

# Flooring Solutions That Have Traction

**Hyatt Regency Jacksonville**

**Riverfront, Jacksonville FL**

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**2:15 PM – 3:30PM**

**Brian Doe, Delhaize**

**David Wright, Big Y**

**Rob Peter, Publix**

# Industry Concerns

- \* Impact to industry?
  - \* Pain and suffering of associates and customers
  - \* Significant costs (direct and indirect)
  - \* Negative impact to productivity
  - \* Potential for unfavorable media & public attention

# Slip and Fall Facts



- \* Slips and falls are the #1 category of accidental injury in the U.S.
- \* Floors or flooring materials contribute to more than 2 million fall injuries each year
  - \* About one every 16 seconds
- \* Average cost of a slip and fall is \$28,000
- \* Death from S/F on-the-job injury is estimated at a cost of \$940,000

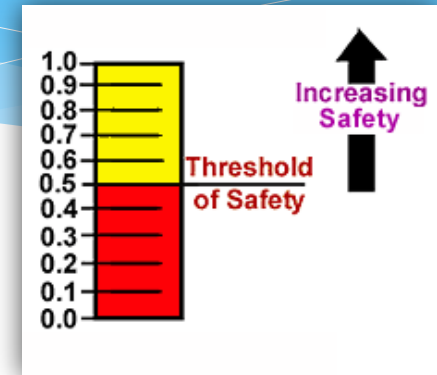
# Slip and Fall Facts



- \* 85% of all employee slip and fall claims stem from an employee falling on a slick floor
- \* The majority of all falls lead to compensation, about 60% occur at ground level
- \* Annually, employee falls account for about \$70 million in compensation and medical bills

# Floor Safety Facts

- \* Most dry surfaces are slip-resistant (0.5 SCOF or higher)
- \* Slips/falls occur when floor is wet and/or contaminated (dust, grease, oil, etc.)
- \* Transitions from “non-slippery” to “slippery” floors are especially problematic
- \* Slipperiness increases over time when the floor is worn



# Construction

## Flooring Specifications and Selection

- \* Composition – Tile, pavers, vinyl composition tile (VCT), Epoxy - Methyl Methacrylate (MMA), Terrazzo, laminate, hardwood, porcelain, luxury vinyl tile (LVT), polished concrete, others?
- \* Has your company established a specification for flooring coefficient of friction (COF)?
  - \* Measured 0 to 1.0
    - \* 0.0 = No traction
    - \* 1.0 = Traction (ex. rubber soles on carpet)

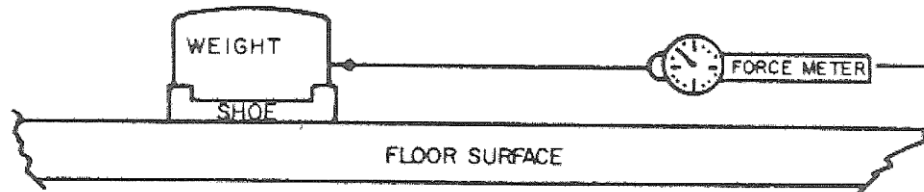


# Construction

## \* Flooring Specifications and Selection

### What is COF?

- \* Derived by dividing the horizontal force required to slip, by with the vertical force (weight) of the object
- \* Example: 5# horizontal force required to cause a 10# item to slip, results in a COF of 0.5



# Construction

## Flooring Specifications and Selection

- \* “Cleanability” & maintenance
  - \* What is required to clean and maintain it?
  - \* Does your current cleaning process support the flooring material?
  - \* Are new chemicals required?



# Construction

## \* Flooring Specifications and Selection

### \* Durability

- \* Traffic level and wear resistance

### \* Repairs

- \* Challenging or easy?
- \* Costly or economical?

### \* Warranty

- \* Got that in writing?



# Operations

## Inside the Store

- \* Floor maintenance (throughout day)
  - \* Spot mopping, floor walks or sweeps
    - \* Safety audit team store visit
      - \* Store floor walk, collect debris, provide insights
- \* Floor cleaning (nightly)
  - \* How do you clean your floors?
    - \* Scrub machine or mop?



# Operations

## \* Inside the Store

- \* Utilize floor sweeps?
  - \* Frequency?
  - \* Execution level?
  - \* Documented - pros and cons?
    - \* Stories to share
- \* Recordkeeping?
  - \* Paper or electronic

# Operations

## Inside the Store

- \* Floor self-audit technology
  - \* Location specific
    - \* Scan of magnets or barcodes
- \* Real time cell phone technology using web based app
- \* Technology using the “cloud”
  - \* Picture of floor condition at each inspection site is uploaded
- \* Others?

