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## Statement of Purpose

Everyone associated with Quality Nozzle Company plays a vital roll in promoting safety, good health, and a clean environment.

This guidebook has been assembled to help Quality Nozzle provide the following:

Quality Products and Services that are performed safely and without adverse effects to themselves, the public, or the environment in which they work.

QNC will make every effort to listen and respond to its employees and distributors concerns and recommendations for improvement in the HSE arena.

QNC will work with other suppliers and customers to improve their HSE performance and raise the standard.

QNC will recognize those who contribute to improvements in HSE standards.

QNC is committed to report performance – good and bad, in an effort to improve in the future.

As new distributors of QNC are brought in, they will be made aware of these policies and undergo training to help maintain the standards that QNC strives for.

As policies change or are improved, QNC will notify its distributors of these changes.

## General Health and Safety Rules:

Studies show that 98% of all incidents are caused by a failure on the part of an individual in following a safe practice. It is each individual's behavior and attitude towards safety that makes a workplace safe. The following rules contribute to this safety and apply during the workday or at other times as specified.

**A. Smoking is prohibited.** In addition to personal health hazards, this would pose a threat of fire or explosion at the work site, which could endanger the lives of others and ourselves.

**B. Drug Policy:** Use of illegal drugs is strictly prohibited. QNC distributors are required to work in appropriate mental and physical condition. It is QNC's intent to provide a drug-free environment.

**C. Alcohol Policy:** Alcohol is not to be consumed during the workday. QNC distributors are required to work in the appropriate mental and physical condition.

**D. Firearms / Weapons Policy:** No firearms or weapons are to be carried on your person or in your vehicle during the work day.

**E. Fighting and Gambling:** "Rough housing" or fighting of any type is prohibited. Gambling of any type is prohibited.

**F. Vehicle Accreditation:** All vehicles used by QNC distributors must have valid insurance, registration, and up to date inspections. Safe vehicles minimize your chance of accident.

**G. Adherence to Procedures:** All QNC distributors agree to adhere to the procedures and safety regulations outlined in this guide to ensure safe practices.

**H. Reporting Unsafe Practices / Equipment:** It is our responsibility to attempt to prevent an accident before it occurs. If you see others working in a way that is unsafe, or equipment that presents a threat to its user or the public, this should be reported to the supervisor at the service station or to QNC as applicable.

**I. Personal Protective Equipment:** When personal protective equipment is specified for a job, it is to be used without exception.

**J. Job Location Warnings:** All warning signs and safety tags at the job site are to be obeyed.

**Examples of these are:** "Keep Out", "Employees Only", "Do Not Block Exit".

# Job Planning

*Before arriving at the site and again before you begin your work can help avoid accidents and promote a safe working environment for yourself and others at the site.*

**A. Be Prepared for the Job:** Review your assignment. Be prepared with any standard operating procedures involved with the work. Be sure to have proper tools and PPE (personal protective equipment) as needed. Be sure to have cones to safely block your vehicle.

**B. Identify the Site:** consider the best access to the location. Think about the best place to position your vehicle to facilitate your work and not impede other activities at the station. Determine the position of the nearest “Emergency Shut-off” switch.

**C. Weather:** Be prepared with proper clothing and gear for the weather. Do you have rainwear if necessary? Do you have equipment to remove snow and ice from your vehicle if it’s snowing?

**D. Review Potential Hazards with Site Supervisor:** Before starting your work, talk to the person in charge about the work you will perform. Do they know of anything that may impede you? Any potential hazards (i.e. inoperable emergency valve, broken caps or lids, etc.).

**E. Assess the Risks:** Ask yourself: What could possibly go wrong? What can I do while working to make sure I avoid having an accident?

**F. Maintain Focus:** Remember you are dealing with hazardous chemicals. Don’t allow distractions to compromise your concentration on the work at hand.

**G. Avoid Creating Hazards:** Think so as not to place work materials in a place that could cause a hazard to others. Be prepared to remove any debris that could cause a trip or a fall.

## Standard Operating Procedures (SOP’s) to perform our work safely.

**A. Driving Ergonomics / Safety:** Driving in a safe comfortable position with minimal distractions lessens the chance of accident.

1. Be sure your driver’s seat is properly adjusted and padding / cushioning is adequate. Do not place equipment behind your seat which would impede proper positioning.
2. Seat belts must be worn at all times while driving. Proper maintenance is required.

