

# SITE EMERGENCY FLIPCHART



Site Name and Phone Number:

Site Address:

Nearest Emergency Medical Centre:

**BP Emergency Number 0800 805 111**

July 2018

# Emergency procedures

Store name:

Address:

Telephone number:




In any emergency prioritise as follows:

<b>Safety</b>  <b>React</b>	<ul style="list-style-type: none"><li>✓ Remove the immediate danger as far as possible by isolating fuel systems, LPG (Bulk) Systems, electricity and removing ignition sources. Evacuate people to a place of safety.</li><li>✓ Assess what help is needed to respond to the emergency.</li><li>☎ Where emergency services are required call <b>111</b> for: fire, police, and/or ambulance. Tell the operator which service you require and listen carefully to all instructions.</li></ul>
<b>Customer</b>  <b>Assess</b>	<ul style="list-style-type: none"><li>✓ Re-assure that the emergency is under control and help is on its way.</li><li>⚠ <b>Don't speculate about the incident. Advise that all incidents are fully investigated.</b></li><li>✓ Take contact details.</li></ul>
<b>Process</b>  <b>Close Out</b>	<ul style="list-style-type: none"><li>✓ When it is safe to do so call the BP emergency helpline <b>0800 805 111</b> and give full details (use an alternative line if available). Document all actions on the incident report form.</li><li>✓ Turn to the relevant page of this chart to confirm what to do. If you are required to evacuate the site ensure you take the emergency evacuation kit with you.</li></ul>

## EMERGENCY PROCEDURES

# Fatal or serious injury

Any situation where a fatal or serious injury occurs you must close the store

<b>Safety</b> <b>React</b>	 Phone Emergency Services <b>111</b> <input checked="" type="checkbox"/> Secure the accident scene as best possible <input checked="" type="checkbox"/> Preserve all evidence
<b>Customer</b> <b>Assess</b>	<input checked="" type="checkbox"/> Ensure the casualty and others are safe from further danger  Apply first aid as appropriate <input checked="" type="checkbox"/> Close the store until advised otherwise
<b>Process</b> <b>Close Out</b>	Advise the area/business manager  Report to BP emergency helpline <b>0800 805 111</b>



**FATAL OR SERIOUS INJURY**

# Armed robbery/burglary

<b>Safety</b>	<p><b>Preventing</b></p> <ul style="list-style-type: none"><li>✓ Retreat to safe haven and lock door</li><li>✓ Activate safe haven panic alarm (and fog cannon)</li><li>☎ Call <b>111</b></li><li>✓ Activate personal pendant alarm</li></ul> <p><b>Reacting</b></p> <ul style="list-style-type: none"><li>✓ Cooperate fully with the offender</li><li>✓ Stay still until the offender has left and is unable to see you</li><li>✓ Lock the door and place closed sign on door</li><li>✓ Activate panic alarm or pendant</li><li>☎ Call the police</li><li>✓ Secure the area to preserve all evidence including articles handled by the offender(s)</li></ul>
<b>Customer</b>	<ul style="list-style-type: none"><li>✓ Attend to customers and staff</li><li>+ Apply emergency first aid if required</li><li>✓ Keep witnesses on the premises and have them write down their description of the event onto a robbery report form. If someone wants to leave take down their name and contact details first</li></ul> <p><b>Assess</b></p>
<b>Process</b>	<ul style="list-style-type: none"><li>☎ Call the store manager/owner and area/business manager and have a verbal conversation.</li><li>✓ Fill out an incident report form including details of offender's description.</li></ul> <p><b>Close Out</b></p>

