

2. EMERGENCY CONTACT NUMBERS

2.1 National Fuel Station Emergency Contacts

Name	Title / Function	Telephone
Rob Leiss	Regional Operations Manager	0457 717 685
Matt Jolly	Regional Operations Supervisor – Fuel & Tyres	0449 739 747
Anthony Navarra	Fuel Buyer	(02) 9805 3813
Casey Lang	Media Liaison Officer	(02) 9469 7967

2.2 General Emergency Contacts

Refer to Appendix for location specific contact.

Type of Contact	Name	Telephone
Emergency Services	Fire / Police / Ambulance	000
Poison Information Centre	National Poisons Centre	13 11 26
Maintenance Contractor	Gilbarco Veeder Root	1300 728 671
Husky nozzles, swivels, breakaways	Matt Jolly	0449 739 747
Petroclear fuel filters	Matt Jolly	0449 739 747

2.3 Relevant Authority Contacts

Type of Contact	Name	Telephone
Environmental Incident	EPA	131 555
Local Council	Blacktown Council	9839 6000, (AH) 1300 133 491
Public Health	Ministry of Health	1300 066 055
SafeWork NSW	SafeWork NSW	13 10 50
Non -Emergency	Fire and Rescue NSW	1300 729 579

3. EMERGENCY SITUATIONS

3.1 Aims and Objectives

An Emergency is any situation which has the potential to cause harm to people, damage to property or the environment or the loss of stock if action is not taken to control, correct and return the site to a safe condition.

These procedures have been developed to inform Costco employees on how to respond in a major emergency. As a company we will aim to achieve the following through the implementation of these emergency procedures:

- Ensure all personnel on site are safely removed from potential harm
- Minimise the damage to the environment as much as practicable
- Minimise damage to property and stock
- Control the incident to prevent escalation
- Inform the local community if the incident has possible off site ramifications
- Inform the local all authorities listed in section 2.3 without delay

Each step in the emergency procedure has been designed to bring the situation under control with minimal disruption to the company operations and to the neighbouring sites.

Keeping in mind our aims as described above, the objectives of developing these procedures are:

- To control or limit any effects that an emergency or potential emergency may have on-site or on neighbouring areas
- To facilitate emergency response and to provide such assistance on the site as is appropriate to the occasion
- To ensure communication of all vital information as soon as possible
- To facilitate the re-organisation and reconstruction activities so that normal operations can be resumed
- To provide for training so that a high level of preparedness can be continually maintained
- To provide a basis for updating and reviewing emergency procedures

3.2 Types of emergency

The following situations have the potential to adversely affect this site, adjoining properties and/or the environment.

- Fire - resulting in damage to this and adjoining facilities and threatens the safety of personnel (public and staff).
- Explosion - resulting in damage to this and adjoining facilities and threatens the safety of personnel (public & staff).
- Exposure - threatens the safety of personnel (public & staff) on the site.
- Gas/Product Spills & Leaks - resulting in an increase level of risk for fire or explosion and/or environmental impact through storm water or soil contamination.

- Impact Events - resulting in an increased level of risk for fire or explosion and/or environmental impact through stormwater or soil contamination.
- Natural Disaster - resulting in an increased level of risk for fire or explosion and/or environmental impact through stormwater or soil contamination.
- Threatening Situations - Bomb threats, aggressive customers.

3.3 **Levels of Emergency**

There are three main levels of emergency, each requiring a different response.

- Local Alert - required in the area of an incident that threatens life, property or the environment.
- Site Alert - shall be given where the effects of an incident may spread to other areas on the site.
- External Alert - required where the effects may spread and impact on the people, property or the environment outside the site or cannot be contained by Internal Emergency Resources.

3.4 **Initial Response**

In the event of an emergency, the gas station attendant will advise the Warehouse Manager who will assume the role of Emergency Controller and Liaison Officer. In the Site Manager's absence, the Warehouse Duty Manager will assume these roles. The Emergency Controller will be designated by wearing a high visibility vest. The Emergency Controller will:

- Address the Emergency (P.E.A.R.)
 - People - Make sure people are safe
 - Environment - Protect the environment
 - Assets - Safeguard assets where possible
 - Reputation - Protect the brand where possible
- Contact Emergency Services
 - Prudent over reaction is better than under reaction.
- Contact the Warehouse Manager (or Regional Operations Manager if appropriate)

3.5 **Internal Emergency Resources**

The site is equipped with a first aid kit which is located in the data hut. There are also fire extinguishers located on every column as well as in the data hut. An environmental spill kit is also located adjacent the data hut (during site operation).

3.6 Raising the Alarm

All fuels emergency stop buttons are located at every filling position and on the outside of the data hut.

In the event of an emergency, the gas attendant shall push the emergency stop button to end fuelling transactions. The attendant will shout instructions as needed to alert members of the danger and give emergency instructions to assure safety first. The attendant will call for assistance inside the warehouse, including alerting the Emergency Controller (Warehouse or Duty Manager).