# Operations

## Inside the Store

- \* Auditing or inspecting floor conditions
  - \* Foundational to floor safety program
    - \* “Inspect What You Expect”
- \* Who conducts the audit?
  - \* Store associate? Corporate? Both? Third party?



# Operations

## Inside the Store

- \* Safety software for auditing
  - \* Multiple vendors provide turn-key solutions
  - \* In-house development
- \* Defining audit criteria
  - \* Cracks, uneven surfaces, freezer or cooler leaks
  - \* Droplets around floral displays, floor debris, roof leaks
- \* Follow up process to address documented hazards?

# Operations

## Inside the Store

### Spill Clean Up Equipment/Program

Spill Station with proper equipment

Fixed



Mobile



Carry on Wheels



# Operations

## Inside the Store

Key is assigned responsibility for maintaining each spill station and the related equipment

- Effective Material:
  - Floor Absorbent Strips
  - Absorbent Powders
- Supervisors accountable
- Areas audited





# Operations

## *Inside the Store*

### *Caution Cones*



Unique  
Hurricane®



### Floor Fans



# Operations

## Inside the Store

### Floor Treatments

- \* Floor etching solutions (various acid strengths)
  - \* Ceramic tile, quarry tile, concrete
- \* Additives to mop/scrubber water
- \* Waxes/polishes
  - \* Limitations of COF data offered by manufacturers
  - \* Durability is an issue
- \* Abrasive floor coatings
- \* Use of rugs or mats

# Operations

## Inside the Store Standard Practice

### Standard Practice – Rugs & Mats (Sales Floor)

To help prevent sales floor slip/fall hazards, maintain rugs/mats according to this Standard Practice.

Most mats below are rented from UniFirst through Purchasing. Large rugs used at entry doors are purchased by the store from Matworks (using Purchasing Line). Contact Purchasing with questions.

Rug and mat quality must sufficiently prevent slip, slide, wrinkle, and curling from routine foot traffic and cart use:

- ♦ Minimum thickness is 90 mil.
- ♦ Bound and beveled rubber edge is required on all rugs and mats.
- ♦ Do not tape edges to floor (i.e., no duct tape, packing tape, etc.).

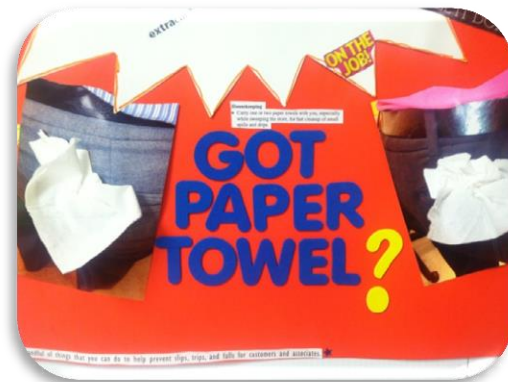
|                        |  |
|------------------------|--|
| <b>Daily</b>           | <ul style="list-style-type: none"><li>• Greens cases—two (2) 3' x 10' mats, but as many as four (4) may be needed to cover misters and any overspray</li><li>• Any Grapes display, regular or Ad support—one (1) 3' x 10' mat</li><li>• Cut Flowers case/display—one (1) 3' x 10', but, 2 may be needed (e.g., two-sided display)</li><li>• Any Green Beans display—one (1) 3' x 10' mat</li><li>• <u>Iced</u> Broccoli display—one (1) 3' x 10' mat</li></ul>   |
| <b>Winter/Seasonal</b> | <ul style="list-style-type: none"><li>• At Entry Doors—large 10' x 12' mats at each entrance during winter months (December 1<sup>st</sup> to May 1<sup>st</sup>)</li></ul>  |
| <b>Situational</b>     | <ul style="list-style-type: none"><li>• Features (Front) Tables in Produce—3' x 10' mat(s) during Ad sales on grapes, cherries</li><li>• Cut Flowers bucket/display—one (1) 3' x 5' mat at each spot display outside Floral</li><li>• <u>Iced</u> Cut Melons/Fruit display—one (1) 3' x 5' mat</li><li>• Customer Service—Service Desk Area—3' x 10' mats at counter area if puddles develop during rainy/wet weather (10' x 12' size rug may be needed for some large volume stores)</li><li>• Pharmacy—3' x 10' mats at wait line and counter area if water puddles during rainy/wet weather (10' x 12' size rug may be needed for some large volume stores). Also, 3' x 5' mat at Consultation area if not covered by 3' x 10' and water puddles</li><li>• Drinking Water Fountain—one (1) 3' x 5' mat if fountain is located in footpath and water tends to be on the floor</li><li>• Water Vending Machine—one (1) 3' x 5' mat if machine is located in footpath and water tends to be on the floor</li><li>• Coin Star machine—one (1) 3' x 5' mat if water puddles in footpath</li><li>• Red Box machine—one (1) 3' x 5' mat if water puddles in footpath</li></ul> |

