

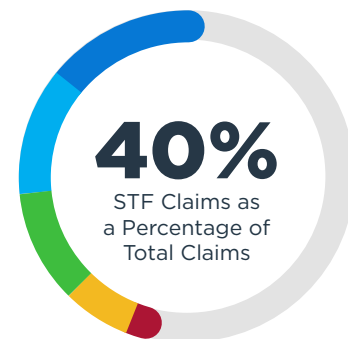


Slips, Trips and Falls: A Leading Cause of Claims for Hotel Operators

The biggest causes of general liability claims at hotels are slips, trips and falls (STF). Addressing the top common hazards in real time can help you guard against costly claims and ensure customer safety.

Slips, trips and falls make up a large proportion of general liability claims.

- SLIPS, NON-BATHROOM — 12% of claims and 21% of costs
- SLIPS/FALLS, BATHROOM — 11% of claims and 12% of costs
- FALLS (SAME LEVEL) — 9% of claims and 13% of the costs
- TRIPS — 6% of claims and 7% of costs
- FALLS (HEIGHT/STAIRS) — 2% of claims and 5% of costs



Stay on top of common hazards by addressing them in real time, and ensuring employees know how to guard against them. Check out areas most prone to STF incidents:

Here are the most common areas prone to STF incidents:

Guest Bathrooms

Common hazards: Wet or damp floors

Safety measures:

- Use slip resistant materials and surfaces in showers and tubs
- Provide slip resistant bath mats
- Install handrails and grab bars
- Install inward swinging shower doors

Swimming Pools, Saunas, Whirlpools

Common hazards: Wet or damp floors

Safety measures:

- Post safety rules
- Install and maintain slip resistant floor surface treatments
- Place non-slip mats around wet areas
- Encourage non-slip footwear

Exterior Sidewalks, Curbs, Ramps, Doors

Common hazards: Cracked, broken, uneven, and slick surfaces

Safety measures:

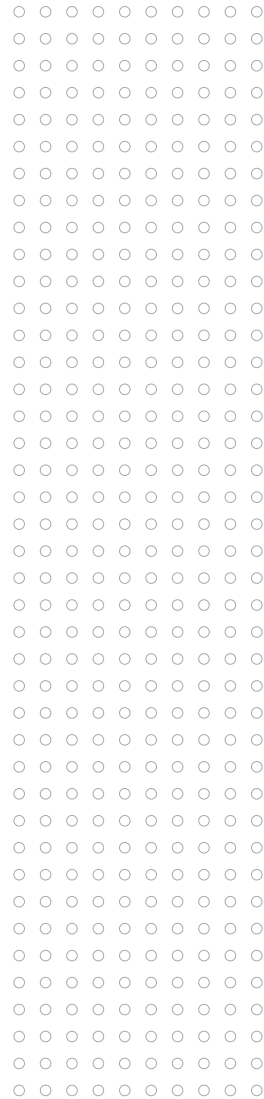
- Maintain even during inclement weather
- Ensure bright lighting
- Install and routinely replace slip resistant mats
- Use hazard signs routinely

Lobby, Common Areas

Common hazards: Uneven, slick surfaces, unexpected steps, maintenance oversights, and poor visibility

Safety measures:

- Replace worn, bunched carpeting or mats
- Maintain floor surfaces
- Use hazard signs for wet, slick surfaces, floor level changes
- Maintain sidelight on doors, indirect light by elevators



Protect what matters most

Talk to your HUB broker to help you identify and effectively manage potential areas of slip, trip and fall hazards at your establishment.