

**BEFORE DUNEDIN CITY COUNCIL
LUC-2017-319**

IN THE MATTER of the Resource Management Act 1991

AND

IN THE MATTER of an application for resource consent by BP Oil New Zealand Limited for redevelopment at BP Mosgiel, 70 – 76 Gordon Road, Mosgiel, Dunedin

**STATEMENT OF EVIDENCE OF JOHN CAMERON CHANDLER ON BEHALF OF
BP OIL NEW ZEALAND LIMITED**

Dated: 29 November 2017

 **Simpson Grierson**
Barristers & Solicitors

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Qualifications and experience

1. My full name is John Cameron Chandler.
2. I hold the qualifications of a Bachelor of Property and Bachelor of Commerce with a Marketing major from Auckland University.
3. I have 16 years of property experience, having worked in the industry in New Zealand, Australia and the United Kingdom. I am currently employed by BP Oil NZ Limited (**BP**) in the role of Network Development Manager for New Zealand.
4. In this role I am responsible for the identification and securing of new sites for service stations as well as managing the development proposals and the consenting process of new and rebuild of existing service stations and truck stops. I am familiar with the BP Mosgiel site having visited it on a number of occasions during various times of the day.
5. I have been fully involved in this project from the outset. BP purchased the existing service station business under a conditional agreement from its current operators early in 2017.

Code of conduct

6. I appreciate that I am an employee of the BP who is tasked with developing or redeveloping service stations. However, to the extent that parts of my evidence could be considered expert evidence, I confirm that I have read the Code of Conduct for expert witnesses contained in the Environment Court of New Zealand Practice Note 2014 and that I have complied with it when preparing my evidence. Other than when I state that I am relying on the advice of another person, this evidence is entirely within my area of expertise. I have not omitted to consider material facts known to me that might alter or detract from the opinions that I express.
7. In preparing my evidence I have reviewed:
 - (a) the Assessment of Environmental Effects;

- (b) the Council's section 95A report and section 42A report; and
- (c) the submissions received.

Scope of evidence

8. In this brief of evidence, I will discuss:

- (a) BP as a company;
- (b) the history and importance of the Mosgiel site;
- (c) the need for the proposed upgrade of the service station;
- (d) the management of hazardous facilities;
- (e) BP's Operational Standards; and
- (f) the consultation undertaken and its outcome.

The company

9. Since 1946, BP has been a leading energy retailer in New Zealand; continuously developing and leveraging innovation, leadership and technology.

10. Today, BP maintains:

- (a) 97 'BP Connect' sites throughout New Zealand which are operated directly by BP and include Wild Bean Cafés;
- (b) 110 BP branded independent retailers; and
- (c) a national network of truck stops.

In addition to that, BP operates a fully integrated supply chain, including a national network of distributor partners, terminals and our interests in the Marsden Point Refinery.

11. Throughout our wider operations, BP employs around 3,500 New Zealanders and a substantial part of our retail network is owned and operated by local business men and women.

12. We invest heavily in our communities and maintain a sustained level of investment in assets and infrastructure within New Zealand.
13. We maintain very strong partnerships and have the ability to leverage the benefits of a global parent whilst remaining a local New Zealand organisation.
14. While business imperatives drive our success, BP demonstrates a commitment to best in class practices, and energy efficient and sustainable initiatives. This includes adherence and compliance to relevant industry guidelines and standards.
15. The key to our success is our people, our customers, our communities and our environmental stewardship. Our licence to operate is only granted by the support of the communities in which we operate.

History and importance of the Mosgiel Site

16. There is evidence that a service station has been operating from the current site since the late 1940's and in its current format for at least 30 years. It has provided an essential service to the town of Mosgiel during that time. It provides a convenient State Highway location for motorists to fill on their morning commute into Dunedin or alternative to destinations further afield in the Otago region.

Need for the proposed upgrade

17. The site's facilities are no longer able to respond to current demand. Fuel pumps are limited and the current layout of parking spaces means congestion at peak times leads to difficult vehicle manoeuvrability through the site and undesirable queuing at the point of sale. During busy period of the days, car que waiting for filling positions out onto the road creating a major traffic hazard and delays to traffic along Gordon Road.
18. On-site fuel storage is inadequate for the fuel volumes dispensed, meaning there are multiple trips by the fuel tankers to the site with smaller deliveries

per visit than would otherwise be required if there was additional on-site storage capacity available. Increased capacity is important for the resilience of the service station and for security of supply to customers.

