

# Sample Commercial Emergency Procedures Policy

## Slips, Trips, and Falls

### **Purpose**

[Company Name] understands that slips, trips, and falls at properties have the potential to be a major cause of injury for team members, tenants, customers, and vendors. [Name] is committed to taking measures to prevent such incidents from occurring.

### **Standard**

- Team members will regularly inspect the property for possible slip, trip, and fall hazards.
- Any identified hazard will be immediately remedied, if possible, and reported to the General Manager.
- Team members must promptly investigate any slip, trip, or fall incident and document the findings if an accident or injury occurs.

### **Procedure**

#### **Precautions to Avoid Slips, Trips, and Falls**

1. Minimize environmental hazards:
  - a. Keep everything in its proper place, and put items away after use.
  - b. Repair or report any floor problems, including loose or missing tiles, warped wood planks, and turned-up rug edges.
  - c. Keep walkways and aisles clear of obstacles.
  - d. Keep drawers closed.
  - e. Dispose of trash promptly and properly.
  - f. Do not leave machines, tools, or other materials on the floor.
  - g. Block off and mark areas that are being cleaned or repaired.
  - h. Clean up leaks and spills immediately.
2. Take personal precautions to prevent injury:
  - a. Walk; never run.
  - b. On slippery or uneven surfaces, walk slowly with a sliding motion. Keep your hands at your sides for balance, not in your pockets.
  - c. Be aware of loose pant cuffs, which can be a trip hazard.
  - d. Do not carry a load you cannot see over, especially on stairs.
  - e. Use the railing when climbing up or down stairs.
3. Avoid risky behavior:
  - a. When sitting in a chair, keep all chair legs on the floor.
  - b. Do not jump off platforms or loading docks.
4. Regularly inspect the property for potential hazards. See [Property Inspections](#) for more information.
5. Immediately report any potential hazards to the General Manager so they can be addressed as soon as possible.
6. If you are unable to remedy a hazard such as an uneven sidewalk immediately:
  - a. Mark the area with cones or a hazard sign.
  - b. Notify the Supervisor.
  - c. Consider sending a tenant notification if the hazard is severe. See [Communicating During Emergencies](#) for tenant notification guidelines.

#### **If an Accident or Injury Occurs**

1. Follow the steps in [Accident or Medical Emergency](#).
2. Immediately notify the General Manager and the risk management department.
3. Document the incident on an Incident Report. Follow the procedures in [Incident Reporting](#).