 **ARMED ROBBERY / BURGLARY**

# Fuel contamination

## Location of pump isolating switches:

<b>Safety</b>  <b>React</b>	<ul style="list-style-type: none"><li>☑ Isolate the contaminated fuel immediately by stopping the pumps of the suspected grade at the switchboard</li><li>⚠ <b>An ECL or BP Representative will advise when sales can recommence</b></li></ul>
<b>Customer</b>  <b>Assess</b>	<ul style="list-style-type: none"><li>☑ Record customer details and advise the complaint will be investigated and the customer advised of the outcome</li><li>☎ Customer can phone <b>0800 800 540</b></li><li>☑ Store manager to check CCTV footage and record details of transactions from affected grades</li></ul>
<b>Process</b>  <b>Close Out</b>	<ul style="list-style-type: none"><li>☑ Get dips of affected grade via ATG or manually</li><li>☎ Call the store manager/owner and area/business manager and have a verbal conversation</li><li>⚠ <b>Do not admit liability at any stage. Do not discuss with other staff in front of customers</b></li><li>☑ Log the incident via <b>0800 800 540</b> or through IRIS</li></ul>







## FUEL CONTAMINATION

# Food safety complaints

IF YOU ARE NOT SURE TREAT AS A MAJOR FOOD INCIDENT


## MAJOR FOOD INCIDENT

- Customer complaint of potential or actual food poisoning or other adverse reaction to food product
- Contamination of food product with a foreign object (e.g. glass, metal, stones, hair, insects, plastic)

-  Call the ambulance **111**
  -  **If within locked door hours explain if you cannot exit the store**
- Follow instructions given by ambulance on telephone
- Assist emergency services
  -  **During locked door hours – exit store after ambulance arrives.**
-  Call the BP emergency number **0800 805 111**
- Remove affected product from sale if same batch. Gather contaminated product where possible and isolate in designated area (i.e. in the fridge/freezer and out of customer view).
- Place sticker/labels on affected product stating 'quarantine'
- Collect customer details and record incident using the food complaint form. Ensure you have the customer's full name and contact number & receipt copy.
- Obtain product batch number
- Forward food complaint form to head office

## MINOR FOOD INCIDENT

- A change in the quality or appearance of the food product (i.e. change in size, colour, texture, appearance)
- Label appears incorrect or is missing

- Remove affected product from sale if same batch. Gather contaminated product where possible and isolate in designated area (i.e. in the fridge/freezer and out of customer view)
- Place stickers/labels on affected product stating 'quarantine'
- Collect customer details (where applicable) and details of the incident using the food complaint form as a prompt. Ensure you have the customer's full name and contact number & receipt copy.
- Obtain product batch number
-  Contact your Area Manager in business hours

