

SITE SURVEY REPORT

Incident and Accident Report

Prepared for	Larkspur Home Ltd
Date	22 Sep 2026
Site	Unit 9, Brookfield Trading Estate, Doncaster
Prepared by	G. Fenwick

FORM

Incident and Accident Report

1. Incident details

Project	Unit 9, Brookfield Trading Estate, Doncaster
Incident reference	INC-2026-031
Site	Unit 9, Brookfield Trading Estate
Client	Larkspur Home Ltd
Address	Unit 9, Brookfield Trading Estate, Doncaster
Exact location	Aisle 7, bay 3, pick face at floor level
Date of the incident	22 Sep 2026
Time	14:20
What kind of incident was it?	Injury, Damage to property or equipment
Your name and role	G. Fenwick, shift supervisor
Date of this report	22 Sep 2026
Days from the incident to this report	0
Has the site manager or supervisor been told?	Yes
Who, and when?	B. Roy, warehouse manager, told at 14:30

2. What happened

What was being done at the time?	Replenishing the pick face in aisle 7 with a powered pallet truck while a picker worked further down the aisle.
What happened?	While reversing out of bay 3 the pallet truck struck the front upright. A carton slid off the top of the pallet on the first beam level and landed on the right foot of a picker walking past. The upright was dented near the base.
What kind of event was it?	Struck by a moving or falling object
Conditions at the time	Nothing unusual

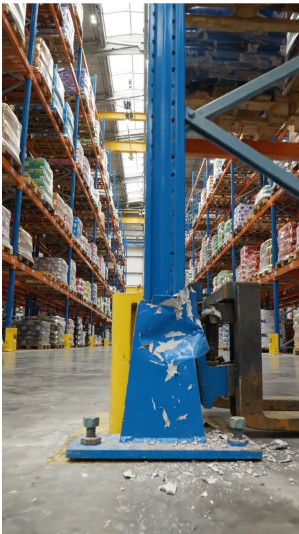
Photos of the scene



Was any equipment, tool, plant or vehicle involved? Yes

What was it? Powered pallet truck PT-03, and the front upright of aisle 7, bay 3

Photos of the equipment



Has it been taken out of use and labelled? Yes

What was damaged, and how badly? Front upright dented and bent just above the base plate. One carton of table lamps crushed.

Estimated cost of the damage (£) 650

Has the area been made safe? Yes

How? Bay 3 offloaded and cordoned off with a do-not-use tag. Pallet truck parked in the charging bay and tagged until it has been checked.

3. People involved

People involved 1: J. Nowak

Name	J. Nowak
Who are they?	Employee
Employer or company	Brookfield Logistics Ltd
Job or occupation	Warehouse picker
Home address	14 Ashgrove Road, Doncaster
Phone or email	j.nowak@example.com
Were they at work at the time?	Yes
Were they injured or taken ill?	Yes
Type of injury	Bruise
Part of the body	Foot or toes
Describe the injury	Bruising across the top of the right foot. Safety boot took most of the impact.
Is the injury a specified injury under RIDDOR regulation 4?	No
Was first aid given?	Yes
By whom?	K. Adeyemi, appointed first aider
Further treatment	None beyond first aid
Did the person die as a result?	No
How long have they been unable to do their normal work?	Not off work
Has the person agreed to photos of the injury?	No
Their account of what happened	I was walking to bay 10 to pick an order. I heard a bang and a box hit my foot. I did not see the truck reverse.

Signature of the person involved

J. Nowak

People involved 2: L. Harper

Name	L. Harper
Who are they?	Agency worker
Employer or company	Dalesway Recruitment
Job or occupation	Warehouse operative, pallet truck driver
Home address	7 Millfield Close, Rotherham
Phone or email	l.harper@example.com
Were they at work at the time?	Yes
Were they injured or taken ill?	No
Their account of what happened	I was reversing out of bay 3 and turned to check the aisle. The back of the truck caught the upright. The pallet on the first level was overhanging the beam.

