



HEALTH, SAFETY & ENVIRONMENT Handbook

Version 1.0

Health, Safety, Environment



Sol is a licensee of the Esso Brand.

A key component of Esso Branded operations is our Health Safety and Environment (HSE) programme. Safety is everyone's responsibility and whether it is on the forecourt, in the Convenience Store or in the office, Health and Safety is paramount to the way we conduct business.

These guidelines have been prepared to protect YOU, your co-workers, our customers and the Service Station as you carry out your duties on a daily basis. Each Esso site needs to be a safe site and you have a big role to play in us achieving this. In this module we will review key safety practices which help to create a safe working environment. Accidents will occur but these can be reduced when each person takes the necessary precautions to prevent the situation.



Health on the Forecourt



Over-Exposure To Fumes

Do take caution not to over-expose yourself to fumes. If this does occur due to inhalation, and dizziness or nausea starts as a result, remove the affected person to an area where fresh air is available. If breathing becomes difficult seek immediate medical attention.

Eye Contact

In the event there is fuel contact with the eye, wash with lots of water for the first 10 minutes. If irritation results or persists, seek medical assistance.





Skin Contact

If skin comes into contact with fuel, drench the skin in water. Remove contaminated clothing and wash all contaminated skin with soap and water. If irritation results or persists seek medical assistance.

Ingestion

If fuel is ingested DO NOT induce vomiting. The main hazard either during or following accidental ingestion of fuel is aspiration of liquid into the lungs. Rinse mouth, give plenty of water to drink. Do not give anything by mouth to an unconscious person. SEND TO THE HOSPITAL IMMEDIATELY.

Personal Hygiene

- Employees should wear clean and proper uniforms including shoes and plastic (disposable) aprons.
- Effective hair restraints (preferably gauze hairnets) should be properly worn at all times.

- Fingernails should be short, unpolished, and clean (no artificial nails).
- Jewelry is limited to a plain ring, such as wedding band and a watch. No bracelets or other jewelry should be worn.
- Hands should be washed properly, frequently, and at appropriate times preferably with a Hydrogen Peroxide (3%) based solution.
- While handling food, the following should be fully bandaged and completely covered with a food service glove: all burns, wounds, sores or scabs, splints and water-proof bandages on hands.
- NO eating, drinking, chewing gum, smoking, or using of tobacco is allowed in the food preparation area.
- Employees should use disposable tissues when coughing or sneezing and then immediately after, wash hands.
- Employees should be in good health and possess the appropriate valid Health Certificate.
- Hand sinks should be unobstructed, operational, and clean. They should also be stocked with soap, **disposable towels**, Hydrogen Peroxide 3% and warm water.
- A hand-washing reminder sign should be posted in the relevant area(s).
- Employee restrooms should be operational and clean.



Working with LPG

Extreme caution should be taken when working with Liquid Petroleum Gas (LPG) which produces known systematic effects. Brief exposures to vapours do not generally cause any health hazards, but as LPGs are narcotic (i.e high concentrations produce anaesthesia) inhalation of vapours should be avoided. The effect of butane vapours is more noticeable than propane vapours at low concentrations and can cause nausea, headache and drowsiness after a few minutes exposure to 1% volume concentrations.

The refrigerant effect from rapid evaporation of liquid in contact with skin or from direct discharge from pressure vessels may cause cold burns. If you receive cold burns **do not heat** the affected area; treat as for heat burns and obtain medical attention immediately.

Safety on the Forecourt

Be aware of the Safety Signs on the Forecourt at all times and politely point out the signs to customers for everyone's safety.





GASOLINE SPILLAGE

In the event of a small spill you will need the following items:

- Forecourt bucket
- Dry sand and spreader
- Rubber gloves
- Hose
- Cold water
- A stiff brush, liquid detergent, Plastic bag, dustpan, and brush
- Hazard cones/barriers.

For a large spillage you will need to:

- Activate the emergency shutdown.
- Call the Fire Service Department.
- Prevent the spill from spreading.
- If necessary, wash the spill into the interceptor.
- Keep out of the spillage area.



Drive-offs occur when a customer leaves your site without paying for the fuel that has just been dispensed into the vehicle. Only by exercising vigilance at all times will a potential drive-off be deterred or an actual driver be tracked and

caught. Whether deliberate or not, in the event of a drive off the same procedure must be followed.

TO AVOID DRIVE-OFFS

- Try to ensure that all customers pay for fuel purchased.
- Be aware of forecourt activity involving, especially the movement of vehicles.
- Observe and monitor what vehicles are at what pump.