In the event of an alarm, the Emergency Controller shall gain an understanding of the incident from the gas station attendant and by inspecting the situation. It is their responsibility to determine the level of the incident and initiate the required response.

3.7 Stormwater Drain Isolation

In the event of an emergency resulting in a fire fighting action requiring the use of foam or water, it is important that the storm water drains (as marked on the Site Safety Plan) are to be suitably isolated to prevent product and/or firefighting material from leaving the site and entering external drainage systems. Address stormwater drains only after the safety of all people is assured. Location specific stormwater is included later in this manual.

3.8 Media Liaison

In the event of an Emergency, it is imperative that only authorised individuals' give information to the media regarding the incident and that any media enquiries are referred to the Media Liaison contact from Section 2.1. Upon arrival of the Emergency Services, responsibility for Media Liaison will be transferred to the Emergency Services Incident Controller.

4. RESPONSE PROCEDURES

4.1 Fire

- Activate the Emergency Stop button immediately on the data hut
- Shout loudly to alert members of the danger
- If the fire is small, or a static fire from a vehicle fill port (a "pilot light" fire) use a fire extinguisher if safe to do so.
- Call inside the warehouse for assistance.
- Immediately contact the relevant authorities in section 2.3

IF the fire is too large to extinguish quickly:

Activate the Emergency Stop button immediately
Shout loudly to warn members of the danger.

- Immediately Call Emergency Services – 000
 - request fire brigade assistance

Warehouse Operations Department

- advise location of site
- advise type of Emergency – liquid fuel or car fire
- advise any casualties or injuries
- advise Hazards from Dangerous Goods plan
- Evacuate all people from the site.
- Administer First Aid where required.
- Contact your Warehouse Manager who will contact the Regional Operations Manager
- Hand control of the site to the Emergency Services Incident Controller when they arrive.
- Prevent anyone from entering until the site has been declared safe by the Emergency Services
- Contact relevant authorities in section 2.3 immediately

- Complete an Incident Report and send to the Regional Operations Manager

4.1.1 Car Fire

- Activate the Emergency stop button on the data hut immediately
- Evacuate all occupants in the vehicle if safe to do so
- Immediately Call Emergency Services 000
- Keep all vehicles and customers away from the burning vehicle
- DO NOT attempt to start the vehicle and under no circumstances, lift the bonnet of the vehicle on fire
- Call the warehouse for assistance
- Push vehicle into a safe location away from fuel only if safe to do so
- Contact relevant authorities in section 2.3 immediately

4.2 Explosion

- Activate the Emergency Stop button on the data hut immediately
- Immediately Call Emergency Services – 000
 - request fire brigade assistance
 - advise location of site
 - advise type of Emergency – liquid fuel or car fire
 - advise any casualties or injuries
 - advise Hazards from Dangerous Goods plan
- Call the warehouse for assistance
- Evacuate all people from the site.
- Administer First Aid where required.
- Contact your Warehouse Manager who will contact the Regional Operations Manager
- Hand control of the site to the Emergency Services Incident Controller when they arrive.
- Prevent anyone from entering until the site has been declared safe by the Emergency Services
- Contact relevant authorities in section 2.3 immediately
- Complete an Incident report.

4.3 Exposure / Fuel Spilled on Person

- Eliminate all ignition sources (vehicles, mobile phones, cigarettes) from around the person who has fuel on their clothing.
- Do not rub or attempt to remove clothing – this could create a buildup of static electricity
- Spray spill clean-up solution (ecdieceloff) over garments to eliminate flammability and caustic chemical action.
- Once saturated, clothing can be removed
- Call the warehouse for assistance
- Seek medical aid if necessary
- Offer a change of clothing to the member at no charge
- Contact relevant authorities in section 2.3 immediately
- Complete an Incident report

4.4 Large Fuel Spills

- Activate the Emergency Stop button on the data hut immediately if the spill is larger than the area of a typical vehicle, or if the spill escapes the confines of the concrete drive slab.
- Alert customers loudly to keep clear and to not start car engines
- Eliminate all ignition sources (vehicles, mobile phones, cigarettes)
- Call the warehouse for assistance
If there is any chance of offsite contamination:
Immediately Call Emergency Services – 000
 - requesting Fire Brigade assistance
 - advising location of site
 - advising type of emergency – Liquid spill
 - advising any casualties or injuries
 - advising Hazards from Dangerous Goods plan
- Gather all PPE and cordon off the area using cones and the spill kit bin
- Isolate all storm water drains using spill kit
- Keep all vehicles and customers at least 15m away from spill
- Contact your Warehouse Manager who will contact the Regional Operations Manager
- Hand control of the site to the Emergency Services Incident Controller when they arrive.
- Contact relevant authorities in section 2.3 without delay
- Complete an Incident report including quantity of material lost for company records

For more information related to Spill Management refer to the UPSS Environment Protection Plan (EPP) in Part 2 of this document.

