

Copyright

This manual is the copyright of Cnergyico PK limited (CPL) and its copyright is protected. CPL shall safeguard its rights according to Civil & Penal provisions of Law. Only CPL is authorized to carry out any changes in this manual. Reporting / copying of full or any part of this manual is strictly prohibited. We cannot guarantee that the manual is free of mistakes or errors. We reserve the right to change this policy at any given time, which the users will be promptly updated about. Keeping in view the confidentiality of this document, it should only be shared with concerned staff members. Retailer shall be responsible for the safety & security of this manual, which can be recovered at any time by CPL.

GOOD HOUSE-KEEPING

INTRODUCTION

The presentation & arrangement of products in an appropriate manner & keeping the surrounding clean is house-keeping.

Good house-keeping is the most visible way of showing your concern for the environment. It also shows your efforts and care for quality standards which you want to maintain for providing better service to your customers.

IMPORTANCE OF GOOD HOUSE-KEEPING

A clean, attractive and tidy station attracts more customers which translates to:

- More sales - more profits
- Healthy work environment for the staff
- Time saving

Your service may be excellent but an untidy, dirty or cluttered forecourt can ruin the good image which CPL and the Retailer together are aiming for. It is a known fact that customer expects to go to such a retail outlet that has a good house-keeping standard. To increase your sales & customer base, proper house-keeping is necessary. Better house-keeping not only attracts more customers but also gives them a sense of pleasure and enhances the goodwill of our most precious asset.....Byco brand.

A neat, clean tidy appearance of a retail outlet and its facilities satisfies the customer and it is strongly expected to increase the customer base.

The good house-keeping.....

SIGNIFIES

- Efficient service
- Clean facilities
- Well turned out pump attendants
- Up-to-date record
- Good and attractive displays
- Adequate lighting

PROMOTES

- Pride in the station
- Company's / Retailer's prestige

ENSURES

- Proper care of equipment
- Reduction in maintenance costs
- Quality control
- Prevention of accidents

OPTIMISING SITE APPEARENCE

REMOVAL OF COBWEBS, BIRD NESTS, OLD TYRES AND CARTONS FROM BUILDING / CANOPY

It has been observed that on most of the sites, cobwebs and bird nests appear on the building, kiosk and canopy but nobody bothers to remove them, with the result that sometimes the bird nests are seen hanging from the ceiling or walls of the building. This gives an extremely bad impression of the site and also adds to the discomfort of the customer.

Cobwebs and bird-nests should be removed immediately as and when they appear. The Retailer must also ensure that old tyres, empty cartons and other scrap are not tossed onto the roof-tops of the building / canopy under any circumstances.

CLEAN / OBSTRUCTION FREE DRIVEWAY

The Retailer is to ensure that the driveway should be free from any obstruction which can hamper the traffic flow or cause accident at the pump-site.

IMMEDIATE CLEANING OF OIL SPILLAGE

The oil spillage, if any, should be cleaned immediately because:

- It will add to the dirty look of the site
- It can lead to an accident by slipping of customer or the staff
- It can also be dangerous if the oil is carried away onto the road by the tyres of the vehicles visiting the site. Such cars can meet with an accident on the road.

- Area behind the office, shop and service bay should be as clean as the Forecourt, and must not be used for hiding filth, empty drums and scrap etc.

PARKING OF VEHICLES AT THE SITE

Avoid parking of unnecessary vehicles at the site/ because in addition to the risk of accident the site becomes congested and gives an untidy look.

No unauthorized workshop and / or repair shop of any kind should be opened within the site premises.

SIGN / STICKER AT THE KIOSK WINDOW

The Retailer should ensure that no signs / stickers are put on kiosk windows as:

- It hampers the inside / outside vision
- Spoils the look of the window display
- Gives an un-professional look to the site

LIGHTING

From a safety and security point of view, adequate/ effective and attractive lighting is a must at all sites/ during night and dark hours, especially on approach & exit.

A well-lit pump site:

- Attracts more customers
- Adds to customer's comfort
- Ensures safety and security of the staff and of the customers
- Minimizes the chances of burglaries at the site.