19. The quality of the older buildings and site facilities at BP Mosgiel are inferior compared to the newer service stations in Mosgiel and greater Dunedin catchment. Our customers both like and expect the modern and more convenient layout and the range of products that the proposed redevelopment will provide.
20. I consider that both the improved layout and facilities, and the proposed 24 hour operation, will provide better services to the Mosgiel community and a superior environmental outcome to the current service station. I am also satisfied that the environmental effects of the proposed development will be acceptable in this location, based on the expert assessments that BP has commissioned.
21. The upgraded site will employ 15-20 staff with a mixture of part and full time positions creating additional jobs in the region. Overall, the proposed redevelopment represents a significant investment to create a much improved facility and services for the Mosgiel community, and builds on the existing long-established facility which is in a strategic and convenient location on a main road and near to the centre of Mosgiel. It will provide better, safer, more reliable and more convenient services and more flexibility for members of the public to meet their needs. Particularly as a consequence of rationalisation of service stations throughout the country, it is my experience that modern, environmentally appropriate and well-functioning service stations are valued by the community for the benefits and essential services that they provide, and are increasingly recognised as strategically important facilities. I fully expect the redeveloped BP Mosgiel to perform such a role.

BP service stations and Hazardous Substances

22. I am not personally responsible for the management of BP's service stations; however I am able to advise on the approach taken.

23. BP takes its responsibilities for environmental stewardship and managing risks to people and the environment seriously. Although service stations are often labelled as hazardous facilities, they are regulated and managed in New Zealand to reduce risk to a minimum. Not only does BP ensure that all of its service stations meet or better regulatory requirements, but it maintains these standards as good business practice. It is important to BP as a corporate citizen to operate a very safe service station environment, both for the community and its customers. BP aims to be a good neighbour to all adjoining landowners, whether they are residential or commercial.
24. Many people do not realise how extensive the regulatory regime is for service stations. I attach at **Appendix A** to my statement the BP Design and Operational Standards which outline the approach taken by BP and include a list of legislation and regulations that BP adheres to.
25. BP is proud of its Connect stores and follows a number of onsite procedures to ensure they are presented to a high standard for customers and the surrounding environment. These include:
- Landscaping contractors are onsite every two weeks undertaking ground maintenance including tree pruning and general landscaping maintenance.
 - Onsite staff clean the pumps, empty rubbish bins, undertake litter picks and carry out a general site inspection at least twice a day. Staff then fill out an onsite register that this has been completed and sign off that the forecourt and overall site is clean.
 - The Store Manager then completes a walk over of the site on a daily basis and again signs off on the register that the site is clean and that there is no rubbish onsite. These registers are then regularly checked and audited by senior area managers.

BP operational controls

26. BP trains all onsite staff on how to handle emergency procedures and guidelines. These guidelines remain onsite at all times. I attach as **Appendix B** the Emergency Procedures Flipchart.

Consultation undertaken and outcome

27. Consultation was undertaken with all the affected parties identified by the Council. The concerns raised by submitters can generally be categorised as concerns around additional traffic, additional noise, car wash operation, lighting, 24-hour trading and pollution.
28. Initial consultation was undertaken by BP's consultant, Separate Phase Ltd on 1 June 2017. I attach in **Appendix C** a summary of these discussions.
29. Further consultation was undertaken directly by me. I outline these discussions and the outcomes below:

Name	Address	Discussion
Ian Berry	2 Mure Street	Meeting held on both 10 August and 25 October. Ian raised concerns mainly around the car wash operation. It was agreed at the first meeting that the fence along the rear boundary between the service station site would be increased to 3m in height. At the subsequent meeting Ian raised concerns about retaining the existing vegetation. Ian was also concerned about fumes from cars queuing for the car wash. It was explained to Ian that typically there are no more than 3 cars queuing at any one time. It was also explained that a wash cycle takes approximately 5-8 minutes so cars generally turn their engines off during this period while both in the wash and waiting in queue. The plans have been updated to show a 3m fence along the boundary of the property and 41A Irvine Street. The fence along boundary with 68 Gordon Rd has been moved off the boundary to allow retention of the existing

