

MEMAN COMPENDIUM OF BEST PRACTICES FOR RETAIL SAFE **OPERATIONS**











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Cover by Moses lyeta

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Huub Stokman Chairman, MEMAN Clement Isong CEO, MEMAN

FOREWORD

The handling, transportation, and management of refined hydrocarbon products in their liquid and gaseous states require strict adherence to regulatory guidelines, procedures and industry best practices.

The Nigerian Midstream and Downstream Petroleum Regulatory Authority (the Authority) recognises that the effective management of people and equipment can only be achieved through processes, which promote best practices, knowledge sharing and the standardisation of safety protocols across the midstream and downstream value chain of the petroleum industry.

The Compendiums of Best Practices for Hydrocarbon Depot, Equipment and Operations, Fuel transportation Management, Retail Station Construction, Equipment and Safety standards, and Retail Safe Operations have been published by MEMAN for sharing industry best practices, which will enable stakeholders to conduct their operations in a safe and sustainable manner.

These Compendiums provide information to enhance safe petroleum operations and should serve as a learning resource for companies and personnel engaged in depot, transport, and retail petroleum operations in the downstream sector. It is recommended as an important resource for operational and safety personnel handling and transporting refined hydrocarbon products.

We welcome the publication of the MEMAN Compendiums which are expected to further the industry's compliance with the Regulations, Guidelines and Directives made by the Authority for safe and sustainable petroleum operations in Nigeria,

Farouk A. Ahmed Authority Chief Executive Nigerian Midstream and Downstream Petroleum Regulatory Authority

MAJOR ENERGIES MARKETERS' ASSOCIATION OF NIGERIA (MEMAN)

MEMAN was established in 2001 as a Marketers Operations Committee (MOC) to represent the collective interests of the Nigerian downstream petroleum industry and address the distribution/allocation challenges among petroleum marketers. In August 2006, MEMAN was incorporated as an advancement to standardise the affairs of the MOC.

MEMAN is an association comprising seven members, namely: 11 Plc, Ardova Plc, Conoil Plc, MRS Oil Nigeria Plc, NNPC Retail Limited, and TotalEnergies Marketing Plc.

MEMAN plays a strategic role in advancing and regulating industry standards, addressing a range of common issues relating to petroleum products purchase, distribution, and marketing. MEMAN serves as an advocate on behalf of the players in the Nigerian downstream sector, proactively engaging with key stakeholders, providing expert advice, and communicating industry views to the government, the public, and local media. It also serves as an information hub for all industry-related inquiries.

MEMAN's industry efforts include promoting industry transformation, setting HESQ industry standards, collaborating to reduce supply and logistics costs, and developing and exploiting relevant data capture and analysis.

The association has a team of highly skilled full-time staff, led by an Executive Secretary/CEO, who are all independent of the member companies.

SCOPE

This publication was produced as a practical guide to service station management.

It was deliberately designed to aid service stations regularly in keeping their commitments to customers. This manual can also serve as a training tool for all station personnel.

In this 3rd edition, the procedure for product discharge from truck to underground tanks at the retail station has been included (section 4.5.6). This procedure should be printed and visibly displayed on a board near the truck discharge area.

This station manual collates and describes the actions that contribute to the safe running of a station while meeting customer expectations, driving commercial activities, and controlling the risks connected with product distribution to reach this lofty goal. These activities are based on statutory norms, industry regulations, and guidelines, best-practice industry procedures, station personnel training, and ongoing technology improvements.

A VOW TO OUR CUSTOMERS

SAFETY

Safety is always a priority in the Nigerian downstream oil and gas industry. Our customers' safety is a top focus at each of our stations.

COMMITMENT TO VALUE

- We provide energy that is reliable, accessible, and cheap.
- Our products are secure and unadulterated, and we guarantee the integrity of our transactions in every way.

HOUSEKEEPING

We promise a clean and well-kept station to our consumers.

CUSTOMER RELATIONSHIP

We provide information and are a resource to consumers regarding products, trends, and patterns. Our station employees are our brand ambassadors: they are always by the customer's side, and their primary goal is to see them happy.

SATISFACTION

 Our consumers can expect a quick, fluid, and enjoyable experience from us in any situation.











STANDARD: 27KVA generator MEGA: 40KVA generator MINI: 13KVA generator

STANDARD: Bungalow mini-mart & station MEGA: Multi-storey commercial building

MINI: Bungalow mini-mart & station office

MEGA: LPG skid tank with auto-dispenser and cylinder filling

STARDARD: 5nos USTs MEGA: 7nos USTs MINI: 3nos USTs MEGA: >=6 nos double nozzle PMS pumps STD: 4 nos double nozzle PMS pumps MINI: 2 no double nozzle PMS pumps

STANDARD: 1 no HHK pump MEGA: 1 no HHK pump MINI: 1 no HHK pump

STANDARD: 1 no AGO pump MINI: 1 no AGO pump MEGA: 2 nos AGO pump

MEGA: 1 no air tower STANDARD: 1 no air tower MINI: 1 no air tower

Safety and Security

1.1 Emergency Number

1.2 Procedure in the event of an emergency

1.2.1 List of emergency1.2.2 Safety equipment in the Station

1.3 Fire

1.3.1 Fire Prevention1.3.2 Fire incident on the forecourt1.3.3 Fire incident in a building1.3.4 Fire fighting in the service station

1.4 Product Risk

1.4.1 In the Tank - Product mix1.4.2 In the customer vehicle - Product mix1.4.3 Product and danger

1.5 Hazard

1.5.1 Hazardous area
1.5.2 Examples of hazardous areas in a service station
1.5.3 Tanker hazard
1.5.4. Pump hazard
1.5.5 Vehicle hazard
1.5.6 Body hazard - Injury
1.5.7 Body Burn - Electrocution

1.6 Spillage

1.6.1 Managing Spillage and Leakage1.6.2 Petrol Spillage on Clothing

1.7.1. Cash security in the service station

1.7.2 Daily safe operation1.7.3 Cash handling and cash deposit1.7.4 Management of an incident affecting safety1.7.5 Training of Employee

1.8.1 Fraud Prevention

1.8.2 Frequent cases of fraud 1.8.3 Other cases of fraud

1.9 Others

1.9.1 Aggressive Customer1.9.2 Armed Assault1.9.3 Demonstration - Riot1.9.4 Natural Disaster1.9.5 Bomb Alert1.9.6 Mobile phone usage guidelines



SAFETY AND SECURITY

1.1 EMERGENCY NUMBERS

CONTACT	NUMBER
Dealer/station manager	
Company duty officer/HSE coordinator	
Company head office	
Company manager	
Ambulance	
Fire department	
Hospital (nearest)	
Police Station	





SAFETY AND SECURITY

1.2 PROCEDURE IN THE EVENT OF AN EMERGENCY

- The customer attendant must press the huge red button marker that says "Emergency Cut-off Switch", situated on the wall facing the forecourt, in an emergency affecting product sales activities. (Alternatively, the station manager cuts power by switching the changeover to neutral in the absence of an emergency cut- off switch).
- All forecourt equipment are turned off, and all sales are halted.
- The emergency button for the complete forecourt closure is also available at the cashier counters in some designs.
- On their first day at work, all new employees must be trained on where the emergency switch is located, what it does, and how to handle an emergency if it arises.
- Depending on the organisation structure, the manager or a duty officer should be informed of the emergency.

1.2.1 LIST OF EMERGENCIES

All forecourt activities must stop when there is:

- Fire emergency
- Robbery event
- Major vehicle hazard
- Underground tanker discharge overflow
- Water in underground tank and related impact on customer vehicles onsite
- Underground tank leak
- Natural disasters e.g. flash floods
- Any other events that the station dealer/manager deems hazardous to continue operations



1.2.2 SAFETY EQUIPMENT IN THE STATION

EXTINGUISHERS

The instructions to follow for the extinguishers:

- Each day, I check the presence of the appropriate extinguishers in each area.
- Each day, I check the presence of the seals on each extinguisher.
- I ensure that all station personnel are trained in these instructions and how to use the extinguishers.
- Each month, I check the validity of the extinguishers.

The allocation of extinguishers and their placing on the site is described below.

- 1x6kg dry powder ABC extinguisher per island
- 1x6kg dry powder ABC extinguisher for the technical room
- 1x6kg dry powder ABC extinguisher per service bay
- 1 extinguisher CO2 for the electric switch rooms
- 1 extinguisher CO2 for the generator rooms
- 1 x 6kg dry powder ABC extinguisher close to the LPG gas bottles
- 2 x 6kg dry powder ABC extinguisher close to the LPG skid tank



OTHER COMPULSORY EQUIPMENT

- A sandbox with shovel and cover on each island
- A sandbox with shovel and cover on the offloading area (if separate)
- A fire blanket per site
- The display of the no-smoking, turn-off engine signs, and cellphone no-use signs on the canopy post



PERSONAL PROTECTIVE EQUIPMENT (PPE)

- The PPE groups together all equipment intended to be carried or worn by a person to protect against one or several risks or hazards, which could threaten their health and/or safety.
- The PPE issued are safety shoes and high visibility vest (or safety vest).
- The high visibility vest is intended to improve the visibility of the person who wears it so that they are more easily seen by motorists. It is compulsory for persons working on the forecourt of the service station.
- Safety shoes are designed to protect feet against chemical, mechanical, and thermal risks.



OTHER SAFETY EQUIPMENT

The dispensing emergency stop button is an essential safety device. it must be regularly tested at least once a year.

LEAK DETECTOR

- The leak detector checks that the double-skin tanks are in good condition. If a leak occurs, the control liquid escapes, and the detector set off the alarm.
- The leak detector is an essential safety instrument; so it must be regularly tested at least once a year.

AUTOMATIC TANK GAUGING CONSOLE (ATG)

- The remote gauge console monitors the station's product stocks. The console gives an alarm in case of level anomalies.
- The remote gauge console is an essential safety instrument; so it must be regularly tested at least once a year.



FIRST AID KIT

A first aid kit should be kept in the station, visible to staff for use in the event of a minor hazard or injury or while waiting for appropriate medical care.





OTHER SAFETY EQUIPMENT

The following recommended content should be regularly checked and completed:

- One antiseptic wound cleaner
- One packet of swabs for cleaning wounds
- 100g cotton wool for padding
- Ten sterile gazes
- One scissors
- One set of safety pins
- Four triangular bandages
- Four roller bandages (75mm x 5mm)
- Four roller bandages (100mm x 5mm)
- One roll of elastic adhesive (25mm x 3mm)
- One non-allergic adhesive strip (25mm x 3mm)
- One packet of adhesive dressing strips (minimum quantity 10, assorted sizes)
- Four first aid dressings (150mm x 200mm)
- Two straight splints
- Two pairs of large latex gloves
- Two pairs of medium latex



COLLECTIVE PROTECTION EQUIPMENT (C.P.E.)

Traffic cones are temporary signage considered as CPE. The purpose of the traffic cones is to guide and warn motorists to ensure the safety of personnel on the forecourt. They are compulsory to mark out areas where an operation on the service-station forecourt is in progress.

PREVENTIVE MEASURES

- When working in the open (manhole, oil separator, a hole, etc.), CORDON OFF all the sides of the area, using suitable protective barriers.
- Create a sufficient safety perimeter around the work area, with obvious signage.
- Ensure that the safety perimeter is closed (risk of falling into buffers and open holes during the work).
- Use cordoning-off devices with a height of about 75cm (cones+ uncouplers, signage tape).
- The worksite operators must wear high visibility vests.
 Make sure that the work area is constantly visible without obstacles obscuring it.
- Avoid doing risky work (electrical/civil) at night. If compulsory, work areas must be adequately lit. The entrance and exit to the service station must be separate.
- Good practice: guiding vehicles coming into the service station
- Before starting maintenance work in the station, a risk analysis must be carried out.
- Service station personnel must be made aware of the risks of their activity.



1.3 FIRE

1.3.1 FIRE PREVENTION

Classes of Fire

Five classes of fire can be distinguished, depending on the nature of the product:

- Class A for solid fires characterised by the presence of embers: coal, wood, paper
- Class B for liquid fires or those of liquefiable solids,
 - B=Gasoline
 - B1 = Domestic heating oil or diesel
 - B2 = Heavy product oil
 - Chemical products, greases
- Class C for gas fires
- Class D concerns metal fires.
- Lastly, class E is fires of electrical origin.

1.3.2 FIRE EVENT ON THE FORECOURT

EMERGENCY MEASURES	RESPONSIBILITY
Trigger the emergency button	Customer attendant and station
	manager
Try to extinguish the fire with portable fire	Customer attendant
extinguishers in case of a small fire	
In parallel, notify the fire department	Customer attendant and station
	manager
Evacuate the customers and staff without	Customer attendant and station
panic and lock all doors if the situation permits	manager
Assemble at the designated assembly point for	Customer attendant and station
accountability of all people including staff	manager
Advise the manager and complete the	Station manager
incident report form	



1.3.3 FIRE EVENT IN A BUILDING

EMERGENCY MEASURES	RESPONSIBILITY
Hit the emergency stop button for the dispensers	All Station Staff
Cut off the main circuit-breaker	Station Manager
Calmly evacuate persons present at the assembly point.	Station Manager
Try (myself or with an employee present) to extinguish the fire using appropriate extinguishers	Station Manager
Use fire blankets if need be	Station manager
If the fire is not immediately under control	
Alert the fire brigade Activate the fire alarm system Open the smoke removal trapdoors if there are any Block access to the station Inform the manager as well as the logistics department	Station Manager



1.3.4 FIRE FIGHTING IN THE SERVICE STATION

USE OF EXTINGUISHERS

The steps of using a fire extinguisher are relatively simple; you just have to follow these instructions:

USE OF PORTABLE EXTINGUISHERS (PASS METHOD)

Before attacking the fire, choose the appropriate fire extinguisher and consider the direction of the wind.

Pull the safety pin, which will allow you to discharge the

extinguishing agent onto the fire. Aim the nozzle of your

extinguisher at the base of the fire.

Squeeze the lever to discharge the extinguishing agent. If you release the lever, the flow of the agent will be interrupted.

Sweep the base of the fire with a sideways movement. Carefully approach the fire while continuing to spray it until it is extinguished. Keep a distance of 2-4 metres from the fire.

PASS PROCESS

- I Pull the pin to unlock the lever.
- I Aim low, pointing at the base of the fire.
- I Squeeze to discharge the extinguishing agent.
- I Sweep the nozzle from side to side back and forth.
- I keep a distance of 2-4 metres from the fire.





1.4 PRODUCT RISK

1.4.1 IN THE TANK – Product mix

For example, if I notice losses greater than 1,000 litres on one product after a delivery operation and equivalent surpluses on another product, there was possibly a mix-up of the products during the last offloading.

EMERGENCY MEASURES	RESPONSIBILITY
I block the dispensing of the polluted products by locking the nozzles concerned (in the electrical cabinet or manually using self-locking collars).	Station manager/dealer
If this mix-up leads to a stock shortage, I remove the displayed price of the product(s) concerned.	Station manager/dealer
 I inform my immediate supervisor or the manager as well as the depot. 	Station manager/dealer
I keep the intervention document mentioning the volume pumped out by the service provider.	Station manager/dealer
I note in my "station logbook" the quantities re-pumped.	Station manager/dealer
I seek the company's authorisation to reopen the dispensing of the concerned products.	Station manager/dealer



1.4.2 IN THE CUSTOMER VEHICLE – Product Mix

This incident can happen following an error on the part of the customer attendant or of a mix-up of product in the tank. Check the exact nature of the incident.

The draining of the tank is a hazardous operation that requires professional intervention.

EMERGENCY MEASURES	RESPONSIBILITY
Do not restart the vehicle engine. Have the tank drained in the bay by the oil- change mechanic if they have been trained how to do it.	Customer attendant or bay staff if tranined
On the other hand, if there is no bay, call a professional for this operation.	Adequate Professional
Under no circumstances can the product be resold or put back in the tanks.	Customer attendant
It is important to explain to a customer who does not understand that he/she is not being immediately attended to at the station.	Customer attendant
If errors are frequent, the station signage may be reviewed.	Station manager/dealer





1.4.3 PRODUCT AND DANGER

- All products including domestic, cleaning, or do-it-yourself products, which we use at work daily (or at home), can contain chemical substances that make them effective but potentially harmful to our health and our environment.
- It is important to know the hazard symbols to understand the hazard and the precautions to take.



HAZARD SYMBOLS



PRODUCT AND DANGERS MAIN HAZARDS OF HYDROCARBONS PRESENT IN STATION

- Fire: Hydrocarbons are flammable products and petrol is very inflammable.
- Explosion: Hydrocarbon vapour can cause dangerous explosions under certain conditions.
- Pollution: This, a more insidious hazard, is nevertheless very serious. Their spreading can have very serious consequences as the quantities stored are significant.

