



HEALTH ENVIRONMENT AND SAFETY (HES)

BOOK OF RULES FOR ASTRON ENERGY RETAILERS

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1. INTRODUCTION

- 1.1 Astron Energy has an obligation to protect people (employees, stakeholders and the public), the environment and property from health and safety risks as set out in Astron Energy's SHEQ Policy.
- 1.2 In line with Astron Energy's Operational Excellence Management System, the company requires the commitment of every full-time, temporary and contracted employee, third party contractor, as well as Astron Energy Retailer to comply with applicable legislation and Astron Energy standards and procedures, in order to conduct our business in a safe and responsible manner.
- 1.3 The core business of Astron Energy is the refining, distribution and marketing of petroleum products, many of which are flammable and/or hazardous in nature. All our products can be handled without danger if proper procedures are followed.
- 1.4 Astron Energy issues the HES Book Rules in the interests of communicating these procedures and promoting safety and health of people and the protection of the environment.
- 1.5 The HES Book of Rules cover minimum requirements, and may be complemented by additional rules and procedures issued for specific groups and/or tasks.
- 1.6 Non-compliance with these HES rules will be taken seriously and can, where appropriate, lead to termination of contracts and/or the institution of criminal procedures against the offender.
- 1.7 Astron Energy believes that responsible management of HES is an integral part of one's business ethic.
- 1.8 We undertake to motivate, educate and train the Retailer to assume personal ownership of HES related issues and in this way, accept the HES implications of their actions.
- 1.9 The Retailer will be held responsible and accountable for all activities and actions at their facility.

2. IMPORTANT NOTE TO THE RETAILER

2.1 RESPONSIBILITY

The responsibility for ensuring compliance with existing and any future applicable legislation, which may from time to time be amended and published, is that of the Retailer.

2.2 APPLICABLE RULES & LEGISLATION

Astron Energy has prepared the ***HES Book of Rules*** to assist the Retailer in complying with Astron Energy's HES requirements and including, but without limiting the generality thereof, applicable legislative requirements. It is the responsibility of the Retailer to obtain copies of applicable legislation, and to ensure that such legislation is complied with. Astron Energy therefore accepts no liability in this regard whatsoever.

This document is not intended to replace South African legislation.



2.3 **LAWFUL INSTRUCTIONS**

Astron Energy reserves the right to advise the customer and instruct the Retailer to adopt certain Astron Energy developed practices and procedures, which will assist in protecting the health and safety of the public in general and the environment, and in doing so, protect both Astron Energy and the Retailer's interests. ***The Retailer hereby agrees to adopt the Astron Energy developed practices and procedures and to apply them absolutely.***

2.4 **NON-COMPLIANCE**

2.4.1 Failure by the Retailer to comply with these rules could be deemed as an act of negligence and/or breach of contract.

2.4.2 Loss or consequential damage resulting from such failure would be for the Retailer's account.

2.5. **OHSA AND LOCAL BY-LAW REQUIREMENTS**

It is the Retailer's responsibility to ensure compliance with the Occupational Health and Safety Act (OHSA) as well as any applicable legislation and regulations, some of which are:

- A full copy of the OHS Act to be at the facility as per General Administrative Regulation 4.
- The Occupational Health and Safety Act (OHSA), Basic Conditions of Employment Act (BCEA) and Employment Equity Act (EEA) as well as any applicable legislation charts to be posted at the work place, e.g. in the kiosk.
- PPE must be provided to all staff free of charge as per General Safety Regulation 2.
- Deduction from any employee's remuneration or requiring any employee to pay for PPE directly is prohibited by law as per General Safety Regulation 2(2).
- As a minimum, one person per shift to be trained and certified in Level 1 First Aid and Basic Fire Fighting as per General Safety Regulation 3(4) from an accredited training service provider.
- **FIRST AID LEVEL 1**
 - Training Certificates must reflect the following:
 - Chief Inspector (CI) Number
 - South African Qualifications Authority (SAQA) Number.
 - Sector Education Training Authority (SETA) number
 - Certificates are normally valid for 3 years
 - Service Provider Accreditation certificate
 - Training Certificates on file
- **BASIC FIRE FIGHTING**
 - South African Qualifications Authority (SAQA) Number or Sector Education Training Authority (SETA) number
 - Training Certificates on file
 - Refresher Training required every 2 years

For more information, contact your nearest Dept of Labour Centre or refer to the website.

- **SPILL TRAINING**
 - Each Retail facility should have at least one person trained in spill response, per shift.
 - A list of trained individuals and certificates (if applicable) to be kept in the HES Register.
 - Training to take place every 6 months.



- Training records on file
- Provision of a First Aid Box, fully stocked as per General Safety Regulation 3(2) and readily available. First Aid Box minimum content requirements as per GSR 3 Annexure.
- All staff to be trained on the hazards of the products that they are working with and records of this training to be maintained as per Occupational Health and Safety Act Section 8(e).
- Due to the potential exposure to fuel vapours staff shift scheduling should comply with the hours set out by law for maximum hours worked in one work week to prevent possible over-exposure.
- All equipment that is used at the facility to be in a state of good repair.
- At sites where Environmental Authorisation (EA) had been issued the Retailer must keep a copy of the Record of Decision (ROD)/Environmental Authorisation (EA) and Environmental Management Plan (EMP) where applicable and comply with the required conditions. Retailer to keep audit reports, test results and other relevant data on file.
- If the site is equipped with an oil water separator the local Municipality may sample and test the effluent periodically (different municipalities have different sampling intervals). A Register of any sampling is to be kept in the HES Inspection File. It is the responsibility of the Retailer to ensure that sampling and testing is done as per requirements of the EA/ROD.
- All sites are required to perform fire drills on a quarterly basis. A register of the fire drills is to be kept in the HES Inspection File. In this regard an evacuation plan needs to be drawn up and clearly posted at the facility.