		hedge. A further amendment was made to show “no idling” signs at the car wash entry.
Murray Stephen	37A Irvine Street	A number of phone calls took place, followed by a meeting held at Murray’s property on 25 October. Murray raised concerns around the location of the underground tanks. Fence height and ground levels were discussed. Additional information around the height of the proposed retaining wall was provided to Murray to give a better understanding of the proposal. The plans were subsequently updated to move the rear fence 600mm in from the boundary. The tanks were also relocated away from the boundary closer to the road frontage of the service station.
Gwendoline Bambery	69A Gordon Road	Meeting held in conjunction with the neighbours at 71 Gordon Road. A number of points were raised around the operation of the site, lighting, traffic and noise. A full explanation around BP’s operation was provided to help clarify their understanding of the redevelopment.
Victor & Gertruda McDonald	71 Gordon Road	Meeting held in conjunction with the neighbours at 69A Gordon Road. A number of points were raised around the operation of the site, lighting traffic and noise. A full explanation around BP’s operation was provided to help clarify their understanding of the redevelopment.
Michael & Nicola Stuart	77 Gordon Road	A meeting was held on 25 October where the only concern raised was the 24-hour operation of the site. Otherwise they indicated that they were in full support of the redevelopment.
Craig Byers	68 Gordon Road (owner)	A number of attempts were made to meet with Craig Byers in Christchurch, however due to the work commitments of Mr Byers, no meeting took place. Based on the written submission by Mr Byers some changes were made to the proposal. These include • Retention of the existing boundary hedge between the site and 68 Gordon Road. • Changing the south west elevation of the car wash to be white in colour. • Erecting “no idling” signs at the car

		wash entry. Reducing the height of the main ID pylon sign from 9m to 7.5m so that it is the same height as the existing sign.
Rosalie Cabral	41A Irvine Road	Meeting was held on 10 August where no concerns were raised and full support of the redevelopment was provided.
Dave Comber	39 A Irvine Road	Meeting was held on 10 August where some concerns around the redevelopment were raised. Mr Comber was concerned about the height of the fence directly on the boundary and the shadow this may cast over his rooms along this boundary. The plans were subsequently updated to move the rear fence 600mm in from the boundary. This change resulted in Mr Comber being satisfied with the redevelopment and he did not submit to council.

30. In summary based on the feedback and discussions with the affected parties BP made the following changes to the proposal:

- (a) retention of the existing boundary hedge between the site and 68 Gordon Road;
- (b) changing the south west elevation of the car wash to be white in colour;
- (c) erecting "no idling" signs at the car wash entry;
- (d) reducing the height of the main ID pylon sign from 9m to 7.5m so that it is the same height as the existing sign;
- (e) moving the rear boundary fence 600mm in from the boundary;
- (f) amending the height of the boundary fence to 3m along the rear boundary with 41A Irvine Street;
- (g) relocated the underground tank farm away from the boundary of 37A Irvine Street;
- (h) planting hedge along the road frontage at the exit to the car wash;
and
- (i) removal of a verge board advertising sign along the front of the property.

31. Overall, I consider that BP has genuinely considered the issues raised during consultation with potentially affected parties, and has responded with mitigation measures where these are appropriate. If other realistic and necessary measures are identified in advance of the hearing, I would be happy to consider those and advise the Hearings Panel of BP's position when I present my evidence.

Conclusion

32. In my opinion, BP is justifiably proud of its service stations and the safety of its operations. The proposed service station design has been carefully refined over time to ensure it is a high quality facility with minimal adverse effects on the environment. Service stations are an essential facility to meet the needs of the driving public and will inevitably be located on major arterial roads.



John Chandler

29 November 2017

Appendix A
The BP Design and Operational Standards

BP OIL NZ: SITE DESIGN AND OPERATIONAL STANDARDS

LOCAL AND REGIONAL REGULATIONS

BP Oil NZ (BP) ensures its designs meets the requirements of the relevant authorities (eg Regional, District or City Council). BP therefore obtains all required Resource or Building consents prior to construction and also obtains Council Code of Compliance prior to opening.

HAZARDOUS SUBSTANCES CERTIFICATION

BP operates its sites in accordance with the *Hazardous Substance and New Organisms Act (HSNO) Act*. This means that the site itself, and the fuels assets contained within the site are inspected and certified by a licensed HSNO Inspector. Key site staff responsible for handling fuel and or LPG are also trained and certified as “Approved Handlers” under the Act.

PETROLEUM INSTALLATIONS

All new underground installations at BP sites are installed in accordance with the NZ HSNO Codes of Practices. These codes ensure that underground systems are engineered, installed and operated so that the possibility of product release to the ground is minimised. This is accomplished through measures such as:

- Careful selection of materials used e.g. BP only installs double walled fibreglass underground tanks)
- Overfill protection for tanks
- Spill containment for the fill and dip points of tanks
- Strict supervision and control of installation standards and procedures
- Inventory control records maintained on site and available for inspection
- Verification of system integrity at: manufacture, during installation, and during operation

SPILL CONTAINMENT AND MANAGEMENT

BP sites are equipped with a drainage system that prevents the discharge of fuel to the environment. This includes fuel that may be spilled or general forecourt runoff that contains residual hydrocarbons. Our fuels drainage systems typically consist of a forecourt contained via a system comprised of containment humps, slotted drains or dish drains connected to trapped sumps that lead to an oily water separator.

