

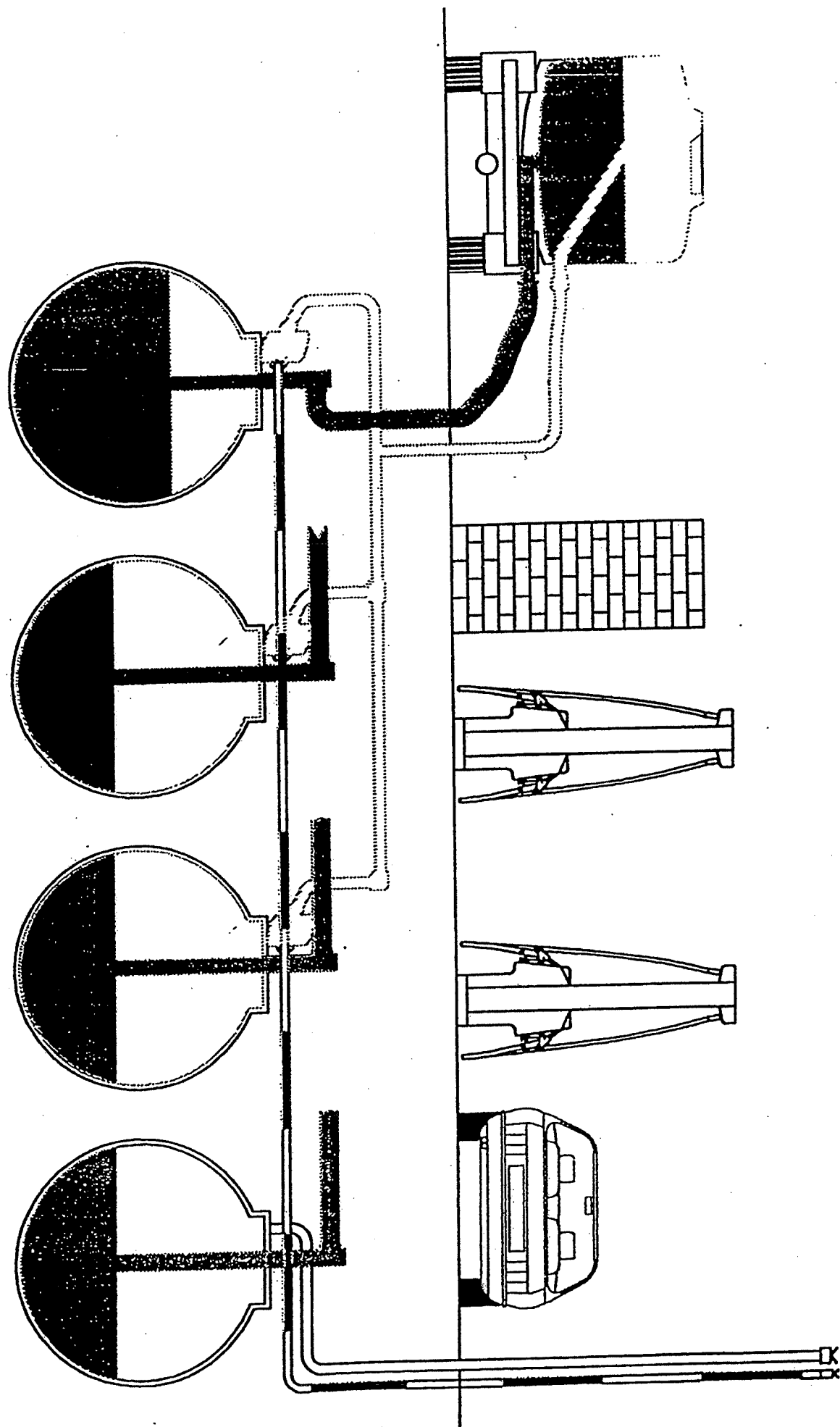
SAINSBURY'S SUPERMARKETS LTD

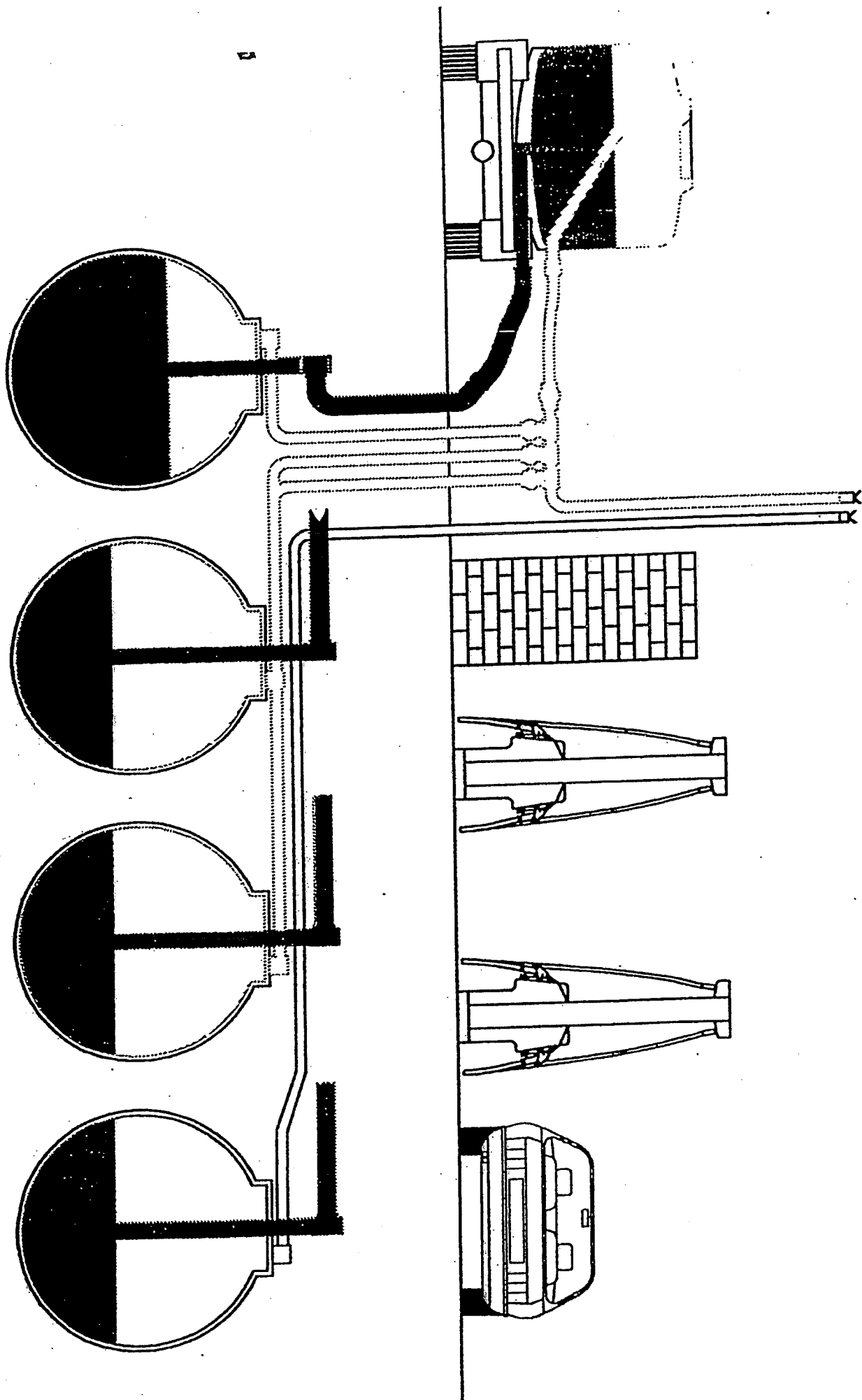
STAGE 1B VAPOUR RECOVERY

DETAILS OF OPERATION

- **MANIFOLD DIAGRAMS**
- **DELIVERY DOCUMENTATION & DELIVERY PROCEDURES**
- **MAINTENANCE SCHEDULE**
- **HEALTH & SAFETY PROCEDURES**
- **COLLEAGUE TRAINING**

