



INSTRUCTIONS FOR STATION CONTROLLERS

NORMAL OPERATING PROCEDURES FOR ATTENDED SELF-SERVICE STATIONS

Control of Dispensing Activities

Control is the practical and effective management of all dispensing activities and ensuring that the installation is operated safely and that the relevant Conditions attached to the Petroleum Licence are complied with at all times.

- CONTROL can only be effective if carried out practically, not theoretically;
- CONTROL has to be constant to prevent a dangerous situation occurring;
- CONTROL duties take precedence over ALL other tasks INCLUDING THAT OF A CASHIER;

Control Required Before A Pump/Dispenser Is Commissioned For Use

1. CHECK IF VEHICLE CAN BE SEEN AT THE PUMP/DISPENSER

If it cannot be seen for whatever reason, a line of parked vehicles, a high sided vehicle, a vehicle with loaded luggage rack, caravan, bus, lorry etc. that pump/dispenser must NOT be commissioned for use.

2. CHECK IF VEHICLE ENGINE RUNNING

If it is running, that pump/dispenser must NOT be commissioned for use.

3. CHECK IF PERSON APPARENTLY UNDER 16 YEARS OF AGE

If person who is to dispense is apparently under 16 years of age that pump/dispenser must NOT be commissioned for use.

4. CHECK IF ANYONE IS SMOKING

If person who is to dispense or anyone else in or about the vehicle is smoking, that and any other pump/dispenser must NOT be commissioned for use.

5. CHECK IF A CONTAINER IS TO BE FILLED

- If a container is to be filled, is it of an APPROVED type?
- Unless it is of an approved type that pump/dispenser must NOT be commissioned for use.

NOTE: Approved type = metal, correctly labelled,
approved plastic, correctly labelled.

6. CHECK IF ANYONE IS USING PORTABLE ELECTRIC/ELECTRONIC EQUIPMENT

e.g. a portable telephone or CB radio. If yes, then that pump/dispenser must NOT be commissioned for use.

7. CHECK ANY OTHER UNLIKELY, ACT OR OMISSION

If any other unlikely act or omission may lead to a dangerous situation, such as a person trying to force a pump dispenser hose round to the other side of the vehicle, that pump/dispenser must NOT be commissioned.

EACH OF THE ABOVE ITEMS MUST BE CHECKED BY THE USE OF THE LOUDSPEAKER SYSTEM BEFORE ANY PUMP/DISPENSER IS COMMISSIONED FOR USE.

Control required during the use of a pump/dispenser

1. Items 4, 5, 6 and 7 are to be continuously monitored and if any hazardous situation occurs the controller shall de-commission the pump/dispenser until the situation has been rectified.
2. The controller is NOT permitted, other than in an emergency on the forecourt, to leave the control position under any circumstances when persons are using, or are about to use, the dispensing equipment.
3. The controller is NOT permitted to leave the control position unless all pump(s) dispenser(s) have been de-commissioned. If the controller is to operate a pump/dispenser, that pump/dispenser only, may remain commissioned for use.

EACH OF THE ABOVE ITEMS MUST BE CHECKED, BY THE USE OF THE LOUDSPEAKER SYSTEM FOLLOWING DE-COMMISSIONING AND BEFORE RE-COMMISSIONING ANY PUMP/DISPENSER FOR USE:

4. The controller's view of each pump/dispenser and its respective dispensing area (a distance of 4.0m from each pump/dispenser) from the control position, whether the controller is seated or standing, must not be obstructed by equipment, window stickers, shop goods and shop goods display racks.
5. The controller is provided with a loudspeaker system specifically to communicate with customers on the forecourt. In the event of the loudspeaker system becoming defective, self-service must cease and the forecourt be attendant operated. The exception to this rule is where, in addition to the controller, there is one other trained person on site who shall remain available in the immediate vicinity of the control point or on the forecourt, to practically assist the controller in supervising the forecourt.

NOTE: The maximum number of pump/dispenser hoses permitted to be under the supervision of one controller is "eight".