


LESSONS LEARNT

Type of Incident:	RIDDOR
Classification of Incident:	Injury preventing the IP from working for more than 7 days
Summary of Incident:	<p>The IP was trying to take 4 x 20 L oil container and cases of tinned food in a small milk trolley into the building from the delivery.</p> <p>IP pulled the trolley over a threshold with a slight incline, when approaching this at an angle and the trolley fell over and landed on the IP's right foot damaging the bridge causing heavy bruising.</p>
Photographs of Incident:	 <ol style="list-style-type: none"> 1. The type of trolley used by IP and the amount of oil at time of incident. 2. Safety Shoes worn. 3. CCTV was observed but not available now.
Immediate Action Taken:	<p>First aider was called, first aid was administered.</p> <p>20 minutes after the accident, the first aider accompanied the IP to A&E. (IP initially refused and continued to work but started to struggle with walking)</p> <p>Reported on BiOne where Bureau Veritas attended site to aid and support in the incident investigation.</p>
Possible Causes:	<ul style="list-style-type: none"> • Routine task without thought. • Not assessing the load • Not following SOPs and training • Obstruction in area • Improper posture/position for task • Over exertion of physical capabilities • Hurrying or rushing • Improper lifting or carrying • Inattention/lack of awareness
Lessons Learnt:	<p>Poor manual handling technique (pulling not pushing, additionally not assessing the load).</p> <p>Overstocking trolleys.</p>



	<p>Trolley not adequate for its use.</p> <p>Deliveries to be delivered into the internal delivery NOT area not outside.</p> <p>Inadequate PPE (safety shoes).</p> <p>Remember</p> <ul style="list-style-type: none"> • Communication is key • Never presume – if you are unsure ASK • Report all incidents through BiOne reporting system. • If you are not fully confident on procedure, ASK guidance and further training can be provided.
<p>Actions to be Taken (By Whom)</p>	<p>Operations Manager to communicate the requirements to site level.</p> <p>Operations Manager: All Sky staff to be re assigned on manual handling ABC training.</p> <p>Operations Manager: Lessons Learnt to be issued to all sites to highlight the risk.</p> <p>Operations Manager and Site Manager: The damaged area (did not contribute to incident) requires to be reported to the Client and repaired as soon as possible and areas should be checked regularly due to the operation here where damage can happen at any time. Possible prevention could be protection panel installed here (non-slip) or highlighted.</p> <p>Site Manager: Staff specific RA to be reviewed for all staff and identify each task and required safety shoe and gloves required.</p> <p>Site Manager: To raise awareness of this incident at next H&S meeting with the team and Physical demonstration of how to use trolleys in this area.</p> <p>Site Manager: to review RA/SSoW review of</p> <ul style="list-style-type: none"> • Delivery Vehicles and Receiving goods. • Loading Bay • Trolley and Sack Trucks • Roll Cages • Manual handling <p>Site Manager: to ensure all training is complete and signed off by all individuals and recorded on training sheets.</p> <p>Site Manager: Review PPE requisition and issue any further PPE.</p> <p>Site Manager: Assess the number of staff that are required to undertake accepting deliveries (min 2 staff) and if additional lifting aids are required.</p> <p>Site Manager: to assess deliveries and sizes of products to determine additional controls which may be required regarding manual handling controls.</p> <p>Site Manager: Contact supplier and discuss smaller containers of oil to be purchased to reduce manual handling risk, also discuss the possibility of all heavy products are</p>



	<p>delivered into the delivery area inside on pallets also to preventing additional manual handling.</p> <p>Site Manager: To take milk trollies out of use.</p>
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