

# Slips, trips and falls

Slips, trips and falls are one of the most common causes of injury in retail. They can cause anything from sprains to broken bones and damage customer trust.

## Housekeeping and environment

- Keep floors clean and dry, mop spills immediately.
- Place mats at entrances on wet days.
- Keep aisles clear of stock, boxes, and cables.
- Fix uneven flooring and damaged tiles or mats.
- Maintain good lighting to highlight hazards.

## Do

- Clean spills immediately.
- Keep aisles and exits clear.
- Maintain good lighting.
- Train workers to act on hazards.
- Use signage for temporary hazards.

## Worker awareness and training

- Train workers to spot and fix hazards immediately.
- Encourage a 'see it, sort it' culture.
- Reinforce hazard awareness in toolbox talks.

## Don't

- Leave clutter in aisles.
- Ignore damaged flooring.
- Block walkways with displays.
- Delay fixing obvious hazards.
- Rely only on customers to avoid risks.

## Customers and visitors

- Use clear signage like 'Wet Floor' signs.
- Keep displays from blocking walkways.
- Designate safe spaces for baskets and trolleys.

## Employee checklist

- Daily housekeeping routine in place.
- Spills cleaned immediately.
- Mats cleaned and maintained.
- Workers trained in hazard spotting.
- Store layout minimises clutter.