



**Canadian Fuels**  
**ASSOCIATION**  
**canadienne des carburants**

# Retail Service Station Work Safe Information Paper

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## **PURPOSE**

*This information paper reviews work that has been done by the Canadian Fuels Association on best management practices for retail safety.*

## **OBJECTIVES**

- A safe work environment for service station attendants.
- A safe environment for visitors to or near a service station site.
- A clear offer for customers visiting a service station.
- A level playing field for participants in the gasoline retailing sector.

## **BACKGROUND**

- There are legal issues with respect to legislation that bars competitors from collectively agreeing on market strategies that may impact competition. Canadian Fuels' members take this responsibility very seriously.
- Canadian Fuels member companies are diligent in maintaining safe working conditions for employees, contractors, and others who interact with Canadian Fuels members' many and varied facilities.
- Gasoline retailing is a highly competitive business with a wide variety of participants from "majors" like Canadian Fuels member companies to wholly independent operators. There are many different contractual arrangements, business methods and practices in the gasoline retailing business.
- The market, economic conditions, and demographics are some of the determinants for businesses to examine their operations to mitigate risks and hazards and structure their operations accordingly. Example of these risks and hazards are violence towards people, theft, and damage to property & environment.
- Retail gasoline service stations are exposed to many of these risks and hazards. The most severe, but with the lowest occurrence, is injury and fatality to people at the site. Less severe, but with a higher occurrence, are incidents of theft. Significant, with potential to harm people, environment or property, but with low occurrence, are incidents of vandalism.

## **WHAT WE'VE DONE**

- Canadian Fuels member companies develop Best Management Practices (BMP's) as minimum guidelines for members to implement in their various operations. Canadian Fuels members, individually, determine how best to implement these practices in their varied operations, businesses and contractual arrangements.
- Site execution of BMPs, along with site training and compliance assessments, are critical components to a safe work environment.
- In terms of developing public frameworks, the challenge for policy-makers is to define policy goals without undue interference with market forces.

## **KEY ELEMENTS**

- Criminal prevention is key. Eliminate the opportunity.
- Most governments and law enforcement agencies understand that industry is best able to manage safety risks.
- Independent site operators require clear expectations of operating requirements to ensure safety of operations, tools to support their efforts, and business viability.
- Consumers demand safe operations, quality product offerings, choice and flexibility.

## **SOME SPECIFICS**

- Examples of engineered solutions include facility layout, lighting, visibility, photo / video technology, emergency crash buttons, locking mechanisms, electronic payment options, communication systems, safety construction materials, etc.
- Examples of operating practice solutions include risk assessments and follow-up, emergency response plans, site training options, site compliance assessments (regulators & contractual), operating procedures and guidelines.
- Canadian Fuels members support and align with organizations to promote safety and reduction of fuel theft (e.g. police enforcement agencies).
- Where a regulatory framework is deemed necessary, good regulations will provide policy goals for industry to achieve. Regulations with targets best serve the consumer, independent businesses, industry, and government. Regulations that define policy goals result in minimum market interference and provide a level playing field.