



FUELS INDUSTRY
Association of South Africa

LEARNING FROM INCIDENT (LFI)

2024



INCIDENT DESCRIPTION

- On 31 March 2025 at around 10:30am a delivery took place at a retail site to deliver dry stock for the convenience store.
- A 3rd party employee (injured person – IP) of the delivery company positioned a rolltainer filled with dry stock on the tail lift which is located at the back of the delivery vehicle.
- The IP remained on the tail lift while another 3rd party employee of the same company started lowering the tail lift.
- While the tail lift was being lowered the rolltainer started veering off the tail lift. The IP jumped off the tail lift in an attempt to stop the rolltainer from falling from the tail lift, but they were unsuccessful.
- The rolltainer toppled over and fell on top of the IP.



Rolltainer



Dry goods on tail lift

*Note: Pictures for illustration only



INCIDENT LEARNINGS

- Dry stock deliveries can lead to hand, finger, foot or crush (pinch) injuries, and/or muscle strain.
- To avoid these:
 - Dry stock should be packed with the heaviest items at the bottom of the handling units (rolltainers) at the packaging depot.
 - Ensure delivery vehicles are parked out of the way of site traffic.
 - Ensure that only authorised personnel operate the tail lift.
 - The store team must retreat to a safe location before the tail lift is raised and lowered.
 - Always maintain a safe distance from the tail lift while it is in operation.
 - Ensure that delivery areas are free of hazards e.g., slip, trip & fall risks.
 - Use the prescribed manual handling procedure when moving handling units.
 - Wear the approved hand protective gear when handling deliveries.
 - Handling units must be pushed with store team members standing behind the load, facing the direction of travel, moving at a steady walking pace and taking care to ensure their route ahead is clear.



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Thank You

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