

4/2004

Supermarket / Retail Safety Solutions

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



Commercial Products

Increase Profits by Reducing Liability

Grocery stores around the country spend **\$450 million** annually to defend slip and fall claims

Source: NFSI

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

What are reasonable measures? A store'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 store's liability. Injured customers must, therefore, frequently rely on circumstantial evidence to prove their case. A store'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.

Slip and fall accidents are the number one cause of both employee and guest injuries.

Source: NFSI

How can a retailers 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 customer 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 Supermarket/ Retail Litigation

For every dollar spent of floor care, supermarkets spend three for slip and fall claims.
 Source: National Floor Safety Institute

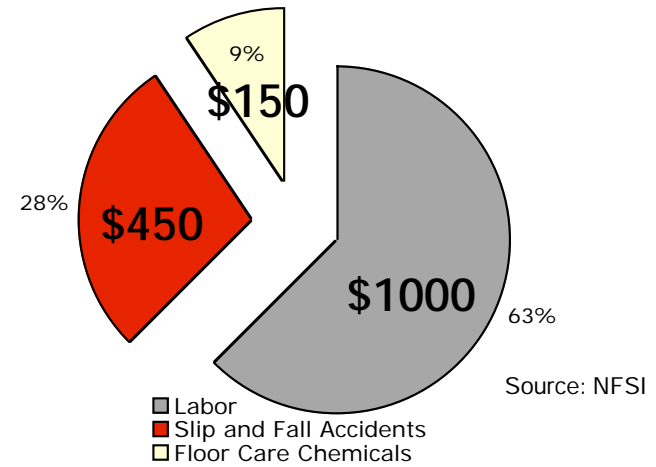
Case Study*: Average savings over 5 years with prevention of just one slip and fall accident using Rubbermaid safety products

Initial cost of Rubbermaid safety products:	\$4,965
Annual replacement cost (20% per year):	\$3,972 over 4 years
5 Year total product cost:	\$8,937 for 5 years
Median cost of 1 accident (see chart below):	\$50,000

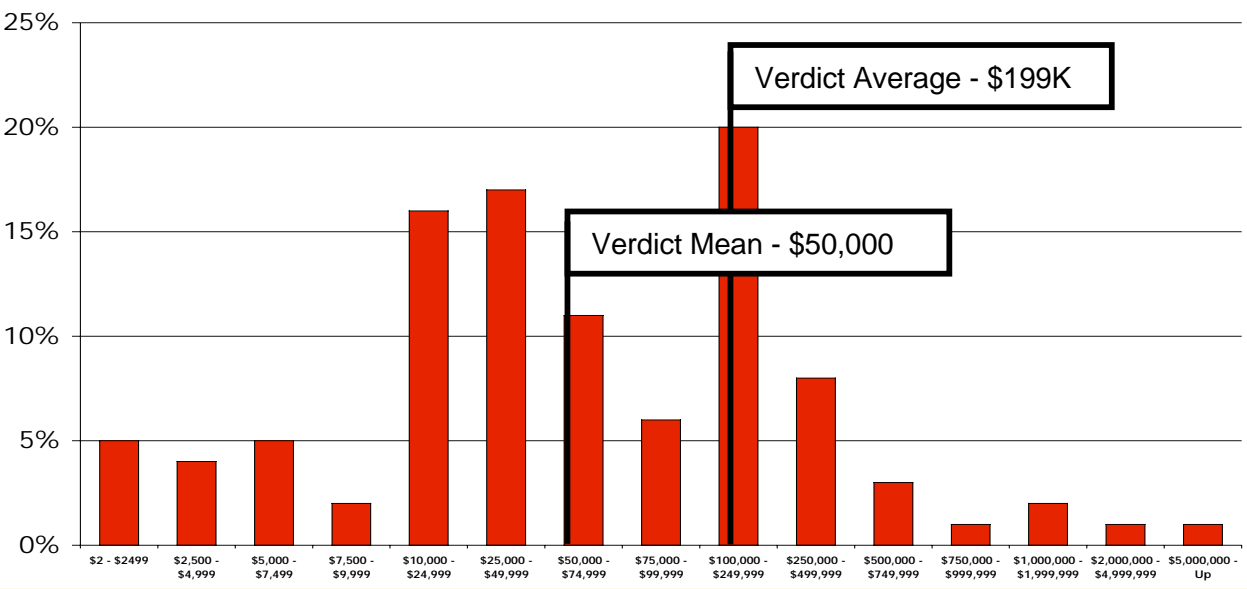
Savings with prevention of 1 accident: \$41,063