FIRE TRIANGLE

The three elements necessary for a fire:

- Flammable material (product, tires, paper)
- Oxidant (oxygen from the air)
- Source of flame

HYDROCARBON VAPOURS

- Invisible
- Density 2.5 to 3 times greater than that of air
- Accumulates in low points (manholes, networks, cellars, parking garages)
- Can be displaced by the wind





PRACTICALLY IN THE SERVICE STATION EXPLOSIVE LIMITS

Upper explosive limit; no risk of explosion, for example, during operations of:

- Tank cleaning
- Oil separator cleaning
- Or dipping!!!

Always ventilate before working

GAS STORAGE

WHAT I MUST KNOW ABOUT GAS

- It is not toxic. However, in a confined space, high concentrations can lead to loss of consciousness when the oxygen level in the atmosphere becomes insufficient.
- It is explosive in certain air mixtures (in non-ventilated enclosed spaces).
- It is heavier than air. If there is a leak, it will spread along the ground and can accumulate at low points.
- Its characteristic odour allows you to detect the presence of a leak.
- It can cause burns when in contact with the skin.

BOTTLE STORAGE

The gas bottle storage place meets strict rules, which must be observed. For information, it must not be stored at less than:

- 3 metres from the reception inlets of liquid hydrocarbons (5 metres for storage subject to authorisation)
- 5 meters from product dispensers
- 5 metres from LPG tanks



No bottle, whether full or empty, must be stored inside a building. This is the reason why the locations decided for the bottles must not be changed under any circumstances without the consent of the technical manager.

Other rules that must be complied with:

- The bottles must be stored upright.
- I easily distinguish empty bottles from full bottles (chalk, stickers, etc.).
- The cages are kept permanently under lock and key.
- I wear gloves when handling the bottles.
- I keep a dry powder extinguisher close to the area.
- I make sure that the transporters unload the bottles correctly, avoiding any shocks.

JERRYCAN FILLING

Filling containers other than jerrycans is forbidden. Jerrycans (plastic or metal) must be set on the ground during filling and not in the trunk of a car or on the platform of a vehicle.

This will allow any electric charge built up in the container to be safely dissipated. When filling, the metal part of the nozzle must be in contact with the spout of the jerrycan.

Jerrycans must never be filled to more than 95% of their capacity to allow for product expansion.



1.5 HAZARD

1.5.1 HAZARDOUS AREA

- Hazardous area classification is part of the risk assessment procedure for identifying fire and explosion hazards and is used to determine those three-dimensional spaces where flammable atmospheres may be present at such frequencies as to require special precautions to control potential ignition sources.
- The main objective in the safe design and operation of a service station is to minimise, so far as is reasonably practicable, the releases of flammable products or their vapour and to prevent the ignition of any unavoidable or accidental releases that may occur.
- Hazardous area classification and a useful tool for risk assessment is a statutory requirement by the regulatory bodies (i.e. NNPC/PPMC, NMDPRA, and Federal Fire Service, for all work activities where dangerous substances, such as petrol, are handled or stored.
- Hazardous areas need to be defined at new installations before the installation is commissioned and at existing installations before alterations are carried out that change the type or quantity of dangerous substance present, its storage, or how it is handled.
- All sources of ignition, including sparks of any sort, hot surfaces, smoking material, naked flames, and unprotected equipment should be excluded from hazardous areas.



CLASSIFICATION OF HAZARDOUS AREA

ZONE 0	ZONE 1	ZONE 2
That part of a hazardous area in which a flammable atmosphere is continuously present or present for long periods.	That part of a hazardous area in which a flammable atmosphere is likely to occur in normal operation.	That part of a hazardous area in which a flammable atmosphere is not likely to occur in normal operation and, If it occurs, will exist only for a short period.

- The areas outside these zones are defined as nonhazardous.
- An explosive atmosphere is synonymous with the terms 'flammable atmosphere' and 'explosive gas atmosphere' and is defined as a mixture, under atmospheric conditions, of air and one or more dangerous substances in the form of gases, vapours, or mists in which, after ignition has occurred, combustion spreads to the entire unburnt mixture.





1.5.2 HAZARDOUS AREA

A. ENTRY AND DEPARTURE FOR PETROLEUM TRUCKS

The area may be considered safe for entry and exit of tankers as long as fill point sealing caps are in position, the access chamber covers are closed (for underground fill points), and providing no spillage has occurred. If any spillage has occurred, this will create transient⁶ Zone 2 hazardous area and the road tanker should not enter the area until the spillage has been cleaned up. If the spillage occurs while the road tanker is parked for loading, it should remain isolated and not depart until the spillage has been cleaned up.

B. TANKERS OFFLOADING PRODUCTS AT THE STATION

This section addresses tankers offloading petroleum products at the service stations. For specific guidance regarding offloading tankers, please see SAFE TO DISCHARGE PROCEDURE. Under ambient conditions, materials handled below their flashpoints, such as diesel, may give rise to hazardous areas around equipment in which they are handled under pressure, due to the possibility of mist or spray formations. However, diesel unloaded by gravity should not normally create a situation where a spray or mist is formed.

C. CONNECTION, UNLOADING, AND DISCONNECTION OF DELIVERY HOSES FOR FLAMMABLE MATERIALS.

A road tanker is to be parked in a designated location as close as reasonably practicable to the tank discharge points, which are situated in an adequately ventilated positions in open areas.



i. ROAD TANKER AND DELIVERY/VAPOUR TRANSFER HOSES

Disconnection of the hose from the tanker, which should precede disconnection from the receiving tank, will expose internal wetted areas of both the hose coupling and vehicle bottom loading adaptor, and drips may also occur. As the hose is lifted and the product is drained to the receiving tank, the hose may be moved sideways and/or towards the tank.



ii. UNDERGROUND STORAGE TANKS AND FILL POINTS

Removal of the sealing cap from the tank fill pipe before the hose connection may give rise to a small release of flammable vapour around the fill point.

Unless leakage occurs from the hose couplings or connection points, the completed hose connection between the delivery vehicle and receiving tank comprises a closed system, so that during the period of delivery there is no source of release.

When the hose is disconnected, the wetted surface area of the tank fill pipe will be exposed until the sealing cap is replaced; hence, there will be a small release of flammable vapour for a very short duration. In addition, there will be some drainage on the disconnection of the hose.



D. VENTS

Care should be taken to ensure that the hose connection point of the tank vent(s) remains securely closed if vapour recovery is not practised for any reason. Failure to observe this precaution will lead to the discharge of flammable



vapour at a low level, bypassing the normal tank vent outlets.

Hazardous area classification around vents from underground storage tanks will depend on whether there is a vapour recovery system in place or whether tanks are vented directly to the atmosphere.

Systems with vapour recovery fitted will give rise to a Zone 2 hazardous area of radius 2m around the top of the vent from the system, extending down to ground level. Vent pipes venting directly to the atmosphere will give rise to Zone 1 of a radius of 2m around the top of the vent and Zone 2 extending down to ground level.

E. PETROL DISPENSERS

New dispensers should be provided with a diagram, with the unit showing the zones in and around the unit. The zoning within and immediately above the housing of dispensers (both petrol and autogas) will depend on their internal construction (e.g. employing vapor barriers). Details of the dispenser's internal zoning and its vapor barriers are necessary when a more accurate determination of the external zones around the dispenser is required.



i. DISPENSER HOUSING

The hazardous areas around a dispenser housing, which apply to petrol dispensers either with or without Stage 2 vapour recovery installed and dispensers with or without a vapour barrier. The Zone harzardous area may vary between 0 - 200 mm depending on the dispenser housing standard of construction. Where necessary, reference should be made to information from the dispenser manufacturer.

When the nozzles are not withdrawn for refueling, the limited hazardous area around the dispenser enables vehicles to enter the filling station without passing through any hazardous areas.



Without a vapour barrier

With a vapour barrier

ii. HAZARDOUS AREA AROUND A VEHICLE FILL PIPE DURING REFUELLING

When a nozzle is inserted into the vehicle fill pipe and the nozzle trigger is operated, the flow of petrol begins and vapour is displaced from the vehicle's tank.

Where the dispenser/filling station is fitted with Stage 2 vapour recovery, the displaced vapour is recovered by the nozzle and very little is displaced to the atmosphere.



The hazardous area, in this case, will be Zone 2.

Where Stage 2 vapour recovery is not installed, then as petrol enters the vehicle tank, the vapour is displaced to the atmosphere and, because it is heavier than air, it rolls down the side of the vehicle and drops towards the ground.

The hazardous area, in this case, will be Zone 1.

The height of the hazardous area created by the refueling operation is dependent on the height of the vehicle tank fill point. A minimum of 1.2 m is considered sufficient to allow for varying heights of vehicle tank fill points.

The typical hazardous area classification in the above picture does not take into account, leakage due to hose or nozzle failure. Providing the dispenser is taken out of service immediately, the duration and likely frequency of a leak under these circumstances may be considered too low to require hazardous area classification.



iii. RETURN OF NOZZLE TO THE DISPENSER HOUSING:

On completion of vehicle refuelling, liquid and/or vapour will be present in the nozzle when it is withdrawn. This gives rise to a small Zone 1 area around the nozzle until it is returned to the nozzle housing on the dispenser. However, over 100 mm from the nozzle housing may be considered a Zone 2 due to the likelihood of its existence at any number of points



within the locus of the hose length. As the nozzle will always be returned to the same position, a Zone 1 hazardous area will arise within a 100 mm radius around the dispenser nozzle housing. The area within the nozzle housing should be classified as Zone 0.



These are only normally relevant for the design of the dispenser but should be considered if electronic displays are mounted on the nozzle.

iv. COMPOSITE HAZARDOUS AREAS AROUND DISPENSERS DURING REFUELING

A dispenser without a vapour barrier, with an external air separator vent. A standard dispenser hose length of 3.6 m.

The vehicle refueling location is not the same for every refueling operation but is restricted by the distance to which the nozzle may be extended. Since a vehicle may park in various positions, the hazardous area created by the refueling operation will occur wherever the vehicle is parked. This results in a composite hazardous area that extends from the maximum length of the hose back to the dispenser.

Note: where a dispenser is fitted with a vapour barrier, consideration should be given to the hazardous area associated with the nozzle after vehicle refueling as it is returned from the vehicle tank fill point to the dispenser nozzle housing.





F. BUILDINGS AND KIOSKS WITH OPENINGS IN A HAZARDOUSAREA

For kiosks and any other small buildings with openings in a hazardous area, the appropriate zone should be applied throughout the building, to its full height, as vapour in a confined space is unlikely to remain at a low level.

G. PITS, TRENCHES, ETC.

Any pit, trench, or depression below the surrounding ground level that is wholly or partly in Zone 1 or Zone 2 hazardous area should be classified as Zone 1.





1.5.3 TANKER HAZARD



EMERGENCY MEASURES	RESPONSIBILITIES
Deactivate all pumps and stop sales	Station manager
Cordon the area (no access by the general public) and isolate the accident vehicle	Station manager
Identify if there are any injured victims and apply first aid assistance to them	Station manager or customer attendant (if they are trained)
Assist the tanker driver when possible.	Station manager or customer attendant.
If a petrol spill occurs, follow the spill management process.	Station manager or customer attendant
Ensure fire extinguishers are on standby and ready for use if a fire breaks out.	Station manager or customer attendant
Alert the fire brigade, the police, and the manager.	Station manager
Register in the Incident Logbook.	Station manager.


1.5.4 PUMP HAZARD

	EMERGENCY MEASURES	RESPONSIBILITIES
	Switch off the electrical supply and assess if any personal injuries	Customer attendant or Station manager
	Have a fire extinguisher available and on standby	Customer attendant
	If a product spill occurs, follow the Spill Response procedure	Customer attendant and Station manager
Se	ee later in this chapter	
•	Cordon dispenser and restrict access to authorised personnel only (e.g. station manager, manager or pump contractor)	Station manager
	Record the vehicle registration number and driver's particulars	Station manager
	Activate maintenance process to repair damaged pump	Station manager
	Inform the manager	Station manager
	Follow up with the driver on repair cost claims	Station manager
	Register in the Incident Logbook	Station manager





1.5.5 VEHICLE HAZARI

	EMERGENCY MEASURES	RESPONSIBILITIES
1.	Assess if there are any personal injuries and/or fire risk	Station manager
2.	Have a fire extinguisher available and on standby	Customer attendant
3.	Assist victims if required and apply first aid treatment to the injured parties	Station manager or customer attendant (if they are trained)
4.	Navigate accident vehicles to a safe location away from the oncoming traffic	Customer attendant
5.	If accident vehicles broke down, cordon the area, navigate oncoming traffic away from the accident scene	Customer attendant
6.	Mediate for parties involved in the accident	Station manager
7.	Call the police and/or ambulance if the accident is serious and there are casualties	Station manager
8.	Inform the manager	Station manager
9.	Register in the Incident Logbook	Station manager





1.5.6 BODY HAZARD - INJURY

When a customer or an employee becomes the victim of an injury or sudden illness

EMERGENCY MEASURES	RESPONSIBILITIES
Injury or sudden illness	
 Avoid moving the person unless they are in immediate danger 	Customer attendant
 Install a safety perimeter around the victim to avoid another accident 	Station manager/dealer
 Provide first-aid if I am certified by a recognised organisation 	Station manager/dealer
 Alert the emergency service or the fire brigade 	Station manager/dealer
Follow the instructions given by the emergency service or the fire brigade	Station manager/dealer





1.5.7 BODY BURN - ELECTROCUTION

A customer or an employee becomes the victim of a burn (including a cold burn from LPG)

B.N. If LPG comes in contact with the skin, its intense evaporation creates cold which can cause a burn.

A customer or an employee is electrocuted

RESPONSIBILITIES
Customer attendant
Bay staff if trained
Station manager/dealer
Station manager/dealer
Station manager/dealer
Station manager/dealer
Station manager/dealer



1.6 SPILLAGE

1.6.1 MANAGING SPILLAGE AND LEAKAGE

SPILL CLEAN-UP EQUIPMENT

Spill management material should be kept near places where spills and leaks are most likely to occur i.e. at the forecourt and near the dispensers. Always ensure there are sufficient stocks of the necessary equipment to clean the spillage.

Spill cleaning equipment must be located in a clean, dry, and easily accessible storage area.

- Absorbing fibres/pillows
- Two waste bins in each area one for the storage of unused fibres and one for discarding used fibres
- Squeegees
- Sand bucket/boxes







SPILL RESPONSE

- Regardless of the magnitude of the spillage, it must be immediately cleaned up as soon as it happened.
- Limit and contain the spillage containment of the spilled product near the point of spillage localises the problem, minimises pollution, and makes it easier to clean up.
- Remove the spilled product the method to use depends on whether it is a major or minor spill and whether the spill is on soil or pavement or a vehicle.
- Complete the spillage report a major spill is where more than 200 litres of product is involved.
- However, spills of less than 200 litres that are threatening streams, rivers, or stormwater supplies or even incidents that may attract the attention of the public, press, or authorities must be considered as a major spill and dealt with in the same procedure.

MINOR SPILLS

- Soak up the spill with absorbent fibres. Soapy water can also be poured over a minor spillage to starve the fuel of oxygen.
- If the spill has soaked into the ground, the soil should be plowed to allow aeration. Water can then be used to bring soil to the surface and mopped up immediately with absorbent fibres.

Collect the used fibres and discard them in the bin for used fibres. Used fibres must be disposed of in an environmentally friendly manner. This should be done with the assistance of the specialised waste disposal contractor.

If a vehicle tank overflows, be sure to wash or wipe the product off the vehicle as well as clean any product that may have spilled on the forecourt with soapy water.



Recommend using the overfill device to minimise the risk of spillage/overflow and if the problem persists, the station must investigate if it is due to the insertion of the nozzle or the failure of the overfill sensor.

MAJOR SPILLS

- Switch off all pumps an emergency switch must be available on the forecourt
- Ensure that there is no one smoking in the area and do not allow motorists to start their vehicles in the vicinity of the spill
- Limit the spillage where possible that is close any valves that may have been accidentally opened, plug any holes where the product is leaking, or stop pumping through a damaged pipeline, hose, or overflowing tank.
- Cordon spillage area to restrict access by the general public. Only authorised personnel are allowed to access the area to clean up the spillage.
- Use absorbing fibres, sandbags, sand, or sawdust to try to contain the spill.
- Prevent oil or product from entering any drains or from contaminating natural water systems by forming a barrier using the sand or sandbags around the spill area.
- Mop up as much of the spill as possible using absorbent materials.
- Complete the spillage report depending on the extent of the spillage.
- For soil and porous surfaces, it may be necessary to remove contaminated soil for disposal or rehabilitation. Consult the management on the most appropriate action to manage the contaminated soil.



SPILL AND LEAKAGES REPORTING PROCEDURE AND RESPONSES

The Incident Report Form must be completed and forwarded to the company head office.

Investigate the cause of the spill and take the necessary preventive actions.

