




## LESSONS LEARNT

<b>Type of Incident:</b>	Twisted knee during lifting and handling
<b>Classification of Incident:</b>	RIDDOR
<b>Summary of Incident:</b>	<p>Employee was reaching for a box of bagasse (food containers disposable) in the storeroom and twisted their knee.</p> <p>The storeroom was free of obstruction, however boxes stored unsecure and too high.</p> <p>Employee continued to work that day and administered own first aid in the evening and returned to work the next day. Employee then took the next 3 days off due to incident and returned back for one day before their day off once they returned back to work the pain was not bearable employee went to doctor and was signed off for 14 days.</p>
<b>Photographs of Incident:</b>	 <p>Please note photos are from the storeroom after incident (not on day of incident).</p>
<b>Possible Causes:</b>	<p>Possible cause</p> <p>Rushing due the need of the product during service</p> <p>Employee not undertaking specific manual handling risk assessment for the task</p> <p>Overstocking/unsecure/too high storage of boxes in storeroom</p> <p>Aids not used (foot stool)</p> <p>Manual handling, specific manual handling and workplace risk assessments not rated correctly</p> <ul style="list-style-type: none"> <li>• <b>Workplace assessment</b> likelihood rating-controlled is the same as uncontrolled and recorded as lower. Operations manager did not sign the risk assessment once the site manager completed.</li> <li>• <b>Manual handling Risk assessment</b>-controlled rating was initially rated the same as uncontrolled and with the review the severity rating was higher controlled than uncontrolled and likelihood rating is not correct on final</li> </ul>



	<p>assessment (not assessed thoroughly may look rushed), not resigned or dated from review.</p> <ul style="list-style-type: none"> <li>• <b>Specific manual handling risk assessment</b> is assessed for emptying waste bins and bags more detail required in review to cover all manual handling tasks, reviewed section more detail required, and assessment requires signing and dated once full review is complete.</li> </ul> <p>Continuing to work after incident 9 days before doctor visit.</p>
<p><b>Immediate Action Taken:</b></p>	<p>Employee continued to work, and incident was not recorded at time as a first aid incident.</p>
<p><b>Lessons Learnt:</b></p>	<p>Following the incident, QHSE undertook a visit to discuss the incident with site</p> <ul style="list-style-type: none"> <li>• Record incidents immediately or as soon as possible after the incident to capture as much information as possible while it is fresh, then log onto BiOne system for QHSE to support on investigation.</li> <li>• Full assessment of employee once incidents have occurred to evaluate first aid requirements.</li> <li>• Return to works to be complete on day of return.</li> <li>• Restock all required products evening/morning prior to open to prevent rushing for stock.</li> <li>• Risk assessments must be assessed and reviewed effectively (lone working, generic manual handling, specific manual handling and workplace risk assessment) - the aim of the risk assessment process is to evaluate hazards, then remove that hazard or minimize the level of its risk by adding control measures, as necessary. By doing so, you have created a safer and healthier workplace.</li> <li>• Storeroom overstocked in an unsecure high manor.</li> <li>• Aids to be used such as foot stools etc is required to be captured on risk assessments.</li> </ul> <p>Site and Operations manager made aware of this to be communicated to staff.</p>



<b>Actions to be Taken (By Whom)</b>	<p>Operations manager to communicate the requirements to site level.</p> <p>Operations Manager to support in review of risk assessments.</p> <p>Site manager to review storage space and procedures.</p> <p>Ste manager to highlight lack of storage issues on monthly audits and escalate to operations manager/client.</p> <p>Review ordering procedure (frequent deliveries less stock) where possible.</p> <p>Site manager and senior site team to have refresher training on BiOne and incident reporting procedures – access to log in to BiOne when manager is not present.</p> <p>Operations manager to review and sign workplace risk assessment and site monthly audits (this can be scanned or emailed to be reviewed).</p> <p>Site manager to sign return to work form and complete on day of return going forward.</p> <p>Monthly H&amp;S meetings to be complete and minute recorded to demonstrate highlighting key H&amp;S topics.</p> <p>Staff to be refreshed on manual handling ABC and risk assessment training cards to be complete on completion of reviewed risk assessment.</p>
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