3. GENERAL HEALTH AND SAFETY RULES

3.1 General

At Astron Energy, safety is our number one priority. If we cannot operate safely we do not operate at all. Astron Energy's expectation is that the Retailer will adopt a similar philosophy to protect their staff, the public and the environment.

3.2 Hazardous Chemical Substances

Hazardous chemicals are to be properly stored, labelled and handled. This also applies to containers into which hazardous chemicals are decanted, i.e. fuel cans. Retailers must use SABS approved containers.

3.3 Housekeeping

Astron Energy's retail branding is aligned with: Astron Energy Customer Value Proposition (CVP) which promises a quality, clean, safe and reliable customer experience; and the Occupational Health and Safety Act, No. 85 of 1993 (as well as the Environmental Regulations for Workplaces. It therefore requires retail facilities to be clean, safe and reliable at all times.

3.4 Safety Signs

Retailers are required to ensure that they know the meaning of the safety signs and colour codes which are displayed at their service stations. Retailers are required to always carry out the action indicated by the sign. Retailers are required to ensure that the signs are not tampered with in any way. All staff on site must be educated/trained to know the meaning of the safety signs and colour codes.



3.5 Hygiene

Retailers are required to follow the normal rules of hygiene in eating places, food sales/preparation areas, washrooms, changing rooms and toilets. A high standard of personal hygiene should be practiced at all times especially in food retail outlets.

3.6 Use of Alcohol and Intoxicating Substances

Workers are prohibited from entering the workplace or working whilst under the influence of alcohol or intoxicating drugs.

3.7 Maintenance work on site

Retailers are required, in terms of the OHSA;Construction Regulations to be aware of all construction and maintenance work that is being conducted by contractors at their facilities.

The contractor should discuss the scope of the job and advise the Retailer of any high consequence activities that he/she needs to perform.

The Retailer has a right to stop any work or not allow work to commence, if he /she deem the job to be unsafe, and report it to the Astron Energy HES Specialist and/or the Maintenance & Construction Specialist.

All work conducted by contractors must be managed via a Permit To Work System.

3.8 Personal Protective Equipment (PPE)

The provisions of this paragraph must be read together with the Uniform Policy which is incorporated in the Standards Manual.

- It is the Retailer's responsibility to ensure, that all staff are equipped with the required PPE, based on the risk of exposure when performing specific tasks.
- A record of PPE issue and acceptance must be kept in the HES Inspection File.
- Damaged and worn out PPE must be replaced and disposed of in accordance with regulatory requirements.
- The minimum PPE required for a Customer Service Attendants (CSA) is:
 - Astron Energy CSA uniform, which meets safety requirements, to be purchased from the approved Astron Energy supplier.
 - Black moulded steel cap shoes with oil resistant non slip soles for all staff at the forecourt area.
 - High visibility vest and gloves when receiving product, taking daily dips or cleaning up fuel spills.
 - Safety cones and proper tools for opening manholes.
 - Hearing protection and safety glasses, where required.
- Retailer to ensure Carwash is compliant :
 - Rubber Boots is the minimum PPE required for Car Wash attendants.
 - All high-pressure equipment at carwashes should be connected to an earth leakage relay.
 - Approved Weatherproof electrical points to be installed in wet areas including carwash.

Note: To interfere with or misuse PPE, safety devices, safety signs and fire protection equipment is prohibited and is a criminal offence.



3.9 Cleaning up of Pollution

Where pollution involving products supplied by Astron Energy, has been found on or near an Astron Energy Service Station, and where such pollution has been caused by the Retailer's negligence, mismanagement or failure to adopt prescribed procedures, such as Wet Stock Management (WSM) and the monitoring thereof, and where the Retailer has failed to address the problem adequately, then Astron Energy reserves the right to:

- Instruct the Retailer in writing of our intention to commission a consultant to investigate the extent of the pollution and to recommend what remedial action should be taken, at a cost which is for the Retailer's account.
- Appoint a contractor to undertake the cleaning up of the pollution, at a cost which is for the Retailer's account.
- Recover costs from the Retailer, in the event that Astron Energy had incurred any investigation or remediation costs.

3.10 Stop Work Responsibility

In order to maintain safety on site all Astron Energy employees, contractors, Retailers and staff have the right to exercise their Stop Work Responsibility (SWR) whenever they deem any work to be unsafe. This should be done in a respectfully helpful manner. Similarly, Retailers accept that Astron Energy (and its representatives) may exercise SWR where necessary, provided that this is done in a respectful manner.

3.11 Hazardous/Classified Zones

- A hazardous area /zone is defined as an area of a facility where flammable liquids, gases or vapours are present on a continual, intermittent or periodic basis and/or an area where flammable liquids, gases or vapours may be present under normal operating conditions. These areas are also referred to as classified areas/zones.
- Ignition sources on a forecourt present the highest risk of fire. Controls that can be implemented on the forecourts to minimize the risk of fires, include the elimination of ignition sources.
- The Hazardous zones on the forecourt are as follows:
 - 6m around Pumps/Dispensers,
 - 4.5m around tank manholes (dip and filler points), and
 - 1.5m around tank vent pipes.
- The Retailer must ensure that there are no ignition sources within these hazardous zones.
- The Retailer will be held accountable for any damage or injury caused by such sources of ignition.

