

Emergency Response Plan

SWAM SAFETY & CALIBRATION HUB

This Emergency Response Plan (ERP) establishes standardized procedures for fuel station personnel to follow in the event of a flash fire, fuel spill, or other critical incident. Every team member — from site managers to part-time attendants — is responsible for knowing these procedures before assuming any operational duties.

This document covers the four-step flash fire response protocol, spill containment procedures, emergency contact directory, and muster point guidance. Keep this plan posted at every service island, inside the kiosk, and in the manager's office. Review it during all new-hire orientations and at least once every six months as part of routine safety training.

Flash Fire

4-Step immediate action protocol

Fuel Spill

Containment & cleanup protocol

Emergency Contacts

Site & agency contact directory

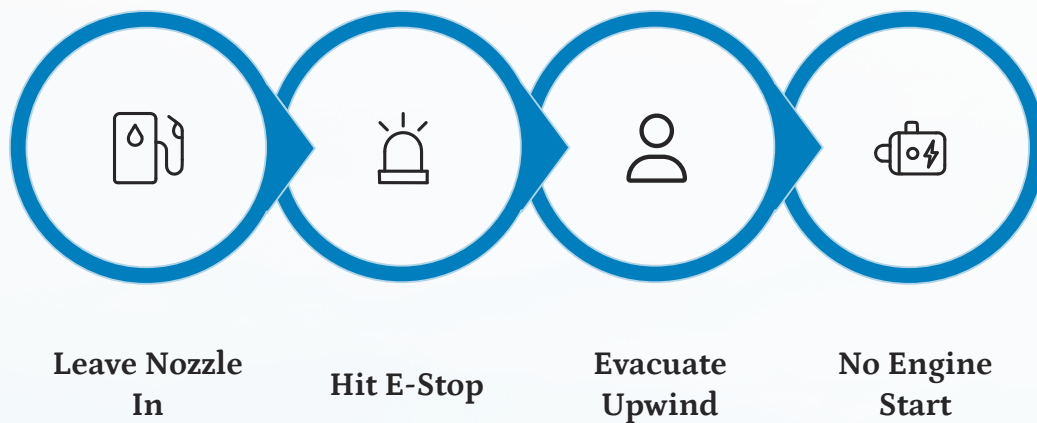
Muster Point

Evacuation assembly guidance

Flash Fire Response — The 4-Step Protocol

A flash fire at a fuel station can ignite within seconds of a fuel vapor release. There is no time to think — only to act. The four steps below must be executed in sequence, without deviation, every single time a fire event occurs at the fuel island. Memorize them. Drill them. Post them at eye level on every pump island.

❌ **CRITICAL:** Do NOT attempt to remove the nozzle, fight the fire, or move vehicles during a fuel island fire. Follow the four steps exactly as listed.



Leaving the nozzle in the tank prevents additional fuel vapor from escaping into the open air around the fire. Pulling the nozzle is a reflexive human instinct — but doing so dramatically increases the fire's fuel supply. Train yourself and your team to resist that impulse. The nozzle stays in until the fire department authorizes removal.

The Emergency Stop (E-Stop) button cuts power to all submersible fuel pumps simultaneously. Every employee must know where this red button is located — typically at the kiosk entrance or on a dedicated safety post. After pressing E-Stop, do not attempt to reset it until authorized by the fire department or your safety officer. Evacuate upwind immediately after activating E-Stop, keeping at least 300 feet of distance. No engine starts means no vehicles within the perimeter — running engines can re-ignite fuel vapors.

E-Stop Locations & Activation Guide

Every SWAM Safety & Calibration Hub site must have at least two clearly marked Emergency Stop stations. The primary E-Stop is located at the kiosk entrance, mounted at eye level on a red post with high-visibility signage. A secondary E-Stop is mounted at the canopy support column nearest to the highest-volume pump island. Both buttons are encased in weatherproof red housings and must never be blocked, painted over, or used for non-emergency purposes.

Primary E-Stop — Kiosk Entrance

Red post-mounted button, eye level, at the main kiosk door. Cuts all island pump power. Test monthly using the site's scheduled safety check procedure.

Secondary E-Stop — Canopy Column

Located on the highest-volume island canopy support. Provides redundant shutoff capability if the kiosk entrance is inaccessible during an emergency event.

POS System Interlock

The point-of-sale system automatically locks all pump authorizations when E-Stop is activated. Do not attempt to override POS lockouts until the incident is cleared by the responding fire authority.

After activating any E-Stop, your only remaining actions before evacuation are to shout a clear verbal warning to all customers and personnel within earshot — "FIRE — EVACUATE NOW" — and to dial 911 as you move away from the hazard zone. Do not re-enter the station for any reason until the fire department provides the all-clear signal. This includes retrieving personal belongings, assisting vehicles already at the pump, or attempting to operate any manual valve.