- **MANIFOLD DIAGRAMS**





- **DELIVERY DOCUMENTATION & DELIVERY PROCEDURES**

Delivery Procedure

Delivery of petroleum products is subject to Schedule 4 of the Dangerous Substances (Conveyance by Road in Road Tankers and Tank Containers) Regulations 199b. These regulations impose required standards of conduct from the member of staff accepting the delivery and the tanker driver. They are intended to ensure that all fuel deliveries take place in a safe environment limiting the possibility of any spillage and subsequent fires, explosions or leaks into underground water supplies. THESE REGULATIONS ARE LEGAL REQUIREMENTS AND FAILURE TO OBSERVE THEM COULD RENDER INDIVIDUALS LIABLE TO PROSECUTION. -

A dry powder fire extinguisher and a full sand bucket must be placed near to the filling point, up wind of the tanker.

The accurate checking and supervision of a petrol delivery is of vital importance and must be performed by the Petrol Station Manager, or in his/her absence by another competent person.

Care must be taken to avoid prolonged skin contact and personal hygiene should always be observed after accepting a fuel delivery.

WHEN ACCEPTING DELIVERY THE SAFETY GOGGLES AND RUBBER GLOVES PROVIDED MUST BE USED.

Sensible footwear must also be worn when accepting deliveries (with no protruding metal heels or tips).

Licensee Controlled Delivery

Before Delivery Commences

Ensure the tanker is correctly parked and presents no hazard to public on the forecourt. The tanker must also have a clear escape route, at all times in the event of any emergency.

Check the suppliers' delivery note carefully, to ensure that the quantities and grades delivered, are the same as those ordered. Also ensure that the correct delivery note has been provided by the tanker driver.

A reading must be taken from the tank gauge to ensure that there is sufficient capacity available underground to accept the delivered quantity before the paperwork is completed and this gauge report is stapled to the certificate as evidence of sufficient ullage.

The Sainsbury's person in charge of the delivery may now remove the padlock from the offset fill point for the vapour recovery and the 1st two tanks to receive a delivery.

During The Delivery

It is vital that during the whole delivery, the competent person who has completed the Form of Certificate MUST keep a constant watch on the filling operation and should remain within 3 metres of delivery point. The delivery is seen to commence from the time that the first hose is connected to the off-set fills, until the last hose is disconnected from the off-set fills, and the delivery vehicle is totally empty. **FAILURE TO PROVIDE SUCH SUPERVISION IS A BREACH OF THE LAW.** It is also illegal for a different person to supervise the delivery, than has completed the certificate.

The competent person in charge of the delivery should tell the tanker driver which grades and quantities of fuel are required in which underground tank. This should agree with what is recorded on the certificate. The vapour line MUST be connected up before any other connection is made.

The tanker driver will then connect up the pipes between the tanker and the off-set fills.

The competent person supervising the delivery is responsible to ensure that the delivery pipes are securely connected to the tanker and the filling point, and that no fuel is leaking from these pipes. They are also responsible for ensuring that the correct grades and quantities of fuel are delivered into each tank.

After The Delivery

When the delivery has been completed the sight glasses should be checked to ensure that all available fuel has been dispensed. The vapour recovery hose must be the last hose to be removed.

The supplier's Delivery Note must then be completed as required and signed by the competent person. The customer copy (usually the top copy) is then separated from the delivery note to be retained by the person in charge~

Another reading must be taken from the tank gauge. Together with the "BEFORE DELIVERY" reading, the two readings should be stapled to the branch copy of the Form of Certificate.

Details of the delivery must be recorded onto the RSS handset.

THE DEPUTY STORE MANAGER MUST PERSONALLY ENSURE THAT ALL COMPETENT PERSONS WHO ARE AUTHORISED TO ACCEPT FUEL DELIVERIES FULLY UNDERSTAND THESE PROCEDURES AND THE IMPLICATIONS OF FAILURE TO OBSERVE THESE LEGAL REQUIREMENTS.

Driver Controlled Delivery [DCD] Procedures

- Immediately prior to a Driver Controlled Delivery, the competent person appointed by the licensee should satisfy himself that:
 - safe ullage exists in the tanks scheduled for delivery, a copy of the gauge report must be attached to the completed certificate as evidence of sufficient ullage.
 - that the DCD SYSTEM is operational
- The operational status of the DCD SYSTEM can be confirmed as follows:
- At the DCD terminal unlock and open the pedestal door and check the following:
 - A fire bucket with sand is in place.
 - A Dry Powder fire extinguisher is present and is ready for use.
- Unlock the terminal door and check for the following:
 - The fill area lighting is automatically switched on as the door is raised.
 - There is sufficient paper on the printer roll.
- Press test button. The screen will display and automatically scroll through the following sequence:

Testing alarm
the alarm will sound for approximately 3 seconds

Print Ullage
The terminal printer will commence a print-out of the ullage for each.

- Lift the telephone handset and check for an audible dialing tone in the receiver (if no dialing tone is heard, inform Dresser Wayne and BP - the delivery may need to be rescheduled).
- Check the tank number, grade and ullage against the print-out, complete the petroleum certificate and insert it in the display certificate stowage.
- Close and lock the DCD door.

If the DCD equipment is not functioning then Dresser Wayne must be notified immediately. It is possible to- revert to Licensee Controlled Deliveries, until the fault has been repaired.

- After the delivery has taken place the driver will leave the branch copy of the delivery note in the DCD box. This must be PFS stamped as proof of delivery. There is no need for the driver's copy to be stamped.

UNDER NO CIRCUMSTANCES MUST A BRANCH STAMP BE LEFT IN THE DCD BOX.

NOTE: Should two deliveries be expected between closing at night and opening the following morning, delivery into the same tank or tanks on each delivery is not permitted, unless a competent person is available to complete the 2nd certificate once the 1st delivery has been made.

Competent Driver

- The competent person shall be in charge of the storage tank for the purpose of the delivery and shall not permit delivery into that tank to commence unless the tank has immediately before the delivery been checked and the ullage has shown that the quantity of petrol proposed to be delivered can safely be received by that tank; and until
- the vapour hose and the delivery hoses are connected to the filling point of that tank.

