



*Borough of Oadby & Wigston*

---

Mr Mike Coupe  
Chief Executive  
J Sainsbury Plc  
Sainsbury Store Support Centre  
33 Holborn  
London  
EC1N 2HT

**INTERIM HEAD OF COMMUNITY SERVICES**

Mr Stephen Glazebrook

Internet: [REDACTED]

Please ask for: Cheryl Stew

Tel: 0116 2888961

Date 11<sup>th</sup> March 2016

Dear Sir,

**Re: Belinda Jane Wise. Coroner's Court Hearing 10<sup>th</sup>-11<sup>th</sup> February 2016**  
**Sainsbury Plc, Glen Road, Oadby, Leicester**

I write in connection with the above case and the subsequent coroner's report of 15<sup>th</sup> February 2016 which details the court's matters of concern as below.

**'It was the finding of the jury that there were no signs or auditory warnings within the lift to indicate that the rear doors would open. Evidence taken from the Sainsbury's store and from the Borough Council investigation confirmed that such warnings are not standard or mandatory. In this instance, it was clear from the Evidence that the deceased did not appreciate that the part of the lift she was leaning on was actually the rear doors, as they were not marked in any way.**

**Further consideration should be given to the possibility of making the doors more apparent and distinguishable from the rest of the interior, and also to the sounding of a warning message (that may assist visually impaired passengers).'**

Although there are no legal requirements to install signage or warning messages in the lift, the coroner's opinion is that future deaths could occur if this is not done. With this in mind, this council strongly recommends that Sainsbury carry out the work suggested by the coroner. A visit will take place to the store within the next month to check that the required work has been done.



INVESTOR IN PEOPLE

*Council Offices: Station Road, Wigston, Leicestershire LE18 2DR*

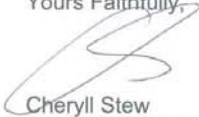
*Tel: (0116) 288 8961 Fax: (0116) 288 7828*

*Printed on recycled paper*

2

Thank you for your co-operation in this matter. If you would like to discuss this letter further, please do not hesitate to contact me.

Yours Faithfully,



Cheryll Stew  
Environmental Health Officer

C.c. Mrs L C Brown, Assistant Coroner, The Town Hall, Town Hall Square, Leicester, LE1 9BG



**Simon Eyley**

---

**From:** Neil Lennox <Neil.Lennox@sainsburys.co.uk>  
**Sent:** 12 April 2016 15:47  
**To:** leicester-coroner  
**Subject:** Belinda Wise - Regulation 28 report

Dear Mrs Brown,

I am writing on behalf of our Chief Executive – Mr Mike Coupe in relation to the letter and Regulation 28 report that we have received from yourselves in relation to the above inquest.

The lift that we have installed at our Glen Road store is of a standard construction and installation and is similar to those installed in a small number of stores in our estate. Given that fact we have taken the view that were we to take action at this store we should also take similar action at other stores and, in addition similar action would need to be taken on other similar lifts installed in other premises.

To that end I have been discussing this incident with Richard Judge at the HSE who also received a copy of your report as they are the body that would set the standards relating to the lift design, installation and signage. Richard has promised to send me a copy of his response in due course and, once we have received this we will take any appropriate action in the Glen Road store as well as those other stores in our estate.

I would be grateful if you would bear with us until we have had a chance to review the response prepared by the HSE.

Yours sincerely

[Redacted Signature]

[Redacted Name] Head of Safety & Insurance | Corporate Services - Group Safety & Insurance  
Sainsbury's Supermarkets Ltd | 33 Holborn, London | EC1N 2HT  
[neil.lennox@sainsburys.co.uk](mailto:neil.lennox@sainsburys.co.uk) | 0207 695 6202 / 07798 571199



You can live well for less than you thought at Sainsbury's based on price perception data

---

You can live well for less than you thought at Sainsbury's based on price perception data.

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager ([postmaster@sainsburys.co.uk](mailto:postmaster@sainsburys.co.uk)) and delete it from your system.

J Sainsbury plc (185647 England)  
Sainsbury's Supermarkets Ltd (3261722 England)  
Registered Offices: 33 Holborn, London, EC1N 2HT

---