Notify the manager immediately if there is a suspected leak in the tank system or if the equipment is not fully operational. All suspected leaks must be reported on the Incident Report Form and forwarded to the head office.

If the stock control procedures are correctly implemented and monitored, it will be possible to detect a leak at an early stage, thus minimizing damages and cleaning costs.

The procedures for responding to a leak depend on whether the tank is aboveground or underground.

ABOVEGROUND TANKS

A leak can be visually detected in an aboveground tank. If the tank has a bond wall, ensure the draining outlets are closed and follow the leak procedure below:

- Shut down all activities from the leaking tank.
- Where possible, try to stop the product from leaking out of the tank.
- Inform your manager or company head office immediately.
- Any loss must be confirmed in writing to the manager. The letter must include the date the leak occurred, the volume of product involved, and the period over which the leak was experienced.



UNDERGROUND TANKS

In stations equipped with Auto Tank Gauging System, the leak detector should be triggered. To confirm the leak, perform a manual tank dip with water-finding paste to determine if there are any unusually large amounts of water in the tank.

Cease all sales as a precautionary measure during the investigation.



Reconcile the tank dip reading with the sales and delivery to determine if there are any substantial unaccounted product losses.

If a leak is confirmed:

- Institute an Environmental Impact Assessment to foreclose ingress into the water table/safe water around the vicinity.
- Notify your manager immediately.
- Any loss must be confirmed in writing to the manager. The letter must include the date the leak occurred (was detected), the volume of product involved, and the period over which the leak was experienced.
- The company undertakes to find the source of the leak and take the necessary action to repair leaking tanks.
- The contractor should be alerted to identify and rectify the leak problem immediately.



WHAT TO DO IN THE EVENT OF OVERFILL TANKER DELIVERY

- The driver must stop the delivery by closing the vehicle faucet and foot valves. Do not disconnect the delivery hose until the product is drained off.
- Make arrangements to dispense the excess product in the tanker delivery hose by way of the forecourt dispensers that are linked to the overfilled tanks i.e. create tank ullage to allow the product on the delivery hose to discharge into the tank. Use vehicle product tanks or approved containers. Ensure products are properly accounted for either as a sale transaction or classified as a pump test procedure (products must be put back into the underground tank once there is sufficient ullage).
- Having drained the tanker hose, the driver will disconnect it and must then replace the fill cap and lock it.
- An amendment must be made to the invoice to reflect the actual product quantity delivered.
- Record the correct volume and joint signature on the invoice by station staff and tanker driver.
- Any spillage (e.g. product overflow through the manhole) must be immediately dealt with.
- Inform the manager of the incident.

WHAT TO DO IN THE EVENT OF A MINOR SPILLAGE DURING A DELIVERY

- Immediately stop the tanker discharge and ensure there is no ignition source on or nearby the site.
- Contain the spillage by using sand from the sandbox.
- Stand by a fire extinguisher in the event a fire breaks out.

- Alert the manager of the incident once the incident has been dealt with, and arrange for the sand to be disposed of by a specialised waste disposal contractor as the sand is still hazardous and highly flammable.
- Immediately stop the tanker discharge and all potential fire ignition sources must be switched off and isolated from the incident area.
- Contact the fire department.
- Close the service station with the assistance of other members of staff and divert the public away from the service station.
- Stand by the fire extinguishers and cordon the accident area.
- While waiting for the arrival of the firefighters, try to contain the spillage with sand or soil - prevent the product from leaving the service station premises or flowing all over the station compound.
- Immediately inform the manager and complete the Incident Report Form once the situation is under control.

WHAT TO DO IF THERE IS A SUSPECTED PRODUCT CONTAMINATION

Although in practical terms, the quality and quantity of product that arrives at the outlet must be ascertained before discharge by look, hydrometer, and use of water finding paste. The industry must aid quality checks of the highest standards on vessels and tanks before discharge and ultimately before truck-out.

- Immediately stop sales
- Close station and inform customers that station is closed for maintenance

- Staff should not speak about the contamination issue to the customers
- Contact the company logistics department immediately to initiate the investigation
- Take samples and store them in clean containers to be sent for testing and analysis
- Do a site inspection to investigate if the issue originated from the station
- Contact the manager to arrange for technical advice and inspection of affected equipment before commencing with any repairs
- Repairs are to be done only after the investigation is complete; authorization must come from the manager.

WHAT TO DO IF THERE IS A WRONG PRODUCT DISCHARGE

i.e. diesel into petrol tank, petrol in diesel tank, or product downgrade (92 RON into 95 RON tank)

- Immediately stop sales for the particular product
- Staff to inform customers that the affected dispensers are under maintenance and regret no sales are allowed
- Staff should not speak about the issue to the customers
- Contact manager immediately for technical support
- If diesel and petrol are mixed, notify the engineering/maintenance team to initiate product removal and tank cleaning
- If it is a product downgrade issue, seek advice from the manager if you can commence sales or take other actions such as selling the product as a lower RON grade (@a lower price)



1.6.2 PETROL SPILLAGE ON CLOTHING

EMERGENCY MEASURES	RESPONSIBILITIES
Keep affected persons away from heat sources.	Customer attendant
 Douse clothing with water and remove carefully to avoid static sparks. 	Customer attendant
 Check with the victim if he/she is injured or his health is affected by the petrol contamination. 	Customer attendant
 Use water to rinse off if the petrol comes into body contact. 	Customer attendant
If water is not available, remove the clothing carefully. Stay in a private area and let female staff attend to female customers.	Customer attendant
Keep a fire extinguisher on standby.	Customer attendant
If a petrol spill occurs, follow the spill management process.	Customer attendant and manager
Call an ambulance if the victim feels unwell or injured. If necessary, apply first aid treatment whilst waiting for the ambulance to arrive.	Manager



1.7 CASH SECURITY IN THE SERVICE STATION

1.7.1 THE 10 SECURITY AND SAFETY PRINCIPLES FOR PEOPLE AND PROPERTY

I am concerned about my safety and that of employees and customers.

COMPLYING:

I never oppose an aggressor. The most important thing is the security and safety of all persons present at the station: employees as well as customers. I never keep arms in the station.

STAYING VIGILANT:

I observe unusual behaviour and I apply the principles of precaution and vigilance when faced with any situation creating a risk for the safety of persons whether during my travel between home/station/bank or at the station.

MANAGING THE CASH DESK:

I make sure that the cash registers are locked and that they only contain cash. I separate checks from change and I store them in distinct locations. I make sure to have a minimum of cash (as determined by the company) in the cash register and the station, making frequent deposits into the safe and daily bank deposits. I never count money in front of customers. The use of a nearby bank for cash pick for highvolume outlets should be considered.

BANK DEPOSITS:

I stay discreet. I vary my times and routes. I use the night safe of the branch or a second branch.

Abiding by the regulations: Cash transport: I travel with a sum consistent with my insurance policy. Video protection: I respect third-parties rights in the framework of local administration authorization or the law of the country.



MOVING AROUND OUTSIDE:

When I am alone in the station and moving from the shop to the forecourt, I always close the door behind me and carry the alarm buzzer in my pocket.

ALERTING:

In case of aggression, I press the cash desk pedal or the alarm buzzer without putting myself in danger. Reminder: any incident putting safety at risk must be relayed

to the company representative.

WARNING:

I have my cell phone in my hand or on me. The quick-dial numbers for the emergency services are pre-recorded.

ADAPTING AND TRAINING:

I define specific safety rules for my station, and I train my employees on complying with these rules.

CHECKING EQUIPMENT:

I make sure that the safety equipment is in good working order. I test my security (remote monitoring) equipment regularly. I inform my manager in case of an anomaly.



1.7.2 DAILY SAFE OPERATION

I always adapt my behaviour to the day/night situation.

1. OPENING THE STATION – ARRIVAL ON SITE VIGILANCE, ACCESS VIA THE FRONT DOOR

- Stay vigilant around the station.
- If arriving by car or motorcycle, tour the station with lights fullon, then park my vehicle as close as possible to the door.
- If arriving on foot, go directly to the entrance door.

2. OPENING THE STATION - INSIDE PREPARATION

- Open the access door quickly and close it behind you and lock it.
- If the station is equipped with a burglar alarm, deactivate the system.
- Turn on the inside lights only.
- Inspect all accessible interior rooms, checking the condition of the openings and the ceilings.
- Check the electric lock if there is one (and leave it locked).
- After launching the operating system, put the float into the cash register.

3. OPENING THE STATION - OUTDOOR PREPARATION

- Put on a high visibility safety vest, the alarm beeper (if equipped), and the store key.
- Proceed to turn on all the outside lights. Raise the shutters.



- Place the extinguishers on the forecourt and the exterior display cases, having brought them out before and placed them as close as possible to the door.
- Avoid opening and closing the main door and coming and going, which could facilitate an intrusion.
- Once daylight arrives and no longer alone, move away from the personal vehicle.

4. END-OF-SHIFT AND STATION CLOSING OPERATIONS

- At the end of the shift, once the doors have been closed, immediately count the cash balance and put the money straight into the safe. Then close the cash register.
- Place the cheques and the float. the minimum stock of car wash and telephone cards in the locationde holders, signed by each of them.
- Check every month that the keys are still present in the station.
- During staff leaves, take all the keys from the absent employees, and pass them on to the persons who will take charge. Ensure that each person formally acknowledges receipt of the keys.
- Placing the list of codes, and electronic entry codes (per allocation) in the safe.
- Watch over the customisation of alarm codes, which should be changed every three months and systematically when an employee leaves the company, using the list bearing the numbers of the keys and codes entrusted.
- If keys are lost or there is a doubt about it, I change the corresponding lock cylinders.



1.7.3 CASH HANDLING AND CASH DEPOSIT

1. AT THE CASH REGISTER

- Keep the cash register closed.
- Do not leave too many car wash cards (if sold) and telephone cards stored alongside the cash register.
- Inspect all banknotes presented at the register, either visually or using the counterfeit notes detector.

2. CASH TRANSFERS TO THE SAFE

- Pay attention to the cash in the register and regularly transfer sums to the safe.
- Careful to do this very discreetly, so that no customers see the procedure and with the electric door opener engaged (if equipped).
 Immediately place in the safe the money transfer, accompanied by the roll showing the takings.

3. DAILY BANK DEPOSITS OR PER THRESHOLD AMOUNT OF CASH STORAGE

- The thresholds shall be given in written instructions for personnel.
- They may be communicated to the public if this deterrence strategy is justified

4. PREPARATION FOR DAILY BANK DEPOSIT

- Counting operations are done in the room containing the safe, the door locked, and out of sight of outside persons.
- If it's necessary to leave the room, do so with caution, after returning the funds into the safe, closing it, and removing the

- key. Check through the peephole (if there is one) and listen attentively before leaving the strong room.
- Always replace the cash in the safe with the deposit slip if not going to the bank.
- Whenever opening the safe, re-close it, scramble the combination depending on the type of safe, removing and separating the keys.

5. PRECAUTIONS BEFORE TRANSPORTING FUNDS

- Using a specialist cash transport company is the most secure way.
- The cash transport company should always, when available, use a back door for this task.
- I never keep funds at home
- I make sure that the amount to transport does not exceed the sum authorised by the regulations.
- I always stay discreet in all places, and about other people. I never tell anyone, the reason for my absence and especially where I am depositing funds.
- If possible, I bring a person of confidence along with me to perform the transport (especially the days after long weekends).
- If deposits are grouped (for instance after the weekend, etc.) never transport more than two days of income from a single station; if necessary, make several trips to the bank.
- Enter the vehicle (never a motorcycle) quickly, lock the doors, close the windows and keep the cell phone within easy reach. I systematically vary the times and routes which I take to my bank directly without stopping anywhere. Along the way, I remain on the lookout for any suspicious vehicles or

persons. I park as close as possible to my bank. If there is any doubt, I park immediately but I confirm this doubt.

Hide the money bag.

1.7.4 MANAGEMENT OF AN INCIDENT AFFECTING SAFETY

- Any incident or near misses affecting the security of the station, the safety of people, or the image of the company must be REPORTED via the manager or the superior.
- The incident report form must be filled with the necessary information (plate number, type of vehicle, identity, or description of the perpetrator).
- A complaint must be filed with the police and the insurer contacted immediately to put in a claim. The station dealer/manager shall ensure that evidence is kept concerning objects which may bear fingerprints, video recordings, etc.
- It is advised to seek treatment for any person who falls victim to an attack. Staff must be debriefed after any event that occurs:
 - By reviewing the delinquents' method of operation
 - Using all possible help to verify whether the procedures were applied.
- When communicating about a security incident, the staff must not disclose the amounts stolen to the public as this information makes the station a target for malevolent acts.

SPECIAL INSTRUCTION IN THE EVENT OF ROBBERY

- Try to remain calm and assess the situation.
- Avoid sudden actions and calmly explain any necessary movement to the offender.



- Do not pose an unintended threat to the offender, who may be already anxious and tense.
- Speak only when asked by the offender/s.
- Discretely watch offender/s, making a mental note of their description, especially scars, tattoos, or other distinguishing features
- Avoid direct eye contact with the offender
- Take note of the offender's conversation including any indecent language, accent, or speech impediments.
- Observe and take note of any weapons that are being used. If safe to do so, observe the direction of travel taken by the offender/s during the escape.
- If safe to do so, observe the vehicle that is being used by the offender/s and try to take down the following when possible:
 - Any other occupants
 - Vehicle plate number
 - Vehicle brand
 - Vehicle colour
 - Vehicle model
- When it is safe to do so, call the police and notify the management immediately after offender/s escape from the crime scene.
- Close the premises to the public and keep unauthorized persons out.



- Make sure that no person touches or moves any items where the offender/s was/were present.
- Request any witnesses or customers remain until the police arrive - failing that, request their names and telephone numbers and pass them on to the police when they arrive.

Do not make any statement to the media before discussing the matter with management or the police.

Provide to police all details no matter how insignificant they may appear. This could help the police to identify offenders.

1.7.5 TRAINING OF EMPLOYEES

i.e. diesel into petrol tank, petrol in diesel tank, or product downgrade (92 RON into 95 RON tank)

- Immediately stop sales for the particular product
- Staff to inform customers that the affected dispensers are under maintenance and regret no sales are allowed
- Staff should not speak about the issue to the customers
- Contact manager immediately for technical support
- If diesel and petrol are mixed, notify the engineering/maintenance team to initiate product removal and tank cleaning
- If it is a product downgrade issue, seek advice from the manager if you can commence sales or take other actions such as selling the product as a lower RON grade (@a lower price)



1.8 FRAUD PREVENTION

1.8.1 FRAUD

Preventing fraud is everyone's business - both dealer/manager and staff. Responsiveness and information sharing are essential to combat fraud. There is zero tolerance for fraud at the station and any suspicion of fraud should be thoroughly investigated and processed.

WHAT CONSTITUTES FRAUD?

- Fraud is the deliberate deception of others to obtain unlawful gain or circumvent legal obligations or company policy.
- The two main characteristics of fraud are the intention and desire to hide the deception.

WHAT ARE THE CONSEQUENCES OF FRAUD?

Fraud can entail a host of social, economic, and image-based issues:

- 1. Work conditions: threats, offers to be complicit in the fraud, overtime connected with research into slips, loyalty card transactions, investigations, unfounded suspicion, etc.
- 2. Financial issues: direct and indirect losses (investigation costs, rebilling of fraudulent transactions, etc.), misappropriation of assets.
- 3. Competitiveness: Enterprises in all business sectors and of all sizes are victims of fraud.
- 4. Image: fraud hurts the station, station manager, and the company's image (press articles, consumer associations).
- 5. Criminal liability of the directors (for resulting fraud).



1.8.2 FREQUENT CASES OF FRAUD

1. CUSTOMERS LEAVING WITHOUT PAYING

- Leaving without paying is a crime.
- I will never try to stop a customer from leaving without paying and I will never attempt to stand in front of a vehicle being driven away from the station in this situation. I will immediately notify my manager, who in turn informs the police, giving all the information, I have at my disposal licence plate number, vehicle, etc., and any photos.

2. FRAUDULENT CARDS

This mainly involves copied or stolen cards. Swipes without a chip (also called magnetic stripe cards) may also be easily forged and used with the code in your station.

BANK DEBIT CARDS

The visual security systems of bank cards

- A three-dimensional hologram
- For Visa cards: a dove that appears to fly when you tilt the card (on the front or back of the card).
- For MasterCard cards: two globes representing the world in 3D with "MasterCard" printed against that background.
- Presence of a watermark. When the card is placed under ultraviolet light (fake banknote detector), a "V" can be seen on the Visa logo and the initials "MC" on MasterCard cards.



Security code

- The security code is usually the last three digits on the back of the payment card {three final digits in the signature box). You may be asked for it when calling the authorisation centre.
- The final four 30 digits must be identical to the four digits printed on the sales receipt.
- The cardholder's signature must be on the card.