Grade names
to completed
In full

Tank ullage and amount
to be delivered to be
completed in full

Competent person and driver
signature

Time
of connection
to be
completed

Drivers name
in full
(block capitals)

Confirm ullage print attached (Circle)
Assisted / Unassisted (Tick)

Competent Persons Name in full (block capitals)



PETROLEUM DELIVERY CERTIFICATE

NAME OF SITE OPERATOR AND FULL ADDRESS OF PREMISES:

Mr James McLeod

Oak Tree Filling Station

Macmerry

East Lothian EH32 0ET

DELIVERY DATE:

5th May 2003

Grade names to use on certificate:

Unleaded

Diesel

Super

Four Star

ALL RELEVANT AREAS OF THE CERTIFICATE MUST BE COMPLETED FULLY

TANKER			DELIVERY SITE			Quantity to be Delivered	Competent Person Signature	Driver's Signature	Time of Connection
Jeths Comp Number	Grade	Amount to be Delivered	Storage Tank Number	Grade	Tank Usage				
1	DIESEL	7500	1	DIESEL	9000	7500	J McLeod	W Tompkins	13:00
2	UNLEADED	6000	3	UNLEADED	12000	6000	J McLeod	W Tompkins	13:10
3	UNLEADED	5000	3	UNLEADED	12000	5000	J McLeod	W Tompkins	13:20
4	FOUR STAR	5000	6	FOUR STAR	10000	5000	J McLeod	W Tompkins	13:10
5	SUPE	5000	4	SUPE	7000	5000	J McLeod	W Tompkins	13:20
6	DIESEL	7500	5	DIESEL	15000	7500	J McLeod	W Tompkins	13:00

Competent person (full name block capital)

JAMES MCLEOD

Driver (full name block capital)

WILLIAM TOMPKINS

Signature attached to back copy

ASSISTED ☒ UNASSISTED ☐

- **HEALTH & SAFETY PROCEDURES**

Health and Safety Procedures

Every Petrol Filling Station must be licensed by the Local Licensing Authority. This licence is required by law for the storage of petrol. The telephone number of the local licensing Authority must be recorded on the Red emergency flip chart which must be displayed next to the tills.

It is a legal requirement that all Petrol Filling Station Staff, are fully aware of the contents and conditions of the Licence. A copy of the licence must be kept in the site register, the original will be held by the Licensing Manager on 0207 695 6720.

READ AND UNDERSTAND THE LICENCE

A Petrol Filling Station is a potentially dangerous place, with the storage and dispensing of large quantities of a highly flammable liquid. Observance of simple safety procedures will ensure that neither staff nor the general public will be exposed to a hazardous situation.

Provided PFS staff understand the routine of handling petroleum products and observe the safety regulations laid down, there is no undue risk in dealing with petrol. Therefore PFS staff must be fully aware of all safety regulations concerned with the Petrol Filling Station.

Danger Points

- Spillages create an immediate hazard. They must be contained and cleaned up immediately.
- Petroleum products should not be allowed to enter main drains, sewers, rivers or any water course. All such spillages are classed as environmental incidents and must be reported immediately to the Local Authority.
- Smoking is not permitted anywhere in the petrol station either by staff or customers.
- Footwear having exposed metal toes and/or heel tips or studs liable to cause a spark must not be worn. See the PTM for details of special safety footwear.
- Petroleum vapours mixed with the right proportion of air will form a flammable mixture. The intensity of smell of vapours is no safe indication of the danger. Any unexpected smell of petrol should be reported at once to your Store Manager, Dresser Wayne and the petrol department.

- One litre of petrol can give off several hundred litres of flammable vapour/air mixture.
- In the event of a customer's vehicle breaking down on the PFS forecourt, it must be pushed (with the customer's consent) clear of the pumps and parked in a position which does not impede traffic flow. Repairs to vehicles must only be carried out by qualified persons. If necessary an offer may be made to call the breakdown services or a local garage. Customers should not use the Petrol Filling Station telephone personally.
- Under no circumstances should customers be allowed to start cars on the forecourt using jump leads.

HAZARDOUS ZONE 1

This is a high risk area of hazard on the petrol filling station and is a distance of 4.25m in any direction from a pump, fill point or vent pipe.

In this area nobody is permitted to operate cutting, drilling, pumping equipment or any other tool that in its use is likely to produce flame or sparks.

Any person performing routine maintenance and/or repairs must prove to petrol filling station staff that the equipment they are to use is safe. Only approved contractors can carry out repairs and only using equipment, which is exceptionally safe. The equipment must be approved by the Petroleum licensing Authority.

Should there be any queries with regard to any operation about to take place or equipment to be used, Contact Petrol Department at Holborn.

Air Machine

This machine should not be used for inflating bicycle tyres, therefore children must not be allowed to use it.

Mobile Telephones

By order of the licensing Authorities, mobile telephones, C.B. Radio's or any transmitting devices e.g. electronic pagers, must not be used anywhere on the forecourt.

- **MAINTENANCE SCHEDULE**

STAGE 1B Vapour Recovery – Maintenance Schedule

- **ANNUALLY**

1. Visual inspection of Fill Pipe Adaptors and Pressure Valves – replace as required.
2. Visual inspection of Vapour Connection Point including condition of Adaptor, Poppet Valve and Dust Cover - replace as required.
3. Visual inspection of position of and clarity of Safety Notice – replace as required.
4. Visual inspection of Emission Control Device – clean/check Flame Arresters/Gauzes.

- **EVERY 3/5 YEARS**

1. Annual Maintenance visit as well as :
 - Testing of Fill Pipes, Vapour Return Line(s) and Vents.
 - Visual inspection of Non Return Ball Valves on Vapour Manifold (if applicable)
 - Clean and Check operation

- **COLLEAGUE TRAINING**

Training

Before operating any equipment in the PFS, staff must have been trained in the operation and have sound knowledge and understanding of the following:

- Control point and emergency procedures
- Correct operation and fault reporting
- Procedures for authorising and controlling dispensers.
- Appropriate emergency procedures.
- Use of tannoy.
- The legal requirements affecting the sale and storage of petroleum.
- Location and use of the fire fighting equipment.
- Use of protective clothing, where appropriate.
- Action to clear spillages.

ALL training MUST be recorded in the Site Register.

Safety Points

All petrol station staff must:-

- Know, understand and observe all safety regulations.
- Be aware of the full extent of their responsibilities.
- Ensure that no one under the age of 16 dispenses fuel from the pumps.
- Petrol spirit can only be dispensed into APPROVED CONTAINERS of either metal, with a capacity not exceeding 10 litres, or of plastic, with a capacity not exceeding 5 litres, and provided that they are labelled, "PETROLEUM SPIRIT - HIGH FLAMMABLE" and that, when filled each container is forthwith securely closed in such a manner as to prevent any outflow of petroleum spirit or vapour. No more than 2 containers may be filled- one time, by one person.