BP Oil's sites also have operational spill response plans, as well as response plans held by BP Oil fuel delivery contractors that supply fuel to the site.

FUEL MANAGEMENT/STOCK RECONCILIATION

BP ensures that daily stock reconciliations are undertaken at its sites using state of the art Automatic Tank Gauging (ATG) Systems. These fuel management systems continually monitor the key parts of the fuel system to ensure sound stock management and they have alarms monitored by a 24 hour/7 day per week service provider.

ELECTRICAL SAFETY STANDARDS

BP electrical components and connections servicing its fuels system, comply with the Electrical Regulations and specifically the Australian/New Zealand Standard for (*Electrical Equipment for Explosive Atmospheres AS 2381 – 1993*). Any fuels related electrical equipment is also signed off by a qualified electrical inspector. BP sites include the provision of an emergency stop device (mushroom type with push down head) at the shop point of sale, and the installation of lockable isolators at the switchboard.

All other electrical systems are designed and installed in accordance with the relevant legislation (see references section).

HEALTH AND SAFETY STANDARDS

As an operator of a site (and as an employer) BP systems comply with *Health and Safety in Employment Act 1992 (HSE Act)*. This means that BP takes all practicable steps to ensure the safety of its employees, contractors and also customers.

Any works undertaken BP sites are also undertaken by experienced contractors that are familiar with fuel storage systems and petroleum service stations.

REFERENCES/LEGISLATION TO WHICH BP DESIGNS AND OPERATES ITS SITES:

- 1) Environmental Protection Authority: HSNO Code of Practice 44: Below Ground Stationary Container System for Petroleum – Design and Installation, 2012
- 2) Environmental Protection Authority HSNO Code of Practices 45: Below Ground Stationary Container System for Petroleum – Operation , 2012
- 3) Code of Practice for the Transportation and Disposal of Petroleum Storage Tanks and Related Wastes Department of Labour 1995.
- 4) ERMA New Zealand Gazette No 35 "Hazardous Substances (Dangerous Goods and Scheduled Toxic Substances) Transfer Notice 2004 pursuant to the Hazardous Substances and New Organisms Act 1996.
- 5) ERMA: COP for the Management of Existing Stationary Container Systems up to 60,000 litres Capacity 2006 (Above Ground Tanks)
- 6) AS/NZS 60079.14:2009 Explosive Atmospheres – Electrical Installations Inspection and Maintenance
- 7) AS/NZS 60079.0 Explosive Atmospheres Equipment - General Requirements.
- 8) AS NZS 60079.14 Explosive Atmospheres –Electrical Installations Design, Selection And Erection.
- 9) Electrical Safety Regulations 2010 and AS/NZS 3000 Electrical Installations 2007
- 10) Ministry for the Environment: Environmental Guidelines for Water Discharges from Petroleum Industry Sites in New Zealand, 1998.
- 11) Resource Management Act 1991 and Amendments 2009
- 12) Various Regional and District Policies and Plans (contact you local District and Regional Council for details)

- 13) Workplace Exposure Standards, Occupational Safety and Health, 2002.
- 14) Ministry of Consumer Affairs Weights and Measures Act 1987, Weights and Measures Regulations 1999, Weights and Measurement Amendment Act 2010
- 15) ERMA – Certification for Service Stations – A guide for the person in charge under the Hazardous Substances and New Organisms Act 1996.
- 16) Resource Management (National Environmental Standard for Assessing and Managing Contaminants in Soil to protect Human Health) Regulation 2011.
- 17) Ministry for the Environment. 2012. Users' Guide: National Environmental Standard for Assessing and Managing Contaminants in Soil to Protect Human Health. Wellington: Ministry for the Environment.
- 18) Ministry for the Environment 2011: Guidelines for Assessing and Managing Petroleum Hydrocarbon Site in New Zealand

Appendix B
Emergency Procedures Flipchart



BP Emergency procedures flipchart

To be effective this chart must be read and understood by all staff until it becomes second nature

Emergency procedures

Store name:

Address:

Telephone number:

In any emergency prioritise as follows:

Safety

Remove the immediate danger as far as possible by isolating fuel systems,LPG (Bulk) Systems, electricity and removing ignition sources. Evacuate people to a place of safety.

Assess what help is needed to respond to the emergency.

Where emergency services are required **dial 1** for an outside line followed by **111** for: fire, police, and/or ambulance. Tell the operator which service you require and listen carefully to all instructions.