 **FOOD INCIDENTS**

# LPG bottle swap

## Location of isolation:

### LPG 'minor' leak

#### SAFETY

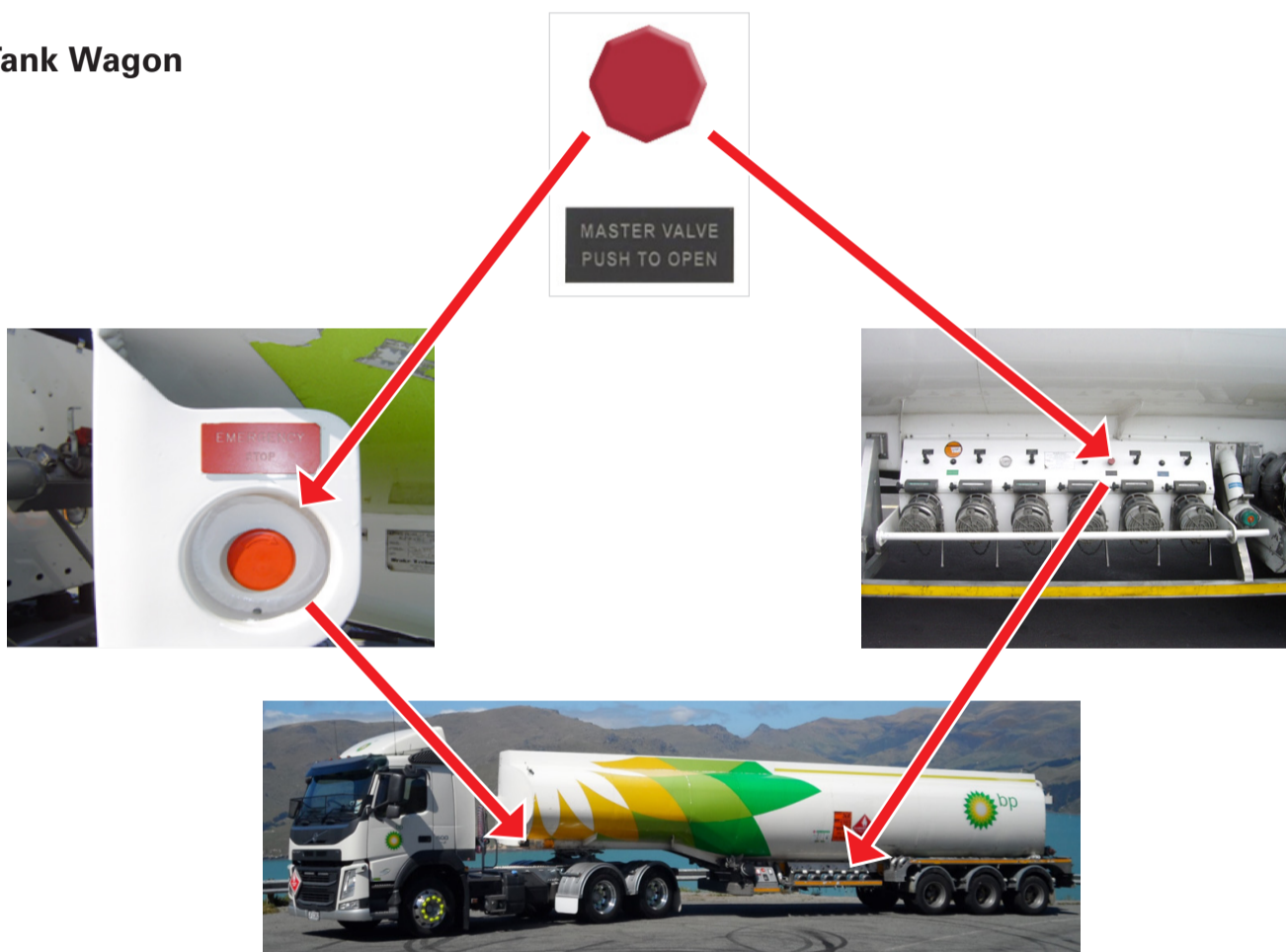
- ✓ Isolate bottle into designated isolation area away from customers
- ☎ Contact provider (On-gas) to remove leaking bottle
- ✓ Log the incident via IRIS (COCO). Dealers via incident line

# FUEL tanker isolation



If tanker driver is incapacitated, or fuel tanker hose burst, activate e-stops if safe to do so.

## Bulk Tank Wagon




## LPG & FUEL TANKER ISOLATION


# Fire emergency

Location of emergency shut down:

Fire assembly area:

Alternative fire assembly area:




① Shutdown all pumps by activating emergency stop and cease trading 

② Use PA. **“Attention all customers. There is a fire emergency  
For your safety turn off your vehicles and leave the forecourt area immediately”** 

③ Assess the situation e.g. MAJOR FIRE, MINOR FIRE or SUSPECTED FIRE? 



## IF YOU ARE NOT SURE TREAT AS A MAJOR FIRE

### MAJOR FIRE


-  Call the fire brigade **111**
- If fire is inside building evacuate immediately – Ensure all persons are evacuated and stay out of the building
- Evacuate customers and staff away from danger to the assembly area
- Block main driveway to site
  -  **If driveway cannot be blocked safely, divert traffic away from fire area.**
-  Call the BP emergency number **0800 805 111**
- Resume trading when safe to do so

### MINOR FIRE

Can be reasonably extinguished with 1x fire extinguisher, e.g. garden bed or rubbish bin

- Only use fire extinguisher/blanket if safe and confident.
- Follow **PASS**
  - 1 Pull Ring
  - 2 Aim at Base of Fire
  - 3 Squeeze Lever
  - 4 Sweep Side to Side
  -  **If you cannot extinguish → Treat as major fire.**
-  Call the BP emergency number **0800 805 111** (during locked door hours).
- Resume trading when safe to do so