*Store Used for Study: 85,000 sq. ft. supermarket

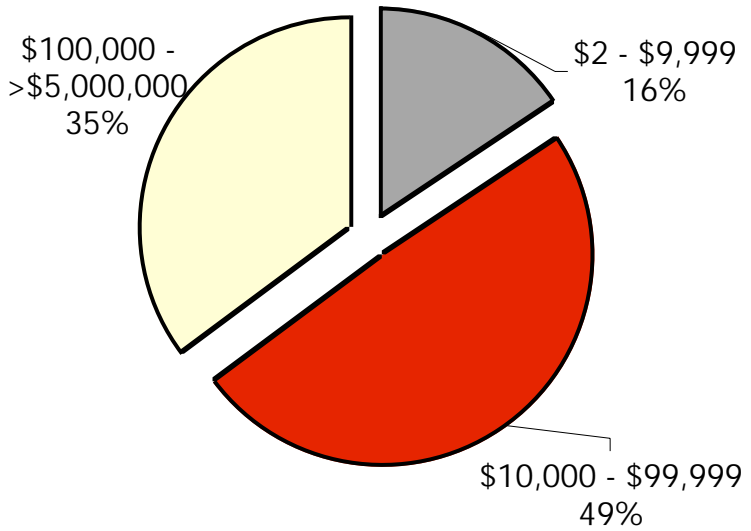
Supermarket Maintenance Costs (millions annually)



Award Distribution, Retail Store Claims Involving Premises Liability



Majority of Retail Store Premises Liability Verdicts are Greater than \$40,000



Charts: Personal Injury Valuation Handbook, JVR 2000

Front End: Entrance, Check-outs, Customer Service, Exits

FACTS: Entrances, exits and check outs at grocery stores are likely locations for slip and fall accidents. Customers track in snow at entrances and spill liquids at check outs making these hard surface floors slick.



Spills at Cash Register

PROBLEMS:

- Spills at register must be cleaned up by someone other than cashier
- Cashier can't stop line for clean up

SOLUTION:

Over the Spill Station/ Folding Safety Cone: Cashiers tears off pad and drops over spill to mark hazard. If spill is larger, deploy Folding Safety Cone.



Pop-Up Safety Cone



Stable Safety Sign



Over-the-Spill Station Kit



Site Safety Hanging Sign



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 Store	Multiplier	Total Needed	Item #	Description	Placement Notes
Cash Registers & Customer Service		1		9S07	Folding Safety Cone	Mount by register, out of way
		1		4251	Over the Spill Station Kit	Mount by register, out of way
Store Entrances & Exits		1		6289	Audio Guard	Good for icy / wet days, place by entrance
Customer Restrooms		2		9S09	Stable Safety Sign	Store in restroom / janitor's closet
		1		9S16	Site Safety Sign	Blocks doors when cleaning, store conveniently

Sales Floor

FACTS: Easy access to safety signs is a key factor in preventing slip and fall accidents on the sales floor. Traditional plastic signs are awkward to store and can be unsightly. The best alternative is to have signs placed in easy-to-find locations around the store.



Folding Safety Cone



Over-the-Spill Station Kit

Easy Access to Safety Signs

PROBLEMS:

- Difficult to store traditional plastic signs
- Frequently left out... pedestrians become conditioned to seeing signs and begin overlooking them.

