



Circular # HR 20-2021
12 April 2021

GUIDELINES ON EMERGENCY RESPONSE AT COCO SITES

1. **Prelude.** COCO Sites should have in place Emergency Response Plan (ERP) to effectively counter an impending hazard or any major incident, so as, to prevent loss to the life and property. In this regard, guidelines are being outlined below, which are required to be followed/ practiced on regular basis.

2. **Protection Priority to be Followed**

- a. Safety of Staff (Always First).
- b. Protection of Assets/ property.
- c. Protection of Environment.

3. **Duties and Responsibilities of COCO Staff in Different Possible Scenarios**

a. **In Case of Fire/ Explosion on the Site**

- (1) Push cars away from the forecourt to a safe distance.
- (2) Remove flammable material to a safe distance.
- (3) On Duty Filler shall evacuate people while other fillers would ensure their evacuation in least possible time.
- (4) Forecourt Staff/ Cashier/ or any Attendant should immediately press the Main Emergency Button.
- (5) Site Incharge/ COCO Officer should call the Fire Brigade (16)/ Rescue (1122) and inform in his Reporting Line as well as HSE Head/ Team Member.

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(6) Nearest Filler(s)/ Forecourt Staff shall use fire extinguishers to extinguish the fire within first 3 minutes of the breakout of fire.

(7) Sand to be used to extinguish fire.

b. **In Case of Fire/ Explosion in Tank Truck on the Site**

(1) On Duty Filler shall immediately start evacuation of people while other fillers would ensure their evacuation in the least possible time.

(2) Forecourt Staff/ Cashier/ or any Attendant should immediately press the Main Emergency Button.

(3) Site Incharge/ COCO Officer should call the Fire Brigade (16)/ Rescue (1122) and inform in his Reporting Line as well as HSE Head/ Team Member.

(4) Fuel Truck Attendant/ Driver should immediately close valves of the Tank Truck and lid of the underground Oil Storage Tank, if open.

(5) Nearest Filler(s)/ Forecourt Staff shall use fire extinguishers to extinguish the fire within 3 minutes of the breakout of fire.

(6) Sand to be used to extinguish fire.

c. **In Case of Fire in the Vehicle**

(1) Filler(s) on duty shall immediately start evacuation of people while other fillers would ensure their evacuation in the least possible time.

(2) Forecourt Staff/ Cashier/ or any Attendant should immediately press the Main Emergency Button.

(3) Site Incharge/ COCO Officer should call the Fire Brigade (16)/ Rescue (1122) and inform in his Reporting Line as well as HSE Head/ Team Member.

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- (4) In case Vehicle catches fire, Filler/ Attendant would slightly open bonnet of the vehicle and use Fire Extinguisher or sand to extinguish the Fire.
- (5) Filler(s)/ Attendant should push vehicle outside the premises of Retail Outlet.

d. **In Case of Oil Spill**

- (1) Emergency cut off switch should be activated and the site closed.
- (2) Filler(s) on duty shall evacuate people from the Oil Spill Surface/ Vehicle(s) while other fillers would ensure their evacuation in the least possible time.
- (3) Filler(s)/ Attendant(s) would ensure that engines of all nearby vehicles are turned off and no flame burning takes place on the site.
- (4) Site Incharge/ COCO Officer should call the Fire Brigade (16)/ Rescue (1122) and inform in his Reporting Line as well as HSE Head/ Team Member.
- (5) Site Incharge/ COCO Officer on duty shall contain the spill and use sand in case of an excessive spill.

e. **When Clothes Catch Fire or Burning Skin/ Exposed to Oil**

- (1) Nearest Filler/ Attendant shall immediately ground the affected person in lying position.
- (2) Cover the affected person from head to toe with a blanket/ thick piece of cloth, use the fire blanket mounted at the pillar to cover the affected person.
- (3) Douse clothing with water and remove carefully to avoid static sparks.
- (4) Use water to rinse off the product in case of contact with the victim's body.
- (5) If water is not available, remove the clothing carefully.

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- (6) Site Incharge/ COCO Officer on duty shall call the Fire Brigade (16)/ Rescue (1122) and inform in his Reporting Line as well as HSE Head/ Team Member.
- (7) Filler(s)/ Attendant(s) immediately treat the area with fresh water for 15 to 20 minutes. Only apply the water to the burned area.
- (8) Immediately seek medical help.
- (9) If a person consumes oil, immediately refer/take him to the doctor.

f. **In Case of Procession Near the Site**

- (1) In case there is potential for confrontation with procession or mob, ensure that the site is closed and barricaded/ cordoned off.
- (2) Emergency cut off switch should be activated and the site be closed.
- (3) Underground tanks should be locked.
- (4) Evacuate cash, remove lubricant cans from the forecourt and close the Tyre Shop. No tyres be stacked outside the Tyre Shop.
- (5) Site Incharge/ COCO Officer shall guide/ brief the staff and stop the product supply.
- (6) Move the people/ security guards away from the forecourt.
- (7) Mob/ protestors be requested not to enter the site premises. They must be explained sensitivities of hazards/ fire breakout.
- (8) Site Incharge/ COCO Officer on duty shall call the Fire Brigade (16)/ Rescue (1122) and inform in his Reporting Line as well as HSE Head/ Team Member in case any hazard is encountered.

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g.

In Case of Armed Robbery

- (1) Do not panic.
- (2) No action be taken that could threaten the safety of staff or customers.
- (3) Do not use or encourage the use of weapon against the robber.
- (4) Follow the robber's commands, but do not volunteer to help.
- (5) Be observant. Plan to be a good witness. Try to notice as much as possible about the robber.
- (6) **Post Robbery Action**
 - (a) Do not chase or follow the robber.
 - (b) Site Incharge/ COCO Officer on duty shall immediately call the Police (15) and inform in his Reporting Line.
 - (c) Site Incharge/ COCO Officer shall keep the specific area closed until Police arrives and conducts inquiry.

h. **In Case of Natural Hazard/ Disaster**

- (1) Ensure that the site is closed and barricaded/ cordoned off.
- (2) Emergency cut off switch be activated and the site should be closed. Underground tanks should be locked.
- (3) Do not panic.
- (4) Filler(s)/ Attendant(s) shall move the people to a safer place.
- (5) In case of any loss/ damage, Site Incharge/ COCO Officer on duty shall inform his Reporting Line as well as HSE Head/ Team Member.

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i. **Bomb Threat or Information**

- (1) Ensure that the site is closed and barricaded/ cordoned off.
- (2) Emergency cut off switch be activated and the site should be closed. Underground tanks should be locked.
- (3) Evacuate cash, remove lubricant cans from the forecourt and close the shop.
- (4) Filler(s) on duty shall immediately start evacuation of people while other fillers would ensure their evacuation in least possible time.
- (5) Filler(s)/ Attendant(s) shall move the people to a safer place.
- (6) Site Incharge/ COCO Officer on duty shall share the information with the Bomb Disposal Squad Team.
- (7) Don't touch the Bomb explosive material, if found/ detected.
- (8) Site Incharge/ COCO Officer on duty shall immediately call the Bomb Disposal Squad and inform his Reporting Line

4. Sales and Marketing Department shall be the custodian of implementing this Policy, while HSE Head shall be responsible to train COCO Staff on the possible scenarios outlined in the policy.

General Manager HR
Brig Muhammad Naeem Sarwar (Retd)

CEO
Khalid Riaz

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