If Drive-Off Occurs

- Record details of any customer driving off without paying and report to Supervisor.
- Your Manager will contact the police.
- Provide the police with the following details:
 - A full and accurate vehicle registration.
 - A description of the make, colour and model of the vehicle.
 - A description of the driver and occupants of the vehicle.
 - The direction in which the vehicle was travelling when it was leaving.





WHAT TO DO IN CASE OF FIRE

If the fire is small and it does not represent any danger use the fire extinguisher and sand.

If there is a serious fire:

- Activate emergency shutdown (know position of site isolation switch).
- Advise all customers on the forecourt and shop to evacuate to nearest exit.
- Call Fire Service Department.
- Block off the site entrance to all vehicles except emergency services.
- Attempt to put out the fire using an extinguisher but do not endanger yourself or others.
- Try to prevent the fire from spreading.
- Go to the designated fire assembly point.



If a car is on fire:

- Switch off all pumps by pressing the emergency isolation/shut down button.
- Ask the driver to move the car away from dispensers, if it is safe to do so.
- If it is not safe to move the car, make sure that everyone is out the car.
- Use the fire extinguisher (keeping the wind behind you).

- If the fire is in the engine, ask the driver to 'spring'- but not fully open - the bonnet and point the nozzle of the extinguisher through the gap.
- Keep away from fumes, they may be toxic.

If a person's clothes are on fire:

- The person whose clothes are on fire will panic!
- Lie the person down, using force if necessary, as this action will help put out the flames and save their head from being burnt.
- Fold the corners of a blanket around your hands to prevent burning. Hold it out in front of you to protect yourself from the flames.
- Smother the fire with a blanket or clothes, starting from the head going down little by little over the rest of the body.
- Remove the blanket and spray the burned person with cool water until they are completely soaked.
- Get medical help or an ambulance to take the person to the nearest hospital.



ROBBERY

Even when you maintain high levels of security awareness it is still possible for your site to be the subject of a robbery.

WHAT TO DO IN THE EVENT OF A ROBBERY

- Do not attempt to prevent the robbery. Do not argue with the attacker.
- Stay calm and get the incident over with as quickly as possible, do not try to delay it.
- Do only as the robber asks you to do; nothing more.
- Do not speak unless asked to.
- Keep your hands in sight at all times.
- Do not attempt to pursue the robber.
- Memorize features of physical appearance and dress.
- Notice as much as you can about

- what is going on and what is being said, listen for accents and names.
- Telephone the police when the robbers have left, close the site and request that any witnesses remain.

Media Enquiries

In the case of a media enquiry for any reason:

- Refer all enquiries to your supervisor, giving contact details of the person enquiring.
- **Do not** make any comment on any statement made by a media person.
- Treat all enquiries in a diplomatic manner.



Handling Cash

One good way of deflecting criminal attention is to maintain a low cash profile in all areas at all times. Careless cash handling procedures will attract criminal attention.

THE RULES: FORECOURT & STORE

- Do not allow cash to be visible to the public, especially whilst it is being counted.
- Do not keep more than the prescribed amount of cash as advised by your Retailer/Supervisor.
- Keep safes locked when not in use.
- Close the till drawer quickly following each transaction, watching for people showing a special interest in the operation of the till.
- Remove cash from the till for placement in the safe when there are no customers at the sales counter.
- Count money behind locked doors, preferably in a room without windows.



Great care must be taken when receiving payment.

COUNTERFEIT BILLS

A counterfeit bill is an imitation or copy of local/foreign currency. The best method for detecting a counterfeit bill is to compare a suspect bill to a genuine bill of the same denomination.

Tips:

- Check every bill received.
- Look for differences from normal, not the similarities.
- Check for clarity of images.
- Check the quality of the paper.
- Give any bill that you suspect is a counterfeit bill back to a customer.
- Notify your supervisor immediately if you suspect a counterfeit bill.



HANDLING CARDS

Credit cards and other forms of ‘plastic money’ are being used more and more by customers as a means of payment. To the customer the use of cards as means of payment represents convenience at the point-of-sale, it reduces the personal risk

of carrying large amounts of cash, and offers a potential financial benefit.

The term “credit card” is often used as a synonym for all types of plastic money. In reality there are several types of card, namely:

- Credit cards
- Debit cards which replace cheques / cash
- Fuel cards - in markets where applicable

Processing Cards

Process all card transactions through the equipment provided. Ensure that:

- The card is one of those that are acceptable on your service station.
- The title on the card (e.g. Mr., Mrs., Miss, Ms.) is appropriate to the customer.
- The card is signed with the name embossed on the front.
- The card has not expired; look at the embossed date on the front.
- You are fully aware of the procedures involved when processing all cards accepted at your station.

