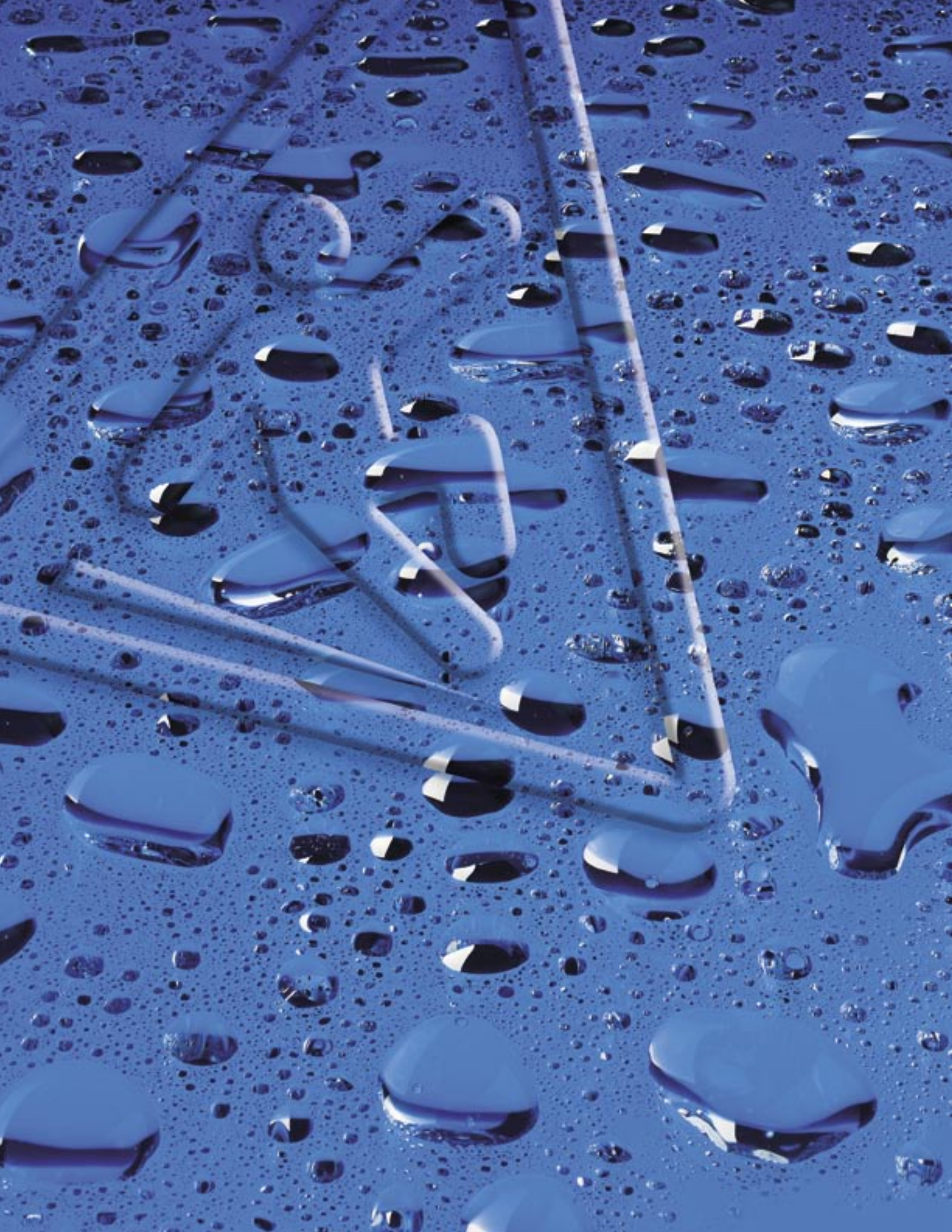




S.A.F.E. Training Guide







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SLIP/FALL HISTORY



Objectives

After completing this lesson, you will be able to communicate the history of slip resistance testing by completing the following tasks:

- Recognize the characteristics of the two main organizations responsible for standards and testing.
- Identify the slip resistance standard as mandated by ASTM D-2047.
- Identify the types of slip resistance testing that JohnsonDiversey performs.

