

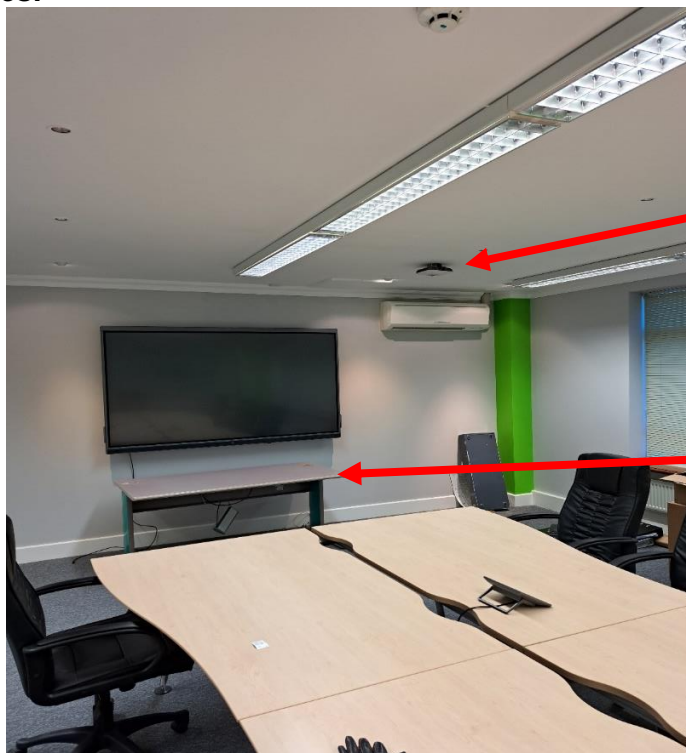
Number	2024-04	Date of Issue	22.01.2024
Date of Incident	06.02.2024	Incident Classification	L1 MTC

Summary:

An IT Support Specialist (the Injured Person [IP]) was asked to help out with an internet connectivity issue at the new System and Service Office the UK. The IP was diagnosing the IT problem and needed to check the office router. The router was found to be located on the ceiling in the conference room. This router positioning was not foreseen and is very unusual. The IP moved a desk beneath the router and stood on it to gain access. Once the short duration task was complete the IP was climbing down when he lost his footing and fell. Although in some discomfort he finished his task and later drove home. The IP attended hospital the same evening and was diagnosed with a closed fracture. He returned to work for normal duties the next day.

Outcome: L1 - Medical Treatment Case (MTC) - RIDDOR Reportable

Pictures:



Location of
the Router

Table used by positioning
under the router and
climbing onto

Root Cause and Contributory Factors	Lesson Learned
<p>Immediate/Direct Cause</p> <ul style="list-style-type: none"> Fell from table whilst climbing off <p>Contributory Causes</p> <ul style="list-style-type: none"> Unusual position of router Incorrect change management <p>Root Cause</p> <p>Momentary error of judgement “work execution – preparation and planning”</p>	<ul style="list-style-type: none"> Use correct equipment and tools when working at height is required. Before work starts ensure that you are following a risk assessment that has been approved by HSE Dept Investigate relocating the router from its ceiling location now that it is known that access will be required. Review the office risk assessment and document that it has been communication to office workers.



Every Lesson Learned is an opportunity to avoid recurrences.
What have you done to avoid a similar incident on your project?