Fuel Spill Response Protocol

Fuel spills represent both an immediate fire hazard and a serious environmental compliance risk. Whether a spill results from a drive-off, overfill, equipment failure, or delivery mishap, the response must be immediate, systematic, and thoroughly documented. A spill that reaches a storm drain or groundwater can result in significant regulatory fines and site remediation costs.



Step 1 — Isolate the Area

Immediately place traffic cones and hazard tape around the spill perimeter. Stop pump authorizations for affected islands via POS. Prevent any vehicle movement over the spill area.



Step 2 — Eliminate Ignition Sources

Shut off all nearby island pumps. No smoking enforcement within 50 feet. Direct all customers to shut off vehicle engines and move away from the spill area immediately.



Step 3 — Apply Absorbent Material

Retrieve the site's spill kit from its designated location. Apply oil-dry or approved absorbent granules starting at the outer edge of the spill, working inward. Never use rags or paper towels — they do not contain vapor adequately.

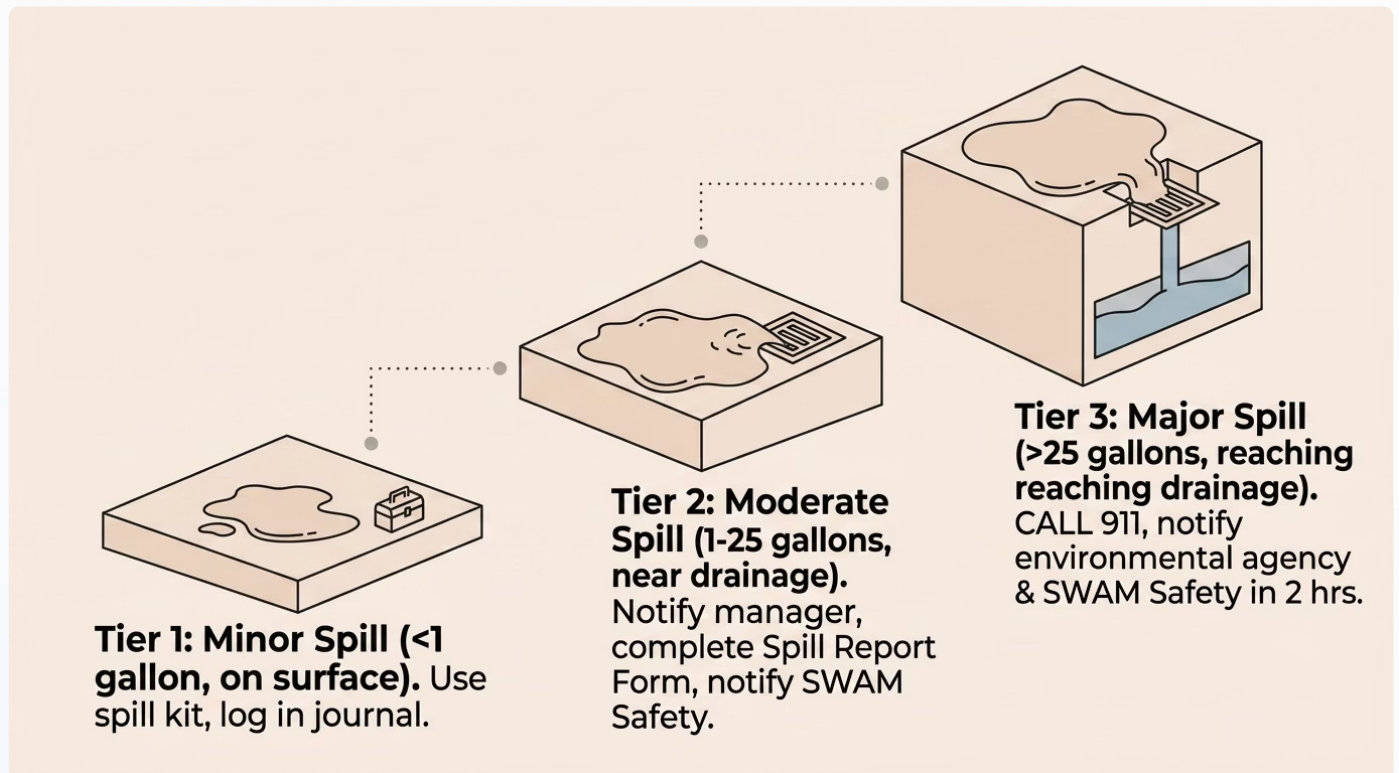


Step 4 — Document & Report

Complete the site's Spill Report Form within one hour of the incident. If spill volume exceeds 25 gallons, or if any spill reaches pavement drainage, contact your state environmental agency and SWAM Safety corporate within two hours.