CSPA

The Consumer Specialty Products Association (CSPA) is a non-profit national trade association representing some 220 companies engaged in the manufacture, formulation, distribution and sale of hundreds of consumer products. It is organized into seven divisions:

- Aerosol Products
- Air Care
- Antimicrobial Products
- Cleaning Products
- Pest Management Products
- Industrial & Automotive Specialty Chemicals
- Polishes & Floor Maintenance Products



Note: For additional information on CSPA, refer to their web site: www.cspa.org

ASTM International

The American Society of Testing and Materials (ASTM) International is one of the largest voluntary standards developing organizations in the world. The not-for-profit organization provides a forum for the development and publication of voluntary consensus standards for materials, products, systems and services. ASTM has over 130 technical committees that develop standards for a wide range of technical and management sectors, the following is a sampling:

- Polishes & Floor Maintenance Products
- Environment
- Metals
- Packaging
- Water

Note: For additional information on ASTM International, refer to their web site: www.astm.org

ASTM D-2047

There are no laws that specifically refer to a numerical value for slip resistance. A floor owner/maintainer's only responsibility is to act in a **reasonable** manner to prevent harm to pedestrians. In a court of law, a surface having a static coefficient of friction (SCOF) of **0.5 or greater** meets this standard.

Slip resistance standards for polishes are stated in **ASTM D-2047**, "Test method for Static Coefficient of Friction of Polish-coated Floor Surfaces as Measured by the James Machine". This is the primary slip resistance test method and numerical criterion standard for floors and is a part of the responsibility of the ASTM D-21 committee on polishes.



Testing

JohnsonDiversey has considerable internal capabilities and resources to conduct coefficient of friction tests on floor care products internally, therefore; do not need to rely upon the services offered by independent testing laboratories such as Underwriter's Laboratories (UL). The tests that JohnsonDiversey conducts include:

- ASTM D-2047
- UHS Burnishing Test
- Spray Buffing Test
- Wet Floor Performance Assessments
- Uncoated Floor Performance Assessments

Note: There are other types of portable testing methods (e.g., portable slip meters) that do not have numerical criterion standards. Each of these methods yields a different result on the same floor; therefore, they may not be suitable for a floor safety program or may not be suitable as a defense in a court of law. We recommend consulting a specialist in risk management before investing in alternative methods or devices.

Conclusion

JohnsonDiversey floor finishes are put through a variety of tests that meet the approval of organizations such as CSPA and ASTM. Although these tests are not mandatory, JohnsonDiversey is committed to meeting or exceeding them. This conformance assures customers that our commitment to safety remains a priority.



SLIP/FALL PREVENTION

Objectives

After completing this lesson, you should be able to reduce the number of slip/fall accidents by completing the following tasks:

- List the myths of what causes floors to be slippery.
- List the preventative measures that assist in reducing potential litigation.
- Identify various products and equipment that may reduce slip/fall accidents.
- Identify proper spill clean-up procedures.
- Identify the factors that cause unsafe floors and the solutions for minimizing potential slip/fall accidents.

Myths

Education often means exposing and discrediting myths about floor care, the causes of slippery floors and slips and falls. The general public has many misconceptions regarding what causes a floor to become slippery. Here are a few of these myths:

- Shiny floors mean slippery floors
- Floor finishes make floors slippery
- Floors are more slippery if they are buffed or burnished
- A “build-up of wax” results in a slippery floor
- Skill is required in applying a floor finish so it won’t become slippery

Note: It is important to emphasize that contaminants on floors— **NOT** floor finish — make a floor slippery. More than half of all slip and fall accidents occur because of contaminated floors.



Preventative Measures

In the event a slip/fall incident occurs; the facility owner, the building service contractor (BSC), the distributor and the product manufacturer may all be held liable for damages. The following three measures help protect these parties from potential lawsuits and provide the basis for an effective floor safety program:

- Spill Clean-up Process
- Floor Inspections
- Clean-up Time



Spill Clean-up Process

This process should include documentation on how to clean spills or correct any conditions that are unsafe. The employees responsible for cleaning spills should be properly trained on the following:

- Clean-up procedures (e.g., buckets, mops, other equipment)
- Warning signs and blockades usage (e.g., cleanup and drying times)
- Chemical usage for various spill types
- Spill clean-up kits (e.g., usage and limitations)
- Floor inspections



[illegible]

If a store manager/employee is given “notice” of a potentially dangerous floor condition, it is imperative that it be cleaned up within a “reasonable” amount of time (e.g., 10-15 minutes). If notice is given and the spill is ignored long enough for someone to fall, the store could be found negligent. In the case that a spill occurs between floor inspections and notice is not given, the store would not necessarily be held accountable.