3.12 Sources of Ignition

- Ignition sources can be controlled. It is in your own interest to ensure that the following do not occur on your site:
 - Electrical sockets within the hazardous zone.
 - Overloading of electrical supply outlets.
 - Work being conducted by untrained personnel.
 - Open bar heaters, hotplates and microwaves at the kiosk
 - The use of non intrinsically safe equipment in areas containing flammable substances.
 - Smoking on Forecourt.
 - Refer to the Cellphone Policy with regards to the use of cellphones on the forecourt.
 - Open fires or flames within a hazardous zone e.g. use of gas braais on the forecourt.



- Burning of trash anywhere on the premises.
- Combustible and waste materials stored in a manner which could lead to a fire hazard.
- To avoid static electricity:
 - Use only approved jerry cans/containers, (including hazardous warning label) when dispensing fuel into a container.
 - Always place the container on the ground and keep the nozzle in contact with the container.
 - During deliveries the Bulk Vehicle Operator (BVO) is responsible to connect the tanker earthing cable to the tanker earthing spike. The site supervisor is responsible to ensure that the earthing spike is open and that the BVO connects prior to delivery.
- Portable credit/debit card charge bases must be located out of the hazardous zone.
- Construction / maintenance work to be suspended while a fuel delivery is taking place.
- Tank dip point caps are not to be removed while a tanker is discharging product into that tank.

4 LICENCE & PERMIT REQUIREMENTS

As a fuel retail facility, the Retailer is required to ensure that the following licences are in place:

Prominently displayed & on file:

- The Retailer is required to apply for the Retail Licence from the Department of Energy, the Retail license should be renewed annually.
- Landlord to apply for the Site License, if the retailer is not the landlord.
- Business Licence required and issued by certain Municipalities.
- Certificate of Registration - Flammable Substance Certificate, Flammable Liquid Licence (which includes flammable gas, flammable liquid), this is issued by the local fire department (or municipality where there is no fire department). The Retailer is required to apply for this License (in some provinces this licence is renewed annually).
- Certificate of Acceptability for Food Premises – All facilities where food is handled should be in possession of a food license. It is the Retailer's responsibility to apply for this licence from the local municipality and renew as required.
- Pump Calibration Certificate- all pumps are to be calibrated every 18 (eighteen) months, this calibration certificate must be on file.
- Product Safety Guides (PSGs) available and accessible for Petrol, Diesel & Used Motor Oils (where applicable).

On file only:

- Letter of Good Standing for Compensation Fund (Department of Labour – DOL)
- Waste Effluent Discharge Permit, where applicable (permit to discharge effluent)
- Environmental Authorisation (EA) where applicable.
- Environmental Management Programme (EMP) where applicable.
- Electrical Certificate of Compliance (COC includes test reports and will cover the forecourt and Convenience Store) – Each facility, in terms of the electrical regulations, is required to keep a copy of the electrical certificate of compliance.
- Compressor certificates issued by an Approved Inspection Authority (AIA), including Letter of Appointment by Retailer
 - Pressure vessel certificate required every 36 months
 - Annual Service certificate required



4.1 Safety Data Sheets (SDS)

Products manufactured or supplied by Astron Energy are hazardous, and the South African legislation requires certain information on hazardous products to be made available at each Retail site.

- Astron Energy has these SDS's available for all products that are supplied.
- Retailers are required to maintain a copy of these SDSs in the Retail HES file and make them available to their staff and the public in general, when requested.
- Similarly, Retailers must have copies of SDSs of products that they procure from other suppliers, eg. battery acid, cleaning products, car wash detergents, etc.
- Astron Energy has, for their products, an abridged version of the SDS called a Product Safety Guide. These Product Safety Guides should be posted at all facilities in a conspicuous location and is intended to assist in informing you, your staff and the public, of the potential hazards related to some of the Astron Energy products mentioned below:
 - Petrol
 - Diesel Fuels
 - Illuminating Kerosene (Paraffin)
 - Used Motor Oils
 - Lubricants products sold/handled at the facility.
 - LPG (where applicable)

Below is an example of a Product Safety Guide:



Petrol

UN Code 1203
Class 3

Extremely flammable liquid which is used as fuel for spark-ignition engines. Unleaded petrol is a variable complex mixture of hydrocarbons. Benzene concentrations typically range from 0.2 to 5.0 vol%. Some unleaded petrols contain ethanol or other oxygenates. Harmful or fatal if swallowed (aspiration hazard). Inhalation overexposure may cause dizziness and drowsiness. Direct contact with the liquid may be irritating and hazardous. Prolonged and repeated skin contact must be minimised to avoid irritation and absorption of hazardous components. Use only as a motor fuel. Store in accordance with local regulations regarding flammable liquids. Keep out of reach of children. For details on a specific product, consult the SDS.

Hazard Identification

Route of Entry: Inhalation. Eye and skin contact. Immediate Effects: Swallowing even small amounts can result in serious lung damage or death. May be irritating to the eyes, skin. Prolonged skin exposure may result in absorption of hazardous components. Wash exposed skin immediately. Remove soiled clothing. Ventilate. Symptoms: Irritation of throat, and lungs. Long-Term Effects: Chronic effects including leukemia. Precautions is not advised.

Personal Protection

Safety Glasses
Chemical Gloves

The above precautionary measures are recommended for anticipated routine product use. However, more or less protection may be warranted, depending upon the exposure situation.