- Be aware of all conditions on the petroleum licence, a copy of which is held in the petrol station kiosk.
- Take all adequate precautions to exclude sources of ignition from the petrol station area e.g. matches, smoking materials, any tools which may cause sparks etc.
- Check daily to ensure that all required fire fighting equipment (sand, fire extinguishers) are available and in the correct place. Completion of the PFS Safety Audit checklist will confirm this.
- Vapour from petrol, when combined with air, is highly flammable. For this reason "No Smoking" and "Switch Off Engine" signs should be prominently displayed on all canopy pillars and outside the kiosk. This is a legal requirement.
- Only those heaters installed as standard must be used, on no account should additional electric bar or fan heaters be used.
- Protective clothing (eg. boots and gloves) must be worn, particularly if petrol is regularly handled. To avoid any risk of petrol making contact with the eyes, goggles should also be worn.
- Exposure to petrol vapour in high concentrations over a prolonged period may cause headaches and nausea. Inhalation of petrol vapour must be avoided at all times.
- If a casualty results from petrol vapour inhalation then the casualty must be moved away from the source of the vapour and the Emergency Services called immediately.
- Skin contact should be avoided at all times, as this in turn can result in dermatitis and inflammation of the skin. Always use the personal protective equipment provided.
- Should a petroleum product contact with the skin arise, then 'immediate washing with soap and water and the use of an approved hand cleanser should follow.
- If a Petroleum product comes into contact with eyes, bathe them using an eye bath, ensuring plenty of clean water is used.
- FOR REFERENCE SEE COSHH SHEETS SECTION

Petrol Spillage

- Spillages create an immediate hazard. They must be contained and cleaned up immediately.
- Petroleum products should not be allowed to enter drains, sewers, rivers or any water course. All such spillages are classed as environmental incidents and must be reported immediately to the Local Authority.
- Should a petrol spillage occur from a car or a petrol tanker then an effective "vapour" blanket cover of sand from a fire bucket should be spread over the spillage immediately
- Any kiln-dried sand that is used to deal with a minor or major spillage must be disposed of in a safe manner.
Once it is safe to clean up the sand from the forecourt it should be bagged into plastic refuse sacks and these should be tied to ensure that no vapour can escape from the sack. These bags must be stored in a metal container in the main store goods yard, but not next to any electrical equipment. The metal container must also have a metal lid (i.e. a metal dustbin with a lid) and the container should be marked **'Contaminated sand awaiting collection'**. A metal dustbin can be purchased on SSP as a non-catalogue request.
Once the metal container is 3/4 full a call should be made to the FM desk at McAlpines to arrange collection by an approved contractor of hazardous waste. This collection may take a week or more to happen as there are limited approved contractors in some parts of the country.
Once the collection has been made, the contractors paperwork should be kept in the maintenance section of your site register as evidence.

With major spillages effective steps must be taken as follows:

- Activate the Emergency Cut off button on the Console, and other ignition sources.
- Stop the flow of petrol from wherever it is coming e.g. close foot valve on the Road Tanker.
- Isolate the spilled product damming with sand. In addition the spillage should be covered with a foam blanket, from a fire extinguisher.
- Effectively block drains and gullies so as to prevent product entry, except those constructed to conduct spills into the interceptors.

- Telephone the Fire Authority on 999 immediately. DO NOT ALLOW ANY CARS ON THE SITE TO BE STARTED. Remove any customers and inform Duty Manager.
- If necessary stop the movement of traffic adjacent to the site, and do not allow any other access to site by the public.
- Have to hand all the Filling Station Fire equipment and be prepared to use it.
- Await the arrival of Local Fire Authority and be prepared to give all necessary communication and assistance, Le. type of product, amount spilled, any entry to drains etc.

Note: AT ALL TIMES STAY UP WIND OF SPILLAGE AWAY FROM HARMFUL VAPOURS IN CASE FIRE BREAKS OUT

Storage Tanks

- Ensure that all manhole covers to storage tanks are in good condition, fit snugly to their seating and are generally free from defect or fracture.
- Always keep the storage tank manhole chamber free from water where possible.
- Storage tanks must be marked with a number/letter/grade, and safe working capacity of fuel.
- All filling pipes must be capped and locked with brass padlocks.
- A plan of the storage tanks, manhole fill points/tanks, pipework and grades held must be retained in the Petrol Filling Station Site Register for reference.

Fire Equipment

- The recommended minimum quantity of fire extinguishers held in the PFS is as below, and an AFFF foam and Co2 extinguisher within the kiosk. Any queries should be raised via the Head Office Fire Department.

2 foam extinguishers per lane of pumps

- Extinguisher Colour Code

Type	Uses
Dry Powder	All Types of Fire
Carbon Dioxide	Electrical fires
Foam/Multipurpose	All non-electrical fires

- Fire buckets should be placed alongside each pump, these buckets should be half full of dry sand, not Builders sand. The correct sand to be used is Kiln Dried sand.
- All staff must be aware of the position of the red Firemans Switch and main Isolator Switch.
- All PFS staff must know the purpose of the various extinguishers and know how to operate them correctly.
- All fire extinguishers must be inspected regularly by the branch and annually by a competent person from the manufacturer or nominated company.

Accident/Incident Reporting

All PFS's should maintain a fully equipped first aid box. The Petrol Station Manager must make themselves aware of the names of the various branch first aiders. It is a legal requirement that all accidents are correctly reported. Any accidents or injuries caused to staff must be written in the Staff Accident Book held in the Personnel Office and brought to the attention of the Petrol Station Manager. Accidents or injuries to members of the public should be recorded on a Customer Accident Form, a copy of which should be forwarded to Customer Relations, Holborn Support Centre.

Where a dangerous incident occurs i.e. any damage to the tank of a fuel tanker, any fuel leak or fuel fire. The Fire Brigade must be notified immediately, then reported to Holborn Support Centre.

- All notifiable accidents to customers or staff must be reported in the appropriate Accident Book.

Local Authority Visits

Any visit to the Petrol Filling Station by a Trading Standards Officer, Environmental Health Officer, Petroleum Officer or any other Enforcement Officer must be immediately communicated to the Store Manager or Manager of the day

and logged onto SIMS. They must then personally deal with the relevant Officer offering any necessary assistance.

Petrol Fumes

Petrol is a highly flammable liquid which will give off flammable vapour, even at very low temperatures. This means there is always a risk of fire or explosion if a source of ignition is present.

Petrol can cause:

- Eye irritation, skin irritation
- Dermatitis
- Nausea and headaches if vapour is inhaled

If Petrol fumes are detected/suspected in the kiosk building or on the site.

- Switch off all electrical power by pressing the Emergency Stop Button. This stops any further petrol from being dispensed and removes all power from the forecourt
- Call the Fire Brigade using 999 and liaise with the Fire Brigade Officer upon arrival
- Clear the kiosk of customers and all unnecessary staff
- Notify the Dresser Wayne
- Prevent smoking on or close to the installation
- Inform the Duty Manager as soon as possible
- Vacate the kiosk
- Send employees to Hospital if necessary.