Products

JohnsonDiversey has launched two products that support the Slip and Fall Elimination (S.A.F.E.) program. They include:

- **Stop Slip™ Traction Treatment:**

A mildly acidic non-hazardous product that can be safely used by employees to micro-texturize the surface of quarry or ceramic tile. It can be used as a daily cleaner to remove contaminants from the floor or as a monthly traction treatment that increases floor slip resistance.

- **Bio-Floor™ Cleaner D3.7**

A liquid floor cleaner/deodorizer that produces enzymes which removes grease and soil trapped in tile pores and grout. Daily use of this product removes soil build-ups and helps to maintain safe floors.



Equipment

If equipment is not maintained or used correctly, an accident could occur.

The following equipment can be used to reduce or prevent slip/fall accidents:

- **Autoscrubber** (TASKI® Swingo)

Excess water left from the autoscrubber should be mopped up (trail mopping) and not left to air dry. Also, check that squeegees are in good working condition.

- **Dust Mops/Brooms**

Dust mops and brooms should be in good condition and free of debris.

- **Dust Mop Treatments**

A solution that is designed to attract and hold dust to dust mops. If the solution is not applied to the dust mop correctly, it may cause the floor to become slippery.

- **Pace™ High Impact Floor Cleaning System**

A high impact floor cleaning system that uses microfiber pads to clean floors. The Pace™ System eliminates the need for buckets by distributing chemicals through an attached dispensing unit. This system significantly reduces operating costs by using less chemical, laundry and waste down the drain. In addition, it cleans and dries floors faster, which helps to avoid slip/fall accidents and reduces worker's compensation claims.

- **Zorba™ Absorbent Control Strip:**

A highly absorbent disposable strip that is used to control leaks and spills in a wide range of application areas. The Zorba™ Strip is ideal for containing spills and protecting surfaces from chemical contamination.

- **SpillMax™ Disposable Safety Cone & Spill Kit**

A collapsible, compact safety cone and absorbent pad all in one. This multi-purpose product makes the clean-up process safer and more efficient by reducing the amount of time the spill is on the floor and eliminating the need for multiple employees to tend to a spill.



Spill Clean-up Procedures

Spills are a fact of life in the food retail business. Almost on a daily basis, products such as soaps, baby food, catsup and syrup are spilled on the floor. The following procedures explain how to safely clean up the various spills that retailers may encounter.

Steps:

1. Place wet floor signs, caution tape or SpillMax™ around the spill.
2. Identify the spill (refer to chart below) and follow the corresponding steps below.

Caution: If cleaning a bio spill, put on proper PPE equipment (gloves, goggles, etc.).

Dry Spills	Wet Spills	Bio Spills
3. Sweep up contents using a broom and dust pan.	3. Absorb and contain liquid using Zorba™ Strips, mop or other absorbent material.	3. Absorb and contain liquid using Zorba™ Strips, mop or other absorbent material.
4. Damp mop floor using Pace™ System or mop and bucket.	4. Damp mop floor using Pace™ System or mop and bucket.	4. Damp mop floor using a disinfectant cleaner. (Refer to product label for instructions)
5. Discard spill contents and return equipment to the proper location.	5. Discard spill contents and return equipment to the proper location.	5. Dispose of all contaminated items per OSHA regulations. (i.e., Bio-hazard bag or disposal container)
6. Remove Wet Floor signs, Caution tape or SpillMax™ Kit once the floor is completely dry.	6. Remove Wet Floor signs, Caution tape or SpillMax™ Kit once the floor is completely dry.	6. Remove Wet Floor signs, Caution tape or SpillMax™ Kit once the floor is completely dry.