Spill Size Classification & Reporting Thresholds

Not all spills require the same level of response. SWAM Safety & Calibration Hub classifies spills into three tiers based on estimated volume and containment status. Knowing your tier determines who you call, how fast you call them, and what documentation is required. When in doubt, escalate — it is always better to over-report a spill than to under-report one.



All spill events, regardless of tier, must be entered into the daily site log with time, estimated volume, cause, and response actions taken. This documentation protects the company during regulatory audits and demonstrates a culture of compliance. Spill kits must be restocked immediately after any use — never leave a depleted spill kit in the field. The site manager is responsible for verifying kit inventory at the start of every shift.

 Any spill that reaches a storm drain, floor drain, or soil must be reported to your state environmental agency regardless of volume. This is a non-negotiable regulatory requirement.

Emergency Contact Directory

Post this contact list at the kiosk register, in the manager's office, and on the inside door of the electrical/E-Stop cabinet. Review and update this directory at the beginning of each calendar quarter to ensure all numbers are current. In any life-safety emergency, always call 911 first before contacting any internal personnel.

Contact Role	Name / Agency	Phone Number
 Fire / Rescue	Local Fire Department	911
 Emergency Medical	EMS / Ambulance	911
 Law Enforcement	Local Police / Sheriff	911
 Site Manager	_____	_____
 Assistant Manager	_____	_____
 Fuel Equipment Tech	SWAM S&C Hub — On-Call	_____
 SWAM Corporate Safety	SWAM Safety & Calibration Hub	_____
 Environmental Agency	State EPA / DEQ	_____
 Tank Monitor Hotline	Vendor Support Line	_____
 Electric Utility	Local Power Company	_____

Site managers must update the Name and Phone Number fields for all internal contacts before this plan is considered active for your location. Printed copies must bear the site address, manager signature, and the date of last review at the bottom of the page. Digital copies stored on the POS system must be accessible within two taps from the main screen.

Evacuation Routes & Muster Point

In the event of any life-safety emergency — fire, explosion, hazardous material release, or structural threat — all personnel and customers must evacuate immediately to the designated Muster Point. The Muster Point is the primary assembly area where headcounts are conducted, injuries are assessed, and 911 responders are briefed upon arrival.

Muster Point Location

The primary Muster Point for this site is located at the **far corner of the parking lot, upwind of all fuel infrastructure**, marked by a green assembly sign on a post at least 4 feet high. This location must be maintained clear of vehicles, equipment, and merchandise storage at all times.

A secondary Muster Point — for use when the primary is inaccessible — is located across the street or at the nearest adjacent property boundary, as identified on the site-specific map below. Staff must verify both muster locations during each quarterly drill.

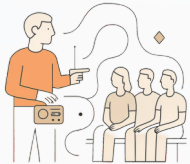
Muster Point Map — Site Placeholder

Insert site-specific aerial or schematic diagram here, showing: pump island locations, kiosk, E-Stop locations, primary and secondary muster points, evacuation path arrows, and wind direction indicator.

- ❏ Replace this placeholder with the printed site map during site-specific plan activation. Map must be to scale and show all fuel infrastructure.

Evacuation Roles & Headcount Procedure

A successful evacuation is not just about getting people out — it is about knowing who was on-site, confirming everyone is accounted for, and communicating accurate information to arriving emergency responders. These responsibilities are assigned by role, not by name, so the procedure holds even during shift changes or when key personnel are absent.



Site Manager / Shift Lead

- Initiate evacuation announcement
- Confirm E-Stop has been activated
- Lead headcount at muster point
- Brief emergency responders on arrival
- Authorize re-entry only when cleared

Pump Island Attendants

- Leave nozzle in vehicle (fire scenario)
- Direct customers away from hazard
- Move upwind to muster point
- Do not re-enter for any reason
- Report headcount to shift lead