3. Mirrors must be operative and properly positioned.
4. No material should obstruct view of mirrors or side and front windows.

## **B. Cellular Phones**

1. Use of cell phones while driving should be avoided.
2. If a cell phone is used, appropriate headset or hands free devices should be used.
3. Cell phones should not be used while working at a dispenser. They create hazardous distraction and could cause ignition of gasoline vapors.

## **C. Blocking Vehicular Traffic / Positioning Vehicle / Visibility**

1. Vehicle may be placed in front of dispenser where work is being performed to block traffic. If site is under construction or this is not possible, be sure to park out of the way.
2. Traffic cones are to be placed in the rear and front of the service vehicle to alert drivers.
3. Reflective vests are to be worn when your work puts you on the forecourt or in the driveway of the location for an extended period of time.

## **D. Transporting Gasoline From Dispense / Test Location back to Tank**

1. Use only a steel test can or galvanized steel bucket to capture and carry gasoline on the site.
2. When opening fill pipe lid, be careful of pressurized fill where vapors can accelerate out with opening. Avoid having face over opening.
3. When pouring fuel back into the tank, use only an approved funnel with a tip designed to avoid static discharge. Typically, this is a steel funnel with a copper tip.
4. Plastic buckets, plastic funnels, or driveway cones are NOT to be used when returning fuel to the tanks. These present a static electricity hazard and could result in explosion / fire.

## **E. Environmental Protection and Waste Management**

1. Identify non-hazardous materials and dispose of these in the dumpster at the facility.
2. Non-contaminated gasoline is to be returned to the tanks safely as outlined above.
3. Gasoline spills are to be picked up with absorption pads designed for hazardous liquid cleanup and disposed of at an appropriate facility.

## **F. Incident Reporting**

1. "Incidents" to be reported: spills (greater than 5 gallons, that contaminate the soil, or reach a storm drain), fires, personal injury requiring a doctors care, damage to property.

2. All incidents are to be reported to QNC's safety administrator, the site manager, and the appropriate health / property / liability / vehicle insurance company.
3. Spills are also to be reported to government agencies as required by law.

## Lock Out / Tag Out Procedures:

Procedures to help QNC distributors be sure the pump they are working on will not dispense fuel when hanging hardware items are removed. In each procedure, the appropriate PPE must be worn. As a reminder, be sure to adhere to the section in "Job Planning" regarding "Review Potential Hazards with Site Supervisor".

A. Basic Hanging Hardware Repair Lockout. This procedure should be followed when making minor Repairs. For example – changing nozzles / breakaways / and hose components.

**If there is any possibility** that product may flow with the dispenser not authorized, use the "Advanced Repair" lockout below.

1. Block off the dispenser with service vehicle / traffic cones. For any overhead work (i.e. breakaway valves) block off both sides of the dispenser.
2. Dispense small quantity of fuel into an approved container to relieve line pressure and assure that the dispenser is not turned on.
3. Place an appropriate nozzle body into the dispenser in place of the original nozzle to assure dispenser shut off.
4. Dispense small quantity of fuel into an approved container a second time to confirm no line pressure before commencing with work.

**B. Advanced Repair Lockout.** This procedure calls for the closing of the crash valve on the dispenser to assure product shut off. This should be adhered to when changing filters or changing hanging hardware where observation of discussions with site management suggests the possibility of dispenser pumping product while not authorized.

1. Block off both sides of the dispenser with service vehicle / traffic cones.
2. Open both sides of the dispenser cabinet to avoid "pooling" of gasoline vapors.
3. Authorize the grade of product that corresponds to the equipment being serviced. Dispense a small amount of fuel into an approved gas can to determine that the correct grade was authorized. Leave dispenser authorized.
4. Release (close) the crash valve that corresponds to the product being serviced. Try to pump fuel to determine if the crash valve has seated correctly and to release the line pressure between the nozzle and the crash valve. (Push the crash valve arm down to make sure that valve has seated and that the arm has not been blocked in the open position.)

**Important Notice:** When working with blender dispensers every crash valve must be closed before the lockout procedure is complete. There may be more than one supply tank for regular gasoline.