3. PRODUCT VOUCHERS

- It is prohibited to allow products to be returned or advance sales to be made at the request of a voucher holder to allow him/her to obtain cash or (products and services that are not authorised by the voucher).
- Any deviation from this rule, even if done to satisfy the holder's request, constitutes an act of fraud against the company client. It contributes to the company's image being tarnished in its clientele's eyes.
- The company undertakes to ensure that product voucher issuers comply with this best practice. Should these rules not be complied with, the station manager shall be financially liable.

4. PAYMENTS USING PAYMENT CARDS Banks debit cards.

I will offer the cardholder optimal security conditions:

The location of the keypad must allow the customer to enter the confidential code hidden from prying eyes.

The cardholder must never handle the payment terminal other than the keypad.

I will not divide the sales amount for separate payments using the same card or several other



cards.

- I will keep any forgotten cards in the safe together with the date, time, and receipt number. The station manager alone is authorised to return a forgotten card to its owner.
- I will photocopy and archive the sales receipts and I will forward them quickly to the company, if they are needed for an investigation.

5. PROHIBITED CARD

Card reported by its owner as lost or stolen.

Never use the term "prohibited card" in front of the customerthis could make him/her uneasy. Inform the customer by saying the following, for example: "Sir/Madam, the card you have given me has been identified as faulty by our payment terminal. I don't know why.

Could you please use another form of payment?"

WHERE THE EXPIRY DATE OF THE CARD HAS PASSED

The customer offers another form of payment: Return the card to the customer and advise them to destroy it (chip and magnetic stripe).

The customer does not offer another form of payment: I inform the station manager.



1.8.3 OTHER CASES OF FRAUD

Preventing fraud is everyone's business - both dealer/manager and staff. Responsiveness and information sharing are essential to combat fraud. There is zero tolerance for fraud at the station and any suspicion of fraud should be thoroughly investigated and processed.

WHAT CONSTITUTES FRAUD?

Fraud is the deliberate deception of others to obtain unlawful gain or circumvent legal obligations or company policy.

The two main characteristics of fraud are the intention and desire to hide the deception.

WHAT ARE THE CONSEQUENCES OF FRAUD?

Fraud can entail a host of social, economic, and image-based issues:

- 1. Work conditions: threats, offers to be complicit in the fraud, overtime connected with research into slips, loyalty card transactions, investigations, unfounded suspicion, etc.
- 2. Financial issues: direct and indirect losses (investigation costs, rebilling of fraudulent transactions, etc.), misappropriation of assets.
- 3. Competitiveness: Enterprises in all business sectors and of all sizes are victims of fraud.
- 4. Image: fraud hurts the station, station manager, and the company's image (press articles, consumer associations).
- 5. Criminal liability of the directors (for resulting fraud).



1.9 OTHERS

1.9.1 AGGRESSIVE CUSTOMER

EMERGENCY MEASURES	RESPONSIBILITY
Remain calm, courteous, and polite	
Let the customer explain their problem without interrupting	
Look the customer in the eyes and listen	Customer attendant
Provide a solution or an explanation	
Conclude WHAT NOT TO DO: Say that you have nothing to do with it. Do not make an offer. Call the attention of the manager in the event the customer is still aggressive	
The customer is aggressive and uses abusive language.	
Do not respond so as not to fall into the aggressor's way	
Show that you have heard whileremaining professional	
Do not be upset; put it in perspective.	Customer attendant
Think of all the other nice customers	
NOT TO DO: Show that aggression is painful for you and confront the customer.	



1.9.2 ARMED ASSAULT

EMERGENCYMEASURES	RESPONSIBILITY
Observe and stay vigilant throughout the day and especially at opening and closing	Station manager/dealer
Remain discreet about the activity of the business	Stationmanager/dealer
Regularly make cash deposits (Respect max amount stipulated by the company)	Customer attendant
Do not count money in front of customers	Customer attendant / manager / dealer
yourself has just been the victim of an assault	Attendant/manager/dealer
Press the emergency alarm or the alarm buzzer without putting myself in danger	Station manager/dealer
Alert the police or emergency services if need be	Station manager/dealer
Preserve any traces or prints	Ctation monorary/dealer
Note the names, addresses, and telephone numbers of potential witnesses	Station manager/dealer
During an alert call, do not hang up if your contact does not tell you to.	



1.9.3 DEMONSTRATION - RIOT

EMERGENCY MEASURES	RESPONSIBILITY
Use the night-pay window or with an electric door lock engaged during the event	Customer attendant
■ If the demonstrators become aggressive: stop dispensing with the emergency stop button, close the shop (metal shutters) and alert the police.	Station manager/dealer
Attack on the station with injuries	
Hit the emergency stop button.	Customer attendant
Alert the emergency services, police, ambulance, and/or the fire brigade	
Move persons away from danger	
Provide moral assistance to the injured	Station managor/doalor
Provide first-aid if I am certified by a recognised organisation.	Station manager/dealer
Cut off the main circuit-breaker	
Cut off the electrical generator (if there is one)	
Immediately alert the police	
File a complaint to the police with a copy of event photos (CCTV), and keep a copy of the complaint and the images supplied.	





1.9.4 NATURAL DISASTER

EMERGENCY MEASURES	RESPONSIBILITY
In the event of an earthquake	
Hit the emergency stop button for the dispensing	Station manager / dealer
Evacuate all persons under the	Station manager / dealer
canopy, close to the totem sign or the vents	Attendant / manager / dealer
Prevent persons in the shops from leaving	
In the event of a flood or Storm	
Hit the emergency stop button for the dispensing	
Cut off the main circuit-breaker	
Alert the fire brigade	Attendant / manager / dealer
Get people away from danger by evacuating the station	
Bring inside, all equipment likely to become a projectile (sand bin cover, mobile Point-of-Sale signs, etc.)	
Block access to the station	





1.9.5 BOMB ALERT

EMERGENCY MEASURES	RESPONSIBILITY
Hit the emergency stop button for the dispensing	Customer attendant
Cut off the main circuit-breaker	
Cut off the electrical generator	
Evacuate customers and personnel	Station manager/dealer
Alert the police	
Block access to the station	Station manager / dealer / customer attendant
Alert the company	
Only the station manager or the cashier stays close by, but outside, the station waiting for the police.	





1.9.6 MOBILE PHONE USAGE GUIDELINES

GENERAL RULE

More and more new services related to loyalty, electronic payment and mobility, and using cell phones are now developing rapidly in all areas of retail. In the retail station business, at the heart of mobility and services, these new offers represent enormous opportunities for differentiation, sales development, and customer loyalty.

There are, however, safety risks when mobile phones or any other electronic devices (tablets, readers, electronic cigarettes...) are used on the forecourt of the service station.

Thus, the following directives, which give top priority to local legislation, aim to frame and secure the use of mobile phones on the forecourt:

- The regulation on the use of mobile phones and other electronic devices must be strictly observed.
- No use of the mobile phone is allowed during refuelling and before closing the tank. (This rule is even more important when it comes to motorcycle customers or users of vehicles without a cab.)
- The use of the mobile phone in the shop or other commercial areas of the service station is not subject to any restrictions.



OTHER POINTS OF VIGILANCE

- Pay attention to the possible fall of the phone or electronic devices on the floor during or out of refueling (increased risk of sparks).
- The mobile phone must be used at a distance greater than 50 cm from the pump nozzle or vehicle tank (distance easy to estimate with the naked eye).
- On the forecourt, before or after refueling, as a driver or pedestrian, the use of the mobile phone must not in any way distract the customer, the passerby, or the station staff, who must remain vigilant and attentive to their immediate environment.

2.1 Housekeeping

- 2.2 Area classification for house keeping
- 2. 3 Significants of Housekeeping



2.1 HOUSEKEEPING

Housekeeping is an operational process of keeping the service station tidy and clean. It is the responsibility of the station management and it covers cleanliness. maintenance. aesthetic upkeep of rooms, public back area. and area, surroundings. including the drainages and lawn.



- Housekeeping starts from the appearance of the station personnel. The look and feel of the outlet are often from the presentation of the attendant.
- Cleanliness of the entire station and the surrounding, including the forecourt, sales building, offices, service bay area, drainages, and the green area, if available at the station.

2.2 AREA CLASSIFICATION FOR HOUSEKEEPING

1. PERSONNEL

- Well-behaved staff i.e. good attitude
- Clean and well-groomed appearance (No overgrown beard)
- Wearing clean and full uniform (No scarf)


Wearing adequate shoes (rubber-soled canvas) and not slippers.

2. RESTROOMS

- Cleanliness of the toilet
- Provision of clean water
- Cleanliness of the water closet
- Closet in good working condition
- All accessories must be available





3. FORECOURT ACCESS

- Forecourt access (i.e. entry and exit) must be clean and uncluttered.
- The drainage around the station
- Surroundings of the station i.e. GREEN AREAS must be kept tidy.

4. DISTRIBUTION AREA

- Clean forecourt and pump island
- Lubricant racks must be cleaned and filled.
- No soiled label on the lubricant's cans/kegs





5. BACKCOURT/SALES ROOM/SERVICE BAY

- All items must be cleaned daily.
- The office floor must be scrubbed and washed daily.
- Clean glass partitioning
- The service bay must be clean. Oil spills must be quickly cleaned to prevent injury (falls).

2.3 SIGNIFICANCE OF HOUSEKEEPING

- 1. To attract more customers to the station
- 2. It promotes good health at the station.
- 3. First impression of the customers



4. It promotes a good image for the brand.

3.1 Customer service

3.2 Expectations of the customer

3.2.1 The value of excellent customer service

3.3 Company responsibility

3.3.1 Safety
3.3.2 Commitment to value
3.3.3 Good Housekeeping
3.3.4 Customer Relationship
3.3.5 Satisfaction
3.3.6 Peak period management for efficient customer service

3.4 Dealing with customer/customer loyalty

3.4.1 Rules for efficient product sales to customers3.4.2 Claims and complaints3.4.3 Managing customer complaints3.4.4 Customer complaint procedure

3.5 Statutory provision for the protection of customers

3.5.1 The federal competitive and consumer protection commission (FCCPC)

- 3.5.2 Consumer rights
- 3.5.3 Consumer responsibilities
- 3.5.4 Complaint handling procedure





3.1 CUSTOMER SERVICE

Customer service is the support you offer your customers — both before, during, and after they buy and use your products or services — that helps them have an easy and enjoyable experience with you. The retail industry relies heavily on customer service. Station employees, such as customer attendants, play an important role because they represent the station's image as well as the company's brand. The station crew builds a privileged contact with the consumer by its attitude, therefore, the level of service must be perfect, and enable a return visit.



3.2 EXPECTATIONS OF THE CUSTOMER

- Consistent quality of service throughout the year and across the network
- Clean and well-maintained service stations
- Proper dispensing volumes (A litre for a litre)
- Ease of use and good conditions of equipment and facilities
- Courteous treatment by the company's employees
- Prompt and efficient service
- Knowledgeable employees
- Consistent product availability
- Quality products at competitive prices
- Convenient opening hours whole day every day
- Satisfactory resolution of customer complaints
- Additional services: shop, wash, car care...

3.2.1 THE VALUE OF EXCELLENT CUSTOMER SERVICE

- Winning the loyalty of the customers to the brand
- Create a professional relationship with customers
- Attract new customers through efficient service, and maintain existing customers
- Increase product sales at the service station
- Maintain a high brand image for the company



3.3 COMPANY RESPONSIBILITY

The objective is to state the network's identity to its customers, and, to do so, to express the company's fundamental responsibility affirming them clearly through a common appraisal discourse. Each promise is backed up by a set of explicit minimum appraisal points.

- Safety
- Commitment to value
- Good housekeeping
- Customer relationship
- Satisfaction



3.3.1 SAFETY

In each station, the safety and security of customers should be the priority.

- For fuel, service cars, shop, or rest, our service stations anywhere should be a living place where one feels safe.
- Well-lit stations, responsive staff, safety and signaling equipment, staff training, safety... We believe that nothing should be left to chance.



ELEMENT OF SAFETY		APPRAISAL OF SAFETY	
Our customers feel safe	Lighting	The distribution areas, the carwash areas, and the shop are well-lit, with no burnt-out light bulbs.	
To refuel	Security equipment	 Fire extinguishers, fire blankets, sandboxes and shovels, and safety signage No phones / no smoking / engine off, and the emergency stop buttons are present. Hoses and nozzles are in good condition and in compliance with their "replacement" dates. If a packed LPG storage area is present, there are no flammable products nearby. If there is no attendant, the intercom is working properly. 	
Safety of customers in all circumstances	Customer safety	 The staff shall wear their respective safety equipment. If work is in progress at the station, the area of intervention is marked and secured. In the case of product delivery, a safety area is established around the concerned discharging point. 	



3.3.2 COMMITMENT TO VALUE

We provide energy that is reliable, accessible, and cheap. Our products are secure and unadulterated, and we guarantee the integrity of our transactions in every way.

- Customers can be sure to find verified equipment in good working order and quality products and services that respect the environment.
- Station staff act with honesty and integrity at all times, and financial transactions leave no room for doubt.
- Our stations observe a responsible sales policy on sensitive products (tobacco, alcohol).
- We provide clear, reliable, and available information: labelling products and services pricing, quality, and opening hours.



ELEMENT OF COMMITM ENT	А	PPRAISAL COMMITMENT
	Transactions	Customers are provided with a receipt, no matter the transaction. The delivered volume is strictly identical to the paid volume
		If POS terminal, presence of sufficient paper (for receipt printing)
We guarantee the integrity of our transactions in every way.		If customer attendant: meter counter is set to zero and shown to the customer before commencement of fueling.
		Prices are indicated, and visible (not faded, no missing prices).
		Price tags are up to date and well positioned (aligned with the products).
		Customers are charged the displayed amount.
		Change is given back and the amount is correct.
We guarantee the integrity of our Transactions in	Information reliability	 Opening hours are displayed There are no old posters with outdated offers (the Information is up to date in all circumstances).
story way.		The accepted means of payment are consistent with those indicated, including cards.
		The displayed products and services online are identical to the reality on-site.



		The displayed opening hours are identical to the ones indicated online.
Secured and unadulterated products	Product	 There is no water in the product The name of each product is present (on the totem on the pump), in good condition, clearly visible, and easy to read. The product's quality and compliance are verified and documented regularly on each network.
Up-to-date and verified equipment	Equipment	The pump delivers the right volume, is verified by legal authorities (respected date), and is subjected to a check on each site. The service equipment presents (wash, payment terminal, tire inflator) is in working condition or reported out-of-order in a professional manner. The equipment is in good condition and free from damage (pumps, nozzles, forecourt, canopy).
Responsive sales operation policy	Statutory sales policies	Regulations prohibiting the sale of alcohol, tobacco, and games to minors are strictly observed. We display our responsible sales policy with
Safe working environment	Environment al protection	The distribution area is watertight, with no leakage at the bottom of product dispensers. Clean gutters at the entrance and exit of the service station are present and in good condition. Specific gutters for the distribution area are present, clean, and in good condition.



3.3.3 GOOD HOUSEKEEPING

We promise a clean and well-kept station to our consumers.

- Our customers will always find clean and wellmaintained locations and equipment.
- Staff identity and personal hygiene, and well-kempt stations in all areas open to the public, with special attention given to the restrooms - reflect our will to ensure a pleasant experience every step of the way.

ELEMENT OF HOUSEKEEP ING	APPRAISAL O HOUSEKEEPI	F GOOD NG	
Station staff personal hygiene	Official uniform	Station staff members are well groomed and wear clean UNIFORMS for proper identification.	
Clean and well- maintained locations and equipment	Entire customer visit	FORECOURT: The forecourt, the canopy, the pumps, the nozzles, and the green areas are clean.	
		SALES BUILDING: the	
		the ceiling, and the cash desk are clean.	
		Product spills on the	
		forecourt are treated with the appropriate products.	



Clean and well- kept station	lidiness	 There is no waste (cardboard boxes, pallets, tires) that the customer can see in front of the station or the sales building. The cash desks are tidy. The poster frames are clean, in good condition, and contain posters (not empty). The bins are clean and not overflowing
Clean and accessible restroom	Restrooms	 The restrooms are clean - sink, urinary, walls, floor, and mirror. There are no unpleasant smells.
		 Soap, towels, or hand dryers (paper or electric) in good working condition and toilet paper are always available.



3.3.4 CUSTOMER RELATIONSHIP

We provide information and are a resource to consumers regarding products, trends, and patterns. Our station employees are our brand ambassadors: they are always by the customer's side, and their primary goal is to see them happy.

ELEMENT OF	APPRAISAL OF CUSTOMER		
RELATIONSHIP.	RELA	HONSHIP	
Fully dressed, cultured, and cordial staff team.	Happ y to serve staff	 Station staff with the following attributes: Fully dressed in station official uniform Offers salutations to arriving customers Good attitude Attentive Responsive 	
Enquiry, claims, and personalized services	Servic e	 Availability of company information, customer complaints telephone number well displayed otnhe forecourt. The staff responds to customer 	
		queries/claims and redirects them to customer service.	
		The staff makes him/herself available (stop what they are doing to attend to the customer).	
		Documents for information and enrolment of new customers for loyalty programmes and new information dissemination	



3.3.5 SATISFACTION

Our consumers can expect a quick, fluid, and enjoyable experience from us in any situation.