Hazard Rating (GHS)

Health Hazard
Chronic Hazard: Cancer
0 Minimal Hazard
1 Slight Hazard
2 Moderate Hazard
3 Serious Hazard
4 Severe Hazard

Flammability Hazard
0 Minimal Hazard
1 Slight Hazard
2 Moderate Hazard
3 Serious Hazard
4 Severe Hazard

Physical Hazard
0 Minimal Hazard
1 Slight Hazard
2 Moderate Hazard

4.2 Informing Staff and the Public

- In accordance with Astron Energy requirements, and local legislation, the Retailer is responsible for ensuring that his/her staff members are made aware of potential hazards relating to the handling and storage of hazardous substances. This information appears on the SDS.
- The Retailer and staff must be familiar with the content of the SDS' for the products on site.
- The Retailer must also ensure that the SDS requirements are followed, and that work is carried out at the workplace in such a way as to ensure a safe and healthy environment for all people on the premises: staff and the public alike.

5 WET STOCK MANAGEMENT

THE ASTRON ENERGY WET STOCK MANAGEMENT PROCESS IS THE ONLY METHOD OF STOCK RECONCILIATION ACCEPTABLE TO ASTRON ENERGY, REGARDLESS OF WHICHEVER OTHER SYSTEM IS BEING USED. PLEASE NOTE THAT WSM PROCESS UPDATES CAN OCCUR PERIODICALLY.

a) Wet Stock Management (WSM) Triggers



Fuel product cumulative monthly tolerances should not exceed $\pm 0.50\%$, there are no 5 consecutive days of loss/gain; no 18 days of unexplained loss/gain over 1 month; no sudden increase in water levels; and water levels not higher than 2.5cm.

Refer to the Wet Stock Management Process for further guidance.

b) **WSM Tools**

This includes: Water finding paste, dipsticks per product, tank conversion charts, dipping paste or chalk, manhole tools (e.g. fibrelite manhole opening tool, T-bar).

c) **WSM Documentation**

Wet Stock Management Log (WSM Log), Dip & Meter Sheets, Monthly Declaration Form, UST Monitoring Log, WSM Inventory Reconciliation Log, Delivery Instruction Document (DID)

d) **Statistical Inventory Reconciliation Analysis (SIRA)**

- Statistical Inventory Reconciliation Analysis (SIRA) is an approved Astron Energy monitoring method, managed by a third party, that provides an additional early warning solution to identify leaks and control product integrity, on a daily basis at selected sites.
 - It is incumbent on the Retailer to provide the required data in the prescribed format and timeline to the third party.
 - Any investigation requests must be dealt with promptly.

6. **EMERGENCY RESPONSE PLAN**

- Different types of incidents will require different responses. A general guide for Retailers, regarding some of the more common incidents and related responses are summarized in the Emergency Response Plan (ERP).
- All facility personnel must be properly trained and able to act appropriately during emergencies in accordance with the Emergency Response Plan.
- The following details must appear on the ERP:
 - the names and contact telephone numbers of Astron Energy staff
 - various local authorities
 - facility details
- Information in the Emergency Response Plan needs to be updated when required. Records of these updates should be kept in the HES Inspection File.
- The Emergency Response Plan must be accessible to all staff and must be prominently displayed.
- The Evacuation Plan must be accessible to all staff and must be prominently displayed.
- Each Retail facility should conduct an emergency drill at least quarterly. This drill could include fire, medical response, spill response, etc.

7. **INCIDENT REPORTING & RECORDING**



- All SHEQ and Security incidents including where an accident occurs involving flammable substances and results in one of the following: fire, explosion, spillage, or loss of flammable substance, personal injury or death, must be reported verbally to Astron Energy immediately and confirmed in writing within 24 (twenty four) hours.
- Relevant authority reporting, where applicable, should occur within the prescribed timeline.
- In addition, all incidents must be captured in the Incident Register section in the HES Inspection File.
- An incident report should include at least the following information:
 - Location (Service Station Name)
 - Date of Occurrence
 - Time of Occurrence
 - Type of Incident (Fire – Spill- etc.)
 - Description of Incident
 - Weather Conditions (at time of incident)
 - Spill: Product involved, Quantity of Product, How spill occurred
 - Injuries - Type
 - Property Damage
 - Security related (theft, armed robbery, etc.)
 - 3rd Party Involvement - (Fire department - Police - Media)

8. NEMA SECTION 30 EMERGENCY REPORTING

Emergency incident - An unexpected sudden occurrence, including an emission, fire, or explosion leading to danger to the public or potentially serious pollution of or detriment to the environment, whether immediate or delayed.

- NEMA sect 30 (3) requires that a responsible person to report (immediately and without delay) an emergency incident, in consultation with Astron Energy.
- The initial alarm notification is done within 24hrs to National DEA, Provincial and Local departments including fire department and local SAPS in case of fire or explosion
- The initial alarm notification can be done via phone and later confirmed in writing, or an e-mail, there is no specific template and should contain the following info:
 - The nature of the incident
 - Steps taken or to be taken to avoid or minimize impacts to the environment and or public health
- Within 14 calendar days, a signed NEMA Sect 30 report must be submitted containing all details of the incident.
- All spills of 10 litres or more to ground must be reported.
- All spills to a watercourse must be reported.

Failure to report is a criminal offence and a fine not exceeding R5 million or imprisonment for a period not exceeding 5 years in a case of the first conviction.



In addition, the Relevant Authority may open a criminal docket and initiate prosecution through the criminal justice system.

