

SHELL HELPS WITH GASOLINE SAFETY



Accidents can
happen.



Accidents
have happened.



We don't want
accidents to
happen to you.

We care about our customers
and their safety.



THE SAFETY BASICS

With the popularity of self-serve gasoline sites, we may be getting just a bit casual about refueling our vehicles. We may have forgotten how important the job of refueling is. We forget that gasoline is a potentially dangerous product if not handled properly: Fueling our vehicles requires care and attention.

At Shell, we know the importance of the fuel that keeps your vehicle running. None of us could manage without it. But gasoline can be extremely hazardous unless properly and safely handled. Accidents can happen. Accidents *have* happened. We don't want accidents to happen to *you*.

Shell provides safety training for its Retailers and Sales Associates, and our sites are designed with safety in mind. Our safety procedures are verified



Safety rules are essential when you're close to the pumps.

by Shell Health, Safety and Environment inspections at regular intervals.

We also need your help and co-operation if we are to prevent accidents, which might involve other customers, our neighbours, our staff — or *you*. Your part in accident prevention involves

following a few simple rules whenever you're close to a gasoline pump or other source of fuel. Our Sales Associates are trained to ensure your safety at all times — please remember this if they need to caution you about one of the following fuel safety rules.

The first three rules are also THE LAW:

- **DON'T** smoke within 7.5 metres (25 feet) of a gasoline pump (3 metres or 10 feet in Ontario).
- **DON'T** leave your vehicle running when refueling.



- **DON'T** jam the pump nozzle open when refueling at a self-serve site.
- **DON'T** allow children to play around pump islands — or to hold or activate the pump nozzle.
- **DON'T** be distracted from filling your vehicle by using a cell phone. A fill-up takes only a few minutes and requires your full attention. In addition, cell phones are electrical devices, so they're a potential ignition source for any fumes.

And:

- **ALWAYS** use only approved containers to carry or store fuel (CSA- or ULC-labeled).
- **ALWAYS** treat *all* fuels with respect. Store them in well-ventilated places with no nearby ignition sources. Handle them with great care and use them *only* as motor fuel.
- **ALWAYS** extinguish propane pilot lights in recreational vehicles, campers, motorhomes and other vehicles before refueling the vehicle.
- **ALWAYS** dismount from your motorbike before fueling. Fuel spilled onto the hot exhaust or engine could cause a fire, injuring you and others.

COMMON GASOLINE SAFETY SYMBOLS



Remove all ignition sources



Smoking is strictly prohibited



Do not leave engine running



Do not fill portable container in or on a vehicle.



Do not overfill containers.



Do not leave your vehicle unattended



Do not operate a cell phone.



Gasoline is highly flammable



Gasoline is a poisonous substance



SOME FACTS ABOUT GASOLINE

We all know that gasoline is highly flammable. But it's not actually the liquid that burns. Even at a temperature as low as -45°C ., gasoline gives off vapour – and it's the *vapour that ignites*. The vapour is also heavier than air, so it lingers at ground level and in enclosed spaces, and it flows in pools and gaseous streams wherever a breeze takes it.

All it takes to create a violent explosion is fuel vapours, enough oxygen, and a source of ignition — like a spark from a cigarette, a hot exhaust pipe, faulty wiring, or a wisp of vapour reaching the open flame of a pilot light or a match.

Even something as seemingly innocuous as the spark from a static electricity discharge can cause gasoline vapours to explode if it happens near enough to their source. Remember that when you move around in your vehicle, you can build up a static electricity charge in your body.

Research shows that the energy content of the resulting static electricity charge in your body is *many times* the spark energy required to ignite gasoline vapours. Nothing will happen when



Any ignition source — from a match to the seemingly innocent static charge you may pick up when moving inside your vehicle — can be dangerous when refueling.

you're inside your vehicle, but if you leave it and are still carrying the charge, and if you touch the pump nozzle, it's possible for the resulting spark to be dangerous.

Even aside from its explosive potential, gasoline can be hazardous stuff. Spilled on the skin, it dries up natural oils and fats. The skin dries and cracks, and secondary infections may follow. Gasoline vapours can cause dizziness, vomiting, unconsciousness, even death, if inhaled in strong enough concentrations.

And even after it dries, it's still flammable when absorbed into clothing or shoes, or on the skin.

All this means that gasoline is extremely dangerous if handled incorrectly. **But, with care, respect and common sense, gasoline can be used safely and beneficially.**



IT'S THE LAW...

At all our Shell sites, we are concerned about sources of ignition anywhere near our gasoline pumps or other fueling locations. In fact, fire regulations across the country (based on the National Fire Code) make it **ILLEGAL** . . .