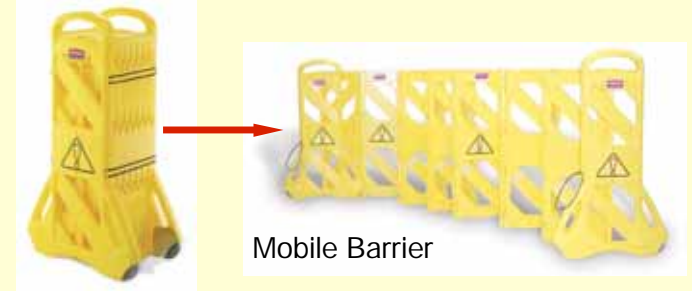
SOLUTION:

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

Location	# in Store	Multiplier	Total Needed	Item #	Description	Placement Notes
By every fire extinguisher in store		1				Mount so it does not interfere with extinguisher
Meat / Seafood		4				Mount behind counter, out of way, easy to reach
Produce		6		9S07	Folding Safety Cone	Easy to reach locations by areas frequently wet
Pharmacy		1				Mount behind counter, out of way, easy to reach
Deli / Bakery		2				Mount behind counter, out of way, easy to reach
		1		4251	Over the Spill Station Kit	Mount behind counter, out of way, easy to reach

Receiving / Service Areas

FACTS: Don't forget safety in the service areas of a supermarket. Employees may let their guard down when they go to the back of the store for a break. There are hazards such as pallet jacks and fork lifts as well as spills to be aware of in this environment.



Employees Hit by Lift Equipment

PROBLEMS:

- Forklift / pallet jack operators focused on load, not on pedestrians
- Pedestrians coming off the sales floor may be tired and not focused on safety

SOLUTION:

Mobile Barrier: Barricade can be set up to channel pedestrian traffic away from loading docks and work areas.

Location	# in Store	Multiplier	Total Needed	Item #	Description	Placement Notes
Employee Break Rooms		1		9S07	Folding Safety Cone	Mount where easy to locate
		1		4251	Over the Spill Station Kit	Mount where easy to locate
Employee Restrooms		2		9S09	Stable Safety Sign	Mount where easy to locate
		1		9S16	Site Safety Sign	Mount where easy to locate
Receiving Docks		1		9S11	Mobile Barrier	Store by docks

Barricades for Maintenance Projects

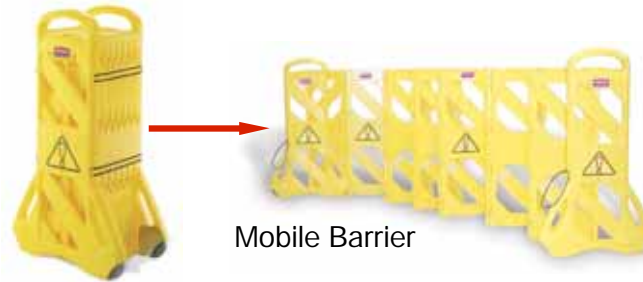
FACTS: Anytime there is a maintenance project in the supermarket, safety signs alone just aren't enough. Whether its replacing overhead fluorescent bulbs, repairing elevators, pressure washing the building and sidewalk, building end caps, barricades should be used. Barricades don't just warn, they prevent 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.



Elevator Repair

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








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

Location	Store Ares Sq. Ft	Divide By	Total Needed	Item #	Description	Notes
Indoor Maintenance / Resets		40,000		9S11	Mobile Barrier	13' long
Large indoor / outdoor maintenance		40,000		9S13	Mobile Fence	24' long

Safety Equipment Audit

Average savings with prevention of 1 accident:

\$41,063

<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	()	- ()	=
 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 are the most hazardous areas of the facilities you clean? _____
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/ shrink? Yes No
7. Who is responsible for cleaning up spills on the sales floor? _____
8. Are there unique safety concerns in your facility?
