

# **Fuels Industry UK**

## **Forecourt Staff**

### **Competence**

### **Requirements**



Fuels industry UK Forecourt Committee has adopted and adapted a standard set of risk and training areas from the Energy Institutes (EI) RED GUIDE, specifically, appendix C as a minimum requirement for all forecourt staff training. The Forecourt Committee recognise that staff should be trained to a minimum standard and demonstrate that they are competent to recognise the risks and the measures they need to take to protect the safety of the public, contractors and themselves.

Fuels Industry UK considers the set of risk and training areas to cover all relevant areas relating to safety performance and provides a benchmark of good practice for companies to work with.

They help to:

- Increase individual awareness ownership of critical safeguards that prevent incidents and fatalities;
- Take a step towards an industry-wide common safety language; and
- Improve clarity and consistency.

To ensure forecourt staff have developed their competence, operators should ask for feedback from staff on the training they have received, keep a record of the training, qualifications and any results or assessments from supervisory staff. This will help Operators to decide what duties they can expect each of their employees to perform safely and what additional training they may need. The quality of training and the associated records are useful in assessing the competence of supervisory staff. Refresher training or practice exercises should be carried out periodically. This is particularly important where skills are not regularly used, such as emergency procedures.

Companies may decide to implement the set of risk and training areas dependent on their own decisions on compatibility with their own business management systems and policies.

As a minimum requirement Forecourt Staff must demonstrate as a minimum standard of competence:

<b>Activity area</b>	<b>Forecourt Staff employee</b>	<b>Training area</b>
Control of ignition sources	Supervisor Customer retail attendant	<ul style="list-style-type: none"> <li>• The hazards and characteristics of petrol</li> <li>• Hazardous zones</li> <li>• Procedures to identify and report potential ignition sources and</li> <li>• other fire and explosion hazards</li> <li>• Instruction/information signs</li> </ul>
General forecourt safety	Supervisor Customer retail attendant	<ul style="list-style-type: none"> <li>• Procedure for opening and closing the site</li> <li>• Site security arrangements</li> <li>• Special arrangements for other permanent or temporary activities or other people on site</li> <li>• Procedures for managing contractors</li> <li>• Reporting procedures for damage to the site or equipment</li> <li>• Procedures for dealing with minor leaks and spills</li> <li>• Procedures for dealing with customers splashed with petrol</li> <li>• Maintenance and safe housekeeping procedures</li> <li>• Company safety policy</li> </ul>
Emergency procedures	Supervisor Customer retail attendant	<ul style="list-style-type: none"> <li>• Types of emergencies</li> <li>• Isolation/shutdown procedures</li> <li>• Individual responsibilities</li> <li>• Arrangements for contacting the emergency services</li> <li>• Evacuating the site</li> <li>• Location and use of fire-fighting equipment</li> <li>• First aid</li> <li>• Clean-up procedures</li> </ul>

Vapour recovery process	Supervisor Customer retail attendant	<ul style="list-style-type: none"> <li>• Basic principles of vapour balancing related to the type of system</li> <li>• installed</li> <li>• Safety precautions to be followed before, during and after a delivery.</li> <li>• Restrictions on measuring the contents of tanks where dipsticks are used</li> <li>• Restrictions for split compartment deliveries</li> <li>• Reasons for and correct sequence for connecting/disconnecting the vapour recovery hose</li> <li>• Signs and symptoms of vapour leaks</li> <li>• Reporting/recording procedures for instances of vapour lock,</li> <li>• vapour leak, equipment failure or slow deliveries</li> <li>• Precautions to be taken should the system become over-pressurised</li> </ul>
Unloading procedures	Supervisor Customer retail attendant	<ul style="list-style-type: none"> <li>• Site procedures in preparation for and during unloading</li> <li>• Arrangements for tanker access and parking</li> <li>• Identification of fill points, tanks and vent pipes</li> <li>• Dipping/ullage checks</li> <li>• Gauge/monitor readings</li> <li>• Documentation procedures</li> <li>• Arrangements for driver unassisted and driver assisted deliveries</li> <li>• Overfill prevention devices and alarm systems</li> <li>• The vapour recovery system</li> </ul>

Petrol storage	Supervisor Customer retail attendant	<ul style="list-style-type: none"> <li>• Methods of wetstock reconciliation</li> <li>• Operation of monitoring equipment</li> <li>• Operation of leak detection equipment</li> <li>• Loss reporting</li> <li>• Maintenance procedures</li> </ul>
Operation of dispensing equipment (attendant operated)	Supervisor Customer retail attendant	<ul style="list-style-type: none"> <li>• Fuel grades and types</li> <li>• Safe dispensing procedures and age appropriate checks</li> <li>• Correct use of dispensing equipment</li> <li>• Safe use of portable petrol containers</li> <li>• Recognising and reporting equipment faults</li> <li>• Emergency procedures during dispensing</li> <li>• Injury/incident reporting procedures for employees</li> </ul>
Operation of dispensing equipment (attended self-service)	Supervisor Customer retail attendant	<ul style="list-style-type: none"> <li>• Procedures for activating and controlling dispensers</li> <li>• Fuel grades and types</li> <li>• Safe dispensing procedures</li> <li>• Use of public information/communication system</li> <li>• Safe use of portable petrol containers</li> <li>• Dealing with customers' enquiries on safety matters</li> <li>• Emergency procedures during dispensing</li> <li>• Injury/incident reporting procedures for members of the public</li> </ul>
Operation of Electrical Vehicle charging equipment (attended self-service)	Supervisor Customer retail attendant	<ul style="list-style-type: none"> <li>• Procedures for activating and controlling charging equipment</li> <li>• Safe dispensing procedures</li> </ul>

		<ul style="list-style-type: none"> <li>• Use of public information/communication system</li> <li>• Dealing with customers' enquiries on safety matters</li> <li>• Emergency procedures during charging</li> <li>• Liaising with the emergency services</li> <li>• Procedures for managing EV fire on the forecourt</li> <li>• Injury/incident reporting procedures for members of the public</li> </ul>
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## Contact Information

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