

Man Breaks Neck In Glass Crush

A company must pay more than £100,000 after one of its employees was left with life-changing injuries when a pallet of glass weighing more than one tonne fell on top of him.

Andrew Potts, from Nottingham, was left permanently disabled and reliant on a cocktail of medication after breaking his neck in five places following the incident at a depot in Lichfield on 30 September 2016.

The pallet had shifted during transportation and fell on to the 58-year-old, who has not been able to work since with his wife Dawn having to give up her own job to become his full-time carer.

An investigation by the HSE found that United Pallet Network's (UPN) system of working was inadequate and not communicated with staff and there was no training in how to recover shifted loads.

"This has been extremely hard to deal with, emotionally, physically and financially," Mr Potts said. "I had to stay in Royal Stoke University Hospital for nine days following the incident. Dawn used to come home crying, wondering whether I would make it, and how she and the family would cope.

"I had recurring nightmares following the incident – I would wake up screaming, sweating or crying. I am having to adjust to this new way of being as I continue to struggle to accept what has happened."

As well as the multiple neck fractures, which resulted in a halo being screwed into his head for several weeks, Mr Potts also suffered many other injuries including broken bones in his leg and feet. Those injuries resulted in eleven pins being inserted into one of his feet, three of which will remain for the rest of his life.



Stafford Crown Court heard how on the evening of 30 September 2016, a lorry containing a consignment of four pallets of glass arrived at UPN's pallet hub at Fradley Park, Lichfield. The pallets had not been appropriately loaded or secured and fell out of the trailer onto Mr Potts as he made attempts to rectify the problem.

UPN pleaded guilty and was fined £94,667 and ordered to pay costs of £7,590.34.

HSE Inspector Andrew Johnson said after the hearing: "This is yet another tragic and avoidable workplace incident that should never have happened. Had UPN devised and trained its employees in suitably safe systems of work to deal with shifted loads, then Mr Potts would have continued living the life he had before this incident." [i](#)

500 Solar Panels Help Keep Doors Sustainable

Composite door manufacturer Endurance Doors has invested over £300,000 into 500 solar panels which have been installed on the roof of its main production facility in Brigg, North Lincolnshire.

The new panels build on an existing focus of only using electricity generated from renewable sources, throughout its manufacturing processes. They will also significantly reduce the company's energy spend.

"Endurance Doors is an advocate and adopter of more sustainable manufacturing prac-

tices for the fenestration and construction sectors," says MD Stephen Nadin. "To date, we have made enormous strides in our drive to minimise our environmental impact but there is no room for complacency as we continue to look for new opportunities to increase our levels of sustainability."

The business already plants two trees for every door it produces, sends zero waste to landfill, employs recycled material where possible and aims to use virgin material from renewable, sustainably managed sources



such as those with Programme for the Endorsement of Forest certification and Forest Stewardship Council certified forests.

Endurance Doors has also become a corporate supporter of the World Land Trust, an international conservation charity whose patrons include Sir David Attenborough, Chris Packham, and Steve Backshall. [i](#)

193 Million Nuisance Calls And Unpaid £500,000 Fine Sees Director Disqualified

The head of a Dunbartonshire business selling windows & conservatories has been banned from serving as a director for eight years after his firm made 193 million nuisance calls and then failed to pay the £500,000 fine imposed on it by the Information Commissioner's Office (ICO).

The ban was imposed on 43-year-old Stephen Foote on 10 January 2023. His company, CRDNN Limited, which mostly operated out of Clydebank, had gone into liquidation in 2020 when it was unable to pay the ICO fine. The fine had been imposed in 2018. The ICO's main function is to impose the GDPR (General Data Protection Regulations) and the PECR (Privacy & Electronic Communications Regulations). CRDNN, also known as Contact Reach Digital, used an automated call making device ('dialler') to make the 193 million calls, of which 52,994,243 connected.

In 2018, subscribers to the Telephone Preference Service



(who ask specifically not to be contacted without permission) made 388 complaints. The ICO received 2,835 complaints in just one three-month period (June, July, August 2018).

The calls were pre-recorded and claimed to be able to facilitate UK & Scottish government energy saving schemes for windows, as well as well as other non-existent schemes for conservatories, boilers and even debt management.

The calls were all made from what the ICO describes as 'spoofed' and thus unidentifiable, numbers. When CRDNN's offices were raided by the ICO, seized documents showed that the dialler had been set to make 1.6 million calls per day.

On the list of numbers to be called was Network Rail's Banavie Control Centre which advises when it is safe for pedestrians and drivers to cross the lines at unmanned level crossings. In its 2020 case, the ICO said CRDNN's actions put people's lives at risk because they could not get through.

In 2020, Andy Curry, head of investigations at the ICO, said: "This company affected the lives of millions of people, causing them disruption, annoyance and distress. The volume of calls was immense. Those attempting to opt-out of calls ensured they got more calls.

"The directors of CRDNN knowingly operated their business with a complete disregard for the law. They did all they could to evade detection, from changing and not updating address details to transferring their operation abroad and attempting to go into liquidation. "That's why their conduct called for the maximum fine possible under the law." [i](#)

G-Awards Winner Gives Gifts To Say Thank You to Staff

Fabricator of the Year G-Award winner, Quickslide has given its trade partners, suppliers and every member of staff gifts to celebrate the win.

"We're only as good as the people and businesses we associate ourselves with, so we wanted to say 'thank you' to everyone for being a part of an award-winning team," explains

Quickslide chairman, Adrian Barraclough. The latest trophy adds to a previous Fabricator of the Year accolade, in addition to two others for specialist G-Awards that Quickslide has won going back to 2011 and others the firm displays in its ever-growing trophy cabinet.

"We enjoyed the awards dinner but as we couldn't invite



everyone along, we thought this would allow people to share in our celebrations. Not only do we make the best windows and doors, we know how to celebrate with our friends," adds Barraclough. [f](#)