# Operations

## Inside the Store

Education and Training (for associates, formal and customers, indirectly)

- \* Various methods to communicate
- \* Awareness
- \* “Don’t Pass It Up, Pick It Up!” – George W. Jenkins, founder of Publix
- \* Carrying a paper towel



# Operations

## Inside the Store

### Testing for Floor Conditions

- \* Slip meters for floor testing
  - \* Which meter? Static or dynamic meters available
  - \* Testing COF – Wet or Dry or Both?
  - \* ANSI and ASTM have established test methods for measuring COF
  - \* Also standards for floor matting and other material used to improve floor safety



# Operations

## Inside the Store

### Associates' Safety

- \* Associates – Slip Resistant Footwear Program
  - \* Slip resistant footwear program for associates
  - \* Benefits – Shoes go wherever the associate goes
  - \* Composition of soles determine effectiveness on floor
    - \* Slip resistant vs. oil resistant, water resistant, and skid resistant
      - \* Typical repeating tread pattern

# Operations

## Inside the Store

- \* Cleaning of shoe soles
- \* Footwear sole effectiveness (Three months to one year)
  - \* Dependent on multiple factors
  - \* Floor debris and environment
  - \* Floor surfaces walked on

# Operations

## Inside the Store

### Customers' Safety

#### Umbrella Bags



#### Rugs



#### Bouquet Bags





# Operations

## Inside the Store

### Injuries

- \* Investigations
  - \* What's on the floor?
  - \* Why?
  - \* How did it get there?
  - \* Was CCTV checked to identify any beneficial information
  - \* Created customer injury packet for stores

# Operations

## Outside the Store

### Snow

- \* Use of salt
- \* Snow plow contracts

“Cut Throughs” can be a problem

- \* Rock beds
- \* Flower beds
- \* Planters



# Operations

Planter Cut Throughs



Front Entrances



# Operations

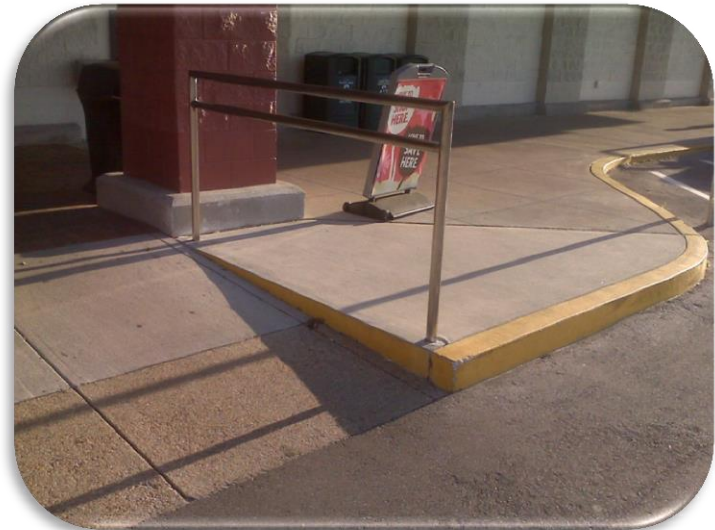
## Outside the Store

### Curbs – addressing flare curbs

**Before**



**After**



# Operations

## Outside the Store

Drainage

Parking Stops – addressing trips

**Before**



**After**





# Operations

## Outside the Store

- \* Reflective, painted parking lines and other markings on asphalt or concrete
- \* Fine aggregate (Sharkskin, micronized polymer glass, or other fine aggregate)

# Operations

## Inside and Outside

- \* Lighting
- \* Stairs
- \* Handrails
- \* Ramps

Note: These are factors that can be attributed to inside or outside.

# More Information

- \* ANSI Standards
- \* Liberty Mutual
- \* National Floor Safety Institute (NFSI)



# Questions

