

# € TRAINING

Fuel Retail Management





# Fuel Retail Management

## Introduction:

This training program provides comprehensive instruction on managing and optimizing operations within fuel retail environments. It equips individuals with the knowledge and tools necessary to effectively oversee fuel retail operations, enhance customer satisfaction, and drive business success.

## Program Objectives:

At the end of this program, participants will be able to:

- Demonstrate their understanding of the subjects by successfully completing each module assessment paper.
- Appreciate how they can influence good standards within Health and Safety and the Environment.
- Understand the value of risk assessment and have the knowledge to recognize when changes to a generic assessment is required.
- Understand the common hazards associated with working in this sector.

## Targeted Audience:

- New personnel to the petroleum industry.
- Existing personnel in the sector, who are migrating to a marketing-related function.
- Marketing staff looking to gain a greater insight into the sector.
- Staff wishing to understand how the economics of the sector affect their marketing function.

## Program Outlines:

### Unit 1:

#### Understanding Fuel Hazards and Safety Regulations:

- Types of hazards.
- Fuel hazards.
- properties.
- DSEAR.

## Unit 2:

### Managing Hazardous Zones on Petrol Forecourts:

- Restricted areas on a petrol forecourt.
- Hazardous areas.
- Zone classification.

## Unit 3:

### Addressing Delivery and Customer Hazards in Fuel Stations:

- Delivery hazards.
- Vapor recovery.
- Customer hazards.
- Other hazards.

## Unit 4:

### Ensuring Safety Compliance for Contractors and Communication Protocols:

- Contractor hazards.
- Communication.
- Documentation.

## Unit 5:

### Implementing Safety Protocols and Documentation Procedures in Fuel Station Operations:

- Safety method statements.
- Clearance certificates.
- Permits to work.
- Task classification.