Unsafe Factors

Customer slip/fall accidents represent the number one monetary loss for retailers and building service contractors. Legally, retailers are required to keep the premises “as safe as is reasonable”. The following information highlights the most common slip factors and the solutions for minimizing slip/ fall accidents:

Slip Factor	Solution
Warning signs missing/misplaced (e.g. hard surfaces and carpet)	Place sufficient number of warning signs in convenient locations for easy accessibility
Warning signs not used	Place signs in appropriate areas highly visible to pedestrians
Warnings missing for wet	Use caution tape to isolate areas that carpeting are wet from cleaning or spillage
Liquid run off (e.g. coolers, stripper solution).	Contain liquids using Zorba™ Strips
Customers ignore caution signs	Avoid leaving the signs out for an extended period, customers will ignore them
Splatter from bucket movement	Fill bucket to safe level and clean-up any spills immediately
Surface polish overspray (e.g., furniture/bright work)	Spray polish directly on cloth over a waste paper basket to avoid overspray
Clutter in aisles (e.g., pallets, boxes, retail displays, extension cords)	Remove all clutter from aisles and walkways, including items ready for stocking, deliveries or items misplaced by customers

Cont. on page 12

Slip Factor (Cont.)

Solution (Cont.)

Lack of walk-off mats	Take steps to ensure appropriate matting is installed. This is a critical element in preventing accidents and reducing liability
Ineffective walk-off mats (e.g., wrong size, poor condition, dirty, saturated)	Clean, change or wet vacuum matting as the weather conditions dictate. Ideally, matting should be as wide as the entrance and at least 15-20 feet long to allow the customer to take several steps before reaching hard flooring
Walkways unsafe (e.g., inclement weather)	Inspect and dry mop surrounding area as required. Service matting more frequently or add extra matting during inclement weather
Floor is slippery	Inspect floor, then clean or dust mop to remove contaminates
Food or liquid spills	Clean-up appropriately and inspect area after cleaning

Conclusion

Slips, trips and falls contribute to the second leading cause of death in the workplace and the third leading cause of disabling injuries. Therefore, it is important to focus on preventative measures and the chemicals and equipment that achieve the highest standard of care.





PERSONAL INJURY LAWSUITS

Objectives

After completing this lesson, you will be able to minimize the impact of lawsuits by completing the following tasks:

- Identify the steps on-site personnel should follow in the event of an accident.
- Identify the services provided through the Expert Witness™ program.

Post-Accident

Custodial managers should have prepared their employees on the procedures for handling a slip/fall incident. At least one employee trained on how to manage slip/fall incidents should be on duty at all times. The following measures should be completed immediately following the accident:

1 *Injured Party*

- Call the appropriate medical personnel
- Make the injured party comfortable
- Make note of the injured party's clothing and footwear
- Make note of the injured party's statements

2 *Accident Scene*

- Photograph the accident scene after the injured party has been moved
- Obtain statements from witnesses
- Inspect the area for surface contamination
- Photograph the area of the fall (if possible)

3 *Accident Report*

- Fill out an accident report (factual information only)
- Notify the insurance company (if applicable)
- Refrain from speculating publicly or in any report on what might have caused the fall

Slip/Fall Accident Report	
REPORT EVERY ACCIDENT IMMEDIATELY!	
Injured Party	Name _____ Address _____ Phone Number () _____ Consent <input type="checkbox"/>
	Location _____ Date _____ Time _____ Describe the accident _____ _____ _____ (Describe any contributing factors: weather, surface or floor conditions)
Witnesses	Was the person injured? Yes <input type="checkbox"/> No <input type="checkbox"/> Description of injury _____ Explain person was able to _____ Name _____ Address _____ Phone Number () _____ Consent <input type="checkbox"/> Name _____ Address _____ Phone Number () _____ Consent <input type="checkbox"/>
Date of Report _____ Signature _____	

Expert Witness™ Program

This program is intended to help the customer prevent slip/fall accidents and reduce liability. Some of the services offered through this program are:

- Initial consultation and case assessment with defense attorney, risk manager or claims person
- Research discovery and other case-related materials
- Assist attorney in writing affidavits
- Document expert reports
- Provide supporting documentation
- Provide answers to interrogatory questions
- Provide technical assistance to the defense attorney (e.g., explanation of standards, testing methods, lines of questioning and opposing expert claims)
- Conduct accident site inspections
- Provide deposition and trial testimony (live, telephone or video tape)



Note: This service is free to users of JohnsonDiversey floor care products. For more information, contact your local JohnsonDiversey representative or Customer Technical Support at 1-800-558-2332.

