

## Best Practices

### General Liability Checklist

	Yes	No	Action Needed
<b>Slips, Trips, Falls - Interior</b>			
Flooring materials selected during building design stage with dry and wet slip resistance in mind	<input type="checkbox"/>	<input type="checkbox"/>	
Custodial spill response program includes time log of first notification, on-scene arrival, exact location, type/extent of spill and when clean-up was completed	<input type="checkbox"/>	<input type="checkbox"/>	
Proper selection and use of floor cleaning products to avoid residue buildup	<input type="checkbox"/>	<input type="checkbox"/>	
Proper illumination levels, particularly at stairs, ramps or other changes in elevation	<input type="checkbox"/>	<input type="checkbox"/>	
Adequate walk-off mats at door entrances to remove excess water buildup on the soles of footwear	<input type="checkbox"/>	<input type="checkbox"/>	
Ensure that inclement weather mats are routinely inspected and removed after weather threat has passed	<input type="checkbox"/>	<input type="checkbox"/>	
Stair tread and riser dimensions variation is less than $\frac{1}{4}$ inch thick	<input type="checkbox"/>	<input type="checkbox"/>	
Leading edge of treads having contrasting color or other way to denote change in elevation	<input type="checkbox"/>	<input type="checkbox"/>	
Stair handrails are secure, of preferred grasp diameter and at proper height	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Slips, Trips, Falls - Exterior</b>			
Cones, fluorescent paint, "Caution" tape, etc. used to warn pedestrians of sidewalk and other potential defects until repairs can be made	<input type="checkbox"/>	<input type="checkbox"/>	
Curbs in heavy pedestrian traffic areas are painted with high visibility, enhanced traction paint	<input type="checkbox"/>	<input type="checkbox"/>	
Tapered portions of sidewalk curb ramps are painted with contrasting high visibility, traction enhanced paint	<input type="checkbox"/>	<input type="checkbox"/>	
Annual illumination survey to measure and document lighting levels in parking lots, on sidewalks, stairways, etc.	<input type="checkbox"/>	<input type="checkbox"/>	
Barricades, fencing, landscaping, etc. used to help prevent pedestrian short-cut traffic through landscaping or other similar areas	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Slips, Trips, Falls - Parking Lot</b>			
Documented monthly parking lot inspection to identify and correct potholes, potential tripping exposures, damage to sidewalk, curbs, etc.	<input type="checkbox"/>	<input type="checkbox"/>	
Speed bumps are painted contrasting color and have signs visible to vehicle operators	<input type="checkbox"/>	<input type="checkbox"/>	

Avoid placement of speed bumps in pedestrian cross walks; attempt to place prior to cross walks	<input type="checkbox"/>	<input type="checkbox"/>	
Parking lot stops / blocks are used only when absolutely necessary; if needed, in contrasting color to surrounding pavement and easily visible under night-time and adverse weather conditions	<input type="checkbox"/>	<input type="checkbox"/>	
Pedestrian cross walks have bar pairs, ladder, continental or zebra patterns in lieu of transverse patterns	<input type="checkbox"/>	<input type="checkbox"/>	
Lighting level increased at crosswalks	<input type="checkbox"/>	<input type="checkbox"/>	
Interior and exterior positioned ornamental trees, bushes, etc. in containers are specifically placed with pedestrian travel in mind	<input type="checkbox"/>	<input type="checkbox"/>	
Fire and Life Safety			
Emergency evacuation or shelter-in-place plan for full range of emergencies including fire, bomb threat, hurricane, flood, earthquake, power failures, biological incidents, etc.	<input type="checkbox"/>	<input type="checkbox"/>	
Annual testing of emergency plans in conjunction with local fire and emergency authorities. "Real World" testing of alarm systems.	<input type="checkbox"/>	<input type="checkbox"/>	
Properly designed, installed, maintained and tested sprinkler and fire pump systems	<input type="checkbox"/>	<input type="checkbox"/>	
Automatic External Defibrillator program in place based on Medical Officer review, including the number and location of AEDs	<input type="checkbox"/>	<input type="checkbox"/>	
Program includes employee certification training, AED inspection procedures in accordance with manufacturer specifications	<input type="checkbox"/>	<input type="checkbox"/>	
Parking Lot - Snow Removal, Traffic Routing, Pedestrian Interaction			
Snow removal and snow stockpiling plan minimizes melt and refreeze black ice conditions for visitors	<input type="checkbox"/>	<input type="checkbox"/>	
Scope of snow removal contract clearly specifies contractor's responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	
Contractor arrival and departure time is documented via surveillance camera time stamp, security daily log entry or other verifiable means	<input type="checkbox"/>	<input type="checkbox"/>	
Leases specify tenant is responsible for curb-in	<input type="checkbox"/>	<input type="checkbox"/>	
Pedestrian cross walks identified using bar pairs or continental pattern in lieu of transverse line marking alone	<input type="checkbox"/>	<input type="checkbox"/>	
Signs meet Manual of Uniform Traffic Control Devices specifications	<input type="checkbox"/>	<input type="checkbox"/>	
Security			
All incidents investigated by Security and plotted on floor plan diagram including slips, trips and falls	<input type="checkbox"/>	<input type="checkbox"/>	
High resolution color surveillance cameras with pan tilt and zoom capability	<input type="checkbox"/>	<input type="checkbox"/>	
Contractors Performing Work for Building Owners or Tenants			
Contractor has formal safety training programs for employees performing on-site	<input type="checkbox"/>	<input type="checkbox"/>	
Must provide Certificate of Insurance with specified minimum limits for General Liability, Umbrella / Excess Liability, Workers Compensation and Commercial Automobile Liability insurance coverage	<input type="checkbox"/>	<input type="checkbox"/>	