MANAGERIAL ACTION FOR SITE EMERGENCIES

When it is safe to do so the Duty Manager is to inform the following:

- Emergency control room
- Petrol Department
- Petroleum officer

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foundation petrol

card 1 - health and safety in the petrol station

In these activities the colleague will learn about:

- Activity 1 - getting to know your department
- Activity 2 - characteristics of petrol
- Activity 3 - emergency equipment
- Activity 4 - Health and safety responsibilities
- Activity 5 - dispensing petrol safely
- Activity 6 - dealing with spillages
- Activity 7 - fire!
- Activity 8 - what to do if you smell petrol fumes

activity 1 - getting to know your petrol station forecourt

Make sure that the colleague is taken on a tour of the petrol station forecourt and completes their health and safety training in this card before they can be left to work unsupervised in the petrol station

Make sure the colleague is aware of the following:

- 'Hazardous zones' in your station; that is a distance of 4 metres in any direction from a pump, fill point or manhole (also known as an access chamber), and also any part of a tanker offloading fuel.
 Explain that this is the most potentially dangerous part of the station because petrol fumes are present every time a customer fills up a vehicle. Other hazardous areas can be found surrounding the vent pipes and interceptors:
 - Vent pipes
 - i) With vapour recovery this is 2 metres
 - ii) Without vapour recovery this is 3 metres
 - Interceptors
 - i) 4 metres
 - ii) Vents 300mm
 (Company policy is that the whole of the forecourt is treated as a hazard zone)
 - Where the following items can be found:
 - The pumps
 - Unleaded pumps
 - LRP pumps
 - Super unleaded pumps
 - Diesel pumps
 - The basics
 - The service call unit (for disabled customers requiring help filling their vehicle)
 - Litter bins
 - Gloves (find out how often these are checked and replenished)
 - Water for screen washing
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activity 1 - getting to know your petrol station forecourt cont'd

- Toilets (if these are outside)
- Off-set fills
- Interceptors, including the drainage gully's to them and the interceptor vent
- Tank Vent pipes
- Tank farm
- Vapour recovery
- DCD box (if applicable)

The gadgets

- Car wash or jet wash
- Car vacuum (make a note of how much this costs and how long it lasts)
- Air pressure gauge and pump
- The hydraulic manhole cover lifter (if your petrol station has one)
- CCTV cameras

The extras

- Any items sold on the forecourt, e.g. de-icer, solid fuel, flowers, etc.
- Air pressure gauge and pump
- That the forecourt should be clean and well presented at all times for health and safety reasons - petrol is a dangerous substance and to impress the customer
- Regular checks should be made to ensure:
 - Any rubbish is cleared from the forecourt
 - All signs are clean and readable
 - There are no spills
 - Paper towels and plastic gloves are replenished
 - The pumps are clean
 - Products sold outside are replenished and fresh (if appropriate)
- How to use a petrol pump

Ensure the forecourt layout drawn by the colleague is a true likeness and they have marked items from the list. (They will use this again in activity 3 when you show them where all the emergency equipment is kept). You may find it helpful to draw your own diagram of the petrol station forecourt to use with all new colleagues.

You can also point out the smell of petrol vapour around the pumps, especially when they have just been used by a customer, but make sure the colleague does not directly inhale any vapour!

Ensure the colleague is given the survival kit and is aware of the various manuals and help available in the PFS and on Connect.

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activity 2 - characteristics of petrol

Make sure the colleague is aware of the following:

- Petrol is a dangerous substance with the potential to cause fire or explosion.
- Petrol has it's own characteristics which they must be aware of:
 - Petrol is highly flammable - it gives off flammable vapours even at low temperatures
 - Petrol floats on water and can travel far from the original source
 - Petrol vapour is heavier than air, greatest concentrations can be found in drains or pits at low level
 - Vapour is still present in empty tanks and cans and will be a danger
 - Petrol and its vapour are toxic and should not be inhaled or swallowed - avoid contact with the skin
 - Any source of ignition will pose a risk of fire or explosion
 - NEVER syphon petrol or use as a cleaning agent
 - ALWAYS wear gloves when receiving deliveries and avoid breathing in vapours

activity 3 -emergency equipment

Make sure the colleague is aware of where the following safety equipment is and when and how it should be used:

- Emergency exit(s) and whether they are alarmed
- Fire alarm, how to use it and when the weekly test is run
- Different fire extinguishers, how to identify them (i.e. colour coding) and how to use them (i.e. those suitable for electrical fires and those suitable for general use, how to use the actual extinguisher is covered further on in this card)
- Fire blanket and how to use it (i.e. when a person is on fire)
- First aid case (point out that there are no drugs, e.g. aspirins, stored in it)
- Panic button and when to use it (i.e. when in a threatening situation, such as a hold-up)
- Emergency switches for isolating petrol pumps and when to use them (e.g. if it is believed that there is a petrol spillage (other than a small slop over from vehicle filling) or a potential risk of fire or an actual fire)
- Reset button and when to use it (when given the all-clear after an emergency situation)

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activity 3 -emergency equipment cont'd

- Personal protective equipment (PPE) and clothing and how and when to use it, e.g. gloves and goggles and handling petrol spillages
- Sand buckets, must be 2/3 full of dry sand
- Fire assembly points will be as detailed on the fire notices in the kiosk
- Interceptors and gullies must be kept clear of debris and cleared every 6 months by the cleaning contractor
- Fireman's switch (for high voltage signs) located on the outside of the kiosk
- Fire equipment inside DCD box (if applicable), sand bucket and fire extinguisher

Remind the colleague that the first action in any emergency is to hit an emergency switch.

activity 4 - health and safety responsibilities

Make sure the colleague is aware of what to do and their responsibilities in case of an emergency or security alert (see the Fire and Petroleum Emergency plan) - it's a **legal requirement**.

Ensure they are aware that colleagues under 18 cannot be left in charge of or working alone in the petrol station.

Ensure the colleague has seen and read the following and understands the key points:

- Fire and Petroleum Emergency Plan
 - Sets out who will take what actions in the event of a fire or spillage
- The petrol licence;
 - Issued by the local authority, this says what the petrol station can store, when and what safety precautions must be in place - licensing conditions also require that at least the first of the following notices to be displayed:
 - Notice 'conditions of licence'
 - Notice 'conditions of delivery'
- Site register:
 - Contains information on:
 - Wet stock management system
 - Record of underground storage tanks, pumps and pipelines
 - Record of general maintenance
 - Record of information and training of staff
- Record of electrical installations

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activity 4 - health and safety responsibilities cont'd

- Records of visits to the station by licensing officers, maintenance, repair, inspecting and testing staff
- Health and Safety at Work Act 1974
 - States the main terms of the act, outlining the employer's responsibilities
- COSHH (control of substances hazardous to health) especially those products that are specific to petrol
 - Information about how to use, handle and store potentially dangerous chemicals, cleaning agents, petroleum products, etc.
- Store accident book
 - Information on each accident or incident that takes place in the petrol station
- Red emergencies flipchart
 - Gives details of how to deal with various emergencies and accidents, plus important telephone numbers
- Daily health and safety audit book
 - Gives a list of all the key health and safety checks that must be made daily
- Competent persons list
 - Details of who in the petrol station is qualified to undertake certain tasks, e.g. act as a CSA, take a petrol delivery, act as first aider, etc.
- Notice to employers
 - Details of employees' responsibilities, especially in health, safety and security terms