4.5 **Impact Events**

4.5.1 **Damage to dispensers**

- Isolate dispenser and stop product flow
- Turn off power to the dispenser with the red button beneath the top payment portion of the dispenser
- If necessary, immediately call Emergency Services – 000
 - requesting Fire Brigade assistance
 - advising Location of Site
 - advising type of Emergency – Impact event
 - advising any casualties or injuries
 - advising Hazards from Dangerous Goods Plan
- Lock dispenser, erect signage and safety cones to prevent accidental usage until repaired
- Contact your Warehouse Manager who will contact the Regional Operations Manager
- Contact relevant authorities in Section 2.3 without delay
- Hand control of the site to the Emergency Services Incident Controller when they arrive.
- Notify Maintenance Contractor
- Notify Insurance Company
- Document incident in FOB
- Complete an electronic Incident Notification

4.6 **Natural Disaster**

4.6.1 **Flood/Severe Storms**

- Do not do anything until advised by your Warehouse Manager. If approved conduct the following actions:
 - Complete wet stock product inventory
 - Lock down dispensers and ensure all fill points are closed, sealed and locked.
 - Remove or raise any poisons or chemicals (e.g. Cleaners, oil packs etc.)
 - Secure key documentation by bundling together in a watertight bag all documents from the data hut
 - Empty forecourt bins of all rubbish and tie down dumpster lids
 - Take the copy of the MSDS and site drainage plans so as to assist emergency services.
 - Display contact details of Store/Site Manager on entry door
 - Evaluate the need to evacuate to higher ground
- After the Flood/Storm**
- Contact relevant authorities in Section 2.3 without delay
 - Firstly seek the approval of the Regional Operations Manager
 - Use caution re-entering area. Do not drive into water of unknown depths or rushing water. Be cautious of rats as they are a common problem in flooded areas
 - Prevent anyone from entering the premises until site has been declared safe

- Do not restore electrical power to site or apply electrical power to any electric motor that has been submerged until a qualified Electrician has certified the site
- Inspect the concrete or asphalt pad over the underground storage tanks for any signs of cracking or lifting. If cracking is present immediately contact your Store/Regional Operations Manager and advise your local council
- Do not dispense product until quality has been confirmed
- Arrange for separator pits to be inspected. Arrange for any silt or excess water to be removed from separator pits by an approved waste management contractor
- Contact Product Supplier to suspend deliveries
- Define other damages and initiate repairs as appropriate

4.6.2 Earthquake

- Remain calm
- Activate the Emergency Stop button on the data hut and turn off the mains power at the switchboard
- If required contact Emergency Services - 000

After the Earthquake

- Evaluate the need to evacuate if uncontrolled fires, fuel leaks or structural damage has occurred. Any evacuation is to be clear of trees, power lines, buildings, etc.
- Isolate/shut off electricity, water and gas services
- Arrange medical assistance where required
- Prevent anyone from entering the premises until site has been declared safe
- Contact your Store/Site Manager and advise of damage that has occurred.
- Contact Emergency Services – Police 000
- Contact relevant authorities in Section 2.3 without delay
- Inspect site monitor inspection wells on a daily basis until advised otherwise, and closely monitor wet stock losses or gains

4.7 Threatening Situations

4.7.1 Bomb Threats

All bomb threats must be treated as serious until proven a hoax

- Remain calm, attempt to keep the caller on the phone – do not hang up, leave the phone off the hook
- Refer to the bomb threat procedure posted on your data hut wall
- Note down exactly what is said
- Activate the Emergency Stop button on the data hut
- If an unidentified package is located do not attempt to move or inspect the contents.
- Notify your Warehouse manager
- Contact Emergency Services – Police 000
- Cordon off the area
- Contact relevant authorities in Section 2.3

4.7.2 **Aggressive Customers**

- Keep calm and do not raise your voice. Speak in an even pace
- Try and identify the exact nature of the complaint
- Explain actions you can take to help resolve the problem
- Advise the customer of the customer feedback program
- If the situation escalates, back off
- Call the warehouse for assistance
- Politely encourage trouble makers to leave the site
- Activate the emergency stop button if you feel that your life or any other persons may be placed in danger or that of the Fuel station.

4.8 **Terminating an emergency**

After the Emergency Services have declared that their role is complete, the Emergency Services Incident Controller will return control of the site to the Warehouse Manager. Contact the Regional Operations Manager for instructions to recommence trading operations.

4.9 **Scene Preservation**

Consideration must be given to the need to preserve evidence for internal and/or external investigations of the incident. Full cooperation with statutory investigations must be ensured. Employees are advised to contact the Regional Operations Manager for guidance relating to the preservation of the scene for post incident investigation.

4.10 **Training**

Training for new employees and on-going and site specific training will be conducted by the Warehouse Manager or their qualified designee, utilising the certified training programs provided.