ELEMENT OF SATISFACTI ON	APPRAISAL OF SATISFACTION		
	Easy access	 The station's entrance/exit and the access to the forecourt are free of any obstructing vehicles. 	
Easy to find, easy access, and well displayed services rendered.		 All directional signage is present, clean, and in good condition (service indication included). The pump island design enables traffic to flow. 	
	Visibility	 The services in the station are identified from the street. All services and product prices are properly displayed on the advort papel. 	
Quick, fluid, and enjoyable experience from us in any situation.	Service	 Speed of service is seen as a major customer satisfaction factor. If there is a waiting line, reducing the customer's waiting time is the priority for the staff. On the forecourt, any additional services (value-added services) are agreed upon with the customer beforehand. 	



3.3.6 PEAK PERIOD MANAGEMENT FOR SEFFICIENT CUSTOMER SERVICE

Our consumers can expect a quick, fluid, and enjoyable experience from us in any situation.

- 1. Establish your planning as per rush hours of the station
 - Free up pumps at a maximum of 5 seconds after delivery
 - Identify the days and times of peak hours for my station
 - Make sure to have enough personnel present during these periods
 - Ensure that customers do not park on the forecourt after delivery
- 2. Prepare all POS terminals to best manage payments
 - At peak hours, give priority to product sales
 - Eliminate everything that could hinder payment fluidity
- 3. Manage traffic on the forecourt to ensure a rapid service
 - Guide the customer on the forecourt in an efficient way
 - Direct car movement to pumps where the car's fuel tank is for easy flow
 - Assign additional staff if available
 - Remain vigilant and ready to react to ensure the fluidity of the queue



- 4. Free the pumps within 5 seconds maximum after product delivery
 - Ensure that customers do not park on the forecourt after a product service
 - Any other services or product sales, if agreed by the customer, should be done away from the forecourt.
- 5. During peak hours, priority is given to the product service and limits other activities.
- 6. Reassign available staff to other areas
 - Reduce long waiting lines.
 - Avoid having more than three customers in the waiting line and reassign staff when possible.

POINTS TO CHECK BEFORE THE PEAK PERIOD

- Provisioning of change for cash transactions
- Ensure multiple POS machines are available and working
- Change of POS terminal rolls
- ✓ Well-stocked lubricants rack
- Special attention to be given to the restrooms



3.4 DEALING WITH CUSTOMER/CUSTOMER LOYALTY

3.4.1 RULES FOR EFFICIENT PRODUCT SALES TO CUSTOMERS

PRODUCT TRANSACTION

Expectations of customers during product sales

- Reset the dispensing meter after every sales process.
- Show the meter before refuelling and say, "Please check the zero meter".
- Concentrate on dispensing and avoid spillage.
- Present them with a payment receipt upon request.
- Check the change given, and I accept tips only if proposed by the customer.
- Propose additional sales or services

3.4.2 CLAIMS AND COMPLAINTS

Customers that take the time to put a claim/complaint in writing, to tell you about a situation, are good customers and must be treated as such.

Remain courteous and listen to them to understand their problem.



Ask "what do you want" and not "what do you want from me".



- Do not make disagreeable remarks, so as not to aggravate the situation.
- Check the exact nature of the incident.
- Try to satisfy them by looking for a solution.
- In all cases, the service station manager/dealer should bear the responsibility for the treatment of a customer claim/complaint on the site, but if the customer wishes to take the complaint to the company, tell them how to address the company directly, and I give them:
- The Customer Service contact details
- The contact number of the appropriate/designated staff if there is no Customer Service

CLAIMS QUESTIONING THE QUALITY OF THE PRODUCT DELIVERED

Actions to perform depending on the number of claims and their cause:

SEVERAL CLAIMS

Cause known or unknown: **STOP DISPENSING**

- ✓ Inform management
- ✓ Take a sample

ISOLATED CLAIM

Cause known or unknown: DO NOT STOP DISPENSING

- ✓ Inform management
- ✓ No sample taken

ACTIONS EXPECTED

The customer must be directed to Customer Service (by providing a customer care number or email address) or the company's head office, so that the necessary investigation can be made.



CASE OF SAMPLE TAKEN

- A suspicion of a product mix-up, the presence of water, or more generally the customer
- Questioning the quality of the product, can lead to considering taking a sample.
- The Operations Department representative or the service provider shall take a sample for analysis, coming from the station tank. The bottle shall be filled from the nozzle used to serve the customer.
- Sending a sample taken from the customer's car's product tank is always useful. A sample can be taken if you have the appropriate equipment.
- All information that accompanies the sample bottle must be completed with care: this information allows the product in question and the claim to be linked. In practice, the customer claim goes to the Quality Control Department while the sample bottle goes to the laboratory for analysis.
- In the event the product is confirmed off spec, adequate remediation to the customer should be undertaken.



CASE OF A MIX-UP IN THE MOTORIST'S PRODUCT TANK

This incident can happen following an error on the part of the pump attendant or a mix-up of product in the tank.

After having checked the exact nature of the incident:

- Inform the management.
- Take care of the problem by bringing in an external repair service chosen by the customer. The payment for this service and the fill-up of the "wrong" product is at the expense of the station.

DRAINING A PRODUCT TANK:

- The draining of a tank is a hazardous operation that requires professional equipment and therefore an external service provider.
- It is important to explain to a customer who does not understand that he/she is not being immediately attended to at the station.
- If errors are frequent, the agreement of the station may be reviewed or the forecourt personnel should receive training.



3.4.3 MANAGING CUSTOMER COMPLAINTS

Complaints arise when the customer at the end of a transaction feels unsatisfied. Therefore, the following steps need to be undertaken to manage professionally this kind of situation.

- Always be attentive to customers' complaints.
- Be very alert when transacting a customer's order. Ensure the right order is processed, administer the correct change and listen carefully to what the customer wants.
- Never argue with the customer.
- Apologise first to ease the tension (even if not at fault).
- Demonstrate sincerity and eagerness to resolve the problem.
- Follow up with the customer if the problem cannot be resolved immediately.

3.4.4 CUSTOMER COMPLAINT PROCEDURE

- Listen attentively to the complaint and write down the key issues as well as the customer details. Address the customer by his name (Mr. XX) to personalise the engagement.
- If the problem cannot be resolved immediately, inform the customer that you will revert to him/her.
- Specify a reply date to the customer and the dealer/station manager must fulfill their obligation to call the customer, even if there is no progress.



- If you receive a letter from a customer, thank him/her and acknowledge receipt in writing the same day. If no investigation into the matter is required, notify the customer of the outcome and close off the issue as soon as possible.
- If an investigation into the matter is required, notify the customer of the pending investigation and the estimated resolution time.
- The management must be notified of the complaint within 24 hours, using the Customer Complaint Report Form, and for major complaints, it is advisable to call him immediately after the incident happened.
- The manager will notify the Company Customer Service Centre of the complaint as well as any results of investigations and actions taken
- The Company Customer Service Center will then communicate the investigation outcome and remedial actions taken to the customer. For some major complaints, it might require someone of higher authority in the company's head office to engage the customer.



3.5 STATUTORY PROVISION FOR THE PROTECTION OF CUSTOMERSLOYALTY

3.5.1 THE FEDERAL COMPETITION AND CONSUMER PROTECTION COMMISSION (FCCPC)

The Federal Competition and Consumer Protection Commission (FCCPC) is the foremost competition and consumer protection authority in Nigeria.

The commission was established by the Federal Competition and Consumer Protection Act (FCCPA) 2018 to, among others, develop and promote fair, efficient, and competitive markets in the Nigerian economy, facilitate access by all citizens to safe products, and secure the protection of rights for all consumers in Nigeria.

3.5.2 CONSUMER RIGHTS

1. Right to value for money:

- Products and services MUST give value for money.
- 2. Right to safety:
 - Protection from hazardous products, services, and production processes.

3. Right to information:

Provision of information to enable informed consumer choice; and protection from misleading or deceptive advertisement and labelling.

4. Right to choose:

Access to a variety of quality products and services at



competitive prices. A consumer should not be compelled to buy products or services he/she does not need.

5. Right to redress:

Redress for unsatisfactory products and services. A dissatisfied consumer is entitled to the 3Rs i.e. Repair, Replacement, or Refund.

6. Right to consumer education:

Acquisition of the skills to be an informed consumer.

7. Right to representation:

A consumer has a right to be heard and represented at fora where policies, regulations, and standards affecting consumers are made.

3.5.3 CONSUMER RESPONSIBILITIES SUMMARY

Holistic consumer protection is a collective effort. Its actualisation requires input, not just from manufacturers, service providers, and the government, but also from the consumer.

The consumer has the responsibility to:

1. Be aware

Gather all the information and facts available about a product or service, as well as keep abreast of changes and innovations in the market.



2. Beware

Be alert to the quality and safety of products and services before you purchase.

3. Think independently

Make decisions about well-considered needs and wants.

4. Speak out

Inform manufacturers and the government of your needs and expectations.

5. Be an ethical consumer

Be fair and never engage in dishonest practices that affect other consumers negatively.

6 . Complain

Inform businesses and appropriate regulatory authorities about your dissatisfaction with a product or service, in a fair and honest manner

7. Share experience

Inform other consumers about your experience with a product or service.

8. Respect the environment

Avoid waste, littering, and contributing to pollution. Promote sustainable consumption by ensuring that what you consume does not impact the environment negatively.



3.5.4 COMPLAINT HANDLING PROCEDURE

The FCCPC, by its mandate, receives and looks into consumer complaints in a bid to ensure speedy redress for complainants. Any person who uses products or services expects to get value from them. When this expectation is not met, it gives rise to complaints.

For the commission to address a complaint, the aggrieved consumer must have initially engaged the provider of the product or service. If not satisfied, the complainant can then file a complaint with the commission. This may either be in hard copy and delivered to any of our offices or soft copy through the website portal or email. Please see the tab "About Us" on the home page.

The complaint must clearly state the following:

- The party complained against, with the correct address
- The amount involved
- The expected redress

You should also attach proof of transaction and any other documents to support your claim. All these will help the commission with the process of redress if a valid complaint is established.

If your complaint was received electronically, you should



expect an immediate acknowledgment. If your complaint was received in hard copy, you should expect to get an acknowledgment within two working days.

A complaint could be resolved immediately or may take more time depending on its nature. Complaints require a response from the provider of products and services that the commission will request for. Some require the intervention of other stakeholders such as sector regulators while others do not. While the commission is committed to providing speedy redress to valid complaints, the provision of accurate information and documentation makes this easier and reduces the timelines.

It takes anything between one (1) day and forty-five days (45) days to get redress. However, some exceptions may exist beyond this time frame.

4.1 Daily operation at the station

4.2 Stock management

- 4.2.1 Stock measurement
- 4.2.2 Manual Measurement
- 4.2.3 Electronic measurement (ATG)
- 4.2.4 Stock variance

4.3 Stock Irregularities

4.3.1 Out of stock

4.3.2 Unusual variance between physical stock and the theoretical stock

- 4.3.3 Suspicion of leak (Leak Detection)
- 4.3.4 Anomalies after a delivery (Shortage)
- 4.3.5 Check of the flow rate of the dispensing equipment
- 4.3.6 Presence of water in the product

4.4 Product restocking

- 4.4.1 Restocking
- 4.4.2 When should I order?
- 4.4.3 How much should I order? (Minimum order quantity)

4.5 Product delivery (Safe to discharge)

- 4.5.1 Actions before taking delivery of products
- 4.5.2 Actions required on the arrival of the truck
- 4.5.3 Expected actions during delivery
- 4.5.4 After Product Discharge

4.6 Product signage and price display

- 4.6.1 Product price display
- 4.6.2 Product price change
- 4.6.3 Product signage
- 4.6.4 Dispensing pumps
- 4.6.5 Product Discharge Procedure



4.0 STATION MANAGEMENT



STATION OPENING PERIOD				
SAFETY	MANAGEMENT	ADMINISTRATION	MAINTENANCE	
 Check that fire extinguishers are in place, sealed, and not expired Check that all pump dispensers are not leaking Check the integrity of all products, before selling to customers 	 Check all product stocks by dipping Check that all staff is in their full official uniform Organise employees' work for the day Supervise and participate in forecourt activities 	 Make appropriate documentation of all activities Count money and deposit same in the safe Make regular bank deposits 	 Check that all prices displayed are correct All dispensers are in good working condition Check that all light fixtures are working properly Confirm diesel levels in the Generator 	



DURING SHIFT OPERATION					
 Check all safety concerns regularly 	 ✓ Close the shift using meter readings 	 ✓ Check bank statements and tank levels and ✓ cross-check the inventory 	 ✓ Do maintenance work as and when needed 		
	 ✓ Check the outgoing ✓ team's 	 ✓ Fill in the shift book 			
AT THE CLOSE OF THE DAY					
 Turn off the power supply to all pumps if the station is not a 24hr operation Check that reception inlets and manholes are properly padlocked and sealed Check that the night security guard (if available) is at the statio 	 Check that any unsold products left in the forecourt are returned to the store Check that the power supply to all the equipment is turned off Check that the management documents are carefully stored in a locked cupboard Check that the emergency numbers are pre- recorded 	 Document all activities for the day Check the shift collections Count and deposit money in the safe Check opening and closing Totaliser readings 	 ✓ Check that the product storage tanks are properly closed and padlocked 		



4.2.1 STOCK MEASUREMENT

IMPORTANCE OF KNOWING THE LEVELS OF STOCKS

- I measure the tanks to monitor my product stocks and detect any anomalies such as product loss, under- or overdispensing, theft, and reconcile payments
- The purpose is to:
 - Guarantee the proper operation of the equipment: a leak in the tanks, a malfunction of the pump flow, or a leak in the piping would give rise to large differences in the stocks.
 - Guarantee the quality of the products sold: a large difference between two products could indicate a mixup and could have consequences of customer discontent and in addition, the risk of serious burns due to an explosion in the case of a mixture of petrol in the kerosene tank.
 - Guarantee the exclusivity of the company in the supply of products in the station (To avoid product dumping, especially for third-party stations)
 - Guarantee the proper quantity delivered to the customer
 - Guarantee the proper management of stocks

WHO CAN MEASURE THEM?

- Measuring product levels can only be done by the dealer/station manager or by an authorised and trained person.
- WHEN SHOULD I MEASURE MY PRODUCT LEVELS?
- Measuring product levels must be done at least at the start



(Opening Stock Tank dip) and the end of each day.

This also enables proper inventory/reorder levels.

WHAT PRECAUTIONS MUST BE TAKEN WHEN MEASURING PRODUCT LEVELS?

The dipping manholes must be opened carefully to control the gas escaping from the tank. Because of vapour recovery, certain tanks have a slight overpressure.

Consequently:

- It is strictly forbidden to go down into the manhole.
- Delivery to customers must be completely stopped when dipping is being done.
- Product levels cannot be measured during offloading.
- Appropriate collective and individual protection equipment must be used.

THERE ARE TWO WAYS TO MEASURE PRODUCT LEVELS

- A. Manually
- B. Electronically (stations equipped with Automatic Tank Gauging).



4.2.2 MANUAL MEASUREMENT

The manual dipping of products allows for:

- The level of product in the tank to be measured, and checked against Calibration
- The physical stock to be compared with the accounting stock
- The reliability of the ATG, to be checked
- The operation of mechanical indexes, to be checked
- The possible presence of water, to be detected

THE CHECK OF PRODUCT DENSITY (SPECIFIC GRAVITY)

- Every day, before starting sales, I use my thermodensimeter to check the density of the product in all my tanks.
 - I record the result in the "Station logbook". This measurement protects me from potential contamination of the product when the station is closed.
- If the difference in density is greater or less than 3 kg/m3 compared to that measured the day before:
 - I check that my offloading inlets are still padlocked
 - I disable the nozzles attached to that particular compartment.
 - I call my manager
 - I take a sample, which I send to the company technical department for the analysis of the product.



IMPORTANT:

I cannot open the station without having checked the density of all my products TAKING READINGS

I take the meter readings of each product on each pump.

- I compare them to the readings taken during the last measure to see if the reading is not blocked.
- I add the readings of each product to have a total for each product.

MANUAL MEASURING IMPORTANT:

I use the appropriate dipping stick (duly calibrated) intended for the tank to be measured.

No customer should be served while dipping is in progress. Dipping shall not be made during product reception operation.