Ensure the colleague :

- Understands how to complete the daily health and safety audit book (by observing another colleague)
- Has been observed carrying out this audit competently

Remind the colleague about the survival kit and all the information it contains regarding health and safety. Instruct them to keep it with them at all times.

activity 5 -dispensing petrol safely

Make sure the colleague:

- Can list the checks that need to be carried out before authorising the dispensing petrol (listed on the survival kit)
- Can carry out these checks- by observing them carry out checks on the next 3 dispenses
- Can identify the correct types of containers that must be used to carry petrol (listed on survival kit)

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activity 5-dispensing petrol safely cont'd

- Understands that they can only supervise 8 filling positions at any one time i.e. if there are 2 cashiers working a maximum of 16 filling positions can be authorised
- Understands other things that they need to observe when handling or dispensing petrol:
 - Avoid shoes with metal toe caps, heel tips or studs
 - Protective clothing must be worn (e.g. boots and gloves) if you handle petrol regularly, as it can cause damage to the skin - you should also wear goggles to prevent petrol coming into contact with your eyes
 - Exposure to high concentrations of petrol vapour can cause headaches and nausea, so avoid inhaling the vapours - if an accident occurs because of petrol inhalation, move the person away from the source of the vapour and call the emergency services immediately
 - If your skin does come into contact with petrol, wash the area immediately with soap and water, then use the approved hand cleanser
 - If petrol comes into contact with your eyes, bathe them using an eye bath and plenty of clean water
 - Never use electric bar or fan heaters - only those fitted as standard are to be used

Make sure the colleague has answered the situations correctly.

- When handling petrol or petrol products you should wear goggles and gloves so that petrol does not come into contact with skin or eyes
- You should not wear shoes with metal tips; heels, etc. as they could cause a spark, which in turn could cause a fire or explosion
- If petrol gets in your eyes, they should be bathed in lots of clean water, using an eye bath. (Check that the colleague knows where the first aid box is located)
- If one of the colleagues had been clearing a small petrol spillage caused by a customer and complained of feeling sick and having a headache. You should call a trained first aider or, if the person feels well enough to walk, take them over to the main site to see a first aid expert. They may have been adversely affected by the petrol fumes. (Check that the new colleague knows who is a trained first aider on the main site)
- If a customer asks if they can fill a plastic bottle with petrol as their car has run out of petrol. Politely tell them that you cannot allow them to use a plastic bottle, as it is unsafe and illegal. Point out the approved containers on sale in your shop

C

foundation petrol card 1

activity 6 -dealing with spillages

Make sure the colleague is aware of:

- Petrol spillages create an immediate hazard and must be cleaned up immediately
- Procedures for dealing with minor spillages - (i.e. when a customer spills petrol when filling their car) are:
 - Isolate the affected pump
 - Ask the customer to push the vehicle off the forecourt (without starting the engine in case this ignites the spillage)
 - Spread sand from the fire bucket over the spillage to stop the petrol and vapour from spreading
 - When the liquid has been soaked up the sand must be swept up and put in a clearly-labelled metal bucket with a tightly fitting lid - the bucket should then be placed in a safe place away from the sources of ignition, for at least a week so that all the vapour can escape and the sand dry out
 - The sand must then be disposed of safely and legally by a specialist contractor
- Procedures for dealing with other spillages - (e.g. when a tanker delivers and a hose breaks or a car petrol tank leaks)
 - Operate an emergency cut off switch
 - Operate the fire alarm
 - Evacuate and close the site, vehicles must not be started
 - Prevent people or vehicles from entering the site
 - Dial 999 and ask for the fire service
 - Contain the spillage, if safe to do so, with sand or absorbent materials
 - Prevent smoking at or near the site
 - If necessary, and if safe to do so, wash into the interceptor and position an extinguisher upwind
 - Inform the petroleum officer
- How to cover up a minor spillage and has practised this with a created spillage of water under observation

C

foundation petrol card 1

activity 7 - fire!

Ensure the colleague is aware that:

- Petrol is a highly flammable liquid that gives off explosive vapours
- We don't take any risks when it comes to safety
- Procedures of what to do in case of a fire are:
 - Operate an emergency cut off switch and close the site
 - Operate the fire alarm system and alert staff
 - Dial 999 and ask for the fire service
If you're competent to do so (i.e. if you have been trained), fight the fire with suitable extinguisher, but don't put yourself in danger. **DO NOT USE WATER**
 - Evacuate the site; do not stop to collect personal belongings
 - Prevent vehicles and people from entering the forecourt
 - Inform store management
 - Inform the Sainsbury's emergency control room tel: 020 7633 9290 (24 hours)
 - Inform the petroleum officer
- Procedures of what to how to raise the alarm in case of a fire are:
Get help from the fire services by dialling 999. Dial 999 ask for Fire and tell the operator:
 - Where the accident has happened; what town or road it's on, giving the precise location
 - Explain briefly what's happened so the emergency services know what kind of help to send
 - If necessary, say how many people have been injured (this is needed for the number of ambulances to send)
 - Give the number of the telephone you are calling from
 - The fire service will notify the ambulance and police where necessary
- Procedures if a car is on fire
 - Operate an emergency cut off switch
 - Operate the fire alarm system and alert staff
 - Dial 999 and ask for the fire service
 - Close the site and evacuate all customers and colleagues
 - If it's safe to do so, help the driver to push the car away from dispensers/installation
 - If it is safe to do so, approach the fire with a suitable extinguisher; get as close as possible, ensuring it is working before approaching the vehicle - or an engine compartment fire, get the driver to 'spring' open the bonnet catch and direct extinguisher through the gap; **do not open bonnet fully**

C

foundation petrol card 1

activity 7 - fire! cont'd

- Procedures if someone's clothing is on fire:
 - A person whose clothes are alight will panic - get the person to lie down immediately - use force if necessary - this will stop the flames from reaching the person's head; make sure a fire blanket or coat is wrapped closely round the body
 - Hold the corners of the blanket or coat so that your own hands cannot get burnt and hold it so as to shield yourself from the flames
 - Smother the fire with the blanket or coat, beginning at the head and working down over the body
 - Burns should be immersed in water or sprayed with water for at least several minutes.
 - Seek medical attention immediately

Ensure the colleague is aware of:

- The different types of fire extinguisher

Dry powder	Red with blue label
Carbon dioxide	Red with black label
Foam/multipurpose	Red with beige label

Please note: All extinguishers are now red with labels coloured according to the content, except for some existing black body CO2.

Q. What type of extinguisher would you use on a fire involving live electrical equipment?

A. A carbon dioxide (CO₂) fire extinguisher.

Q. What type of fire extinguisher can be used on burning wood and cardboard as well as on petrol?

A. A foam spray fire extinguisher.

Q. If a fire involved a leak of liquefied petroleum gas (LPG) what type of fire extinguisher should be used?

A. A dry powder extinguisher.

Q. What is the purpose of the fire blanket located in the kiosk?

A. For wrapping people in if their clothing has caught alight (always lay them down first so they do not breathe in smoke or flames) and to shield customers who may need to remove petrol soaked clothing (always in the open air).