### SUSPECTED FIRE

- Check the site/area for signs of fire, smoke or burning
  -  **If fire/smoke confirmed → Assess and treat as major/minor fire.**
- If no fire/smoke is found resume trading and log incident in IRIS

 **FIRE EMERGENCY**



# Emergency first aid

## Safety

### React

- ✓ Seek a trained first aider where possible
- ✓ Check the safety of yourself, the casualty, and bystanders.
- ⚠ **Act only when safe to do so**
- ☎ If in any doubt call emergency services **111**

## Fuel injuries

### If swallowed

- + Call ambulance - **111**
- ✓ Do not induce vomiting
- + Call poison helpline - **0800 764 766**
- + Wash out mouth with water

### Contact with skin

- + Wash thoroughly with soapy water

### Contact with eyes

- + Have patient sit or lie with head tilted toward the side of the affected eye
- + Wash thoroughly under fresh running water for at least 15 minutes
- + A room temperature bottle of still non-flavoured water from the shop would be a good option for irrigation
- ✓ Seek medical assistance

### Spill on clothing

- + Remove affected clothes and air until free of vapour
- + If saturated hose or thoroughly wet garments and wash skin thoroughly with soap and water
- ⚠ **All effort should be made to encourage customers not to leave site in petrol saturated clothing**

## LPG burns (cold burns)

- + Use lukewarm water to immerse the area of the burn for 15 minutes
- + If eye contact flush with lukewarm water
- ☎ Call ambulance or medical centre as required - **111**

## Burns

- + Cool the area with cool water for 10 - 15 minutes
- + If necessary cover the burn with burn gel and clean dressing or plastic wrap before removing person to medical aid

### Do not:

- ⚠ **Burst blisters**
- ⚠ **Remove clothing that is stuck**
- ⚠ **Apply any other types of creams**

## Bleeding

- + Use gloves to avoid direct contact with blood
- + Apply direct pressure using hands
- + Elevate (raise) the limb
- + Apply a wound dressing and firm bandage
- + Check circulation below the bandage - if there is tingling, numbness or blueness loosen the bandage

## Breathing

- + If a person is breathing but unconscious, turn them onto their side to keep their airway clear
- + If they are not breathing apply resuscitation technique – instructions on resuscitation page

 **EMERGENCY FIRST AID**

# Spillage petrol/diesel

Location of interceptor valve:

Location of hazardous plan:

① Assess the situation e.g. MAJOR SPILL, SPILL ON A PERSON or MINOR SPILL



② Shutdown any associate pumps



③ Use PA "Attention customers. There is a fuel spill on (add location)  
For your safety turn off your vehicle and leave the area immediately"



## IF YOU ARE NOT SURE TREAT AS A MAJOR SPILL

### MAJOR SPILL

- Greater than 20 litres
- Fuel source cannot be stopped
- Spill may enter storm water drains/leave site
- Any leak/spill from a tanker/asset

- ☎ Call the fire brigade **111**
- ✓ Evacuate customers and staff away from danger to the assembly area
- ✓ Search the building, ensure all persons evacuated and make sure no-one re-enters
- ✓ Close interceptor valve if you have one
- ✓ Block main driveway to site
  - ⚠ **If driveway cannot be blocked safely, divert traffic away from fuel spill area**
- ✓ If safe, use spill-kit to stop spill from:
  - Entering storm water drains
  - Leaving site
  - Spreading
- ⚠ **If situation unsafe go to assembly area and await emergency services**
- ☎ Call the BP emergency number **0800 805 111**
- ✓ Resume trading when safe to do so

### MINOR SPILL

- Less than 20 litres
- Fuel source is stopped
- Will not enter storm water drain or leave site

- ✓ Assess for hazards
- ✓ Block off spill area with cones/tape
- ✓ Close interceptor valve if you have one
- ✓ If safe, use spill-kit to stop spill from:
  - Entering storm water drains
  - Leaving site
  - Spreading
- ✓ Resume trading when safe to do so

