

HSG245 Investigation Report

Root Cause Investigation

Reference Number: INC-20250105-A7B2

Report Generated: 23 February 2026

Document Information

Status: Investigation Complete
Framework: HSG245
Version: 1.0
Classification: Internal Use

This document contains sensitive incident information

Handle in accordance with company confidentiality policy

PART 1: OVERVIEW

Incident Details

| | |
|---------------------|-----------------------------------|
| Reference Number: | INC-20250105-A7B2 |
| Reported By: | Sarah Johnson - Safety Officer |
| Date/Time of Event: | 05/01/2025 09:45 AM |
| Incident Type: | Serious injury |
| Forwarded To: | Operations Manager & HSE Director |

Brief Details

What happened:

Warehouse operative sustained laceration to hand from sharp edge on damaged pallet

Where:

Distribution Center, Loading Bay 3

When:

05/01/2025 at 09:30 AM during morning shift

Who was involved:

David Martinez (Warehouse Operative, 3 years experience)

Emergency measures taken:

Immediate first aid applied, wound cleaned and bandaged. Employee transported to local hospital for assessment. Area secured and damaged pallets removed from use.

PART 2: INITIAL ASSESSMENT**Event Classification**

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|----------------------|--|
| Type of Event: | Accident |
| Severity Level: | Serious - Medical treatment required |
| Investigation Level: | High level investigation |
| RIDDOR Reportable: | Yes - Reportable injury requiring hospital treatment |

Assessment Summary

Serious injury occurred due to damaged equipment. Immediate hazard identified and removed. Full investigation required to prevent recurrence. Multiple contributing factors identified requiring management attention.

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| Further Investigation Required: |
| Yes - High priority |

PART 3: INVESTIGATION

Root Cause Analysis

Immediate Causes:

- Sharp protruding nail on damaged wooden pallet
- Employee did not notice damage before handling
- Inadequate lighting in loading bay area
- No gloves worn at time of incident

Underlying Causes:

- No formal inspection process for incoming pallets
- Damaged pallets not segregated upon arrival
- PPE policy not consistently enforced
- Maintenance backlog for bay lighting
- Lack of training on identifying damaged equipment
- Time pressure during peak loading periods

Root Causes:

- Inadequate management system for equipment inspection
- Insufficient safety culture regarding PPE compliance
- Poor communication of maintenance issues
- No risk assessment for pallet handling operations
- Lack of accountability for safety procedures
- Inadequate resources allocated to preventive maintenance

Recommendations

1. Implement Pallet Inspection System

Establish mandatory visual inspection process for all incoming pallets. Damaged pallets to be immediately marked and segregated. Weekly inspection schedule for stored pallets.

2. Upgrade Loading Bay Lighting

Replace all lighting in Loading Bay 3 with LED high-bay lights (minimum 500 lux). Extend to all loading bays within 3 months. Include emergency backup lighting.

3. Mandatory PPE Enforcement

Issue cut-resistant gloves (EN388 Level 3+) to all warehouse staff. Implement 100% compliance checks by supervisors. Include PPE compliance in performance reviews.

4. Risk Assessment Update

Conduct comprehensive risk assessment for all manual handling operations. Include pallet handling, damaged equipment procedures, and PPE requirements.

5. Enhanced Training Program

Develop and deliver training module on equipment inspection, hazard identification, and PPE use. Mandatory for all warehouse staff with annual refresher.

6. Preventive Maintenance Schedule

Establish preventive maintenance program for facility infrastructure including lighting, flooring, and equipment. Monthly safety walk-throughs by management.

PART 4: RISK CONTROL ACTION PLAN

| Control Measure | Responsible Person | Target Date |
|---|--------------------------------|-------------|
| Purchase 100 pairs of cut-resistant gloves (EN388 Level 5) from supplier X | Warehouse Manager - Mike | 15/01/2025 |
| Install inspection station for incoming pallets with clear signage and markings | Facilities Supervisor - Anna | 10/01/2025 |
| Replace all lighting in Loading Bay 3 (8x LED high-bay 200W) | Maintenance Manager - Robert | 20/01/2025 |
| Conduct pallet handling risk assessment (HSE template) | Safety Officer - Sarah Johnson | 05/01/2025 |
| Develop and deliver PPE/equipment inspection training (2-hour course) | Training Coordinator - Lisa | 30/01/2025 |
| Train all warehouse staff (25 people) on new procedures | Training Coordinator - Lisa | 15/02/2025 |
| Implement daily PPE compliance checks by supervisors | Shift Supervisors - All | 01/02/2025 |
| Upgrade lighting in all remaining loading bays (Bays 1,2,4) | Maintenance Manager - Robert | 21/03/2025 |
| Establish monthly management safety walk-through schedule | Operations Manager - James | 01/03/2025 |
| Review and update all warehouse risk assessments | Safety Officer - Sarah Johnson | 08/02/2025 |

Investigation Team Sign-Off

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|-----------------------------|------------|
| Investigation completed by: | |
| | |
| Date: | 23/02/2026 |