

## Scaffold equipment failure at Waterloo Station

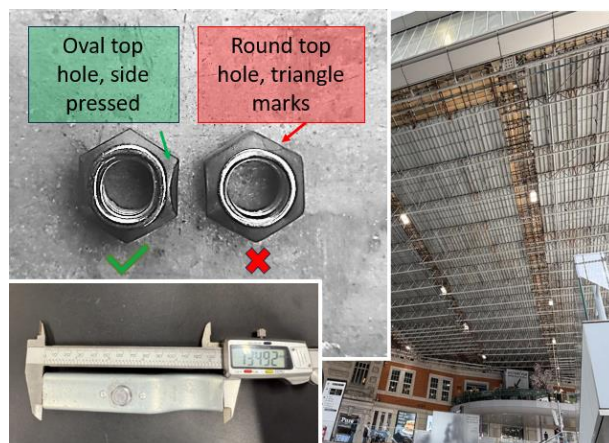
**Issued to:** Network Rail line managers, safety professionals and accredited contractors

**Date of issue:** 25/06/2025

**Ref:** NRA25-05

**Location:** London Waterloo Station

**Contact:** Paolo Baroni, Health & Safety Manager - Southern Region.



### Overview

Glazing works above the main concourse at Waterloo Station are currently underway and are scheduled for completion in 2027 [\(link\)](#).

On Monday, 9 June, a passenger reported an object falling onto the concourse floor. The object was confirmed to be a locking clip from an aluminium plank used in the HAKI suspended scaffold system.

**The clip measures approximately 13.5cm and had the potential to cause serious injury or a fatality. Fortunately, no harm occurred in this instance.**

The affected component is assembled by HAKI using a locking nut intended to remain secure under normal conditions. The locking nut, supplied by another manufacturer, should have been crimped or pressed. However, in this instance it hadn't been.

It is believed that vibration and/or thermal expansion and contraction caused the assembly to loosen, resulting in the clip and its connecting bolt falling. The locking nut remained in place on the underside of the deck.

A properly compressed nut should feature an oval-shaped hole. The failed component (pictured) was found to have a round hole. HAKI has raised a non-conformance report regarding this issue.

All work was halted immediately. The scaffolding contractor is now conducting a full inspection of the nut-and-bolt assemblies on every plank before works resume.

No additional loose nuts have been identified during inspections following the incident.

**Ongoing Investigation:** HAKI is conducting a full investigation into this reported failure of a decking locking device. Based on current information, the root cause has not yet been established. This is the first reported incident of its kind since the product's introduction in 2017 and is currently believed to be an isolated case.

**Structural Integrity:** It is important to note that the incident did not affect the load-bearing capacity of the plank.

### Immediate action required

- **Precautionary Checks:** HAKI advises that users inspect the tightness of the nut and bolt securing the locking device. This can be done using two wrenches to confirm the locking nut is fully functional. Any decking panel with a loose or damaged locking device must be removed from service, in line with the product manual.
- **Inspection Prior to Installation:** All scaffolding components — **regardless of manufacturer** — must be inspected thoroughly before installation, especially in applications above areas accessible to the public.
- **Temporary works design:** Ensure your temporary works design has been thoroughly assessed for potential hazards and risks.