### SPILL ON A PERSON

- If more than a cup (250ml) spills directly onto clothing call '111'

- ✓ Wet the affected person's clothing until completely saturated, only then remove clothes if required
- ☎ If injury occurs, call the ambulance **111**
- ✓ Offer the customer the disposable overalls
- ✓ Inform customer of the risk of static from non-natural fibre, e.g. polyester

# Civil defence/disaster

Location of radio:

Civil defence warning signal:

Civil defence post:

Police station:

High ground assembly area:

Location of water mains shut off:

Location of electricity mains shut off:

Location of gas mains shut off:

## Safety

### Earthquake

**DROP, COVER and HOLD** is the right correction to take in an earthquake

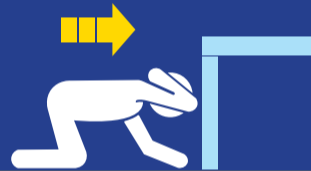
It stops you from being knocked over, makes you a smaller target for falling and flying objects and protects your head, neck and vital organs

### DROP



**DROP** down on your hands and knees. This protects you from falling but lets you move if you need to

### COVER



**COVER** your head and neck (or your entire body if possible) under a sturdy table or desk (if it is in a few steps of you) If there is no shelter nearby, cover your head and neck with your arms and hands

### HOLD



**HOLD** on to your shelter (or your position to protect your head and neck) until the shaking stops. If the shaking shifts your shelter around, move with it

- Stay indoors, if safe to do so
- Keep away from windows and heavy shelving
- Turn off water, electricity and gas at mains
- Turn off power to pumps

React

## Flood / Tsunami

### Flood or tsunami

- Turn off water, electricity and gas at mains, lock door
- Turn off power to pumps
- Get to high ground or a high building, take the grab-and-go bag

**⚠️ Don't go into flood water alone, or if you don't have to**

**⚠️ Don't return until water has receded or tsunami warning has been cancelled**

**IF AN EARTHQUAKE IS LONG OR STRONG GET GONE**



Assess



# CIVIL DEFENCE / DISASTER

# Bomb threat

## QUESTIONS TO ASK:

1. When is the Bomb going to explode?

2. Where is the Bomb?

3. What does the Bomb look like?

4. What kind of Bomb is it?

5. What will make the Bomb explode?

6. What is the Explosive Type and Quantity?

7. Why did you place the Bomb?

8. What is your name?

9. Where are you?

10. What is your address:

## EXACT WORDING OF THREAT:

## ACTION

Report call immediately to: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Trace 111: \_\_\_\_\_

Police Advised: \_\_\_\_\_

Date/Time: \_\_\_\_\_

Members name: \_\_\_\_\_

## RECIPIENT

Name (print): \_\_\_\_\_

Telephone number: \_\_\_\_\_

Signature: \_\_\_\_\_

## CALLER'S VOICE

Accent (specify): \_\_\_\_\_

Any impediment (specify): \_\_\_\_\_

Voice (loud, soft, etc): \_\_\_\_\_

Speech (fast, slow, etc): \_\_\_\_\_

Diction (clear, muffled): \_\_\_\_\_

Manner (calm, emotional, etc): \_\_\_\_\_

Did you recognize the voice? \_\_\_\_\_

If so, who do you think it was? \_\_\_\_\_

Was the caller familiar with the area? \_\_\_\_\_

## THREAT LANGUAGE

Well spoken: \_\_\_\_\_

Incoherent: \_\_\_\_\_

Irrational: \_\_\_\_\_

Taped: \_\_\_\_\_

Message read by caller: \_\_\_\_\_

Abusive: \_\_\_\_\_

Other: \_\_\_\_\_

## BACKGROUND NOISES

Street noises: \_\_\_\_\_

House noises: \_\_\_\_\_

Aircraft: \_\_\_\_\_

Voices: \_\_\_\_\_

Standard Call: \_\_\_\_\_

Music: \_\_\_\_\_

111/Cellular: \_\_\_\_\_

Machinery: \_\_\_\_\_

Vehicle (Cellular): \_\_\_\_\_

Other: \_\_\_\_\_

## OTHER

Sex of caller: \_\_\_\_\_

Estimated age: \_\_\_\_\_

## CALL TAKEN

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Duration of call: \_\_\_\_\_