- I wipe the dipping stick to remove old traces of the product. If I have difficulty reading the level of the product, I can use chalk or dipping paste (product level revealing). Check for the presence of water using the water-finding paste on the dipstick
- 2. I put on gloves and coat the last 5 cm of the dipstick with the water-finding paste.
- 3. I insert the dipping stick very slowly and vertically in the dipping chamber.
 - I check that it touches the bottom.
 - I wait a few seconds for the product to stabilize.
- 4. I withdraw the dipping stick entirely.
 - I check if the water-finding paste has changed color.



- In case of doubt, I apply more water-finding paste and plunge the dipping stick back into the tank.
- I note the height in millimeters and if it is greater than or equal to 1 cm, I immediately stop the dispensing and inform the manager and company maintenance team to drain the water.
- 5. I take note of the height reached by the product.
 - I convert the height read into liters using the tank calibration chart or I read the quantity in liters directly on the dipping stick.

ADVICE ON WATER FINDING PASTE:

- I use a finding paste approved and/or distributed by the industry.
- I regularly test my water-finding paste by spreading it on a stick that I plunge into the water: the paste is defective if it does not change colour.




4.2.3 ELECTRONIC MEASUREMENT (ATG)

- The electronic measuring procedure is provided by the supplier depending on the system used.
- The different systems allow different indicators on the ATG ticket to be seen including:
 - The volumes at ambient temperature and 15°C
 - The height of the product in mm
 - The presence of water
 - It is necessary to check the accuracy of the ATG with the frequency established by the company.
- Before each manual measuring, I print the ATG ticket, which allows me to make a comparison between the heights read during the manual measuring and the heights indicated on the ATG ticket.
- This comparison is to be done for each compartment.
- If the difference is greater than 4 cm:
 - I measure again to see if the difference persists.
 - I inform my manager.





4.2.4 STOCK VARIANCE REMINDER

- 1. Actual stock = manual measuring
- Theoretical stock = Initial stock + Quantities delivered - Sales (excluding returns to the tank)
 - Initial stock comes from the last stock control dipping
 - Quantities delivered over the period between two manual measurements
 - Sales over the period between two manual measurements



- 3. Stock difference = physical stock accounting stock
- Stock difference (in °1°0) = (Stock difference in L x 1000) / Sales in Ltr.

THE CALCULATION OF PHYSICAL STOCK WITH THE CALIBRATION CHART

- 1. Manual measuring will allow the physical stock to be known using the valid (not expired) calibration chart.
- 2. The calibration chart is a table of correspondence between the heights observed and the volume of product that they represent.
- 3. The calibration chart can be different depending on the tanks. Each tank has its calibration chart.



- 4. The calibration chart does not always contain all the heights.
- 5. It is necessary therefore to calculate the corresponding values.

EXAMPLE

Diesel

Total of readings on 12/18/2017 = 392,403 Total of readings on 12/17/2017 = -223,495 Return to tank on 12/18/2017 = -50 Sales of 12/18/2017 = 168,858

Sales = Final reading - Initial reading - Return to tank

I check that the result obtained corresponds with the total sales recorded over the same period.

IMPORTANT:

In case of a change of meter-reader on the dispensing equipment (or of change of equipment), I make an exact review of the meters.

ANALYSIS OF THE RESULTS

- I compare the accounting stock with the physical stock to see the gap level measured in Land in °/00•
- The difference must not exceed 3°/00 or more than 100 L over a month and per tank.
- The difference between theoretical stock and physical stock (obtained by dipping) must always be roughly the same.



RECORDING OF THE RESULTS

- I record the results of the product levels measured in my "Station logbook/ Journal" or my wet stock management tool validated by the company.
- Every day, I use the previous day's theoretical closing stock as my theoretical opening stock, which I compare with my dipped stock reading.
- However, on the first day of each month, I use the physical stock (dipping taken on the morning of the first day of the month) minus the opening theoretical stock.

4.3 STOCK IRREGULARITIES

4.3.1 OUT OF STOCK

- I inform the customers by placing "out-of-order" hoods or nozzle covers.
- If possible, I block the dispensing of the dispensing equipment concerned on the self- service console.
- I remove the price display of the missing products.
- I contact the ordering department to inform them of the product shortage, so that it shall be delivered early.
- I inform my superior.
- I note the shortage observed in the "Station logbook".



4.3.2 UNUSUAL VARIANCE BETWEEN PHYSICAL STOCK AND THEORETICAL STOCK

- The level of acceptable losses depends on the products and sales level. This is why it is difficult to say to what level of loss this is abnormal.
- However, a loss greater than 0.3% is generally considered abnormal.
- A decrease in "surpluses" is also a suspicion. The calculation of losses or surpluses is done by taking the difference between the physical stock (stock measured manually or electronically) and the accounting stock in litres divided by the sales in m3.
- I first check the measurements:
 - I check if I have indeed used the right dipstick for the right tank.
 - I check the validity of my calibration chart and redo the volume calculation.
 - I check the product sales with the pump readings.
 - I check the deliveries registered by comparing them with the delivery slip.
 - I check the product sales remotely collected or declared.
- I then measure again to confirm or correct the first results.
- If the difference is still abnormal, I inform the manager and:

I ask for a check of the flow rate of the nozzles.

■ I apply the "suspicion of leak" procedure.



4.3.3 SUSPICION OF LEAK (Leak detection)

The product stock verification is the responsibility of the station manager.

- I look for other information which could warn me of a possible leak:
 - The presence of hydrocarbon odours
 - Mirroring in a river or stream
 - Pollution detected in the neighbourhood for example a wall stained by hydrocarbons.
 - Polluted wells
 - The appearance of hydrocarbons during earthworks on a neighbouring work site.
- I check for the absence of a leak:
 - I examine the interior of the dispensers.
 - I examine the nozzles by unhooking them: there must be no seepage or suspect odour.
 - I open the pit inspection manholes (only for underground tanks).
 - I check the proper operation of the leak detectors (only by pushing the test button for double-walled tanks).
 - I check that my nozzles do not have a docking problem, which would indicate the presence of air in the hoses.
 - I follow the development of the leak.



- Regularly, I measure the product levels to check that the difference does not get bigger, and I record each level measured.
- I inform my manager if the difference persists, or gets bigger and then have an EIA done
- I note in my "Station logbook" the product

reading anomalies.

4.3.4 ANOMALIES AFTER A DELIVERY (Shortages)

- For example, if following a delivery operation, I notice significant losses on one product and equivalent surpluses on another product, probably there was a mixup of the products during the last offloading.
 - I stop dispensing the products concerned.
 - If possible, I block the dispensing of the dispensing equipment concerned on the selfservice console or using self-locking clamps.
 - I inform my manager.
 - I note in my "Station logbook" the product reading anomalies.



4.3.5 CHECK OF THE FLOW RATE OF THE DISPENSING EQUIPMENT

- If during a flow rate check, the result is greater than or equal to +or-0.3%.
 - I stop the dispensing of the nozzle concerned with an out-of-order hood or nozzle cover.
 - I inform my manager, who will call for a recalibration of equipment.

4.3.6 PRESENCE OF WATER IN THE PROL

- If the paste changes colour and the height measurement is greater than or equal to 1cm:
 - I stop dispensing the products concerned.
 - If possible, I block the dispensing of the dispensing equipment concerned on the selfservice console or using self-locking clamps.
 - I inform my manager.
 - I record the anomaly in the "Station logbook".



4.4 PRODUCT RESTOCKING

4.4.1 RESTOCKING

- It is necessary to anticipate product orders, so as not to have a shortage:
 - An unordered product is a product not sold.
 - A product not sold does not make money for the company.
- In general, it is necessary to follow the ordering procedures of the company to save time and money.

The means for ordering: By telephone – By direct purchase – Online – By

other means

4.4.2 WHEN SHOULD I ORDER?

I check my service station's product stock levels every day and decide whether I need to make an order or not. To do this, I compare the theoretical stock with the actual stock levels measured

REMINDER

I must measure my product levels EVERY DAY!



4.4.3 HOW MUCH SHOULD I ORDER?

(Minimum reorder quantity)

When ordering, it is important to take the following data into account:

- DEADSTOCK: This is the stock that is not pumpable/sellable; it is constant for the life of the tank.
- SAFETY STOCK: This is the buffer stock that I must always maintain in the tank.
- MINIMUM STOCK: A minimum stock level is a threshold stock. In other words, a minimum stock level is a minimum quantity of stock that must be kept at all times.
- MINIMUM RE-ORDER LEVEL: The volume of sales I expect to make in the period
- between placing the order and actual delivery.
- Deliveries already scheduled: the quantity I have already ordered, for which delivery is scheduled.



4.5 PRODUCT DELIVERY (SAFE TO DISCHARGE)

4.5.1 ACTIONS BEFORE TAKING

- I make sure I have available and working thermodensimeter/hydrometer, water finding paste, traffic cones, product spill kit...
- 2. I make sure I have an empty sample bottle at hand.
- 3. I make sure I have sufficient spare capacity to take delivery of all products ordered.

FOR SERVICE STATIONS EQUIPPED WITH ATG:

- 1. I issue systematically two slips on which I state the capacity available in each tank:
 - I give one slip to the driver before the transfer takes place
 - I keep the other slip with the delivery note
- 2. It is recommended to stop sales when performing ATG print.

FOR SERVICE STATIONS NOT EQUIPPED WITH ATG:

 I check my stock: if I am in any doubt, I check my physical stock using manual measurement and record the tank volume on the delivery note (tank must be dipped three times, and the average taken). It is recommended to stop sales when performing tank dipping.



4.5.2 ACTIONS REQUIRED ON THE ARRIVAL OF THE TRUCK

- Welcome the driver, who must report to the manager on his arrival. Ensure the driver is properly kitted according to safety requirements.
- 1. I make sure the truck is parked at a flat surface area designated as such for manual haulage.
- 2. I guide the tanker to the offloading zone. Take extra precautions if there is a need for the truck to reverse, and always guide the driver by standing at the side of the truck.
- Once the tanker has parked, I place cones around the vehicle and position two 9 kg fire extinguishers near the offloading area
- I verify that the delivery is indeed intended for me as soon as the truck arrives by checking the station address, code, and name given on the delivery note.
- 5. I verify the compartments intended for me:
 - Transfer of a full compartment into a single tank is preferable to avoid needing to use the overfill cutoff, which is forbidden during delivery.
 - It is forbidden to transfer one product into the tank belonging to another product.
 - It is forbidden to store a product in drums or jerrycans.



SERVICE STATIONS WITH ATG:

I plan the transfer by the spare capacities given on the ATG dipping slip.

SERVICE STATIONS WITHOUT ATG:

I plan the transfer by the spare capacities given on the manual stock register.

On the delivery note, I record the offloading inlets through which each compartment of the truck must be emptied.

- 6. If I am unsure whether the spare capacity is sufficient to offload an entire compartment, even by a small amount, I do not authorize the offloading of this compartment, because there is a risk that the product may overflow or that the tank will be returned to the depot partially full.
- 7. In this second edition, the procedure for product discharge from truck into the underground tank has been included.
 - The reviewed Product discharge procedure from truck to underground storage tank
 - The procedure shall be displayed on a board visibly around the truck discharge area.



OTHER CONTROL CHECKS BEFORE DELIVERY.

- 1. Ensure no vehicles are blocking the offloading area
- Ensure all Personal Protective Equipment is worn by the person involved in the process (goggles, gloves, safety vest, hard hat, non-static clothing)
- 3. Use an aluminum bucket for product sampling. Plastic and steel buckets are strictly prohibited.
- 4. Ensure all fire extinguishers are in working order and placed in the offloading area
- 5. Ensure all paperwork is available (Product Delivery Note, Calibration Chart, Delivery Checklist)
- 6. The service station personnel should ensure that the truck driver complies with the general safety rules and specifincstructions of the service station. In particular, drivers should:
 - Not smoke on board or near the vehicle and during product discharge
 - Not use cell phones when the vehicle is moving, near the vehicle, and during the discharge
 - Should be lucid upon arrival and all through the discharge operation



4.5.3 EXPECTED ACTIONS DURING DELIVERY SAFETY RULES DURING THE ENTIRE DELIVERY OPERATION

- The presence at the station of the person who supervises the operations is mandatory throughout the delivery. That person must have been trained and authorised to take delivery of the product
- 2. The truck must be able to park in a flat-level area.
 - Only the truck driver is allowed to handle the product offloading and he is required to remain near the vehicle throughout the delivery operation.
 - The truck must be able to leave the station at any time going forward without any obstacle hindering it.
 - The truck engine must be switched off during transfer operations.
 - Check also that the truck batteries are switched off at the cut-off switch
 - The driver shall engage the parking brake, chock the wheels in both directions, and close the windows.
 - It is forbidden to move the truck or adjust position even by a few centimetres while the hoses are connected.
 - The truck driver must provide a dry-chemical



fire extinguisher in working order plus a supplementary extinguisher in the offloading area.

- There must be no fire or any source of sparks close to the offloading area (moving machinery).
- It is forbidden to smoke anywhere around the station.
- It is prohibited to transfer products other than into the service station tanks.
- The truck must be earthen before offloading.
- The distribution of products must be stopped during offloading. Offloading of products is prohibited during storms.

BEFORE BEGINNING THE OFFLOADING:

11 verify once more that the products and quantities delivered are what I ordered. I check the waybill vs the compartment labels on the truck/calibration chart

If the truck is split into compartments:

- 3. I consult the transfer plan in the delivery note and check that the quantities match my order.
- 4. I verify that the truck calibration chart is up-to-date and belongs to the delivery truck.
- 5. I verify the compartments intended for me.
- 6. If the truck has bottom valves, I verify that they are open (truck bar lifted).



- 7. I verify that the manhole covers and transfer valves are properly sealed.
- I verify that the seal numbers are those recorded on the driver's delivery note and I physically inspect the seals, so that they are not tampered with or broken. No delivery should be made if seals have been tampered with or broken.
- 9. Make sure that the underground tank manual dipping pit is shut, so that no vapor or product can be released or overflow through it.
- I measure the tank/ground level heights at the front and back of the truck and compare them with the heights measured at the depot.
- 11. Check for change in truck suspension (Balloon to Spring or vice versa)
- I ensure that the vehicle's top tanker safety guardrail is folded out. Guardrail should cover both sides, if not, a safety harness will have to be worn.
- 13. I climb safely on the truck to check that the compartments intended for me have been filled to the tags (the truck must be on a flat level surface) and that the tags have been properly sealed and stamped by the inspection organisation.
- 14. I verify the quantity of the products contained in each compartment:
 - If the truck has a T-bar, I measure the gap



between the tag and the product.

- If not, I carry out the T-bar measurements of the compartment and measure the height between the bottom of each compartment and the domes.
- Measure various truck parameters such as the neck of the truck manhole or ullage pod height (for the truck with ullage pod), liquid height, and overall height.
- No delivery should be made if the truck has no calibration chart.
- Close the manhole cover immediately after (a compartment has been checked so that hydrocarbon vapours are not released from the truck.
- 15. If the product does not reach the tag and the measurement scale does not allow me to calculate the missing quantities almost to the litre, I must have it noticed by the truck driver and mention it on the bill of delivery. I can then calculate the missing quantity by measuring the level of the station tanks before and after offloading, of the concerned product, in presence of the truck driver.
- 16. If this procedure is not possible, then I refuse the concerned truck compartment.
- 17. I inform my manager and I record the anomaly in my "station logbook" and on the bill of delivery.
- 18. I take a sample of each product and verify the absence



of water using a water-finding paste (the product sample must be taken from the bottom of the compartment).

- I use the same samples to verify the density/SG and temperature of the products delivered using the thermo-densimeter/hydrometer. I verify the colour of the product.
- 20. Each sample is then poured back into its compartment.
- 21. I do not discharge if there is water detected in the product. In case of doubt regarding product quality, I take composite product samples by mixing products from the top, middle and bottom of the compartments (if the sample is taken from the top of the tank).
- 22. I indicate to the driver which tank he should put the product in.
- 23. I ensure that the public respect the safety perimeter in place.
- 24. The driver must not open the valve without my consent.
- 25. I inspect the offloaded compartments and verify that they are empty using the bottom valve.



If the truck is not split into compartments:

- I check the density/SG of the product (using the thermo-densimeter/hydrometer) and the absence of water.
- 2. I verify the validity of the calibration certificate and the seals on truck offloading inlets.
- 3. I verify that the meter (if available) is sealed.
- 4. I verify that the driver transfers the right product into the right tank.

WARNING!

All deliveries must be checked and measured!

WARNING!

The station offloading inlets must be identified with a plate indicating the type of product, colour code and the capacity of the tank compartment!

If this plaque is not present, you must inform your manager.

CONNECTING THE PRODUCT HOSES

- 1. I unlock or unseal the reception inlets involved in the delivery.
- I indicate precisely to the driver the reception inlets for the products to be delivered, to avoid any risk of mixing.



- 3. The driver must not connect more than three hoses at once; two for product and one for vapour recovery (where available).
- 4. Running the discharge hoses under the truck is prohibited.
- 5. Discharge only one product at a time, with a maximum of two tank compartments connected.
- 6. Check that vents are not blocked. Report immediately any anomaly.
- 7. Wherever it may occur, overflow or spilled liquid must be neutralised appropriately.