- Even if there is currently no pressure behind a crash valve it must be closed. Any dispenser that dispenses more than one grade of gasoline through a single hose is a blender dispenser.
5. Perform work.
  6. Check all joints and components to make certain that they are tight and ready to dispense.
  7. Authorize the dispenser and corresponding grade.
  8. Slowly open the crash valve using a wrench. “Bounce” the valve open and then hold 1/3 of the way open until full pressure has been restored inside the dispenser.
  9. Set crash valve to open position.
  10. Dispense a small amount of fuel. Check all the joints and components for leakage.

**C. Extended Period Lockout:** This procedure should be followed when the distributor must leave without putting the fuel point back in service.

1. Replace “Out Of Order” bag.
2. Tie the nozzle to the dispenser with a plastic tie.
3. Determine whether or not to close the crash valve. If pressure at dispenser will cause a spill, (i.e. open breakaway valve, missing hose, cracked piping or meter) you must close the crash valve.
4. Put a tag on the nozzle with the following information: “Quality Nozzle”, phone number, your name, and the reason the fuel point is out of order (i.e. leak at dispenser meter).
5. Explain to the service station supervisor why the fuel point is out of service and what needs to be done before fueling point can be put back into service.

## **Personal Protective Equipment (PPE):**

*Certain basic personal protective articles are necessary during various tasks performed. Exposure to gasoline liquid or vapor presents a health hazard that requires extra caution.*

**A. Hand Protection:** Nitrile Gloves. These gloves are typically disposable, and must be inspected before and during use for tears or wear. Replace regularly when damaged or worn.

**B. Eye Protection:** Safety Glasses / Goggles protect your eyes from spraying gasoline.

**C. Foot Protection:** Oil Resistant Soles protect against slippage, trips, and falls and protect feet from absorption of gasoline. Steel tipped safety shoes protect feet from crush hazards.

**D. Inhalation Protection:** Properly fitted respirators dramatically reduce the inhalation of hydrocarbons.

**E. Reflective Clothing:** Reflective vests and / or reflective tape on clothing for visibility

at the site.

## **Sample Situations and the Use of PPE:**

**A. Changing Hanging Hardware:** While changing nozzles, hoses, and breakaways, use the following:

- Hand Protection
- Eye Protection
- Foot Protection
- and Reflective Clothing.

**B. Working in Confined Spaces:** While working in confined spaces (i.e. filter changes) use the following:

- Hand Protection
- Eye Protection
- Foot Protection
- Reflective Clothing
- and Fume Protection.

*Anytime there is a chance of significant exposure to gasoline vapors (i.e. trouble shooting nozzle problems over an open bucket of gasoline) fume protection should be used. Assess the risk / benefit of wearing a protective mask. In certain situations where exposure to fumes is limited, the benefit of wearing a mask may be outweighed by the risk of restricted movement and sight. It is up to each individual to make an informed decision on the use of this safety device.*

## **Safety Equipment:**

*The use of certain tools is necessary in order to ensure the safety of the public and the environment. This inventory of tools should be on every service vehicle.*

**A. Steel Bucket:** A steel bucket or test can should be used to capture and carry gasoline on the site.

**B. Steel Funnel W/ Copper Tip Spout:** The only safe way to pour gasoline back into the tank is with the use of this funnel. The use of a funnel prevents spills. Only a copper tip funnel is designed to avoid static discharge.

**C. Traffic Cones:** Two 36" traffic cones are needed in order to block both sides of the dispenser.

**D. Oil Absorbent Pads:** Oil absorbent pads are used to pick up small spills and to capture gasoline that cannot be captured with a bucket (i.e. when changing filters). It is

recommended that each service vehicle carry about a dozen pads.

**E. Petroleum Absorbent Socks:** Petroleum absorbent socks are needed in order to protect storm drains in the event of a spill. Protecting a storm drain can keep an embarrassing spill from becoming an expensive environmental catastrophe. It is recommended that each service vehicle carry at least three 3" x 4' socks.

**F. Ten Pound Fire Extinguisher:** Class B fire extinguishers are designed to handle flammable petroleum products. It is the responsibility of the QNC distributor to maintain the extinguisher and to see to it that the extinguisher is checked as per local fire regulations.