9. **LOANED AND CUSTOMER OWNED EQUIPMENT**

- Equipment which is supplied on loan by Astron Energy to the Retailer, (e.g., Pumps, Tanks and Signage, where applicable.) is to be used for the purpose for which it is intended, and is not to be misused or tampered with in any way.
- Retailers are to inform the Astron Energy Territory Manager **immediately** once any defects on loaned-equipment are detected. A verbal notification must be done immediately, followed by a notification in writing within 24 (twenty four) hours. Astron Energy accepts no liability whatsoever for any claim, loss or damages arising out of any failure to furnish such notification timeously.
- The following elements (9.1 to 9.13) could pose a significant HES risk if not addressed. Therefore, Retailers are required to adopt and maintain specific operating procedures and routine equipment integrity checks to minimise HES risks.
- For Astron Energy owned equipment, contact Astron Energy's assigned maintenance contractor. Where the equipment is owned by the Retailer or Landlord, this will be for their account.

9.1 **Underground Storage Tanks (USTs)**

a) **Identification Tags**

- Identification tags have been fitted to all filler and dip points. These tags are to be clearly identifiable and visible to Bulk Vehicle Operators and display the following information:
 - Tank Number (each tank on the site will have a unique number)
 - Tank Size (the holding capacity of the tank)
 - Type of Product in Tank (Diesel - Unleaded Petrol)
 - Dip and filler point colour coding



Year 2006 Product	Product Colour	Identification Marking			SANS Colour Number	Banded or Entire Pipeline	Plascon Codes	
LRP 95	Red				A14	x	R68-5	"GUM FLOWER RED"
95 ULP	Green				H41	x	U75-5	"LINDERMAN LIME"
93 ULP ***	Yellow				H41 / C61 / H41	Banded	U75-5/U53-1/U75-5	
Diesel 500	Straw				B33	x	T73-7	"BALLARAT GOLD"
Diesel 50	Straw				B33 / F06 / B33	Banded	T73-7/F06/T73-7	"BALLARAT GOLD AND DARK VELVET"
IP / IK	Water White				F29	x	D43-8	"BLUE JAY"

- If paint fades or tags become damaged or lost, the Retailer shall immediately log a call with the designated maintenance company to have the maintenance done. All maintenance for equipment not owned by Astron Energy is for the Retailers account.

b) Reporting Suspected Leaking Equipment

- The Retailer is required to report suspected leaking equipment to the Astron Energy Territory Manager **immediately** when such a leak is suspected. This report is to be confirmed **in writing** within 24 (twenty four) hours.
- In the written report the Retailer must provide the Territory Manager with all supporting documentation and access to all equipment for a thorough investigation.
- At this point the Retailer may be required to discontinue further use of the suspected equipment.
- Astron Energy may confirm a suspected leak by conducting tank integrity testing.
- Where the equipment is owned by the Retailer or Landlord, tank integrity testing is for their account.

Please refer to the WSM process for further details.

c) Product Loss Claims

- Compensation in respect of product loss resulting from leaking equipment (if Astron Energy owned) will only be considered for the 14 (fourteen) day period preceding the day on which Astron Energy receives the above written notification – This is referred to as the “14 day period of grace”.
- Regardless of the above, Astron Energy will only consider compensating a product loss claim, if the mandatory “**WSM Process**”, is being properly applied by the Retailer. This “Early Warning Process”, if applied correctly, will afford Astron Energy the opportunity to take timely corrective action, thereby minimising product losses and pollution.

d) Clean-up Costs

The Retailer will be held accountable for pollution clean-up costs and consequential damage claims resulting from leaking equipment if:

- The “**WSM Process**” is not being applied correctly and/or
- The Retailer fails to notify Astron Energy in writing within 24 hours of a suspected leak, and/or
- If the investigation reveals negligence on the part of the Retailer.



9.2 Automatic Tank Gauging (ATG)

- Certain retail facilities have an ATG system installed. This equipment is designed, amongst other features, to detect leaks and shut down the affected system. The system is connected to a control panel which is accessible.
- The Retailer must be trained by the installer on the various alarms - audible and visual.
- All alarms must be investigated and appropriate action taken.
- The Retailer is required to inspect the ATG equipment on a daily basis and record the results in the UST Monitoring Log that must be kept with the WSM records.
- If the system is not functioning properly the Retailer is required to report the fault to the Astron Energy approved maintenance contractor.
- All Astron Energy owned ATG equipment must be installed and maintained by a Astron Energy approved contractor.
- For Non-Astron Energy owned equipment, the Retailer is responsible for maintaining the equipment.

9.3 Fire Fighting Equipment

- It is the Retailer's responsibility to provide, maintain, service and replace lost/damaged firefighting equipment, including fire extinguishers, fire blankets, fire hose reels and fire hydrants.
- The Retailer should ensure that the following procedures are adhered to:
 - Servicing is to be carried out by an approved firefighting equipment servicing company. The annual service certificates must be kept and recorded in the HES Inspection Register.
 - While the fire extinguishers are being serviced, it must be replaced with similar equipment (loan units).
 - A monthly inspection of all the firefighting equipment must be carried out by the Retailer to check whether access to the equipment is located in a designated area; not restricted; is in good condition and ready for use. This is to be recorded in the HES Inspection Register.
 - Each site is required to have a minimum of one 9kg of Dry Chemical Powder fire extinguisher for every two pump islands, unless local by-laws are more stringent.
 - Fire Extinguishers must be pressure tested every 5 years and certificate to be kept on record in the HES Inspection File.

