

# Incident Guide

## FuelMart & Subway

Onsite employees will use the following incident procedures. Every incident is unique with its own challenges so procedures will vary including additional procedures provided by Haley Ahrendt when the call is made to notify him of the incident. Some steps may occur at the same time.

### Phone Numbers:

Haley Ahrendt, Director of Retail Operations	330-465-6360
Joel Teague, VP of Retail Operations	330-804-9083
Phillip Le Claire, Safety Director	330-317-6475
Pat Conley, Payroll	330-804-9098

### Pre-Planning

Pre-planning items for emergency incidents (vehicle incidents, spills, employee work related injuries, and property damage):

1. Ensure all employees are knowledgeable. Include incident guide as part of new hire training.
2. Ensure location has spill pads, yellow caution tape, and oil dry onsite and all employees know where the supplies are located.
  - a. Notify Haley Ahrendt if you need additional spill pads.
3. Make sure you have reflective safety vests easily available to all employees at all times of the day.
4. Make sure employees know where the employee work related injury packets are located including post incident drug and alcohol paperwork. Make sure they are accessible.
5. Make sure you have printed incident report forms located at the front counter for easy access to all employees at all times of the day.
6. Make sure all employees are trained and educated on fire evacuation procedures, meeting location outside and tornado shelter area. Refer to posted evacuation maps.
7. Ensure employees know to call Haley Ahrendt at 330-465-6360
  - a. Two phone calls in a row means it's important.
    - i. Leave a voicemail.
  - b. Joel T. is the alternate if Haley is unavailable.
8. Ensure employees know how to contact complex manager when manager is not onsite.
9. Keep a copy of this guide with the incident report forms at the front counter out of the customer's view.

### Spill Procedure Guide

1. First action is to safeguard life and property. Stay calm.

2. As quickly as safety allows, determine the source of release and shut off product supply immediately.
3. Put on reflective safety vest when going outside to help prevent from being struck by a vehicle while walking on lot.
4. If there is no danger to personnel, perform **initial containment** and block the flow of the released product with oil dry, absorbent pads, etc. making every attempt to contain the fluid from reaching any waterway (i.e. man hole covers, ditches, storm drains, streams, rivers, etc.).
  - a. Block spill area off with yellow caution tape, orange cones, trash cans, etc. to prevent vehicles from tracking product through parking lot and roadway.
  - b. **Note:** If product is unknown such as a leak coming from a semi-trailer do not approach and call Haley Ahrendt immediately.
    - i. Ask driver for the Bill of Lading (BOL) – this contains the product name and hazardous material information for products inside the trailer. Make a copy.
5. Notify Haley Ahrendt for initial notification. Use call down list if Haley is not available.
  - a. Call will be short so employee can start step 6.
  - b. Have location of accident, phone number where you can be reached and details of accident ready – type of product spilled, location of spill, estimate of area impacted or estimate of number of gallons spilled.
6. Complete incident report form and obtain the following information:
  - a. Insurance information (take photo if allowed, quicker and no mistakes compared to when writing information down)
  - b. License information (take photo if allowed, quicker and no mistakes compared to when writing information down)
  - c. Employer information - if individual is on duty at the time of the incident such as a semi driver.
  - d. Photos of all four sides of vehicle and include:
    - i. License plate
    - ii. Make and Model
    - iii. If a semi is involved take photos of company name, DOT number and any other markings such as truck number.
    - iv. Take photos of all four sides of trailer if applicable.
  - e. Take photos of spill area from a distance to capture overall area.
  - f. Note: An employee needs to go out to the vehicle with the driver if the driver is leaving the store to get their information. There is always a risk the driver will drive off.
7. Obtain witness names and phone numbers.
8. Follow-up phone call with Haley Ahrendt
  - a. Text spill photos to Haley Ahrendt. This will allow me to determine appropriate spill cleanup measures needed.
  - b. Haley will work with the Safety Dept. to contact government agencies and environmental emergency response cleanup company if required.
  - c. **Note:** if it's a major spill and not contained or product enters a waterway the employee can make a quick call to Haley Ahrendt to get the environmental remediation cleanup company in route and to provide immediate assistance and

additional steps to be taken. Then complete the incident report form and obtain driver information. If it's a minor spill and contained with no impact to waterways the employee can obtain the driver, insurance and company information, then notify Haley Ahrendt to ensure we obtained the driver information before he/she leaves.

9. Keep the area clear of running engines and open flame.
10. Once all information has been obtained and Haley Ahrendt has been notified, **then Resume Final Cleanup of spill.**
11. Text or scan and e-mail documents to Haley Ahrendt.
  - a. All documents are to be filed with Haley Ahrendt.