Customer

Re-assure that the emergency is under control and help is on its way. Don't speculate about the incident, advise all incidents are fully investigated. Take contact details.

Process

When it is safe to do so call the BP emergency helpline **0800 805 111** and give full details (use an alternative line if available). Document all actions on the incident report form.

Turn to the relevant page of this chart to confirm what to do. If you are required to evacuate the site ensure you take the emergency evacuation kit with you.

EMERGENCY PROCEDURES

Fire emergency

Location of Emergency Shut Down:

Fire assembly area:

Alternative fire assembly area:

Safety

- Activate the emergency shut down to pumps
- Activate fire alarm & use PA to inform customers
- Call emergency services
- Evacuate staff and customers to the fire assembly area with the HSSE Grab bag
Optional - contain the fire - see precautions

Customer

- Re-assure customers that the danger has been isolated and help is on its way

Process

- Call the store manager and area/business manager and have a verbal conversation
- Report to BP emergency helpline – **0800 805 111.**

■ Contain a fire only if:

You are trained and it's safe to do so; and

- It is small in size - Can be reasonable extinguished with x 1 fire extinguisher e.g. garden fire, bin fire.
- Do not attempt to extinguish a large fire - retreat to a safe distance.
- Make sure you have a clear escape route; and
- Only use equipment you are competent to use
- Do not use water on a petrol or electrical fire.

■ If person's clothing is on fire:

- Tell to drop and roll, and
- Use a dry powder fire extinguisher to extinguish or cover flames with a fire blanket
- Treat burns as per emergency first aid advice

■ If a car engine is on fire

- Do not open the bonnet; and
- Use a dry powder extinguisher either through the radiator grills if open.

FIRE EMERGENCY

Armed robbery/burglary

How to react:

Act passively don't make eye contact, look downwards. Don't challenge or make any sudden movements, explain verbally what your movements will be to the offender.

Listen and cooperate obey instruction exactly and if unable to meet demands, explain why

Once the offender has left the site, assess any medical requirements, call police, lock doors.

Alternatively

- If you have a safe haven in your store and it is safe to do so retreat to it; and
- Observe the offenders escape direction and vehicle, if able to do so.

Safety

- a. Cooperate fully with the offender
- b. Do not move until the offender has left and is unable to see you
- c. Lock the door and place closed sign on door
- d. Activate panic alarm or pendant
- e. Call the police
- f. Do not disturb the area or any articles handled by the offender(s)

Customer

- a. Attend to customers and staff.
- b. Apply emergency first aid if required.
- c. Keep witnesses on the premises and have them write down their description of the event onto a robbery report form. If someone wants to leave take down their name and contact details first.

Process

- a. Call the store manager and area/business manager and have a verbal conversation.
- b. Report to the BP emergency helpline **0800 805 111**.
- c. Fill out an incident report form including details of offender's description.

ARMED ROBBERY/BURGLARY

Spillage petrol/diesel

Location of interceptor toby:

Location of site services plan:

Major spills (over 20 litres) – must have an evacuation of site and emergency services engaged. This is not required for spills less than 20lt.

Spills less than 20 litres in volume:

Process

- Close the Interceptor Valve
- Stop the release at source
- Contain the release where possible and secure the area with cones and barriers e.g. drain cover mats if potential to enter stormwater system
- Assess the degree of contamination
- Apply the spill kit as required e.g. Kitty litter pads
- Log the incident via traction (COCO). Dealer via incident line

Spills more than 20 litres in volume:

Process

- Activate the emergency shutdown (ESD) switch
- Evacuate staff and customers to the fire assembly, take HSSE Grab Bag
- Remove all sources of ignition e.g. prevent engine start-ups, cellphone in close proximity, etc.
- Close interceptor valve
- Where safe to do so, contain release and protect any stormwater drains.
- Report to the BP emergency helpline **0800 805 111.**

Safety

- Activate the emergency shut down
- Evacuate staff and customers to the fire assembly area with the evacuation kit
- Remove all sources of ignition. This includes shutting of electric power at switchboard, preventing engines start up, etc.
- Close interceptor
- Contain the spill using the on site spill kit call the fire service
- Call for additional spill response from ECL if necessary

Customer

- Re-assure customers that the danger has been removed and help is on its way.
- Take details of anyone who wishes to know the outcome of the investigation.