Respect the following steps

OFFLOADING WITHOUT	OFFLOADING WITH VAPOUR	
VAPOUR RECOVERY	RECOVERY	
Connect the hose on	Connect the product hose	
the vehicle side first.	on the vehicle side first.	
Then put the other end of	Then put the other end of	
the hose, fitted with its	the hose, fitted with its cap,	
cap, in contact with the	in contact with the closed	
closed cap of the station	cap of the station tank (the	
tank (the electrical	electrical continuity of the	
continuity of the hose will	hose will give the two tanks	
give the two tanks the	the same electrical	
same electrical potential).	potential).	
 Remove the caps on the hoses and the station tank inlet, put the hose in place, and tighten the connectors properly using the spanner wrench. Begin offloading, gradually opening the valve of the compartment on the truck side, checking the colour of the product if the valve has a product display indicator, and making sure the couplings are not leaking. 	Systematically connect the vapour hose on the truck side and then on the station side, irrespective of the kind of product.	
	 Remove the caps on the hoses and the station tank inlet, put the hose in place, and tighten the connectors properly, using the spanner wrench. Begin offloading, gradually opening the (valve of the compartment on the truck side, check the colour of the product if the valve has a product display indicator. 	
	 and make sure the couplings are not leaking. 	



4.5.4 AFTER PRODUCT DISCHARGE

- 1. After delivery, the driver shall wait 30 seconds before closing the valves on the vehicle's side.
- 2. After ensuring that the bottom valves are open, I climb onto the truck again and verify that the compartments intended for me are empty and that all the compartments that were empty on the truck's arrival are still empty after the transfer.
- 3. I inspect by briefly opening the manholes and then the valves. Close them again immediately (except for valves with viewing rings) and check that the manhole covers are padlocked before climbing down again.
- 4. But whenever possible, by opening and closing the bottom check valves and using the optical facilities on the outlet valves to check if the tank is empty.
- 5. I ensure the safety guardrail is properly stowed.

WARNING!

NEVER open the manholes and the discharge valves at the same time because the product vapours would spread over the ground, making the atmosphere explosive.

- 6. I verify that the remaining product in the hoses has been emptied into the tanks.
- 7. When the hoses are being disconnected, I ensure the following steps are respected:



OFFLOADING WITHOUT VAPOUR RECOVERY	OFFLOADING WITH VAPOUR RECOVERY
 D isconnect the product hose on the truck side first to empty the hose in the station tank. 	 Disconnect the product hose on the truck side first to empty the hose into the station tank. Put the caps back on the vehicle valves, so that
ut the caps back on the vehicle valves, so that vapours do not spread around the vehicle, making the area highly dangerous and explosive.	vapours do not spread around the vehicle, making the area highly dangerous and explosive.
	Re-cap the station offloading inlets.Close the bottom check
e-cap the station offloading inlets.	 Disconnect the vapour hose, starting on the customer side
lose the bottom check valves.	 Put the hoses back in place, complete with their caps
ut the hoses back in place, complete with their caps.	



- 8. Once the hoses have been disconnected and put away, I ask the driver to put his truck in motion and then to stop to collect the possible few litres at the bottom of the compartments in a bucket.
- 9. I seal or lock the offloading inlets.
- 10. I immediately clean any drips on the forecourt or the offloading area.
- 11. I record any variances on the delivery note and ensure the driver acknowledges the variance.
- 12. I sign the loading plan on the delivery note and stamp it with the station stamp, if there is one.
- 13. I ask the driver to countersign the delivery note.
- 14. I safely guide the driver to navigate the truck out of the station.

If my service station is equipped with ATG:

- 15. I issue two ATG slips:
 - I give one slip to the driver.
 - I keep the other slip with the delivery note.
- 16. I verify on the ATG slip that there has been no mixing and no missing product.
- 17. I manually dip the tank (PPE must be worn), then I record the tank volume on the delivery note (tank must be dipped three times and the average results are taken).
- 18. I check on the slip and there have been no alarm messages indicating any spillage during the delivery.



If my service station is not equipped with ATG:

19. I measure the product levels in my tanks.

SAFETY MEASURES DURING SAMPLING

The risk and task assessment will consider the following risks:

- 1. Taking samples from the top of the tanks:
 - Fall from height
 - The emanation of hydrocarbon vapours through the manhole that stays open during the check.
 - Electric spark
 - An object dropped into the tank
 - Hitting one's head on the canopy
 - Fall while climbing down from the tank holding the sample
 - Spilling the sample
- 2. Taking samples from the bottom of the tank:
 - Major spillage on the ground
 - Product projected onto the operators
 - Electric spark
 - Release of explosive vapours



SAFETY MEASURES DURING SAMPLING

- 1. Any anomalies observed or experienced at delivery are indicated on the delivery slip and signed by the service station personnel and the driver. They are to be reported to the company logistics department.
- 2. There is no dipstick on the truck and there are doubts as to the quantities in the compartments.
 - The receiver must notify the company's manager before taking delivery.
- 3. Checking of the vehicle compartments establishes that the missing quantities are substantial
 - Indicate the overall missing quantity for each product on the delivery slip.
 - The delivery slip is signed by both the driver and the receiver.
 - Notify the company's logistics department.
- 4. Case of excessively slow discharge flow into the station's tank.



If discharge flow is too slow, ask the receiver to check that the venting tubes are not obstructed.

5. The complete delivery quantity cannot be discharged for lack of space in the station.

For compartments returned not completely emptied:

- The receiver installs a lead seal at the top of the truck on the manhole cover and another at the bottom of the discharge valve.
- The seal numbers are indicated on the delivery slip.
- The delivery slip is signed by both driver and receiver.
- The company and the depot are informed.
- The quantities returned will be measured accurately at the depot.

For compartments returned full:

- Indicate on the delivery slip the number and capacity of the compartments returned, specifying that they are full.
- If the seals on the compartments have been broken in the service station, a fresh seal will be placed on the top of the truck on the manhole cover and another at the bottom of the discharge valve
- The seal numbers are indicated on the delivery slip
- The delivery slip is signed by both the service station personnel and the driver
- The company and depot are informed



PRODUCT MIX IN TANK

- I note the fault on the delivery note if the driver is still present.
- I stop the distribution of the contaminated product(s) using the self-service console or by closing the related pumps
- I prohibit the use of the nozzles of the product(s) concerned.
- I inform customers by placing hoods on the pumps or "out of order" covers on the nozzles
- If this mix-up leads to a stock shortage, I remove the displayed price of the product(s) concerned.
- If my service station has an ATG system, I issue an ATG slip to determine the volume of the mixture.
- I inform my manager and the depot.
- I keep the intervention note mentioning the volume pumped out by the service provider.
- I note in my "Station logbook" the quantities re-pumped.

4.5.5 SPECIFIC GRAVITY (SG) CHECKS (Hydrometer/Water finding paste) WHAT IS A HYDROMETER?

A HYDROMETER is used to measure the Specific Gravity (SG) of the product delivered and to reconcile the measured values with the information given by the depot on the delivery note.

HOW DO I USE THE HYDROMETER?

- I fill 2/3 of a sample bottle with product drawn from the bottom of the compartment.
- I immerse the HYDROMETER in the sample bottle and report the data.
- Using the conversion tables, I calculate the density of each product.
- I compare each SG with the density reported by the depot.

MOST FREQUENT CASES:

Water in the product: since the density of water is greater than that of the product, the density measured will be slightly higher than the density given by the









depot.

- Diesel in the kerosene or the petrol: since the density of diesel is greater than that of the other products, the density measured will be slightly higher than the density given by the depot.
- Kerosene or petrol in the diesel: since the density of kerosene or petrol is lower than that of diesel, the density measured will be slightly lower than the density given by the depot.

HOW DO I QUICKLY CALCULATE THE DENSITIES USING THE TEMPERATURES MEASURED?

- If the temperature increases by 1 °c
- The density of petrol will fall by 1kg/m3
- The density of kerosene and diesel will fall by 0.7kg/ m3

EXAMPLE

The densities are given by the depot at15°C:

- PMS = 730 kg/m3
- Kerosene = 790 kg/m3
- Diesel = 840 kg/m3

The product arrives at the station at a temperature of 25°C (10°C higher). Applying the rule mentioned above, we obtain the following results:

- PMS = 730 kg/m3-10x1kg/m3 = 720 kg/m3
- Kerosene= 790 kg/m3-10x0.7kg/m3 = 783 kg/m3
- Diesel = 840 kg/m3-10x0.7kg/m3 = 833 kg/m3



The conversion tables give us the following densities:

- PMS = 721 kg/m3
- Kerosene = 783 kg/m3
- Diesel = 833 kg/m3

T-BAR MEASUREMENTS WHAT IS T-BAR MEASUREMENT?

T-bar measurements allow us to determine precisely the amount of product in a compartment of the truck tank. They consist of measuring the height of the void between the product and the toopf the compartment. The larger the void, the less product there is.

HOW TO CARRY OUT T-BAR MEASUREMENTS

- I ask the delivery driver for a T-bar and a valid calibration chart.
- I lower the T-bar gently until its flanges are resting on the compartment's measurement device studs or the marks where the T-bar should be placed.
- I withdraw the T-bar slowly and read and record the height of the product.
- I convert the results using the calibration chart.



EXAMPLE USE OF THE CALIBRATION

CHART For a 3,000-litre compartment:

- I measure 267 mm of void using the T-bar method.
- The table gives me: 3,000 litres = 256 mm of void height.
- Therefore, I have (267 mm 256 mm = 11 mm) of the additional void, and thus 11 mm less product.

The table says:

260	mm	=	2,995	litres
270	mm	=	2,984	litres

Therefore: (2,995-2,984) / (270-260) = 1.1 litre per mm

SO

1 mm = 1.1 litres between 260 and 270

7 mm = 7.7 litres (7 mm = 267 mm - 260 mm)

267 mm corresponds to a product height of 260 mm minus
the product corresponding to 7 mm of this tank height, i.e.
267 mm amounts to 2,995 litres - 7.7 litres = 2,987.3 litres

The compartment, therefore, contains about **2,987 litres**, not 3,000 litres.



4.6 PRODUCT SIGNAGE AND PRICE DISPLAY

4.6.1 PRODUCT PRICE DISPLAY

The product price display is governed by local regulations and the company's price policy. By law, petrol stations must display price notices on their premises. This legislation is known as the Retail Price (Diesel and Petrol) Display Order, 1997, and is enforced by the CCPC.

You must display the prices of your petrol and diesel, and this price display must be legible and visible to potential customers from the side of the road nearest your premises. The figures appearing to the left of a decimal point on these notices must be at least 20 centimetres high.

If the prices you charge for services or products are different from the prices displayed, this constitutes a misleading price indication, and you may be in breach of the Consumer Protection Act. The FCCPC has the power if such breaches are found, to take enforcement action, including the issuing of a compliance notice.

- The price displays for petrol and diesel should give the prices per litre.
- In addition, the actual price charged must match the price you display.
- If you fail to display your prices, you may be in breach of the regulations.



4.6.2 PRODUCT PRICE CHANGE

- I ensure that the prices are updated by the service provider in the event of any change. I will notify the manager should there be any delay in the change.
- The order in which I modify the prices in the various displays is important:
 - for price increases: I must notify customers as soon as enforced (using the pre- signage display, if it exists) so that, at the payment point, customers do not have to pay a higher price than they saw displayed on the roadside.
 - for price decreases: I must change the pump price so that the product is less expensive for the customer than shown on the display board.
 - The service provider should modify the prices in this order:

Advance display signage

INCREASE

On the forecourt display boards

DECREASE

At the flow meters



4.6.3 PRODUCT SIGNAGE

- Each tank must contain a product identification plate on the offloading inlet and the dipping manhole(s).
- This plate must include:
 - The colour and logo of the product in the tank.
 - The number and capacity of the tank concerned (in line with the summary table).
- All the reception inlets (including those for vapour recovery) must be locked.
- The tank numbers given in the summary table must be engraved on the dipsticks unless the latter are "captive" dipsticks.
- Should there be a fault, I will notify the management or the maintenance contact.

4.6.4 DISPENSING PUMPS

- Each pump must be equipped with the following:
 - a product identification plate
 - a cuff on the hose
 - a nozzle-holder with a sticker
- The pump items must use the following colours:
- Pump flow must be inspected regularly, at least once a year, by an approved service provider. (Approved calibration company or weights and measures)
- Each pump must carry a label giving the validity end date.
- Pumps distributing more than one product must carry one label per nozzle.


Should the validity date on the labels have been exceeded, I will call the management or the maintenance contact.

4.6.5 CROWD CONTROL

A mechanism must be put in place to maintain orderliness in the retail outlet to mitigate the numerous risks associated with customers' panic buying or during real fuel crisis.



Note: The caution **Roll off Bike before you start!!!** should be visibly displayed near the dispenser.



4.5.6 PRODUCT DISCHARGE PROCEDURE FROM TRUCK

Truck Arrival

- Check the waybill
- Check Certificate of Quality
- Check truck logbook And Calibration Chart
- Verify the compartments are sealed



Direct truck to park at the ullage bay (facing the exit). Truck should be parked for about 25-30mins, to allow product settle.

- Place cones around the vehicle and position two DCP fire extinguisher (9kg and 50kg) near the offloading area.
- Ensure there are no vehicles blocking the offloading area.



Ensure appropriate Personal Protective Equipment (PPE) is worn by the driver or the person involved in the process (goggles, gloves, safety vest, hardhat, nonstatic clothing). Make sure that drivers do not have jewelries on and is fully kitted with approved PPE





- Use Aluminum bucket for product sampling.
 Plastic and steel buckets are strictly prohibited
- No use of cell phones near the truck and during the discharge
- Make sure truck is parked on a flat level area.
- If delivery occurs at night, the use of ATEX zone
 1 certified lamp is compulsory

5

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Ensure to verify the quantity of the products contained in each compartment

 Ensure the truck top tanker safety guard rail is fold out. The Guardrail should cover both sides, if not a safety harness will have to be worn

Carry out the T-bar measurements of the compartment and measure the height between the bottom of each compartment. (Measure the gap between the tag and the product

6

Close the manhole cover immediately after a compartment has been checked so that hydrocarbon vapors are not released from the truck.

- No delivery should be made if no gauge table and /or truck dipstick is available.
- If any variance after measurement, escalate to sales and operations team.



7

Take sample of each product and verify the absence of water using a water finding paste, verify the density and temperature using a thermos-densimeter and verify the color of the product (the product must come from the bottom of the compartment) Check seals (authentication) that the numbers match
Each sample is then poured back into its compartment

- Do not discharge if there is water detected in the fuel
- Dip the underground storage tank and record volume

8

- Connect the earth bond cable (ensure it is not connected to a painted part of the truck) it must be securely connected to the earth rod of the truck
- Ensure that the discharge hose does not run under the truck



Ensure that the station underground storage tank inlet is identified with a plate indicating the type of product, color code and the capacity of the underground storage tank

- Ensure the engine is switched off before discharge
- Ensure availability of fire extinguishers
 Ensure earth bond cable is securely connected to the earth rod
 of the truck and the other end is bound properly to the earth
 rod on the ground



No mobile phones around the discharge area. Condon-off the truck with safety cones / caution tapes.

