

# OME SHE Learning

|                                                      |                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                     |                                                                                     |                                                                                     |                                                                                     |                                                                                     |                                                                                      |                                                                                       |                                                                                     |                                                                                     |                                                                                     |
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| Learning number                                      |                                                                                     | FY24-07                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                     |                                                                                     |                                                                                     |                                                                                     |                                                                                     |                                                                                      |                                                                                       |                                                                                     |                                                                                     |                                                                                     |
| Operating Entity                                     |                                                                                     | Natref Durban Operations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                     |                                                                                     |                                                                                     |                                                                                     |                                                                                     |                                                                                      |                                                                                       |                                                                                     |                                                                                     |                                                                                     |
| Date of incident                                     |                                                                                     | 28 January 2024                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                     |                                                                                     |                                                                                     |                                                                                     |                                                                                     |                                                                                      |                                                                                       |                                                                                     |                                                                                     |                                                                                     |
| Incident type                                        | Occupational Safety                                                                 | Process Safety                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Environment                                                                         | Product Transportation                                                              | Health                                                                              | Security                                                                            | Equipment Damage                                                                    | PSF                                                                                  |                                                                                       |                                                                                     |                                                                                     |                                                                                     |
|                                                      | X                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                     |                                                                                     |                                                                                     |                                                                                     |                                                                                     |                                                                                      |                                                                                       |                                                                                     |                                                                                     |                                                                                     |
| Relevant Life Saving Rules                           |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |    |    |    |    |    |    |    |  |  |  |
|                                                      | Comply with the Work Permit                                                         | Control Lifting Operations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Control Confined Space                                                              | Line of Fire                                                                        | Follow LOTO Procedures                                                              | Working at Height                                                                   | Control Ignition Sources                                                            | No Alcohol or Drugs On Site                                                          | Control Hazards When Excavating                                                       | Wear Correct PPE                                                                    | Bypassing Safety Controls                                                           | Obey Road Safety Rules                                                              |
|                                                      |                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                     |                                                                                     |                                                                                     |                                                                                     |                                                                                     |                                                                                      |                                                                                       |                                                                                     |                                                                                     |                                                                                     |
| Relevant Process Safety Fundamentals                 |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |  |  |  |  |  |  |                                                                                     |                                                                                     |                                                                                     |
|                                                      | Double Isolation                                                                    | Product Transfer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Safety Critical Devices                                                             | Adhere to SOP                                                                       | Walk the Line                                                                       | Process Changes                                                                     | Completeness of Box-up                                                              | Safe Making                                                                          | Respond to Alarms                                                                     |                                                                                     |                                                                                     |                                                                                     |
|                                                      |                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                     |                                                                                     |                                                                                     |                                                                                     |                                                                                     |                                                                                      |                                                                                       |                                                                                     |                                                                                     |                                                                                     |
| Key Undesirable Event                                |                                                                                     | N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                     |                                                                                     |                                                                                     |                                                                                     |                                                                                     |                                                                                      |                                                                                       |                                                                                     |                                                                                     |                                                                                     |
| Description of the incident                          |                                                                                     | Whilst a Security Officer was patrolling along the perimeter fence, he stepped onto a piece of loose barbwire which was lying on the ground. The barbwire struck him on the left knee resulting in an injury.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                     |                                                                                     |                                                                                     |                                                                                     |                                                                                     |                                                                                      |                                                                                       |                                                                                     |                                                                                     |                                                                                     |
| Underlying and root causes                           |                                                                                     | <ul style="list-style-type: none"><li>Poor housekeeping – Barbed wire was not removed from the perimeter area after part of the work from the fence replacement project was completed.</li><li>Loose barbed wire was on the path where security officers were walking during foot patrols.</li><li>Inadequate risk assessment – risk assessment was not reviewed after the fence replacement project. Conditions changed in the area after completion of the first part of the project; risks brought by the change were not included in the risk assessment.</li><li>Tall vegetation – the injured employee could not see the loose barbed wire as it was covered by the vegetation where he was walking.</li><li>Non-availability of CCTV cameras – security officers were conducting more frequent patrols due non-availability of CCTV cameras which were damaged during the floods.</li></ul> |                                                                                     |                                                                                     |                                                                                     |                                                                                     |                                                                                     |                                                                                      |                                                                                       |                                                                                     |                                                                                     |                                                                                     |
| Key learning and control improvement recommendations |                                                                                     | <ul style="list-style-type: none"><li>Housekeeping must be conducted by the service provider and verified by the contract owner or project manager after each job or project</li><li>Risk assessments must be reviewed and updated after the change of conditions in the work area. Changes must be communicated to all employees working in that specific area.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                     |                                                                                     |                                                                                     |                                                                                     |                                                                                     |                                                                                      |                                                                                       |                                                                                     |                                                                                     |                                                                                     |

**Identification of standard or good practice related to the incident**

- Employees that were onsite responded and managed the incident very well.

**Pictures**

Below: Area where injured person was walking



To prevent future incidents, it is recommended that this incident learning is appropriately shared and implemented by relevant persons in your Operating Model Entity, where applicable.