Process

- Report to the BP emergency helpline **0800 805 111.**
- Call the store and area/business manager and have a verbal conversation
- Complete an incident report form
- Call Council Pollution Hotline, if spill enters stormwater drains

SPILLAGE



LPG

- Location of LPG emergency stop:
- Location of LPG tank shut off valves:.....
- Location of LPG bottle fill shut off valve:
- Location of fire hose:

LPG ‘minor’ leak

Safety

- a. Isolate bottle into designated isolation area away from customers
- b. Contact provider (on-gas) to remove leaking bottle
- c. Log the incident via traction

LPG ‘major’ leak

Safety

- a. Activate the emergency stop button (LPG bulk tanks)
- b. At bottle fill station close valve and activate emergency stop button
- c. Call emergency services
- d. Evacuate staff and customers to the fire assembly area with the evacuation kit
- e. Remove all sources of ignition. Turn off all electrics except LPG lights. Do not start vehicles
- f. Cordon off all access to the site. Use barrier arms, and cones.
- g. Call LPG maintenance contractors

Customer

- a. Re-assure customers that the danger has been removed and help is on its way
- b. Take details of anyone who wishes to know the outcome of the investigation

Process

- a. Call the store and area/business manager and have a verbal conversation
- b. Report to BP emergency helpline **0800 805 111**
- c. Log the incident via traction (COCO). Dealers via incident line

Additional Precautions

- If safe to do so, apply a fine water spray to the leak using the fire hose (if available)
- Stay upwind of leaking LPG

Fuel contamination

Grade pump isolating switches:

Safety

- Isolate the contaminated fuel immediately by stopping the pumps of the suspected grade

Customer

- Record customer details and advise the complaint will be investigated and the customer advised of the outcome
- Check CCTV footage and record details of transactions from affected grades

Process

- Get dips of affected grade via ATG or manually – close door policy applies
- Report to the BP emergency helpline **0800 805 111**
- Call the store and area/business manager and have a verbal conversation
- Do not admit liability at any stage. Do not discuss with other staff in front of customers

Precautions

- Until instructed do not sell any of the potentially contaminated fuel, eg Fuelquip
- Log the incident via 0800 800 027, opt 7



PRODUCT CONTAMINATION

Food safety complaints

Food poisoning or foreign body

Safety

- a. Isolate the contaminated product immediately – remove from sale

Customer

- a. Advise that the complaint will be investigated, take name and contact details
 - customer can phone **0800 800 027**
- b. Offer a refund or other product

Process

- a. Call the store manager and area/business manager have a verbal conversation
- b. Log the incident via traction (COCO). Dealer via incident line.

Precautions

- Never accept responsibility for the illness or make any offers of compensation



FOOD INCIDENTS

Civil defence/disaster

Location of radio:

Civil defence warning signal:

Civil Defence Post:

Police Station:

High ground assembly area:

Location of water shut off:

Location of electricity shut off:

Location of gas shut off:

Safety

Earthquake

- DROP
- COVER
- HOLD
- Stay indoors, if safe to do so
- Keep away from windows and heavy shelving
- Turn off water, electricity and gas at mains
- Turn off power to pumps

Flood or tsunami

- Turn off water, electricity and gas at mains
- Get to high ground or a high building, take the grab-and-go bag
- Don't go into flood water alone, or if you don't have to
- Don't return until water has receded or tsunami warning has been cancelled

Customer

- a. Reassure where possible and treat injuries
- b. Get in touch with neighbours, as they may need help

3. Process

- a. Report to the BP emergency helpline **0800 805 111**
- b. Call the store and area/business manager and have a verbal conversation

CIVIL DEFENCE/DISASTER

Power outage

Forecourt lights switches:

Electrical mains switch:

Safety

- Get torch from HSSE Grab bag or safety zone
- Cone off forecourt and close store – closed door policy applies
- Monitor food temperatures

Customer

- Explain why the store is being closed
- Staff member to be located on the forecourt to inform customers of power outage
- Remember to finalise any outstanding fuel sales on the POS immediately

Process

- Get the analogue phone out of the safety zone and plug in
- Record and waste food items
- Log the incident via traction (COCO). Dealers via incident line.



POWER OUTAGE

Emergency first aid

Safety

- Seek a trained first aider where possible
- Check the safety of yourself, the casualty, and bystanders. Act only when safe to do so
- If in any doubt call emergency services

Customer

- Reassure that help is on its way and treat injuries according to advice below

Process

- Report to the BP emergency helpline **0800 805 111**
- Call the store and area/business manager and have a verbal conversation
- Log the incident via traction (COCO). Dealers via incident line.