9.4 Pumps, Dispensers, Nozzles and Hoses

- A 6m radius around pumps and dispensers is regarded as a hazardous zone. No sources of ignition or non-intrinsically safe electrical appliances are allowed to be operated within this radius. It is the Retailer's responsibility to enforce this rule.
- The Retailer is required to log a call with the approved pump maintenance contractor when defects are found on the pumps/dispensers.
- Pump/Dispenser Hoses - excessive wear (exposing steel reinforcement) and other damage.
- Pump/Dispenser Structure - In sound physical condition.
- Pump/Dispenser Sumps are free of product / water.
- Fan belts are to have suitable tensioning / play.



- No leaks on unions and joints.
- Wires on electrical junction boxes are not exposed.
- All Conduits / ducts are sealed to ensure that vapours do not migrate to other areas.
- Inspect Shear Valves to ensure that they are securely installed, where applicable.
- METER CALIBRATION
 - As per the Legal Metrology Act 9 of 2014, requires that meters on pumps and dispensers are calibrated (verification of meter readings) at intervals not exceeding 18 months.
 - The Calibration Certificate is valid and in place.
 - Ensure calibration lead seals are in place.

9.5 Safety Signage

- The location of all fire equipment and emergency equipment including the First Aid Kit should be clearly indicated using signage.
- Inside buildings, emergency escape routes and exits must be clearly identified using signage, where applicable.
- No smoking, no naked flame, no cell phone and switch off engine signs must be posted on the pump islands, vents.
- At sites where LPG is sold, signs indicating:
 - the maximum volume of gas to be stored at the facility must be posted at the gate of the gas cage or gas storage area.
 - No smoking, no naked flame and no cell phone sign to be displayed.
- All compressors and generators must have the following signs displayed.
 - Caution this equipment starts and stops automatically
 - Noise zone and ear protection
- The Emergency Assembly Point/s should be clearly identified using signage.

9.6 Emergency Shut Down Device

- Where neon signs are installed, a fireman's switch is required. In the case of an emergency these switches are used to isolate high voltage (red neon strip around the canopy) neon tubing. These switches are only to be used by firemen.
- All sites must have an Emergency Shut Down Device to deactivate the pumps.
- Emergency Shut Down Device must be clearly labelled and should be readily accessible.
- All staff should be aware of the location and functionality of the Emergency Shut Down Device.
- Emergency Shut Down Device must be tested annually and records kept on file. For Astron Energy owned equipment, this is done as part of Astron Energy's maintenance contract.

9.7 Filler & Dip Points

- A 4.5m radius around a filler or dip point is regarded as a hazardous zone. No sources of ignition are permitted within this area.
- No claims for product loss or contamination of a product will be entertained by Astron Energy if the filler and dip caps are not in place and locked when not in use at any specific time. If the dip caps are in place and their seals are in good condition, water should also not be able to enter the tank.
- Lost filler and/or dip caps and damaged seals are to be reported to the Astron Energy appointed maintenance contractor who will arrange for their replacement.
- The dipstick used for dipping tanks should clearly indicate for which tank(s) it is to be used. Only one dip stick is to be used per product type. **Aluminium** dipsticks are not to be used. Only wooden dipsticks are to be used.



- Check for bonding/earthing and that the cables are securely fastened to the couplings.
- It is the responsibility of the Retailer to ensure that no spilled product is left in the filler point containment area by the Bulk Vehicle Operator after a delivery.
- It is the responsibility of the Bulk Vehicle Operator to clean any spilled product from the filler containment before leaving the site. The Retailer is advised to contact the Territory Manager if the spill is not cleaned up.
- It is the Retailer's responsibility to ensure that arrangements are made for the Bulk Vehicle Operator to have access to dip and filler points for delivery purposes, as well as to supervise the delivery process. The Retailer is also to ensure that the filler and dip caps are in place and locked after each delivery.
- It is the responsibility of the Retailer to comply with the delivery instruction document (DID).

UNDER NO CIRCUMSTANCES MAY THE DIP CAP BE REMOVED DURING THE DELIVERY OF FUEL INTO THE TANK- THIS POSES A MAJOR FIRE RISK

9.8 Vents

- A 1.5m radius around a vent pipe is regarded as a hazardous zone. No sources of ignition are allowed within this area at any time. Stringent enforcement of this precautionary measure is required during deliveries.
- Vents are to be positioned in such a way as to allow free and safe ventilation of the underground storage tanks. The Retailer is to report vents which do not operate correctly to the Astron Energy assigned maintenance Contractor.
- Safe vents:
 - Must be positioned at least 600mm above building eaves or parapet walls.
 - Must not be obstructed by vegetation or extraneous material (e.g. bird's nests).
 - Vents to be bonded together.
 - Must have safety decals posted in the vicinity.
 - Must be in direct line of sight of BVO during delivery.
 - Where the vents are not in direct line of sight to the Bulk Vehicle Operator the Retailer must assist with the observation during delivery.
 - Must be visually inspected for corrosion and damage (this includes the base of the vent).
- Unsafe vents:
 - Vent near openings such as windows/doors,
 - Vent under canopies.
 - Vent blocked.
 - Vent under eaves of buildings.
 - Vent into confined spaces.
 - Vent close to sources of ignition.
 - Vent corroded or damaged (including base).
- It is the responsibility of the Retailer to ensure that adequate "No-Smoking", "No Naked Flame" and "No Cell phone" signs are displayed at the vent area.
- If product flow into the tanks is exceptionally slow, this could mean that the vent is blocked. Please report this to the assigned maintenance contractor.