Conclusion

History has shown that a floor surface and its maintenance are typically blamed for any slip/fall accidents. In the event a slip/fall accident occurs, the steps you take immediately following an accident and the assistance through the Expert Witness™ program may reduce any litigation costs.





APPENDIX

These helpful and printable documents are included on the S.A.F.E. CD-Rom:

- Maintenance Log
- Accident Report
- S.A.F.E. Review
- Certificate of Accomplishment
- Additional Slip/Fall Resources

Date	Time	Name	Activity (check one)	Location/Comments
			Sweep <input type="checkbox"/> Sweep <input type="checkbox"/> Inspect <input type="checkbox"/> Other	
			Sweep <input type="checkbox"/> Sweep <input type="checkbox"/> Inspect <input type="checkbox"/> Other	
			Sweep <input type="checkbox"/> Sweep <input type="checkbox"/> Inspect <input type="checkbox"/> Other	
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			Sweep <input type="checkbox"/> Sweep <input type="checkbox"/> Inspect <input type="checkbox"/> Other	

Slip/Fall Accident Report

REPORT EVERY ACCIDENT IMMEDIATELY

Injured Party

Name _____

Address _____

Phone Number () _____ Employee ☐ Customer ☐

Location _____

Time _____ Date _____

Describe the accident _____

Accident Logistics _____

Describe any contributing factors (weather, footwear or floor conditions) _____

Injuries

Was the person injured? Yes ☐ No ☐

Description of injuries _____

Hospital person was taken to _____

Witnesses*

Name _____

Address _____

Phone Number () _____ Employee ☐ Customer ☐

Name _____

Address _____

Phone Number () _____ Employee ☐ Customer ☐

* Add any additional witnesses to the back of this report.

Date of Report _____
Signature _____

S.A.F.E. Review

- The American Society of Testing and Materials International provides a forum for the development and publication of voluntary consensus standards for materials, products, systems and services.
a. True
b. False
- In a court of law, what is the static coefficient of friction standard?
a. 0.05 or greater
b. 0.05 or less
c. 0.5 or greater
d. 0.5 or less
- Which coefficient of friction tests are conducted by Johnson/Diversey? Select all that apply.
a. ASTM D-2047
b. Spray Buffing Test
c. UHS Burnishing Test
d. SlipFall Resistant Test
- Removing wax build-up will help to prevent floors from becoming slippery.
a. True
b. False
- What are some preventative measures you can take to help protect yourself from lawsuits? Select all that apply.
a. Document and train your employees on the spill cleanup process.
b. Conduct periodic floor inspections.
c. To save time gathering equipment, store a mop and bucket near the entrance of the store.
d. Clean up the spill using a micro-fiber mop.
- Draw a line matching the product or equipment with the correct definition.

<u>Product/Equipment</u>	<u>Definition</u>
a. Stop Slip	1. A collapsible safety cone and absorbent pad all in one.
b. Zorba	2. A system that uses micro-fiber pads to clean floors.
c. Pace	3. A highly absorbent strip that is used to control spills.
d. Bio-Floor Cleaner	4. A cleaner that removes soil trapped in tile and grout.
e. Spill Max	5. A mildly acidic product that adds texture to quarry or tile surfaces.

A – 5, B – 3, C – 2, D – 4, E – 1

S.A.F.E. Review

1. The American Society of Testing and Materials International provides a forum for the development and publication of voluntary consensus standards for materials, products, systems and services.
 - a. True
 - b. False

2. In a court of law, what is the static coefficient of friction standard?
 - a. 0.05 or greater
 - b. 0.05 or less
 - c. 0.5 or greater
 - d. 0.5 or less

3. Which coefficient of friction tests are conducted by JohnsonDiversey? Select all that apply.
 - a. ASTM D-2047
 - b. Spray Buffing Test
 - c. UHS Burnishing Test
 - d. Slip/Fall Resistant Test

4. Removing wax build-up will help to prevent floors from becoming slippery.
 - a. True
 - b. False

5. What are some preventative measures you can take to help protect yourself from lawsuits? Select all that apply.
 - a. Document and train your employees on the spill clean-up process.
 - b. Conduct periodic floor inspections.
 - c. To save time gathering equipment, store a mop and bucket near the entrance of the store.
 - d. Clean-up the spill using a microfiber mop.