Fuel injuries

If swallowed

- Call ambulance
- Do not induce vomiting
- Wash out mouth with water

Contact with skin

- Wash thoroughly with soapy water

Contact with eyes

- Have patient sit or lie with head tilted toward the side of the affected eye
- Wash thoroughly under fresh running water for at least 15 minutes
- A room temperature bottle of still non-flavoured water from the shop would be a good option for irrigation
- Seek medical assistance

Spill on clothing

- Remove affected clothes and air until free of vapour
- If saturated hose or thoroughly wet garments and wash skin thoroughly with soap and water
- All effort should be made to encourage customers not to leave site in petrol saturated clothing

LPG burns (cold burns)

- Use lukewarm water to immerse the area of the burn for 15 minutes
- If eye contact flush with lukewarm water
- Call ambulance or medical centre as required

Burns

- Cool the area with cool water for 10 – 15 minutes
- If necessary cover the burn with burn gel and clean dressing or plastic wrap before removing person to medical aid

Do not:

- Burst blisters
- Remove clothing that is stuck
- Apply any other types of creams

Bleeding

- Use gloves to avoid direct contact with blood
- Apply direct pressure using hands
- Elevate (raise) the limb
- Apply a wound dressing and firm bandage
- Check circulation below the bandage – if there is tingling, numbness or blueness loosen the bandage

Breathing

- If a person is breathing but unconscious, turn them onto their side to keep their airway clear
- If they are not breathing apply resuscitation technique – instructions on resuscitation page

EMERGENCY FIRST AID

Bomb threat/suspicious package

Bomb threat

1. Obtain as much details from caller as possible (time, voice/accent, gender, background noise).
If you have observed the device on-site, evacuate immediately (500m)
 - When is the bomb going to explode?
 - What does it look like?
 - Where is it?
 - What will make it explode?
 - Who put it there, name and contact details?
 - Why it was put there?
 - Exact wording of the threat?
2. Call emergency services
3. Evacuate the site
 - Proceed to a minimum of 500m
4. Advise store manager and/or area/business manager and have a verbal conversation
5. Report to the BP emergency helpline **0800 805 111**

Suspicious package

Warning signs:

Excessive weight; lopsided or uneven envelope; protruding wires or aluminium foil; excessive tape or string; ticking sound; white powder

Process:

1. Access package in regards to the above warning signs; if required:
2. Evacuate area
3. Call police
4. Advise store manager and area/business manager
5. Report to the BP emergency helpline **0800 805 111**

Precautions:

- Do not handle packages
- Do not open it
- Do not cut strings
- Do not shake or empty contents of envelope or package
- Do not clean up or wipe spilt contents
- Isolate area

If white powder is identified

- Switch off air conditioning
- Wash hands with soap and hot water
- Seek immediate medical attention if exposed to a content you suspect to be injurious to health

BOMB THREAT/SUSPICIOUS PACKAGE



Resuscitation

Open Airway, Check for Breathing, Commence CPR			
Adult (over 8 years)		Child (1 - 8 years)	Infant (0 - 1 years)
If available attach AED. Follow voice prompt			
Start with	compressions	compressions	compressions
Compressions 1/3 depth of chest	2 hands centre of chest	1 hand centre of chest	2 fingers just below nipple line
Compressions to breaths	30:2	30:2	30:2
Compressions per minute 100	100	100	100

Resuscitation for Adults

CPR Action Checklist - Adult

1. Check for **dangers, hazards, consider safety**
2. **Response:** Shout and tap the casualty to see if they respond
3. **Send for HELP, Call ambulance 111**
4. **Airway open**
 - Position casualty with *head tilt and chin lift*
5. Check for **normal breathing**

Look, listen and feel for breathing - airflow at the mouth and nose (no more than 10 seconds)

 - If not breathing normally, commence CPR
 - If breathing and unconscious
 - Put casualty into a Stable Side Position (recovery position)
 - Monitor for breathing, treat for shock
 - Go for help if alone
6. **Circulation/CPR - Commence CPR**
 - Position casualty laying on their back on a hard flat surface
 - Compressions = 30 Compressions
 - Hands on centre of chest (use heels of hands)
 - Depth: 1/3 depth of chest
 - Rate of compressions: 100 per 1 minute
 - Smooth up and pressure
7. **Give two effective rescue breaths,**
over 1 second each
 - An effective breath is completed when the chest begins to rise
8. **Continue CPR at a ratio of 30:2**

Give 30 compressions to 2 breaths until help arrives or the casualty starts to breathe
9. **Defibrillation - Attach AED** as soon as possible and follow voice prompts

Fatal or serious injury

Any situation where a fatal or serious injury occurs you must close the store

Do not interfere with the accident scene

Preserve all evidence

1. Phone emergency services
2. Ensure the casualty and others are safe from further danger
 - apply first aid as appropriate
3. Close the store until advised otherwise
4. Advise the area/business manager
5. Report to BP emergency helpline **0800 805 111**
6. Log incident via traction (COCO). Dealer via incident line.