Connect the hose on the truck side first

Put the other end of the hose, fitted with its cap, in contact with the closed cap of the station tank (electrical continuity of the hose will give the two tanks the same electrical potential)

11

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- Remove the caps on the hoses and the station tank inlet, put the hose in place and tighten the connectors properly using the spanner wrench
- Begin offloading, gradually open the valve of the compartment on the truck side. Check the color of the product if the valve has a product display indicator and make sure the couplings are not leaking

12

- After discharge, the driver shall wait 30 seconds before closing the valves on the truck side
- Ensure the bottom valves are open, climb onto the truck and verify the compartments are completely empty (never open the manholes and the discharge valves at the same time because the fuel vapors would spread over the ground making the atmosphere explosive)



13

- After inspection carefully stow the safety guardrail
- Ensure the remaining product in the hoses has been emptied into the tanks
- Disconnect the product hose on the truck side first to empty the hose into the station underground tank
- Put the caps back on the truck valves so that vapors (do not spread around the vehicle, making the area highly dangerous and explosive) Close the bottom check valves
- Clean any drips within the offloading area



- Dip underground tank and record volumeRecord
- variance on the delivery note and ensure driver acknowledges
- Ensure to sign loading plan on the delivery note and ensure driver countersigns the delivery note. Safely
- guide the driver to navigate the truck out of the station Record the truck departure time
- •



5.1 Service bay

- 5.2 Service station technical zone
- 5.2.1 Forecourt zone
- 5.3 Statutory checks
- 5.3.1 Fire protective equipment
- 5.3.2 Dispensing Pump
- 5.3.3 Rainwater/waste oil collection and HC filter

5.4 Periodic checks

- 5.4.1 Leaks detector
- 5.4.2 Emergency stop button
- 5.4.3 Automatic tank gauge (ATG)

5.5 Recurring station maintenance

- 5.5.1 Forecourt, service bay, green areas, and others
- 5.5.2 Dispenser and tank manhole inspection
- 5.5.3 Technical rooms
- 5.5.4 Product reception point



5.1 SERVICE BAY

5.1 SERVICE BAY

- A portion of a service station intended to carryout light servicing of all common types of motor vehicles including alignment and wheel balancing, the oiling and greasing, changing of oil filters, servicing air cleaners, and such other services as are commonly carried out in a lubrication bay;
- Service bays and their immediate surroundings must be clean and tidy:
 - The walls should be clean.
 - The floors of the bays should be clean. (Oil spills must be cleaned to prevent injury.)
 - The surroundings of the bay should not be cluttered (waste, garbage, used tires, etc.).
 - There should be no tools or other objects on the floor.
 - Uniforms should be clean and branded.
 - The lubricant display racks should be clean, branded, and show the prices.
 - Promotions should be displayed.
- The price offer and/or service offered should be visible to the customers



5.2 SERVICE STATION TECHNICAL ZONE 5.2.1 FORECOURT ZONE MAIN EQUIPMENT ON THE FORECOURT

✓ Pump Island	 Lube display rack 	 Advert frames
✓ Fuel dispenser	✓ Tank farm zone	✓ Disposal bin
✓ Fire extinguishers	✓ Manholes	✓ Green area
✓ Sand box	✓ Vents	 ✓ Forecourt HC
✓ Canopy	✓ Power generator	separator

5.2.2 SERVICE BAY ZONE

MAIN EQUIPMENT IN SERVICE BAY ZONE

- ✓ Oil change pit
- ✓ Car lift
- ✓ Compressor
- Lubrication hose rails
- ✓ Used oil collector

5.2.3 CROWDED AREA

A mechanism must be put in place to maintain orderliness in the retail outlet to mitigate the numerous risks associated with customers' panic buying or during real fuel crisis.



5.3 STATUTORY CHECKS

5.3.1 FIRE PROTECTIVE EQUIPMENT

Check each piece of equipment to ensure that the date of the last inspection was less than 12 months ago (or in line with local regulations, if more restrictive); ensure that the location of extinguishers complies with the local regulations and with recommendations.

WEEKLY CHECKS	MONTHLY CHECKS
I check weekly to ensure the presence of the seal (unbroken) on each extinguisher.	 I inspect: ✓ the portable external and internal extinguishers (pressure, seal, etc.) ✓ the sandboxes (presence of sand and a shovel) ✓ fire blankets ✓ emergency stop buttons ✓ fire hose-reel (if equipped): tap, hose, and nozzle

VALIDITY DATE (EXTINGUISHERS):

If the validity period of the last technical verification is expired, I immediately inform the maintenance department.

After work is done by the service provider, I inform the maintenance department and ensure that all station staff have been trained on how to operate the extinguishers.



5.3.2 DISPENSING PUMPS

DAILY CHECKS

I make a visual check of:

- ✓ The good general condition of the breakaway device, the hose, the nozzle, and its accessories
- ✓ The condition of the hose strap and roller
- ✓ The general appearance of the flow meter (rust, damaged stickers, marks)

MONTHLY CHECKS

I ensure that the date of validity of the most recent regulatory check is still valid (label on the pump or compliance certificate). If the date has been exceeded, I stop distribution from the pump concerned and inform the company and/or maintenance contact.



ANNUAL CHECKS

(In line with local regulations if more restrictive)

PUMP CALIBRATION TESTS: The pump flow rate check is carried out by a service provider authorised by the competent authorities as part of the regulatory checks or by the manager as part of occasional inspections.

- I verify that the contractor provides a service report, on which it states: The name, the type of product, and the flow rate of the nozzles were tested. The date, the reason for the test, and the signature of the service provider.
 I keep all the product return slips
- product return slips, which I sign and staple to the service report.



5.3.3 RAINWATER/WASTE OIL COLLECTION AND HC FILTER OBJECTIVE

Maintain the effective filtration of the wastewater on the forecourt or wash area, thus ensuring the content of hydrocarbons in water discharged into the environment or the public network is at the legal level of 15 mg/litre (or in line with statutory regulations, if they are more restrictive).



WEEKLY CHECKS		MONTHLY CHECKS
 ✓ 	Clean all the service station manholes and gutters (forecourt, car wash station, etc.) Clean the grid between the settling chamber and the separator, if necessary	 Check the proper functioning of the overfill safety device of the HC separator.



5.4 PERIODIC CHECKS

5.4.1 LEAKS DETECTOR OBJECTIVE

Test the proper functioning of the leak detectors by simulating an alarm.

MONTHLY CHECK

- The point of the leak detector is to ensure the integrity of the double-wall tanks.
- Indeed, if one of the walls is perforated, the control liquid escapes and the detector triggers the alarm.

CHECK OF DETECTOR

The proper functioning of the detector may be tested at any time by activating the test button on the front of the device. Example of technical check on leak detector:

The device is shown as operational when the green light is illuminated.

5.4.2 EMERGENCY STOP BUTTON OBJECTIVE

Check the operation of the emergency power shut-off button. **MONTHLY CHECK**

An emergency shut-off button cuts the electricity supply to a product pump or the entire distribution area in order to prevent a potential hazard. It must be





installed in such a way that it can be easily accessed, identified, and quickly operated.

- To be sure of its proper functioning, I must test it by activating it and verifying that power to all the equipment is cut. Then I reset the device and return the power to the equipment. (I should carry out this test during off-peak periods.)
- Report the inspection results in the appropriate document and immediately notify the company or maintenance contact in the event of a fault.
- If you press the "Test" button on each detector, the red "Alarm" warning light should illuminate and the integrated buzzer should sound.

In the event of an alarm:

- The alarm signal can be stopped by pushing the reset button. If the red alarm light remains illuminated, notify the maintenance department immediately
- Once the service provider has completed its work and the alarm test has been carried out, close the work request and notify the maintenance department.
- Document and report the inspection results.



5.4.3 AUTOMATIC TANK GAUGE (ATG) OBJECTIVE

Check the proper functioning of the ATG console's visual alarm and siren.

MONTHLY CHECK

- The ATG console gives the information needed to manage product stocks; this equipment supplies information on stock management and the level of product in the tanks:
 - The current available space (the empty volume in the tank.
 - Stock levels before and after delivery.



- The condition of the alarms, etc.
- 2. Any tank level anomalies, presence of water, or product at low points (if double-wall piping) set off a visual alarm and siren; the proper functioning of this alarm must be tested. The meaning of each alarm code is featured in the ATG technical guide. The alarm switches off when the conditions causing the alarm no longer apply. The siren can be stopped at any time by pressing a button on the keypad.
- 3. To test the siren, press and hold the test button for a second. The siren will sound.
- 4. Document the result of the inspection.



5.5 RECURRING STATION MAINTENANCE

5.5.1 FORECOURT, SERVICE BAY, GREEN AREAS, AND OTHERS

OBJECTIVE

Ensure that the service station is always clean and tidy.

Safety recommendations: Apply the safety instructions in force about working on the forecourt.





DAILY				
MAINTENANCE	DURATION OF WORK AND TOOLS			
 Clean external walls, windows, doors, display units, service units, and other equipment on the forecourt, its surroundings, and near the building. Verify that the safety signage (no smoking, switch off your engine, 	Duration: 10 to 15 minutes depending on requirements. Equipment required: water + liquid detergent - brushes - cloths - pail, etc.			
 switch off your cellphone) are present and in good condition. ✓ Water the green area and collect wastes (paper, plastic bags) 	Equipment required: water jet			
WEEKI	Y			
 Clean grids and run-off/rainwater drain covers Safety equipment: Safety vest and safety shoes Safety recommendations: Apply the safety instructions as regards working on the forecourt. 	Duration: 10 to 15 minutes depending on requirements. Equipment required: Broom - small spade - water jet, etc.			
EVERY TWO	WEEKS			
 Maintain green spaces according to the season (mow the grass, pull up shrubs, and prune the trees, if necessary, maintain landscaping and clear any fallen leaves) 	Equipment required: gardening tools, lawnmower, weed eater Duration: 10 to 15 minutes depending on			
SAFETY EQUIPMENT Safety vest, safety shoes, and safety equipment recommended by the equipment manufacturer (lawnmower, hedge trimmer, etc.)	requirements.			



5.5.2 DISPENSER AND TANK MANHOLE INSPECTION

Perform the visual inspection of the dispenser, underground tanks, and offloading manholes to check the condition of pipes and the presence of liquid inside. The check should be done more



frequently during the rainy season and in case of a high-water table.

SAFETY EQUIPMENT

Safety barriers such as traffic cones or removable steel fences, safety signs (no smoking and no mobile phones), fire extinguishers, and personnel protective equipment (safety shoes, safety vest, gloves).

SAFETY RECOMMENDATIONS

- Be aware of the possibility of explosive harmful vapours.
- Tank's manhole lids are heavy. It may require two persons or an appropriate tool to handle.
- Do not enter the manholes





5.5.3 TECHNICAL ROOM

MAINTENANCE	CHECKS AND ACTIONS	
DAILY	 Drain water from the compressor tanks. Clear out the oil dryer pressure regulators Ensure that the technical premises are tidy and well ventilated (no inflammable materials - cardboard boxes, cans, clothes, etc.) 	
	 Check the levels of product, oil, and coolant in the power generator and top up if necessary (when shut down) 	
MONTHLY	 Verify the smooth operation of the reels, grease, and oil dispensers and check there are no leaks in the drains or hoses Test the operation of the power generator by simulating a power outage (leave the generator running for at least 15 min). Should there be abnormal poises immediately notify 	
	 there be abhormal noises, immediately notify the maintenance department. Note the hourly meter readings of the generator (to be recorded in a monitoring notebook) in order not to exceed the interval between oil changes (e.g. 250 hours). Oil change and replacement of oil in the compressors, check of belt tension. 	



5.5.4 PRODUCT RECEPTION POINT OBJECTIVE

Clean product identification plates and drainage grate. **ONCE EVERY TWO MONTHS**

OFFLOADING ZONE: Clean the product identification plates and the evacuation grille

- Wipe with a cloth. If necessary, use a de-greasing product
- Spray the spill grille with water.

SAFETY EQUIPMENT

Safety vest, safety shoes.

SAFETY RECOMMENDATIONS

- Apply the safety instructions regarding works on the forecourt.
- Have a fire extinguisher on hand and ensure that there is no smoking or naked flame nearby.

EQUIPMENT NEEDED

Cloth, de-greaser, water spray.

6.1 Documentation and record-keeping

6.2 Safety documents

6.2.1 Product integrity register

6.2.2 Records of validity of fire fighting equipment

6.3 Sales management documents

6.3.1 Gang review6.3.2 Shift register6.3.3 Daily sales record book6.3.4 Bank register

6.4 Equipment and maintenance documentation

6.4.1 Generator log book6.4.2 Equipment fault report register/booklet6.4.3 Pump efficiency report6.5 Other documentation



6.1 DOCUMENTATION AND RECORD KEEPING

Documentation refers to a set of records that service stations keep, to provide proof or evidence of operation or information about the daily operations of the retail outlets that can be used to make calculated and informed decisions.

Where these records can be documented electronically as well would be good to achieve.

LIST OF DOCUMENTS

METER READING BOOK

PRODUCT STOCK BOOK(LUB)

SHIFT REGISTER

DAILY SALES RECORD BOOK

MEMO FILE

SALARY RECORD BOOK

EXPENSES CONTROL NOTEBOOK

CASH MOVEMENT REGISTER

VISITORS RECORD CUSTOMER COMPLAINT NOTEBOOK PRODUCT INGEGRITY REGISTER EQUIPMENT FAULT REPORT REGISTER GENERATOR LOG BOOK TELLER AND DELIVERY NOTE FILE POS PRINTOUT FILE PUMP EFFICIENCY REPORT STAFF TRAINING RECORDS

TYPE OF DOCUMENTS

- safety documents
- station management documents
- sales management documents
- equipment and maintenance documents
- others



6.2 SAFETY DOCUMENTS

6.2.1 PRODUCT INTEGRITY REGISTER

This is where records of all product integrity tests are documented and it assists to ensure the quality of the product received and dispensed daily.

All records to be documented daily include:

- a. Daily quality checks of all products to be dispensed.
- b. All product reception issues, including Lubricants and other products.
- c. The documents must be signed and stamped daily by the station authority.

6.2.2 RECORDS OF VALIDITY OF FIRE FIGHTING EQUIPMENT.

- a. All records of service works done on extinguishers
- b. Records of all safety issues at the station.

6.3 SALES MANAGEMENT DOCUMENTS

6.3.1 GANG REVIEW

A gang review meeting is carried out before each shift at the station by the shift leader or/and the manager of the station. During this gang meeting, the following must be discussed and checked as follows:

a. Check that all staff is in their full official uniform.



- b. Organize employees' work for the day.
- c. Discuss safety and sales issues from previous shifts.
- d. Document all issues discussed and signed by all parties.
- e. Reviews should include a quick look at the sales targets and Lubes Fuel Ratio.

This is the first control book of the business. A change of shift = Shift book filled Shift book filled = physical counting of all the products Example: Product = meter reading and dipping Lubricants = physical counting

The pump attendant has to explain all anomalies discovered during the shift, as this is under his responsibility, supervised by the manager.

THE OBJECTIVE OF THE SHIFT BOOK:

- It shows the turnover made by each pump attendant
- It shows the actual turnover vis a vis the total cash collection by the pump attendant
- It shows the level of performance of each pump attendant

6.3.3 DAILY SALES RECORD BOOK

 This is a daily check of the life of the station and It is filled at the close of business every day.

It checks the:

Stocks – Turnover - Cash collected - P O S sales - Credit sales (If approved) - Account balances



- 2. The DSRB gives a summary of all sales and financial activities in a station.
- 3. The DSRB must be updated on or before 10 am every day by the manager.
- 4. The DSRB must be signed by the manager every day.

OBJECTIVE OF THE DAILY SALES RECORD BOOK:

- It checks the sum of all the shift sheets
- To establish the commercial and financial situation of the day
- To detect possible anomaly

6.3.4 BANK REGISTER

This is a register that Keeps track record of bank deposits by the station and it is represented by

- The date of transaction
- The bank teller number.
- Amount deposited.
- Time of transaction.
- The number of visits to the bank in a day.



6.4 EQUIPMENT AND MAINTENANCE

DOCUMENTATION

A maintenance record, as the suggests, is a document name that includes information regarding each and repair maintenance work that is done on an asset or equipment. In simple words, it keeps track of asset failures and repairs. It is one of the best ways to maintain health and management. safety lt also improves asset management.



Importance of log book

Having a complete equipment maintenance log lets you know when the time is right to replace equipment. This, in turn, helps you save money. The data that is gathered over time unveils patterns of failure, expenditure, and repair.

6.4.1 GENERATOR LOG BOOK

Generator Log is for keeping track of uses and repairs.

- Name of Generator.
- Type of Generator
- Capacity of generator



- Date and time
- Meter readings
- Type of work carried out.
- Spare parts used.
- Name and Signature of Technician.

Other log records of a generator may also include:

- Start and end times (Daily running periods)
- Daily product top-ups.
- Physical check of the engine, radiator, etc.

6.4.2 EQUIPMENT FAULT REPORT REGISTER/BOOKLET

This is used for documentation of equipment faults/problems and incidents in the station and it should follow the fault report procedure as laid down by the company.

This booklet should include:

- A serially numbered duplicate sheet for historical record keeping.
- A fault reporting part A.
- A response part B for technicians' visit report about checks and work done on equipment.
- Warranty/Service tags and expiration dates.
- A signature part for both station manager and visiting technician.



Dispensing pump efficiency is a measurement of the effective usage of pumps at the station to avoid wasting materials, energy, effort, money, and time in achieving the desired sales result. This is measured by comparing the ratio of usage time and turnover of pumps on the forecourt. This report is compiled daily and it gives the following information.

- Date
- Turnover for the day/month
- The number of hours in use.
- The number of days in use in a month.
- Idle time due to no usage.
- Idle time due to fault.



6.5 OTHER DOCUMENTATION

Some other important documents and records necessary at the station include:

METER READING AND PRODUCT STOCK BOOK – This book shows the daily dispensing pump readings and underground tank dipping, including the Lubricant stock count.

STAFF DATA – A file should be kept for each staff at the station to include all personal information

SALARY RECORD – A record should be kept at the station, where all staff sign for their salary and incentive monthly.

STAFF TRAINING RECORDS – This is a record of all training attended by each staff.

EXPENSES CONTROL BOOK – Where records of daily expenses of the station are kept.

POS PRINTOUT FILE – Safe storage of all POS download printouts





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