- To smoke within 7.5 metres (25 feet) of a gasoline pump, including inside a vehicle (3 metres or 10 feet in Ontario);



- To refuel a vehicle with the engine running;



- To purchase (or sell) gasoline or diesel fuel and take it away from the station in anything but an approved container;



- To jam the pump nozzle open when refueling at a self-serve site.

If you want to purchase gasoline to take away from the station in a portable container, the container must have a ULC or CSA label on it. These containers are usually made of tough, corrosion-resistant red plastic with a detachable spout. Most Shell retail sites sell these containers if you need one. Anything else just isn't safe: Gasoline eats through many plastics, including the kind used in pop bottles. And the risk of breakage and spillage with glass containers is just too great.

Shell is committed to ensuring that these laws are obeyed, because they exist for your safety and for the safety of our other customers, our neighbours and our staff. That commitment applies to all our Retailers and Sales Associates. *We don't allow them to break the law*, and we know you'll understand why we are so careful. We need your co-operation if we are to keep our retail sites safe.

Please remember:

We will not *under any circumstances* activate our fuel pumps if you are smoking or while your vehicle engine is running. **We will not break the law.**



IT'S NOT ONLY
THE LAW...

IT'S NOT ONLY THE LAW...
IT'S GOOD COMMON SENSE!

Other requests we make of our customers, particularly at self-serve sites, are matters of common sense. They're precautions, and they're intended to ensure *everyone's* safety. A simple gasoline splash or spill *could* lead to an explosion, fire, and possible serious injury. We want to keep you and your family safe!

Even some things that are not necessarily illegal are still unwise and unsafe. **Our Sales Associates may advise you for your own good**, so please cooperate with them.

Please . . .

- **Ease up on the nozzle** when you're filling the top half of your tank, to avoid possible spills.
- **Never jam open the nozzle** of a self-serve pump. It isn't made to work that way, because the law requires us to install nozzles that shut off automatically when the tank is almost full. If it's jammed open, it may not shut off automatically and gasoline can be spilled. Also, *remember the danger of static electricity*. For your safety, there are no hold-open clips on our self-service pump nozzles. If you jam the pump nozzle open, return



Never jam the pump nozzle open with anything.



Never operate a cell phone near the pumps.



Do not charge a vehicle's battery at the pump island.

to your car seat and build up a static charge, you could create a dangerous static spark when you return and touch the pump nozzle.

- **Never operate a cell phone** while you are refueling your vehicle. Cell phones are electrical devices, so they're a potential ignition source for





Children should not play around, or operate, the pumps.



Do not fill your tank from the wrong side.



Drive slowly around the pumps - this can be a very busy area.

any fumes. But more importantly, cell phones pose a distraction from the important business of refueling.

- **Don't boost your vehicle battery** at the pump island. There's too much danger of an ignition spark being created.

- **Never let children use the pumps.** Children have been splashed with fuel while attempting to position the nozzle in the gas tank – which will make them dangerously flammable. As well, children's heads are close to the gas tank where they can easily get gasoline vapours in their eyes, or inhale fumes that can make them sick. **Shell's policy** is that people operating gas pumps should be old enough to be responsible: We take the minimum age allowed for driving learner's permits as a reasonable guideline.
- **Watch out for children** around the pump island, and don't let your own children wander there. They may accidentally cause problems for other motorists, or could be hit by a vehicle. Pump islands are busy places – we don't want your children to get hurt.
- **Drive slowly around gasoline pumps.** People are fueling, entering and exiting vehicles, paying for fuel, purchasing snacks, using washrooms. Other vehicles are entering and exiting the site. A retail site can be a busy place with both vehicular and pedestrian traffic, so extra caution is essential.



- **Make sure your vehicle is properly positioned** with the gasoline tank cap on the pump side of the car. Don't stretch the fueling hose across the car to the other side.
- **If you are filling a truck**, don't use the inner pumps at a self-serve. A truck obstructs the Sales Associate's view of the pump islands and of other fueling vehicles.
- **Use a proper gas tank cap.** A cap that doesn't fit can lead to spillage, which can result in a considerable fire hazard in your vehicle. **NEVER** use a rag instead of a cap – this would turn your car into a potential "Molotov cocktail".
- **Never fill gardening equipment**, such as weed trimmers and lawn mowers, directly from the pump. Instead, fill an approved container (see *It's the law*, page 5), then fill your garden equipment from the container.
- **Always fill containers on the concrete or asphalt ground** – not in the back of a pickup truck or in the trunk or passenger compartment of a car. This will allow any static electricity accumulated in the fuel to dissipate safely. Hold the nozzle fully into the container with the metal of the nozzle touching the plastic, and let it automatically



Always fill CSA- or ULC-approved containers on the ground.