6. Draw a line matching the product or equipment with the correct definition.

Product/Equipment

Definition

- | | |
|-------------------------|--|
| a. Stop Slip™ treatment | 1. A collapsible safety cone and absorbent pad all in one. |
| b. Zorba™ strips | 2. A system that uses micro-fiber pads to clean floors. |
| c. Pace™ system | 3. A highly absorbent strip that is used to control spills. |
| d. Bio-Floor Cleaner | 4. A cleaner that removes soil trapped in tile and grout. |
| e. SpillMax™ kit | 5. A mildly acidic product that adds texture to quarry or tile surfaces. |

S.A.F.E. Review (cont.)

7. As you are conducting a periodic floor inspection, you come across a broken bottle of syrup. Select the answer that puts the following statements in the correct sequence.

1. Place wet floor signs, caution tape or SpillMax™ kit around the broken bottle of syrup.
2. Damp mop using the Pace™ tool or a mop and bucket.
3. Absorb and contain the syrup spill using Zorba™ strip, a mop or other absorbent material.
4. Discard the syrup spill and any broken glass, then return equipment to the proper location.
5. Remove wet floor signs, caution tape or SpillMax™ kit once the floor is completely dry.

- a. 1, 2, 3, 4, 5 b. 1, 3, 2, 4, 5 c. 1, 4, 3, 2, 5 d. 1, 3, 4, 2, 5

8. Always use a disinfectant cleaner when mopping up a bio spill.

- a. True
- b. False

9. Draw a line matching the slip factor with the appropriate solution for minimizing potential slip/fall accidents.

Slip Factor

- a. Food spill
- b. Slippery floor
- c. Caution signs ignored
- d. Dirty walk-off mats
- e. Polish overspray

Solution

1. Clean, change or wet vacuum the walk off mats.
2. Clean-up appropriately and inspect area after cleaning.
3. Inspect floor, then clean or dust mop to remove contaminants.
4. Avoid leaving signs or for an extended period of time.
5. Spray polish directly onto a cloth while holding over a waste paper basket.

10. What are some of the actions that should be performed immediately following a slip/fall accident? Select all that apply.

- a. Call the appropriate medical personnel.
- b. Obtain a statement from the victim.
- c. Obtain statements from witnesses.
- d. Fill out an accident report.

S.A.F.E. Review (cont.)

11. At least one employee trained on how to manage slip/fall accidents should be on duty at all times.
- a. True
 - b. False
12. A qualified employee should photograph the accident scene and inspect the area for surface contamination.
- a. True
 - b. False
13. The Expert Witness™ program is free to users of JohnsonDiversey floor care products.
- a. True
 - b. False
14. What are some of the services that are offered through the Expert Witness™ program? Select all that apply.
- a. Provide insurance for customers.
 - b. Provide legal advice.
 - c. Provides deposition and trial testimony.
 - d. Conducts accident site inspections.
15. The Expert Witness™ program provides and pays for the lawyer fees.
- a. True
 - b. False

S.A.F.E. Review Answers

1. a. True
2. c. 0.5 or greater
3. a. ASTM D-2047
b. Spray Buffing Test
c. UHS Burnishing Test
4. b. False
5. a. Document and train your employees on the spill clean-up process.
b. Conduct periodic floor inspections.
6. a. — 5.
b. — 3.
c. — 2.
d. — 4.
e. — 1.
7. b. 1, 3, 2, 4, 5
8. a. True
9. a. — 2.
b. — 3.
c. — 4.
d. — 1.
e. — 5.
10. a. Call the appropriate medical personnel.
c. Obtain statements from witnesses.
d. Fill-out an accident report.
11. a. True
12. a. True
13. a. True
14. c. Provides deposition and trial testimony.
d. Conducts accident site inspections.
15. b. False



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The JohnsonDiversey Advantage

Beyond clean, we are dedicated
to being the best at simplifying
the lives of our customers.

We are committed to doing this by:

- Investing the time to listen,
understand and respond to customers'
unique cleaning and hygiene needs
- Taking a personal interest to ensure
the facilities they care for are
consistently clean, safe and attractive
- Pursuing innovation in every form
likely to make the lives of our
customers simpler and more profitable
- Partnering with our customers to
exceed their customers' expectations
every day, everywhere