Tub Cleaning

PROBLEMS:

- Hot tub/ spa needs cleaning
- Pedestrians try to use hot tub

SOLUTION:










Mobile Barrier: Area can be blocked to prevent use.

Location	# Patient Rooms	Divide By	Total Needed	Item #	Description	Notes
Indoor Maintenance Projects		60		9S11	Mobile Barrier	13' long
Large indoor / outdoor maintenance		120		9S13	Mobile Fence	24' long

Safety Equipment Audit

Average savings with prevention of 1 accident:

\$69,659

<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	()	- ()	= ()
 Pop-Up Safety Cone Item # 9S01	()	- ()	= ()
 Over-the-Spill Tablet Pads Item # 4254	()	- ()	= ()
 Mobile Fence Item # 9S13	()	- ()	= ()

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 the facility?

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

6. Do you have a program to walk the facility to monitor spills/hazards? Yes No
7. Who is responsible for cleaning up spills on guest floors?

8. How many house cleaning crews do you have?

9. Who is responsible for maintaining areas other than guest floors? _____
10. Are there unique safety concerns in your facility?