Shell staff are trained in the proper spill cleanup procedures.

shut itself off. Ease up at the halfway point, and never fill the container more than 95% full to allow for expansion.

- **Report all gasoline spills** at a Shell site – even small ones – to a Sales Associate, who will take appropriate clean-up action.
- **Above all:** Don't take chances with fuels of any kind. Don't spill them, don't light matches around them, don't misuse them as solvents, don't do anything that puts your safety or the safety of others at risk.



FUEL SAFETY AT HOME

We hope you'll treat gasoline with the same respect at home as you do at the pump.

- **Store gasoline only** in a well-ventilated area away from heat or anything that has potential ignition sources. NEVER keep it in the basement. Gasoline vapours are heavier than air. They gather in low spots, and the danger of ignition from a furnace or hot water tank pilot light is particularly serious.
- **Never store empty** a gasoline container in any heated building. Even though it is "empty", warmed vapours can escape and ignite.
- **Keep gasoline tightly closed** in an approved container and handle it carefully at all times.
- **Refuel gasoline lawnmowers and weed trimmers** – and any other gasoline-powered equipment, like chain saws – *outdoors*, and only when the engine and attachments are *cool*. Use a funnel to avoid spills.
- **Use gasoline only as a motor fuel**. NEVER use it as a cleaning fluid, charcoal briquette lighter or skin cleaner.

If you spill gasoline:

- **On your clothing:** Avoid open flames. As soon as you can, **thoroughly wet the gasoline-soaked clothing** and then remove the clothing *slowly* (to avoid ignition by static electricity).



Gasoline-soiled clothing should first be hung outside to air.

Take a shower, bathing contaminated skin with **warm** (not hot) water and soap. Change into clean clothes. The soiled clothing should be aired **OUTSIDE** for 24 hours, then washed in lots of soapy, *luke-warm* water.

- **In your eyes:** Flush with water for 15 minutes and seek immediate medical attention.
- **In an enclosed area:** Ventilate at once, and wash away with soapy water if the spill is small. If it's a large spill, leave the area and call the fire department immediately.



HANDLING OTHER ACCIDENTS INVOLVING GASOLINE

- **Only trained staff or firefighters** should fight a gasoline fire. **NEVER EVER** attempt to fight a gasoline fire with water. It's *impossible* – and extremely dangerous.
- **If gasoline is swallowed** it can kill. **NEVER** try to siphon gasoline by mouth. If it is swallowed, seek medical attention at once. **NEVER** try to induce vomiting. If vomiting takes place, the gasoline could enter the lungs and cause suffocation – a greater danger than poisoning by ingestion. Gasoline in the lungs can also cause chemical pneumonia, which can be fatal.

WE TRAIN OUR PEOPLE IN FUEL SAFETY

Shell is concerned with safety. Therefore, safety training for our Retailers and their Sales Associates is a primary focus. Emergency preparedness training takes place four times a year at all of our sites.

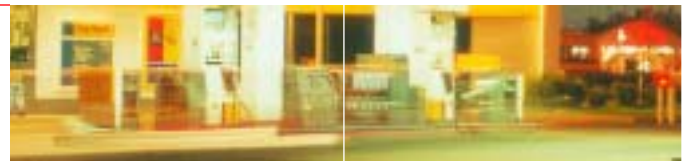
We believe that our excellent safety record is main-



Shell is proud of the excellent safety record achieved by its site staff.

ly due to our attention to training and awareness about fuel product hazards. We expect our Sales Associates and Retailers to immediately address any unsafe conditions at our sites, and we appreciate it when our customers let us know about any of their safety concerns.

At Shell, safety is and always will be of paramount importance in everything we do.

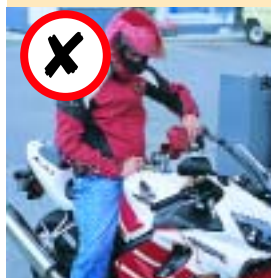


SOME USEFUL RESOURCES:

- Shell Canada Web site:
www.shell.ca (bilingual)
- Underwriters' Laboratory of Canada (ULC):
www.ulc.ca (English only)
- Canadian Standards Association:
www.csa.ca (bilingual)
- American Petroleum Institute - Consumer Information (API):
www.api.org (English only)
- Petroleum Communication Foundation:
www.pcf.ab.ca (English only)
- Transport Canada:
www.tc.gc.ca (bilingual)



Make sure that your vehicle is properly positioned at the pump.



Always dismount from your motorcycle when refueling.



Always place CSA containers on the ground when filling.



*At Shell,
safety is, and
always will be,
of paramount
importance in
everything
we do.*

For further information,
please contact the Shell Helps
Customer Service desk at
1-800-661-1600



Shell helps!