

Customer Responsibility

Final Words – “ Be Responsible”

- Avoid spills and leave the site clean for the next customer
- Ensure that each of your Cardlock cardholders reviews and acknowledges this training on an annual basis
- Ensure that you maintain training records for each person authorized to dispense product at our Cardlock facilities in BC and Alberta
- If you would like additional information on the safety procedures or correct use of equipment, please contact your local Cardlock Operator for more details.



Cardlock Fuelling Handbook



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Customer & Driver Responsibility

The safety of our customers and staff is paramount.

As a Cardlock Cardholder we want to ensure that you are armed with the tools required to assist you in the case of an emergency at one of our sites.

To that end, we would ask you to review the content in this document with each cardholder.

As required in the BC and Alberta Fire Codes, ensure your staff / drivers are trained on an annual basis on the safe operation of our Cardlock equipment and emergency procedures as outlined in this document.

Cardlocks are for commercial fuelling only and NOT open to the general public.



Fuelling at the Cardlock

Fuelling Instructions:

- Ensure you follow the written fuelling procedures posted at the card reader
- Swipe your commercial card at the card reader
- Follow instructions on the screen
- Select the correct dispenser - note the pump number
- Fuel up your vehicle - ALWAYS ATTEND THE NOZZLE - follow procedures posted at each card reader
- When fuelling complete, hang up nozzle and print your receipt by carding in again

CARDLOCK OPERATING INSTRUCTIONS

All cardholders are required to adhere to these instructions per AB and BC Fire Code

- Stop engine
 - Apply parking brake
 - No Smoking
 - No Cell Phone Usage
- Insert card in reader, select product by pump number
 - Remove pump nozzle, turn lever "ON"
 - See Satellite Operating Instructions
 - **ALWAYS ATTEND NOZZLE, NEVER BLOCK OPEN**
 - **NEVER TOP UP FUEL TANK**
 - **MAINTAIN NOZZLE CONTACT WITH FUEL TANK AT ALL TIMES WHEN FUELLING**
 - Hang up pump nozzle(s) and turn lever "OFF"
 - Insert card for receipt

FIRE REGULATIONS FOR PORTABLE CONTAINERS

- Remove CSA approved portable containers from truck bed liners when filling
- Attach the provided ground cable when filling "Tidy Tanks" or approved steel containers

EMERGENCY INSTRUCTIONS

- Stop product flow & clear everyone from area
- Activate "Emergency Stop" button at the Info Stop Sign
- Call Fire Department
- Call Parkland Emergency Information Centre 1-877-500-4328

Observe Safety and Operational Signage

Review the Cardlock Operating Instructions posted at each Card Reader before fuelling



Info Stop Sign - In Case of Emergency

Each of our Cardlock locations has an Info Stop sign which provides the following in the event of an emergency:

- Emergency instructions c/w phone numbers
- Fire extinguishers
- Site safety plan
- Emergency Stop Button

Please locate the Info Stop Sign BEFORE fuelling

Take appropriate action in event of an emergency:

- Clear area
- Push Emergency Stop Button
- Call Fire Department 911
- Call Parkland Emergency Information Centre PEIC 1-877-500-4328