Number called: \_\_\_\_\_



**BOMB THREAT**

# Suspicious letter or package

## MAIL BOMB RECOGNITION POINTS:

-  Excessive weight for its size
-  Rigid envelope
-  Lopsided or uneven envelope or package
-  Excessive securing material
-  Protruding wires, string, tinfoil etc
-  Oily stains or discolouration
-  Source unknown
-  Visual distractions
-  Unexpected or unsolicited mail, both local and foreign
-  Excessive postage on local mail
-  Restrictive markings (i.e. private, personal)
-  Handwritten or poorly typed address
-  No return address
-  Incorrect titles
-  Titles, but no names
-  Misspelling of common words/name/address

## ACTION

- DO NOT OPEN OR CUT STRINGS
- GENTLY LOWER TO A LEVEL SURFACE – DO NOT DISTURB
- DO NOT PLACE IN WATER – SAND OR IN ANY CONFINED SPACE
- CLEAR IMMEDIATE AREA OF ALL PEOPLE

## THREATENING OR 'CRANK' LETTER

Handle all documents by edges only, do NOT place further fingerprints or indentations on them. Place the letter and envelope in a plastic bag or large envelope and preserve them for the Police. Note who has handled the correspondence.

**NOTIFY THE SECURITY OFFICER OR POLICE**



# SUSPICIOUS PACKAGE

# Resuscitation

## Open Airway, Check for Breathing, Commence CPR

Adult (over 8 years) If available attach AED. Follow voice prompt	Child (1 - 8 years)	Infant (0 - 1 years)
<b>Start with</b>	compressions	compressions
<b>Compressions</b> 1/3 depth of chest	2 hands centre of chest	1 hand centre of chest
<b>Compressions to breaths</b>	30:2	30:2
<b>Compressions per minute</b> 100	100	100

## Resuscitation for Adults

### CPR Action Checklist - Adult

1. Check for  **dangers, hazards, consider safety**
2. **Response:** Shout and tap the casualty to see if they respond
3. **Send** for HELP, **Call ambulance 111**
4. **Airway** open
  - Position casualty with *head tilt and chin lift*
5. Check for **normal breathing**

*Look, listen and feel* for breathing - airflow at the mouth and nose (no more than 10 seconds)

  - If not breathing normally, commence CPR
  - If breathing and unconscious
    - Put casualty into a Stable Side Position (recovery position)
    - Monitor for breathing, treat for shock
    - Go for help if alone
6. **Circulation/CPR - Commence CPR**
  - Position casualty laying on their back on a hard flat surface
  - Compressions = 30 Compressions
  - Hands on centre of chest (use heels of hands)
  - Depth: 1/3 depth of chest
  - Rate of compressions: 100 per 1 minute
  - Smooth up and pressure
7. **Give two effective rescue breaths,**

Over 1 second each

  - An effective breath is completed when the chest begins to rise
8. **Continue CPR at a ratio of 30:2**

Give 30 compressions to 2 breaths until help arrives or the casualty starts to breathe
9. **Defibrillation - Attach AED** if available as soon as possible and follow voice prompts

# AdBlue

## Liquid Spill Response

- ✓ Ensure the **interceptor** is in the **'Closed'** position – includes both API and SPEL's with retrofitted shut-off valve.
- ✓ **Cover** all **drains** that go **to stormwater** with drain mats from the AdBlue Spill Kit.
- ✓ Use pads from the AdBlue Spill Kit pads to **absorb** any remaining **liquid product**.
- ✓ Use the socks provided in the AdBlue Spill Kit to **direct product into** the **interceptor** drains.
- ☎ Arrange for safe **disposal through** a licenced **Hazardous waste contractor** (same as fuel spill waste disposal)
- ✓ Once clean-up is finished, ensure the **interceptor is cleaned and returned to 'Open'**