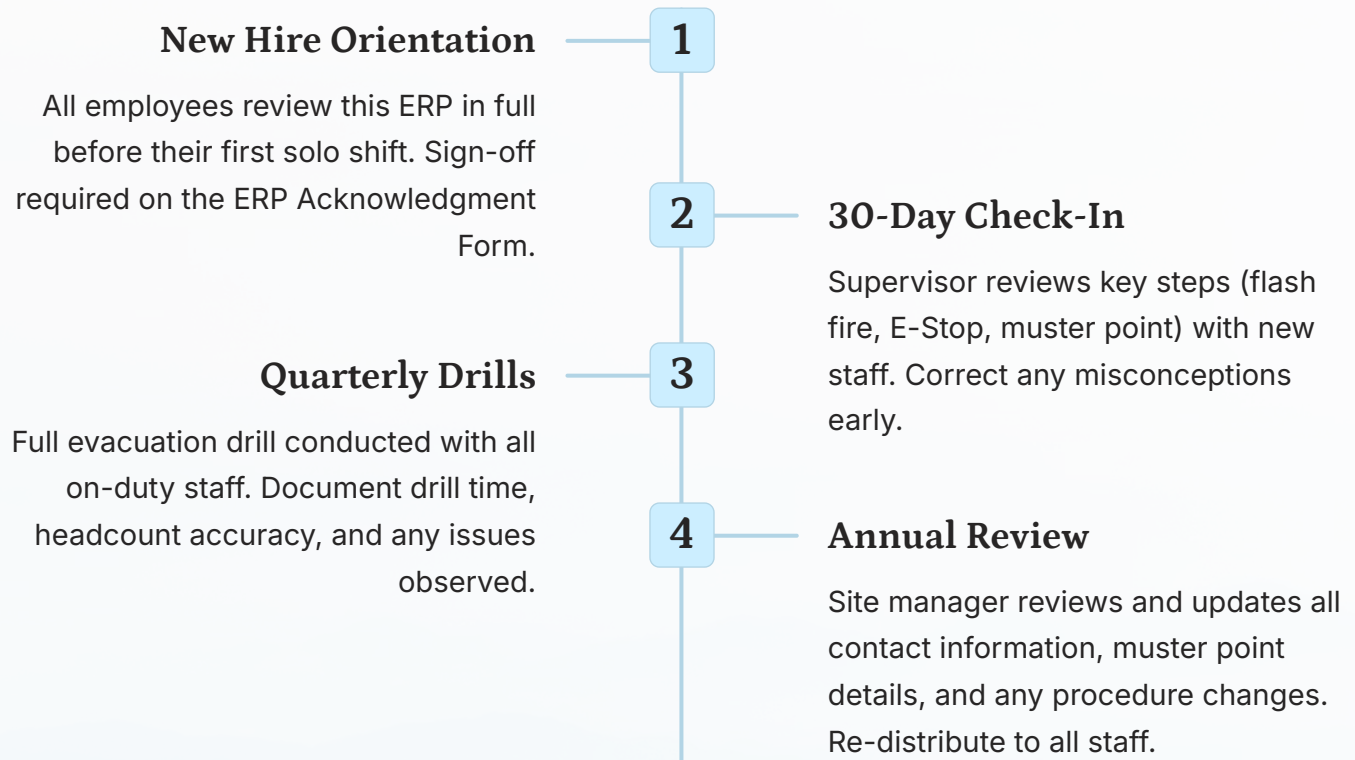
Kiosk / Register Staff

- Lock register if safe to do so (5 seconds max)
- Activate E-Stop if not already done
- Usher all customers out of kiosk
- Take the emergency binder to muster point
- Account for all customers in store

The headcount at the muster point must be completed within three minutes of evacuation initiation. The shift lead records all names on the Headcount Sheet (found in the emergency binder) and reports any missing persons to fire department incident command immediately. Do not assume everyone is out — always count.

Training, Drills & Plan Maintenance

An emergency response plan is only as effective as the people executing it. SWAM Safety & Calibration Hub requires all site personnel to complete structured training at hire and to participate in live drills on a defined schedule. Training records must be kept on file at the site and made available to inspectors upon request.



After every drill and after every real incident, the site manager must complete a Post-Event Review Form. This form captures what went well, what broke down, and what corrective actions will be taken. Completed forms are submitted to SWAM Safety corporate within 48 hours. Trends identified across multiple sites inform corporate-level updates to this plan. A culture of continuous improvement is not a luxury — at a fuel station, it is a safety requirement.

- ① Training records, drill logs, and ERP acknowledgment forms must be retained for a minimum of three years and made available to OSHA, EPA, or fire authority inspectors upon request.

Plan Acknowledgment & Site Activation

This Emergency Response Plan becomes active for a specific SWAM Safety & Calibration Hub site only after the following conditions are met: all contact fields in the Emergency Contact Directory have been completed, the site-specific muster point map has been inserted and verified, and the Site Manager has signed the acknowledgment below. An incomplete plan is not an active plan.

Site Name	Site Address
Site Manager Name	Manager Signature
Date of Activation	Date of Last Review

By signing above, the Site Manager confirms that all personnel have been trained on this Emergency Response Plan, that all contact information is current, and that the site muster point has been physically identified and communicated to all staff.

Distribute one signed copy to each of the following locations: kiosk register area, manager's office, E-Stop cabinet door, and SWAM Safety corporate records. A fifth copy should be retained in the site's emergency binder, which must be kept at the kiosk counter and accessible to all staff during every operating hour. For questions about this plan, contact SWAM Safety & Calibration Hub corporate safety directly.