- It is the Retailer's responsibility to ensure that there are no sources of ignition, fires, grinders or any other equipment which could cause a spark or ignite the vapours within the hazardous zone.

9.9 Observation Wells

- Observation wells will be installed within the tank farm area at certain Retail sites.
- The requirement is that these observation wells need to be inspected on a monthly basis by the Retailer.
- The observation is to take place by using a clean dip stick. The results are to be uploaded into the HES Inspection Register.
- If fuel is present, the Retailer is to notify the Territory Manager immediately.

9.10 Electrical Installations

- The Retailer is to ensure that the electrical distribution board circuit breakers are clearly marked. Such markings are to indicate which circuit breaker isolates which pump/s, dispenser/s or other electrical equipment.
- The Distribution Board should meet the following requirements:
 - Clearly labelled
 - No naked wiring visible
 - No gaps between circuit breakers
 - Not obstructed
 - Must be accessible in case of an emergency
- No exposed wiring is permitted on the facility.
- Extension leads must be kept out of contact of water, and outdoor plugs must be enclosed in a weatherproof unit.
- All high pressure equipment at car washes should be connected to an earth leakage relay.
- Only approved electrical points to be installed in wet areas including carwash area.

9.11 Compressors and Generators

It is the Retailer's responsibility to ensure that:

Compressors

- All staff members using specific equipment do so in accordance with the manufacturer's instruction manual.
- The equipment is maintained in good working condition at all times.
- The equipment is serviced annually and a record of this is kept in the HES Inspection File.
- The compressor is to be drained on a daily basis to remove water.



- The compressor tank needs to be pressure tested by an Approved Inspection Authority (AIA) every 36 months and a pressure test certificate to be kept in the HES Inspection File.
- Compressor must have a machine guard on both sides of the fly wheel/fan belt. The gaps on grill should not allow fingers to go through.

Generators

- Any new equipment, eg. generators, must be installed by a Astron Energy approved installer only.
- Where equipment is owned by the Retailer/Landlord, equipment must be installed by an approved installer only.
- Generators should not be installed inside any building.
- The fuel for the generator must be stored in an approved container, and comply with storage and handling requirements.

9.12 Oil / Water Separators

- It is a criminal offence to allow hazardous waste to pollute the soil, surface or groundwater, or to allow it to discharge into municipal storm water or sewers.
- The Retailer is responsible for ensuring that:
 - Quarterly inspection of the separator must be undertaken and recorded in the HES Inspection File.
 - The separator chambers should also be inspected after heavy rains and/or a spillage of product on the forecourt.
 - Inspection to include the following:
 - The Retailer must open all three chambers and visually inspect the surface of the water for the presence of any fuel/oil residue in the 3rd chamber (outlet). If fuel/oil residue is observed in the 3rd chamber or if sediment is restricting flow between the chambers then the separator needs to be serviced.
 - The Retailer is to arrange for the separator to be cleaned out and re-commissioned by a registered servicing company. At a minimum this should be done annually, or more frequently dependent on the need. The cost of this exercise will be for the account of the Retailer.
 - After servicing ensure that all chambers of the separator are recharged with fresh water.
 - Waste removed from the oil-water separator is regarded as hazardous waste. Servicing of the separator needs to be conducted by a registered servicing company; this company needs to supply the Retailer with a waste manifest and safe disposal certificate which must be kept in the HES Inspection File, for a period of at least 5 years.

10. WASTE MANAGEMENT

- Pollution of the environment is punishable by law. Used oil storage and empty oil containers are a potential contributor to ground and water pollution. It is the Retailer's responsibility to ensure that used oils and empty oil containers are stored on the property in such a way as to eliminate the risk of polluting the environment.
- Used oil, and other hazardous waste material may only be removed/transported from the premises by an approved hazardous waste removal company/transporter and disposed of at an approved waste disposal site.
- Waste Manifest and safe disposal certificates must be kept on site for a period of at least 5 years.
- The type of hazardous waste generated at a service station may include:



- used oil
- empty oil containers
- oily rags
- used gloves
- oil contaminated paper towel, dipgreen units (KZN)
- and/or contaminated soil
- contaminated spill kit material
- Hazardous waste may not be comingled and disposed of with general waste.
- Reasonable steps are to be taken to ensure that the containers where waste is stored are in tact and not corroded and are fit for the storage of waste.
- For waste storage, there must be:
 - a dedicated waste bin/container for each type of waste.
 - the waste bin/container must have a lid and be lined with a leak proof plastic bag to avoid environmental pollution.
 - The waste bin must be properly labelled to indicate the type of waste stored e.g. “empty oil containers”, “Hazardous waste”, “General waste”.
- Adequate measures must be taken to prevent:
 - Accidental spillage or leaking.
 - Waste from blowing away.
 - Nuisances such as foul odour; visual impact
 - The pollution of the environment and harm to health
- The area where hazardous waste is stored must be kept clean.
- Records of all hazardous waste removals are to be kept by the Retailer, and made available on demand. (Refer to the HES Inspection File for further guidance).

The Retailer should use an approved Hazardous Waste collection service. Below are some examples:

- **EnviroServ: 0800 192 783**
- **Spilltech : 0861 000 366**
- **DCLM: 031-003 0530 (KZN only)**

Accountability

The Retailer of the facility will be held liable for the cost of cleaning up any pollution generated by the business, whether such pollution is on or beyond the boundaries of the property. Any consequential damage claims will also be for the Retailer’s account. If clean-up action is not addressed timeously, then Astron Energy reserves the right to instruct an independent company to clean up the pollution, and recover the costs from the Retailer.