Contract indemnification language includes "hold harmless, indemnify and defend..." in favor of building owner	<input type="checkbox"/>	<input type="checkbox"/>	
Contract specifies contractor's insurance coverage is primary and building owner's coverage is excess	<input type="checkbox"/>	<input type="checkbox"/>	
Copy of contractor's insurance policies are obtained and reviewed to verify above stipulations	<input type="checkbox"/>	<input type="checkbox"/>	
Legal counsel reviews all contracts prior to execution	<input type="checkbox"/>	<input type="checkbox"/>	
Contractors hired by tenants are not permitted to use building owner's equipment	<input type="checkbox"/>	<input type="checkbox"/>	
If feasible, major contractor work is performed after tenant's normal operating hours	<input type="checkbox"/>	<input type="checkbox"/>	
Work conducted during tenant's operating hours is done only after establishing a safe buffer zone determined by a risk assessment by building owner and tenant.	<input type="checkbox"/>	<input type="checkbox"/>	
Roof access is provided only via signed authorization by tenant and/or landlord	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Valet Parking</b>			
Use CCTVs to cover the area where cars are received	<input type="checkbox"/>	<input type="checkbox"/>	
When car arrives, attendant walks around car and points to damage found	<input type="checkbox"/>	<input type="checkbox"/>	
Mirrors in parking garages to increase visibility on blind turns	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Special Events</b>			
Risk management assessment is conducted in advance of all special events, including musical groups, guest speakers, product demonstrations, health fairs, etc.	<input type="checkbox"/>	<input type="checkbox"/>	
Likely and maximum attendance figures integrated into security and crowd control provisions	<input type="checkbox"/>	<input type="checkbox"/>	
Liquid or gas fueled vehicles displayed have battery disconnected, less than ¼ tank of fuel, fuel fill openings secured or sealed to prevent tampering or release of fuel vapors, and are not fueled inside	<input type="checkbox"/>	<input type="checkbox"/>	
Electric or hybrid fueled vehicles are safeguarded to prevent operation	<input type="checkbox"/>	<input type="checkbox"/>	
Fireworks events assessed by fire marshall and include demonstration of pyrotechnics selected by fire marshall	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Escalators and Elevators</b>			
Inspected in accordance with state / ANSI standards	<input type="checkbox"/>	<input type="checkbox"/>	
Retrofitted as new safety technology becomes available	<input type="checkbox"/>	<input type="checkbox"/>	
Site maintenance staff not permitted to reset escalators until inspected by qualified/certified individual	<input type="checkbox"/>	<input type="checkbox"/>	
Side skirt brushes or sideplates to protect against entrapment of body parts, clothing, shoes, etc. between the step side and the escalator skirt guard	<input type="checkbox"/>	<input type="checkbox"/>	
Surveillance cameras positioned so feet and footwear of escalator users are recorded (i.e. camera angle is longitudinally down escalator, not from side of escalator)	<input type="checkbox"/>	<input type="checkbox"/>	
Safety signs meet latest ANSI / ASME 17.1 code and include, but are not limited to: No Wheeled Vehicles, Attend Children, Avoid Sides	<input type="checkbox"/>	<input type="checkbox"/>	

Emergency Stop Button is clearly visible at top and bottom landing	<input type="checkbox"/>	<input type="checkbox"/>	
“Hockey pucks” installed on escalator deck board to discourage persons from sliding down deck board surface	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Incident Investigation</b>			
Requires verification of any floor surface contaminant	<input type="checkbox"/>	<input type="checkbox"/>	
Requires verification of any open and obvious defect	<input type="checkbox"/>	<input type="checkbox"/>	
Exact location documented in report and via photos with scene markers	<input type="checkbox"/>	<input type="checkbox"/>	
Temperature and weather conditions described	<input type="checkbox"/>	<input type="checkbox"/>	
Use of corrective vision glasses at time of incident verified	<input type="checkbox"/>	<input type="checkbox"/>	
Description and photo of footwear worn by person	<input type="checkbox"/>	<input type="checkbox"/>	
Check made to determine if person was using hand-held device, holding or carrying anything	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Legionella</b>			
Maintenance staff trained regarding waterborne illness, including prevention techniques	<input type="checkbox"/>	<input type="checkbox"/>	
Preventative maintenance program in place, including elevated temperature flushing as a minimum	<input type="checkbox"/>	<input type="checkbox"/>	
Effective maintenance of HVAC and plumbing systems, including regular inspections to detect visible evidence of growth as quickly as possible	<input type="checkbox"/>	<input type="checkbox"/>	
Cooling tower procedures meet applicable ASHRAE standards	<input type="checkbox"/>	<input type="checkbox"/>	

## Resources

### [Special Events Liability “To The Point”](#)

For more Risk Consulting best practices, see our Property, Workers Compensation and Automobile Liability Quick Reference Guides, as well as our Real Estate asset-specific guides.