## Spill Response

- ✓ Use the correct PPE when cleaning spills: **dust mask , protective gloves, safety glasses.**
- ✓ Clean up spills initially by using a **spade to scrape up any obvious dry powder. Place this material in a plastic rubbish bag.**
- ✓ Following this, wet the affected area with water and absorb with absorbent matt. Place any used mats/booms in the same or similar rubbish bag. Store the contaminated product for collection **and disposal through a licenced waste contractor.**

## Daily Activities

## Weekly Activities

- ✓ Check the ground for spills, this will appear as white crystalline powder. Clean up if necessary (see clean up details below).
- ✓ Fill out the weekly inspection checklist and email to ([fuelqueriesnz@bp.com](mailto:fuelqueriesnz@bp.com)) Retain a copy on site with the weekly wet stock reconciliation.
- ✓ Review AdBlue Spill Kit contents, remove rubbish, and place order for any additional consumables.

## Post Spill help

- ☎ CL SiteCare on **0800 330 002**
- ✓ Notify Area Manager / Regional Area Coordinator

## Spill Kit Resupply

**Consumables are ordered Petroleum Equipment Supplies (PES) on (09) 414 1119**

# Emergency contact numbers

Dial 1 for an outside line	Name	Contact	Mobile/pager
BP Emergency Incident Helpline		0800 805 111	
Fire Department		111	
Police Department		111	
Ambulance		111	
Hospital			
Store Manager			
Area Manager			
RAC			
Convenience Retail Ops Manager			
General Manager Retail			
HSSE Team : HSSE Manager : HSSE Advisor	Wade Alsweiler Frazer Perry	021 538 660 021 617 503	
Local Medical Centre			
Regional Council/Pollution Hotline			
District Council			
Civil Defence - local contact			
Company Doctor	Dr Peter Cameron	09 277 7830	
Healthline		0800 611 116	
ECL - Fuels		0800 330 002	
ECL - Technology		0800 948 850	
Site Care		0800 426 878	
BP Dispatch - Fuel Planner		0800 800 540	
LPG Provider - Bottle swap only	On Gas - Urgent deliver	0800 464 257	bottleswap@ongas.co.nz
Security Company - Alarm Control	Chubb	0800 804 445	
Security Company - Security Guards	Armourguard	0800 347 787	
National Poison Centre		0800 764 766	
Power Company - Contact Energy Account No: 700011883		0800 80 9000	
Neighbours North			
Neighbours South			
Neighbours East			
Neighbours West			
Local Fire Station			



# Emergency contact numbers - Dealers

Dial 1 for an outside line	Name	Contact	Mobile/pager
BP Emergency Helpline		0800 805 111	
Fire Department		111	
Police Department		111	
Ambulance		111	
Hospital			
Store Manager			
BP Business Manager			
Retail Dealer Manager			
BP HSSE Team : HSSE Manager : HSSE Advisor	Wade Alsweiler Frazer Perry	021 538 660 021 617 503	
Local Medical Centre			
Incident Reporting Line		0800 800 540	
Regional Council/Pollution Hotline			
District Council			
Civil Defence - local contact			
Doctor			
Healthline		0800 611 116	
ECL - Fuels		0800 330 002	
ECL - Technology		0800 948 850	
Site Care		0800 426 878	
BP Dispatch - Fuel Planner		0800 800 540	
LPG Orders - Bottle swap only	On Gas - Urgent delivery	0800 464 257/ bottleswap@ongas.co.nz	
LPG North Island	Liquid Gas Services	0508 574 328/ Bulk LPG Breakdown only	
LPG South Island	Gas Engineering	0800 501 101/ Bulk LPG Breakdown only	
Security Company - Alarm Control			
Security Company - Security Guards			
National Poison Centre		0800 764 766	
Power Company			
Account No:			
Neighbours North			
Neighbours South			
Neighbours East			
Neighbours West			
Local Fire Station			