DCD sites: PFS sites that are on Driver Controlled Delivery (DCD) will have a dry powder fire extinguisher in the DCD cabinet as a driver use back up for the dry powder extinguishers carried on the road tanker.

Sites selling LPG: A few sites sell Liquefied Petroleum Gas (LPG) as vehicle fuel. These sites have a dry powder by the LPG dispenser and two dry powders in the tank compound.

C

foundation petrol
card 1

activity 8 - what to do if you smell petrol fumes

Ensure the colleague understands:

- If they smell petrol, it means there is petrol vapour in the air
- Petrol vapour is very dangerous and there could be a risk of fire or explosion if the vapour builds up
- The smell of petrol will often be strongest near the floor.
- The procedures they must follow if they can smell petrol in the shop
 - Try and find the source of the petrol smell - and remove
 - If you can't locate the cause of the smell-
 - Operate an emergency cut off switch
 - Operate the fire alarm
 - Dial 999 and call the fire brigade
 - Close the petrol station, clear kiosk of customers
 - Isolate the electrical supply
 - Prevent smoking on or close to the site
 - Ensure there's plenty of ventilation - open doors and windows
 - Seal off the area - keep all unauthorised people away
 - Inform Sainsbury's emergency control room tel: 020 7633 9290 (24 hours)
 - Keep the filling station closed until authorised to re-open by the Fire Brigade
 - Inform petroleum officer and environmental health officer

Ensure the colleague knows what petrol vapour smells like. If they don't, take them out onto the forecourt to find out - but make sure they don't directly inhale the vapour; instead, they will be able to smell vapour around a pump just after the customer has filled up their vehicle.

Stress that:

**a smell of petrol is a warning that
must not be ignored!**

C

foundation petrol card 1

answers to questions

1. A competent person is someone with enough practical and theoretical experience to carry out a particular task safely and effectively. A list of people who have completed the relevant training **MUST** be on display in the kiosk at all times
 2. You would not authorise the pump to dispense, press the pump number key and 'hold'
 3. In case of fire you should:
 - Operate an emergency cut off switch
 - Operate the fire alarm system and alert staff
 - Close the site and evacuate all customers and colleagues
 - Get help from the fire services by dialling 999.
 - Dial 999 ask for Fire and tell the operator:
 - Where the accident has happened; what town or road it's on, giving the precise location
 - Explain briefly what's happened so the emergency services know what kind of help to send
 - If necessary, say how many people have been injured (this is needed for the number of ambulances to send)
 - Give the number of the telephone you are calling from
 - The fire service will inform the ambulance and police as required
 4. Your personal responsibilities in the petrol station are as follows:
 - Know, understand and observe all licensing conditions and safety regulations
 - Ensure you are fully aware of the full extent of your responsibilities
 - Ensure you complete all checks before authorising the dispensing of a pump
 - Read and understand the Fire and Petroleum Emergency plan, 'Notice to Employees' and the Petrol licensing conditions
 - Carry out daily checks to ensure that fire fighting equipment is in the correct place
 5. Where this is will be site specific
You should use an emergency switch in the following situations:
 - When you smell fumes in the kiosk
 - In the event of a fire in the kiosk or on the forecourt
 - In the event of a spillage (other than a small slop over from vehicle filling)
 - Any event where customer or colleague safety is at risk on the forecourt
-

Once the colleague has completed all the activities in the card successfully and they are competent in the area of health and safety, you should get them to complete the health and safety questionnaire and then sign this card off on the foundation petrol sign off record. (Both of which are attached to this card).

health and safety questionnaire

Complete this questionnaire when you have successfully completed activities 1-8. Remember - it is a legal requirement that you do this; when you have successfully completed it, your coach will file it in the site register.

1 What type of information can be found in the Fire and Petroleum Emergency Plan?

- Who will do what in the event of a fire or spillage

2 What type of information can be found in the petrol licence?

- Regulations regarding site-specific health and safety, drainage, lighting, on-site parking, storage requirements
- Number of tanks on site
- The maximum capacity of Petrol that can be stored
- Trading hours
- If it is near or in a residential area for fuel deliveries
- LCD or DCD fuel Deliveries

3 Where is the site register and what does it contain?

It can be found **local answer**

It contains the following information:

- Record of underground storage tanks, pumps and pipelines
- Record of general maintenance
- Record of information and training of staff
- Record of electrical installations
- Records of visits to the station by licensing officers, maintenance, repair and inspecting and testing staff

4 What do the initials COSHH stand for?

- Control of substances hazardous to health
-

5 Describe at least three petrol station-related areas covered by the employee notice.

- Use of approved pumps
- Duty of care when authorising pumps
- Health and safety measures, e.g. use of electricity, fire and flame
- Knowledge of means of escape
- Containers used to store and contain fuel

6 Where in your petrol station can you find a copy of the Health and Safety at Work Act 1974?

-local answer

7 Where are the emergency switches in your petrol station?

- local answer

8 What and where are "hazardous zones"?

A distance of 4 metres in any direction from a pump, fill point or open access chamber, and also any part of a tanker offloading fuel - other hazardous areas can be found surrounding the vent pipes and interceptors:

vent pipes

- with vapour recovery this is 2 metres
- without vapour recovery this is 3 metres

interceptors

- 4 metres
- vents 300mm

(Company policy is to treat the whole of the forecourt as a hazard zone)

9 Where is the emergencies flipchart in your petrol station?

- local answer
-

10 What are the seven things you must check before authorizing a pump to dispense petrol?

- **Isn't** smoking
- **Isn't** using a mobile phone
- **Is** over 16
- **Is** dispensing into a suitable container (i.e. no oil cans, bottles, jars or buckets)
- **Has** switched the car engine off
- **Has** correctly put the pump nozzle into the car
- **Hasn't** wedged the nozzle latch open

11 What would you do in the event of a minor petrol spillage on the forecourt (slop over from vehicle filling)?

Cover the spillage with sand, wait until the petrol has been absorbed and then sweep the sand into a metal, tightly-lidded bucket - store the bucket for one week in an appropriate place before disposing of it safely.

12 What would you do if you smelled fumes in the kiosk?

- Try and find the source of the petrol smell - and remove
- If you can't locate the source of the smell,
 - Operate an emergency switch button
 - Operate the fire alarm
 - Dial 999 and call the fire brigade
 - Close the petrol station
 - Isolate the electrical supply
- Ensure there's plenty of ventilation - open doors and windows
- Seal off the area - keep all unauthorised people away
- Inform Sainsburys emergency control room tel: 0207 5836208
- Keep the filling station closed until authorised to re-open by the fire brigade
- Inform the petroleum officer and environmental health officer

13 What do you do in case of fire?

- Operate an emergency switch
 - Operate the fire alarm system
 - Dial 999 and make a back up call to the fire brigade
 - Evacuate the petrol station
 - Fight the fire with a suitable fire extinguisher if it is safe to do so but do not put yourself in danger
 - Stop people and vehicles entering the forecourt
-

- Inform store management
- Inform the Sainsburys emergency control room
- Inform the petroleum officer

14 How do you operate the fire alarm system in your petrol station?

..... local answer

15 Where are the fire extinguishers? Which do you use for which kind of fire?

..... local answer

16 What type of petrol containers are approved? How many can be filled by one person?

- A metal container - maximum capacity 10 litres, and marked 'petroleum spirit - highly flammable' - a customer is allowed to fill a maximum of 2 containers
- A plastic container that is permanently marked with the manufacturers name and EC1992/680, month and year of manufacture, capacity 5 litres, with hazard warning sign 'petrol-highly flammable' - a customer is allowed to fill a maximum of 2 containers

Remember, a health and safety questionnaire must be completed again as part of the colleagues 6 monthly refresher training and recorded on the competent person list.

foundation petrol sign off sheet

This sign off sheet must be completed and filed in the training records section of the site register, a copy should also be held on the individual's personal files.