Signature of the person involved

**4. Witnesses**

Did anyone see what happened?	Yes
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Witness statements 1: S. Begum

Name	S. Begum
Who are they?	Employee
Phone or email	s.begum@example.com
Where were they, and what could they see?	Picking at bay 6 in the same aisle, facing bay 3, about 8 metres away.
Statement	The pallet truck came out of bay 3 backwards and turned at the same time. It knocked the upright and a box fell from the pallet above. It landed on J. Nowak's foot as he walked past.
Date of the statement	22 Sep 2026

Witness signature

S. Begum

5. Reporting and records

People recorded 2

Injured or taken ill 1

RIDDOR 2013. The responsible person, usually the employer or whoever controls the premises, must report: deaths from a work-related accident; specified injuries to workers; injuries that stop a worker doing their normal work for more than seven consecutive days; injuries to people not at work who are taken from the scene to hospital for treatment; certain occupational diseases; and dangerous occurrences. HSE takes reports online.

Is this incident reportable under RIDDOR? No

Why is it not reportable? Bruised foot only: not a specified injury, first aid only, and J. Nowak has not been off work. Not a dangerous occurrence.

Does the employer normally have 10 or more people working at the same time at these premises? Yes

Has it been entered in the accident book? Yes

Keep the records. RIDDOR records, including injuries that stop a worker doing their normal work for more than three consecutive days, must be kept for at least three years. RIDDOR 2013, regulation 12.

Who else has been told? Client, Insurer

6. Investigation and actions

Investigated by G. Fenwick, shift supervisor

Date of the investigation 23 Sep 2026

Immediate cause Pallet truck struck the upright while reversing and turning in the aisle. The jolt moved an overhanging carton off the pallet.

What contributed? Risk assessment or method statement not followed, Lack of training or experience, Lack of supervision

Underlying or root cause Replenishment is being done during picking with pickers in the same aisle, against the site traffic rules. The agency driver had not had the site pallet truck familiarisation, and the pallet overhung the beam.

Was there a risk assessment covering this work? Yes

Risk assessment reference RA-WH-07, powered pallet trucks

Does it need reviewing after this incident? Yes

Regulation 3 of the Management of Health and Safety at Work Regulations 1999. An assessment must be reviewed if there is reason to suspect it is no longer valid, or there has been a significant change in the matters it relates to. Where changes are needed, they must be made.

Could it happen again? Possible

Actions 1: Racking inspection of aisle 7 by a competent person, replace the bay 3 upright before the bay is reloaded.

What needs doing? Racking inspection of aisle 7 by a competent person, replace the bay 3 upright before the bay is reloaded.

Owner B. Roy

Due date 30 Sep 2026

Priority High

Status Open

Actions 2: No replenishment in an aisle while pickers are in it. Add an aisle closed sign and brief all shifts.

What needs doing? No replenishment in an aisle while pickers are in it. Add an aisle closed sign and brief all shifts.

Owner G. Fenwick

Due date 24 Sep 2026

Priority High

Status Done

Actions 3: Check pallet truck PT-03 (steering, brakes, reversing alarm) before it goes back into use.

What needs doing? Check pallet truck PT-03 (steering, brakes, reversing alarm) before it goes back into use.

Owner B. Roy

Due date 23 Sep 2026

Priority High

Status Done

Actions 4: Pallet truck familiarisation for all agency drivers before their first shift, and a check of L. Harper's driving.

What needs doing?	Pallet truck familiarisation for all agency drivers before their first shift, and a check of L. Harper's driving.
Owner	B. Roy
Due date	9 Oct 2026
Priority	Medium
Status	Open

Actions 5: Fit upright guards to the aisle 7 and aisle 8 ends.

What needs doing?	Fit upright guards to the aisle 7 and aisle 8 ends.
Owner	Facilities, R. Iqbal
Due date	16 Oct 2026
Priority	Medium
Status	Open
Actions recorded	5
Actions still open	3
Lessons to share	Keep trucks and pickers apart in the same aisle. Check pallets do not overhang the beams before they go up.

Sign-off

Investigator name G. Fenwick, shift supervisor

Investigator signature

G. Fenwick

Manager name B. Roy

Date signed by the manager 24 Sep 2026

Manager signature

B. Roy

Can this incident be closed?	No
Who is following it up, and by when?	B. Roy, once the agency training and guards are done, by 16 October