

Use handrail on stairs

Location: Head office, Durham St. Tauranga

What happened?

A Trustpower staff member in the Durham Street office fell down the wooden stairs on the terraces, when their shoe caught on the metal tread. This resulted in a painful dislocation of their shoulder and required a hospital visit for treatment.

In addition to the above incident, a contracted meter reader mis-stepped when going down stairs in the field, rolling their ankle and twisting their knee. They activated their lone-worker device, summoning assistance.

What did we learn?

It is important to always use the handrail (when available) when going up or down stairs. Exercise attention and be aware of foot placement. Slips and trips can happen and being able to stop yourself from falling is essential. Regardless of how confident, stable, or strong you feel - **gravity will win.**

When going between floors:

- Use the handrail when taking the stairs.
- Ensure you have at least one hand free with which to do this.
- Put the phone away. It will still be there when you reach your destination.
- Exercise good attention when on the stairs, being mindful of how and where you place your feet.
- If you feel tired or have to carry things, it may be best to use the lift.

