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**TRAINING**

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# EVIDENCE BOOK

## CASE STUDY - RACKING COLLAPSE



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# INCIDENT REPORT BRIEFING

## RACKING COLLAPSE

Wednesday, 11 February, 20xx

An accident has happened at Trafalgar Distribution in their main warehouse. A worker, Horatio, has been injured; he has a broken arm, cuts and bruises.

Below is a photograph taken of the aftermath.

You are able to visit the scene and interview witnesses on the morning following the incident.





# DATA COLLECTION

## RACKING COLLAPSE

### WITNESS COMMENTS

#### **Forklift truck operator - Horatio (the injured person)**

I started work as normal on the day of the accident at 6am and spent most of the morning with Nelson (the other forklift truck operator) unloading and then stacking from three deliveries that had arrived together. It was a really busy day - three deliveries is unusual and the place was really untidy - stuff in between the racking and all over the place.

At about 2.30pm, a half-hour before shift end, the boss (Hardy) asked if I could clear some extra space in the warehouse because we were running out of space.

So I said no problem, but my forklift was running on fumes and needed refuelling. Nelson said to use his which still had half a tank, and this would be quicker than refuelling. Nelson finishes at 2.30 pm week days so he can pick up his kids from school.

So I jumped in Nelson's forklift at about 2.32pm and picked up a package of timber which needed moving. As I was moving forwards, about 3 minutes later, I could see that the gap ahead was pretty tight, but I thought that the automatic alarm would sound if the gap was too narrow. That's my way of dealing with tight gaps - go slow and listen to the beeper. What I didn't realise is the Victory Mark IV (Nelson's forklift) doesn't have the warning alarm unlike my Victory Mark V which does.

So I kept going through the gap, thinking the alarm would sound if I got too close - but of course it didn't. The timber contacted the racking and it all came crashing down. I just leapt out of the cab as an instinctive reaction - against my training. Unfortunately, something fell on me and broke my arm.

#### **Forklift truck operator – Nelson**

It had been a really busy day and we were tired out. We had three deliveries that morning - it sometimes happens but I think its too much for our site. Hardy's under pressure to never say no to the big clients.

By 2.30pm Horatio and I had managed to get through most of the work and were going to leave what was left until the morning. Just then Hardy popped out and asked if either of us could move some extra stuff. He had just found out that a further delivery was due first thing in the morning and the space would be needed. Another 'three delivery' day I thought.

Horatio said he was happy to do it but he needed to refuel first. I said "use mine as it's still got some fuel left, that will save you some time." I started packing my bag, Horatio jumped in my forklift, picked up the load of timber. Then as I was leaving at 2.35pm there was an almighty crash, I turned and saw the racking collapsing. I saw Horatio jump out of the cab, fall over and some falling stuff hit him. I ran straight over and gave him first aid. His arm looked broken. The ambulance arrived at about 3pm.

I think that the racking has been overloaded for years, but no-one knows for sure because there is no load limit information, and the organisation has never assessed the risk of overloading the racking.

# DATA COLLECTION

## RACKING COLLAPSE

### WITNESS COMMENTS

#### **Manager - Hardy**

The day of the accident I'd spent most of the day in the office. Horatio and Nelson start their shift at 6am - we had three deliveries arrive from one big client at about the same time at 6.15am so they had a lot of work to do that day. It's not ideal to get three in one morning but we never say no to our big clients.

At about 2.20pm on the day of the accident I got a call, saying that a further delivery was to arrive first thing the following morning. It was from a regular large customer we need to keep happy, so I said yes.

I put the phone down and quickly went out into the warehouse to check that there would be enough space for the delivery and it was quite obvious that there wouldn't be. So I asked if Horatio could clear some space for this delivery. He agreed, but said his forklift truck was out of fuel after a big day. Luckily Nelson's still had some fuel.

I was back in the office (it must have been about 2.35 pm) when I heard a massive crashing sound. I raced out to the warehouse to see a whole row of racking had collapsed. Horatio was standing by the wall holding his arm. Nelson was with him, giving him first aid. I phoned the ambulance; it arrived at 3pm and took Horatio to hospital.

I was thinking about why the racking collapsed and I remember finding some management meeting minutes from 10 years ago where the racking was being discussed. They indicate that the management team at the time decided not to install impact barriers because it was too expensive. There was no legal standard back then either, so I guess the decision made sense at the time.

I'll have to admit that we need racking that is rated for greater loading - the stuff our clients are asking us to store has changed - it's much heavier than a few years ago, but we've never as an organisation assessed this risk or thought about it properly.

# DATA COLLECTION

## RACKING COLLAPSE

### DOCUMENTED EVIDENCE

#### Vehicle maintenance log - 01/04/20xx

Model	Victory IV	Victory V
Lights	all OK	all OK
Tyres	all OK	all OK
Seat belt	all OK	all OK
Falling Object Protection (cab)	all OK	all OK
Emissions	all OK	all OK
Brakes	all OK	all OK
Proximity alarm	N/A	all OK
Horn	all OK	all OK

#### Training records

Staff name	Horatio	Nelson
Site induction	5 years ago	6 years ago
Forklift truck operator level 1	4 years ago	4 years ago
Forklift truck operator level 2	4 years ago	4 years ago
Forklift truck operator level 3	3 years ago	3 years ago
First aid	1 year ago	1 year ago
Hazard identification	1 year ago	not completed
Manual handling	not completed	1 year ago

#### Extract from Health and Safety Manual - Section 1.4. Traffic management

1. Follow the one way system signage at all times.
2. Vehicles must keep within yellow painted traffic routes which are to be kept clear at all times.
3. Obey all speed and directional signage at all times.

#### Extract from Management team minutes 10 years before incident date

"The group discussed the problem of impact protection barriers on the racking, installed this month. Cost was agreed to be prohibitive. Report received that there are no specific legal requirements for the bollards. Decision taken by the team to not install impact barriers."

#### Extract from current bookings procedure

1. Existing clients: record all details of incoming goods deliveries in the filing system. Client to call within 24 hours to confirm delivery. If no call received, Administrator must place a call to confirm.





# NOTES

WRITE YOUR THOUGHTS HERE

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