



Contributing Factors	Management Controls	Questioning Guide
Walking Surface	<ul style="list-style-type: none"> • Appropriate floor treatment products • Proper application and rinsing • Use of proper equipment • Proper timing of floor maintenance • Effective self-inspection 	<ul style="list-style-type: none"> • What type of floor is involved? Tile? Carpet? Concrete? Other? • What products or materials are used to clean or treat the floor? • What instructions were followed for use of these products or materials? • What tools/equipment/techniques were used to clean this floor? • What is the schedule for inspecting and cleaning this area? • Who is responsible for cleaning this area? • What foreign material, liquid or grease was found at the scene? • Where did it come from? How did it get there? Why? • What training has been provided to those who clean the walking surfaces? • What incentives are in place to reward employees for accident-free maintenance? • What should be done to prevent a recurrence of floor surface related falls?
Contributing Factors	Management Controls	Questioning Guide
Weather	<p>Evaluation of weather-related hazards</p> <ul style="list-style-type: none"> • Removal of snow, ice, water or other unsafe conditions • Maintenance of weather matting • Posting of hazard cones or warnings 	<p><i>What was the weather involvement?</i></p> <ul style="list-style-type: none"> • What were the weather conditions prior to and at the time of the accident? • What precautions were taken to prevent weather-related doorway falls? • What type of matting was used and where? • How often is the matting inspected and cleaned? • What precautions were taken to prevent weather-related parking lot/sidewalk falls? • What arrangements are made for snow removal/ice?



Weather Continued		<ul style="list-style-type: none"> • What structural building or walking surface characteristics might have contributed to weather problems? Wind tunnels? Accumulations of ice, snow, water? • What precautions are taken to warn pedestrians of slippery conditions or to divert them to alternative routes? • What should be done to prevent a recurrence of weather-related falls?
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Activity	<ul style="list-style-type: none"> • Schedule routine cleaning during slow or non-business hours • Preparation for hazards related to unusual activities or events • Spill clean-up procedures in place 	<p><i>What was happening in the vicinity of the accident?</i></p> <ul style="list-style-type: none"> • What routine and unusual activities were happening at the time of the accident? • What were maintenance personnel doing at the time of the slip-and-fall? • What precautions were in place to keep pedestrians away from the area of maintenance activity? • What equipment or cleaning materials were left unattended in the area? • How did the floor remain in a slippery or greasy condition after cleaning? • When are activities scheduled that are likely to attract pedestrians to the area? • What rules are established and enforced to ensure safe maintenance activity in the presence of pedestrians? • What are the patterns for eating, drinking and walking in the area? • How many receptacles are available for disposal of food cups/utensils/litter? • What special safety precautions are taken during special events or activities? • What should be done to prevent an activity-related recurrence?



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Structural	<ul style="list-style-type: none"> • Self inspection to identify hazards • Prompt response to make necessary changes or repairs 	<p><i>What structural hazards existed at the time of the accident?</i></p> <ul style="list-style-type: none"> • What was the lighting? How often are light bulbs checked or replaced? • Why do cracks, potholes, or uneven surfaces exist?
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People	<ul style="list-style-type: none"> • Consider the characteristics and needs of the diverse or unique population when planning for safety as it related to premises, walking areas, weather, structure, and activities. 	<p><i>Who was involved in the slip-and-fall?</i></p> <ul style="list-style-type: none"> • Why was the claimant on the premises? • What was the claimant doing at the place and time of the accident? • What were the claimant's physical characteristics? Age? Body type? • What was the condition of footwear and soles? • What does the person give as the reason for the slip-and-fall? • Who saw the person before, during, after the slip-and-fall? • What indications are there of alcohol use or other substance abuse? • What type of eyewear, hearing aids or other assisting devices were involved? • What training, rules, or procedures applied to employee who slipped/fell at work? • What criminal activity was involved in the incident? • What precautions could be taken to prevent future people-related falls?

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