10.2 Spill Cleanup Materials

- The Retailer must ensure that there are sufficient spill cleaning equipment and material available to address emergency containment and clean-up of spills.
- The Spill Kit should contain the following, as minimum:
 - 240 litre wheely bin
 - 1x100litre Peat Fibre (no saw dust)
 - 1x2metre Oil Absorbent Boom
 - 15x 200g Oil Absorbent Pads
 - 1x Spill Broom
 - 1x Sparkproof Spade



- 1x Goggles
 - 1x Dust Mask
 - 1x PVC / Nitrile Gloves
 - 5x Heavy Duty Disposal Bags and Ties
- It is also the responsibility of the Retailer to ensure that staff members are trained in handling spills, including the use and purpose of the clean-up material. Record of the training must be kept updated in the HES Inspection File.
 - The spill kit must be stored in a location where it is easily accessible, in case of an emergency. The contents of the spill kit must be inspected on a monthly basis to ensure that it is in a good condition.
 - As per legislation only approved clean-up materials must be used. (Sawdust or any similar combustible materials may not be used for cleaning product spills)
 - When absorbent material is used, it must be disposed of as hazardous waste.
 - Refer to the hazardous waste section for safe disposal and procedure.

11. STOCK ROOMS AND WORKSHOPS

11.1 STOCK ROOMS

- The Retailer must :
 - Ensure that stacking of material is executed in a manner that the base is level and capable of sustaining the stack load.
 - Ensure that stacks are stable and do not overhang.
 - Heavy items should be stored at a lower level.
 - Ensure that the housekeeping is checked
 - The area is regularly inspected for no leaks or spills.
- Chemicals should be segregated as follows:
 - Corrosives
 - Flammables
 - Oxidizers
- It is the Retailer's responsibility to ensure that materials and chemicals are properly segregated, labelled and stored. There must be SDS's available for all stored chemicals.

11.2 WORKSHOPS

- The Retailer must ensure effective disposal of used oil in a workshop and records kept on site for inspection.
- Ensure that all combustible and waste materials are not stored in a manner which could lead to a fire hazard.
- In the event of hot work such as welding, flame cutting, grinding and similar operations, the Retailer must ensure that:
 - Adequate safeguards are in place to protect against heat, flying objects, sparks or dangerous radiation.
 - The workplace is effectively partitioned off where practicable.
 - All operations must be stopped during fuel deliveries.

12. COVID-19 GUIDELINES

The guidelines are aligned with the procedures that have been set out by the government, and will assist you to ensure that your forecourt can return to full service safely and efficiently.



Astron Energy requires that the following processes are adhered to where a positive case has been identified:

- Immediately complete the COVID-19 Incident Report Form, supplying comprehensive details around the incident i.e. dates, time, impact etc. The form must be returned to your Astron Energy Territory Manager and FreshStop Business Consultant as soon as possible. If the Retailer is unable to complete the form, assign someone else to do so.
- Isolate and deep clean the area.
- If using an external company for additional decontamination, request a certificate. (A certificate is not mandatory, but preferable.)
- Call the NICD and obtain a reference number.

Basic 'everyday' safety procedures:

- All sites should by now have appointed their own COVID-19 Compliance Officer who is responsible for checking that the site is adhering to the COVID-19 regulations, and for incidence reporting.
- Minimise the risk by reiterating the basics to all employees.
- Wear a face mask at all times.
- Practice social/physical distancing: Keep at least a metre and a half between yourself and customers and colleagues.
- Wash your hands regularly throughout the day with soap and warm water, or use an alcohol-based sanitiser.
- All retail businesses are required to provide sanitisers for use by employees and members of the public. The regulatory directive is that hand sanitisers must contain a minimum of 70% alcohol. Dilution of sanitisers compromises their efficacy, putting users at risk of infection.
- Try to avoid touching public surfaces, if you do touch public surfaces, wash your hands after doing so.
- If you are operating more than one site, extra precautions are essential to prevent cross-site contamination. Having two infected sites at one time can have devastating effects on your business. Please ensure that teams from different sites do not overlap, i.e. no contact between staff of different sites. Similar rules apply to shift staff on a single forecourt.
- To mitigate the business impact of an employee testing positive, try to reduce the number of affected staff by ensuring that shifts do not overlap, thereby reducing the number of interpersonal contact between the various shifts. When a staff member tests positive, anyone who has been in close contact with them will need to quarantine in order to minimise the spread.

13. ASTRON ENERGY AGREEMENTS

The contents in the Book of Rules shall form part of the terms and conditions of the Astron Energy Agreements and is included therein as if specifically incorporated.



RECEIPT OF BOOK OF RULES ACKNOWLEDGEMENT

I the undersigned, acknowledge receipt of the Astron Energy “*HES Book of Rules for Astron Energy Retailers*”, the contents of which have been explained to me by the Territory Manager or other Astron Energy representative, who also served as a witness to this document.

I understand the importance of protecting the environment, as well as the Health and Safety of my staff and the public in general, and am fully aware of my responsibility and accountability in respect thereof.

Name: (Print)

Capacity:

Signature:

Date: / /

Witness: (Astron Energy Territory Manager or other Astron Energy representative)

Title: (Print)

Name: (Print)

Signature:

Date: / /

***Original to be forwarded to Astron Energy
Copy to be retained by the Retailer***