Cards 1 and 2 must be completed by the end of the second shift.

Card number	Card title	Signed by colleague	Signed off by coach	Date
1	health and safety in the petrol station			
2	security in the petrol station			
3	tanker deliveries			
4	serving customers			
5	cleaning of vehicles			
6	fuel			
7	non fuel business			
8	cleaning			
9	escalating problems			

C

foundation petrol card 3 -tanker deliveries

In these activities the colleague will learn about:

- Activity 1- understanding tanker deliveries

activity 1 -understanding tanker deliveries

Make sure the colleague understands the following:

- The difference between
 - Licensee controlled delivery
 - Driver controlled delivery
- The type of delivery your store receives
- Why there must be a clear escape route for the tanker in the event of an emergency
- Has watched the petrol tanker deliveries video
- Can explain what happens:
 - Before
 - During
 - After a delivery
- For a DCD delivery what to do if the unit fails

LDC delivery

Before an **LCD** delivery:

- Ensure there is sufficient ullage in the tanks the fuel is scheduled to go down and make any necessary amendments
 - Ensure that the tanker is parked correctly and presents no hazard to customers, with adequate bollards or cones placed where necessary
 - Ensure that the tanker has a clear and unobstructed escape route in the event of an emergency
 - Before discharging the petrol, a fire extinguisher must be positioned near but upwind of the fill point area
 - Ensure the fire certificate has the relevant parts completed
 - Ensure relevant people are wearing high visibility clothing, correct safety shoes, and protective gloves and goggles
-

C

foundation petrol
card 3

activity 1-understanding tanker deliveries cont'd

During an **LCD** delivery:

- Be present at the tanker throughout the whole delivery operation
- Check that the tanker engine and any other motor is switched off during the delivery
- Ensure that the hoses and connections are in good condition and are secure, and check the earth bonding between the hose and storage tanks is complete
- Check that the correct grade and quantity of fuel is being delivered to the correct tank in accordance with the certificate
- Complete the relevant part of the delivery certificate

After an **LCD** delivery:

- Collect the delivery note, delivery certificate and keys
- Ensure the delivery note and delivery certificate are completed and that the correct fuel has been dispensed into the correct tanks
- File the documentation in the correct place

DCD delivery

Before a **DCD** delivery:

- Be aware of when the delivery is planned and what is to be delivered
- Ensure there is sufficient ullage in the tanks and make any necessary amendments
- Complete the fire certificate and put into the DCD box with the keys for the relevant tanks only
- Attach an ullage print-out to the fire certificate and sign(s) this
- Check the phone and emergency system is working
- Check the DCD light is working
- Check the safety equipment (fire bucket and fire extinguisher) are available

During a **DCD** delivery:

- If the station is open, ensure the emergency exits are clear
- If the station is open, be aware that the delivery is taking place and ensure that there are no hazards

After an **DCD** delivery:

- Collect the delivery note, delivery certificate and keys
 - Ensure the delivery note and delivery certificate are completed and that the correct fuel has been dispensed into the correct tanks
 - File the documentation in the correct place
-

C

foundation petrol card 3

activity 1-understanding tanker deliveries cont'd

When you have assessed your colleague, and are happy that they fully understand how petrol deliveries are taken in your petrol station, you can sign off this card on the foundation petrol sign off sheet.

If the colleague is to be responsible for deliveries (either LCD or DCD or both) they should now complete two tanker deliveries and the LCD/DCD questionnaire, which the PFS Mgr holds. This should be filed in the Site Register and refreshed every 6 months.

answers to questions:

The question and answers for LDC and DCD can be found under legal and compliance training on Learning at Sainsbury's.

When you have assessed your colleague, and are happy that they understand deliveries and if necessary are able to be the competent person to receive deliveries in your petrol station, you can the sign off this card on the foundation petrol sign off sheet.

C

foundation petrol card 9 - escalating problems

In this activity the colleague will learn about:

- Activity 1 - escalating problems

activity 1 - escalating problems

Ensure that the colleague is aware of:

- The different call escalation charts in your petrol station
- The correct process to follow for each chart (particularly those that are most frequently used)
- The importance for breakdowns or incidents to be dealt with as quickly as possible as faulty equipment or stoppages cause inconvenience to our customers, and can damage our relationship with them and lose us sales

The next time an escalation situation occurs allow the colleague to be responsible for logging the fault, making the first call and following the process through to the end. Observe and support where necessary to ensure that they are following the right procedures, to achieve a quick solution to the problem.

When you have assessed your colleague, and are happy that they fully understand how problems are escalated, you can sign off this activity on their sign off sheet.

C

foundation petrol card 6- fuel

In these activities the colleague will learn about:

- Activity 1 - different fuels
- Activity 2 - contamination

activity 1 - different fuels

Ensure the colleague is aware of:

- The different types of fuel sold at the petrol station
- The colour coding of the hoses and fuel nozzles
- The differences between different types of fuel i.e. Super unleaded petrol is higher octane than unleaded petrol, which optimises engine performance
- The most popular fuel sold at your site
- That to help customers distinguish between different fuels, petrol and diesel pump nozzles are designed so that they are generally too big or too small to fit inappropriate vehicles (this only applies to more modern cars). Colour code hoses and nozzles to make them more distinguishable

activity 2 - contamination

Ensure that the colleague is aware of:

- The advice they should give to a customer who had just put:
 - Unleaded fuel in a car that is designed to run on LRP fuel
 - Diesel fuel in a car that is designed to run on petrol
 - LRP fuel in a car that is designed to run on unleaded fuel
 - Petrol fuel in a car that is designed to run on diesel
 - Water into their fuel tank
- They should always advise a customer to call the breakdown service - offer to do so for them. If you need to remove the car from the immediate forecourt, do so without turning on the engine. (If the car cannot be moved, use cones to cordon it off until the breakdown service arrives to remove it)
- If a customer alleges that fuel purchased from your petrol station is contaminated with water, another fuel or sediment, the colleague should refer the matter to the manager, or acting manager. They will ask the customer to complete a contamination check report and investigate the matter as quickly as possible
- The alleged contamination check report and the information required
- The alleged contamination diagram (procedures manual on Connect)

foundation petrol
card 6

C

When you have assessed your colleague, and are happy that they fully understand about fuel, you can sign off this card on the foundation petrol sign off sheet.