**G. Red Lockout Nozzle Bodies:** Dedicated red lockout nozzle bodies should be used to ensure that a dispenser is shutdown and tagged out while service is being performed. Distributors in each area will determine which nozzle bodies are appropriate. (Standard, Vac, Balance long, Balance Short)

**H. QNC TAGS:** QNC Tags are needed when the "Extended Period Lockout" procedure is used. In order to be effective, tags must be filled out completely.

**I. Nylon Ties:** Ties are needed when the "Extended Period Lockout" procedure is used.

## **Ladders and Step-stools:**

Working above ground level, typically near or at the top of a dispenser, poses risks. Most accidents happen because people are not careful. Following are some safety rules for using portable ladders / step-stools:

A. Check the condition of the unit before climbing every single time. Clean steps if necessary.

B. Be sure traffic is blocked off from the area where you'll use it.

C. Keep the area around the top and bottom of the unit clear.

D. Secure portable ladders against movement.

E. Never use a metal ladder around live electrical equipment.

F. Never use the top of top step for standing or stepping.

G. Never stand on a ladder's cross bracing.

H. Always face the ladder when climbing up or down. Maintain three points of contact

with the ladder (two feet + one hand, or two hands + one foot) at all times.

I. Carry tools in pouches, around your waist.

J. Never reach more than one arm's length in any direction. Don't lean sideways. Use the belt buckle rule; make sure your belt buckle stays between the two side rails of the ladder, this will help you keep your center of gravity.

K. Wear rubber-soled shoes to prevent slipping. Make sure the shoes are clean before stepping on ladder.

Ladders need to be set up on stable bases. Neither boxes nor any other objects should be used to make a ladder reach even higher. Ladders should never be placed on slippery surfaces unless they are kept in place by holding or lashing. Broken or damaged ladders should immediately be taken out of service.

## **Lifting Heavy Items:**

*Occasionally, heavy boxes or items are involved in a work assignment.*

Use appropriate care in lifting. Basic considerations are as follows:

A. Let your legs do the work. Use your strong thigh muscles to lift instead of your weaker back muscles.

B. Never bend at your waist or extend your upper body. These kinds of movements put strain on your back. If you must turn, use your feet instead of your body.

C. Make sure you have a clear path to where you are going.

D. Set down the load correctly, using your legs instead of your back.

E. Don't reach to put down a load. If placing a box in the bed of your truck, place box on edge of bed and then push it back.

F. THINK before lifting: Do I have firm footing? Is it safe to lift this alone?

Plan the Lift – Position Yourself Correctly – Lift Correctly – Set the load down correctly.

## **Fire Prevention:**

You should have an idea of the location of the fire extinguisher at the site where you are working. You should also carry a fire extinguisher on your service vehicle that is appropriate to your work.

Class B fire extinguishers are designed to handle flammable petroleum products or other flammable liquids where oxygen must be excluded for fire control. Do not use water on a gasoline or oil fire. It is the responsibility of the QNC distributor to maintain the extinguisher and see to it that the extinguisher is checked as per local fire regulations.

## **Subcontractors for QNC:**

Any subcontractor performing work for QNC is to abide by all of the rules and regulations found in this guide to maintain the highest level of HSE standards. Subcontractors are required to have a copy of this guide and sign an Acceptance of Rules form.

## **Understanding the Hazards of the Chemicals You Deal With (HAZCOM):**

Material Safety Data Sheets (MSDS) have been compiled for the purpose of making you aware of the

potential hazards of gasoline. Attached is a copy of one such report.

A review of the MSDS sheet is to be conducted annually and a brief competency test given to assure your awareness. The MSDS sheets are kept on file at the QNC office for immediate reference when picking up you calls. Copies of these sheets are available to you upon request.

Chemicals typically exposed to: Gasoline, Kerosene, and Diesel Fuel. Sealant products used when assembling pipe threaded nozzles.

As part of your training, you'll observe a HazCom video that teaches how to identify hazardous products by reading the OSHA labeling.

Non-Conformity with QNC Safety Rules and Regulations leads to disciplinary action by QNC.

QNC is committed to upholding the highest of safety standards. If one of its distributors does not adhere to these guidelines, the health and safety of others may be compromised. This is unacceptable.

When breaches of safety are brought to the attention of QNC, QNC will vigorously attempt to remedy the problem and offer suggestions toward its resolution. If the situation is not remedied within a reasonable period of time, this may lead to one's distributorship being suspended or terminated.