



**SafetyCARE**

# Working Together to Keep You Safe

**Coles Express has designed its safety strategy to protect everyone –  
team members, visitors and YOU – our customer**

Your safety is important to us, and together we can work to prevent safety issues and incidents. This brochure outlines ways in which you can help us take a proactive approach to safety. Please take the time to read about the simple steps you can take.

**To ensure your own safety and that of others please:**

- Immediately report any activity, behaviour or piece of equipment that concerns you
- Always ask for assistance if you are unsure how to operate equipment, or need any help
  - Inform us of anything we can do to make our stores safe for you, us and others
  - Familiarise yourself with the basic safety guidelines in this leaflet.

**And stay safe!**

**Thank you**

**coles**  
**express**

# Eliminate Ignition Sources



Static electricity can ignite fuel vapours

## Static electricity

- Static electricity can ignite fuel vapours. It is generated whenever there is relative movement of two or more dissimilar substances or articles.
- At a service station, you are the principal source of static electricity from:
  - removing or adjusting articles of clothing, particularly synthetics
  - the movement of clothing on car seats
  - walking with insulated footwear
  - filling unearthed containers.

Eliminate the risk from static electricity by providing a safe discharge path to earth:

- Every time you reach for the fuel nozzle, first touch any metal part of your vehicle away from the fill point
- Keep hold of the fuel nozzle throughout refuelling until it is replaced in the cradle
- Do not re-enter your vehicle while refuelling.



Approved containers only

## Filling portable containers

- Fill only approved containers, available from service stations, hardware or camping stores. Fuel can 'eat' or 'melt' some plastics, so fill only metal or approved plastic containers carrying the Standard AS2906 label or mark.
- Coles Express policy states that we will only fill containers up to 25 litres. Greater quantities may increase the build up of static charge and the risk of fire or explosion.
- Filling larger containers, such as 60 litre or 205 litre (44 gallon) drums, from dispensing pumps is not permitted.
- Only fill containers placed firmly on the ground, in the open air - not in car boot or ute tray, as this can increase the risk of fire or explosion.



No Smoking

## Smoking

- Smoking or lighting of matches/lighters is prohibited at our sites. You and your passengers must extinguish your cigarette, cigar or pipe prior to entering the site.



Turn off mobile phones

## Mobile phones

- Mobile phones are potentially hazardous and must not be used on our sites.
- Dropping a mobile phone or switching it on or off may cause sparks, which can ignite petrol and LPG vapours.
- Studies have shown that concentration is severely impaired when using mobile phones. This may result in incorrect fuelling, spills or driveway accidents.
- Please turn off your phones or leave them in your vehicle.



No naked flames (including pilot lights)

## Caravans and food vans

- Many mobile homes, campervans, caravans, food vans and other trade vehicles have naked flames in the form of burners or pilot lights, including in-water heaters and gas refrigerators. Extinguish all burners and pilot lights before entering the service station. After leaving the service station, thoroughly ventilate your vehicle to disperse any remaining fuel vapours prior to re-igniting.



No engines running while refuelling

## Vehicle engines

- Switch off all internal combustion engines when refuelling. This includes the vehicle engines and any auxiliary engines such as those for refrigerators or concrete agitators.
- If a car requires jump starting, push it off the forecourt as a spark could ignite fumes, which could start a fire.



No sitting while refueling

## Motorcycles

- Riders and passengers must not be sitting on, or straddling, the bike during refuelling. Fuel spilt onto a hot exhaust, engine or clothing will greatly increase fuel vapours, which could catch fire.



Do not lock open fuel nozzles (excluding hi flow diesel nozzles)

## Fuel nozzles - not to be locked open

- Keeping a fuel nozzle trigger locked open by any means is prohibited at our sites. It is highly dangerous, as it increases the likelihood of a spill and there is the potential for static discharge and fire with flammable fuels.

## Forklifts

The filling of LPG cylinders on forklifts will only be permitted if the cylinder is attached in its normal position and fitted with an Automatic Fill Limiter (AFL) valve.

## LPG

- Whilst LPG is colourless, it has a distinctive smell so leaks can be easily detected.
- If you detect an LPG leak, press an emergency stop button and advise staff immediately.
- When connecting the nozzle to your vehicle, always check that the fill point and nozzle connections are clean and in good condition.
- Take care when connecting the nozzle to your vehicle to ensure that the connection is not cross-threaded.
- LPG must not be dispensed into portable or domestic cylinders.

# Driveway Safety



No refuelling by persons under 16 years of age

## Children

- Only persons 16 years or older are permitted to fill fuel tanks.
- Ensure your children are not standing close to the fuel point when refuelling. If a splashback or gas leak occurs it may result in an injury.
- Like a road our forecourts are busy with vehicles. Parents and guardians must keep a close watch on children at all times.



Abide by all forecourt signs

## Forecourts

- For safety reasons and to ease traffic congestion, please abide by 'No Entry' and 'Exit Only' signage.  
**Note:** Non-compliance may result in fines being issued by police.
- Service station driveways are busy places. Reduce speed and be aware of moving vehicles, equipment and pedestrians.
- Pay particular attention if you have to reverse your vehicle on the forecourt.

## Public amenities

- Parents should accompany children when using toilets on site.

## In emergencies

Immediately report any fuel spills to staff.

In event of fire, activate the 'emergency shut off' on the pump and raise the alarm before making any attempt to control the fire.

# Safe Fuel Handling

- **Ensure the fuel nozzle is fully inserted into the fill point.**
- **Be careful - all fuels can burn or irritate skin or eyes, and stain or dissolve certain fabrics.**
- **Do not overfill your tank. Topping up after the initial shut off increases the risk of spills.**
- **Prolonged exposure to vapours or breathing high concentrations may adversely affect health.**
- **Always label and store fuel containers in a cool well ventilated location out of children's reach.**
- **Never keep fuels in unlabelled food containers.**