FATAL OR SERIOUS INJURY

[illegible]

[illegible]

Appendix C
Initial consultation undertaken by Separate Phrase Limited

Separate Phase Limited
22 Stanley St, Sydenham
PO Box 28148
Christchurch, 8242
New Zealand

Separate *Phase* Ltd

Practical Earth Science

16 June 2017

Reference: 17211_003a

John Chandler
Network Development Manager - NZ
BP Oil New Zealand Limited
Mobile: 021 847 614
Email: john.chandler@se1.bp.com

Re: Neighbour Consultation on 1 June 2017 – BP Connect Mosgiel

Dear John,

Attached is a summary of the neighbourhood consultation associated with the BP Connect Mosgiel development that Separate Phase undertook on 1 June 2017 on your behalf. The main topics discussed with the neighbours included:

- Overall site plan,
- 24-hour operation,
- Two-metre high acoustic fence,
- Wild Bean Coffee shop and carwash, and
- Formal letter to neighbours that they will receive as part of the consent process.

Please let us know if you have any questions.

Attachments

Table 1: Summary of Neighbour Liaison for BP Mosgiel (as of 16 June 2017)

Figure 1: Affected Parties

Kind Regards



Reagan Knapp, CEnvP
Environmental Consultant

Separate *Phase* Ltd

Practical Earth Science
22 Stanley St, Sydenham
PO Box 28148
Christchurch, 8242
Phone (main): 03 421 6611

Table 1: Summary of Neighbour Liaison for BP Mosgiel (as of 16 June 2017)

	Address	Names	Notes
1.	68 Gordon Road	Craig Campbell Byers / Katie Eleanor Byers / Cashel Trustees Ltd	Owner: Craig Byers, no phone number available. John Chandler contacted Mr. Byers via email on 6 April 2017 but did not receive response. SPH emailed on 16 June 2017, awaiting response. Tenants: Judith Gerby – Separate Phase visited on 1 June 17. Advised of new BP Connect development. Would like to be contacted via post only.
2.	78 Gordon Road (Vet Clinic)	Olsen Thompson Ltd	Separate Phase called in at Vet Clinic and left contact details with staff on 1 June 17. Karen McPhee (leasee) – clinic manager – 03-489 4770; karen.mcphee@vetent.co.nz. Called 16 June, excited about the development. Gabriel Thompson (owner) – lives at 9 Millstream Lane, Ashburton. Called 16 June, excited about the development, says it will be good for safety to have 24-hour shop next door as the clinic often work after hours. Note: prefers to have formal correspondence sent to Ashburton address. 027 272 9519; olsenthompson@xtra.co.nz.
3.	35 Irvine Street – Flat 1	Pamela Dawn Hill and Perpetual Trust Ltd	Empty at the moment (owner passed March 2017).
4.	35 Irvine Street – Flat 2	Margaret Jill Crichton	Goes by Jill (owner). Separate Phase Visited in person on 1 June 17. Seems happy about having a wild bean café. Joked about wanting a gate so she could go through easier than walking around the block! 021 131 8640; yfee52@gmail.com.
5.	35 Irvine Street – Flat 3	Margaret Jean Sutherland and Kenneth Alexander Sutherland	Spoke with Margaret Sutherland (owner) on 1 June 2017, Kenneth has passed. 489 2968. Seems receptive to the idea and especially the café; likes coffee.
6.	37A Irvine Street	Leisure Time Eco Homes Limited	New owners currently moving in. Not home on 1 June 17.
7.	39A Irvine Street	David Robert Comber and Cindy Joy Agate	Spoke with owners on 1 June 2017; happy about change. Biggest current complaint is loud compressor from workshop and the noise at night from the manholes where tankers are filling USTs. 021 310 353; dave.comber@live.com.
8.	41A Irvine Street	Neville James Martin / Maree Ann Darling	Owner: Rosalie Cabral. Excited about change. 489 4582. Sister of Margaret Sutherland (35 Irvine St Flat 3).
9.	2 Mure Street	Ian Morris Berry / Helen Judith Berry	Spoke with Helen. Own home, know about Wild Bean. A bit concerned about noise over fence. 489 5400.



Separate *Phase Ltd*
Practical Earth Science

FUTURE BP CONNECT MOSGIEL, 70-76 GORDON ROAD, MOSGIEL

DRAWING CREATED BY:RMK

PROJECT ID: 17211

DRAWING DATE: 15 JUNE 2017

FIGURE 1
AFFECTED PARTIES