WINDOW DISPLAY

An attractive window display gives life to the site. The Retailer should therefore ensure regular / weekly changes in window display design, to make the site more lively and attractive. It is essential that before each change in the window display/ the kiosk platform and glasses, etc. are cleaned properly. The cans that are put on the display should be clean and damage free.

GARDEN/LAWN

In case if there is a garden / lawn at the site/ the Retailer should then maintain it properly. Trim and water it daily as an unattended garden / lawn makes the site unattractive and gives a shabby look to the site.

TOILETS

It has been observed that the toilets at the pump sites are the most neglected and remain dirty and unhygienic most of the time. The Retailer should ensure that the toilets are properly cleaned and washed, at least twice a day. Clean towels, soap and air freshener should be provided in the toilets.

KEYS TO GOOD HOUSE-KEEPING

- Staff dressed in smart, clean uniforms
- Have a regular cleaning schedule
- Clean as you go
- Have a place for everything
- Keep rubbish out of site
- Do not keep any old tyres, cartons, drums, or any other rubbish on the roof tops of pump site shop /kiosk.
- Keep station clear from obstructions
- Ensure that illuminated signs are fully working, clean and well positioned
- Make sure that the whole forecourt area /pump-islands are clean and tidy. No dangerous oil patches should exist
- The inside and outside of the kiosk is well lit and attractive
- Attractive window display having a wide range of stocks to appeal to the customers.
- Clean / pleasant washroom and toilets; soaps / towels should be provided

CUSTOMER SERVICE

INTRODUCTION

Dealing the customer in manner that satisfies his expectation is called Customer Service.

In a highly competitive service industry like ours, the competition is not only on Quality & Quantity but also on SERVICE. Customer service standards will be the only measuring tool for your retail outlet in the eyes of customers.

The customers are the essence of a successful and viable business enterprise. A business cannot prosper without a commitment to serve the customer to their satisfaction. Unfortunately, the most important business principle that is being ignored today is staying close to the customer / to satisfy his or her needs and anticipate their requirements.

Identifying customer needs and satisfying them in a friendly and helpful manner will not only increase the chances of repeat business but also give you a sense of satisfaction and achievement.

Forecourt Staff is the frontline force and they are the people who are in direct contact with the customers. This contact plays a major role in enhancing or deteriorating our business. Customer Service training received by Forecourt staff is of the prime significance and will strengthen the relation with customers. Their cordial attitude and efficiency differentiates us among competitors and provide us a competitive edge.

REMEMBER

Not only will an unsatisfied customer avoid returning to your outlet, but they will inform their friends and acquaintances of the unpleasant experience they had at your site. Conversely,

Quality Customer Service will transform customers into advocates of your business.

CHECKLIST OF QUALITY CUSTOMER SERVICE

For delivering 'Quality Customer Service' always remember the word '**ASSIST**' which stands for

- Acknowledge
- Seek
- Sell up
- Identify
- Satisfy
- Thank

ASSIST

In order to develop Quality Customer Service, the following checklist is recommended:

ACKNOWLEDGE:	Make eye contact with the customer, smile and acknowledge him.
SEEK:	Seek for opportunity for informing your customer about product availability.
SELL UP:	Suggest other products or services which are available' at your outlet for generating MORE sales.
IDENTIFY:	Try to find out a way in order to determine your customer's particular needs and be helpful and friendly towards them.
SATISFY:	Try to satisfy your customers by fulfilling his/her particular needs.
THANK:	Thank your customers with a parting smile.

SITE EXCELLENCE

WINNING CUSTOMERS' CONFIDENCE

How to score big with your customers!

Some helpful hints

- Accurate Measures
- Quality Product
- Clean Forecourt and garden areas
- Pleasant and friendly greetings
- A sincere 'Thank you'
- Helpful and friendly attitude
- Clean uniform, well-groomed attendants
- Fast service / prompt acknowledgement
- Payment processed quickly
- Offer to clean windows / check under the hood
- Clean and tidy site with clean wash rooms
- Well-displayed product

CUSTOMER SERVICES AT FORECOURT

One of the most important aspects of retail outlet operation is forecourt service. The satisfaction level of the customer depends on the way they are being treated. The Forecourt Staff should follow the following 8 points of customer service while dealing with the customer. The following points are standardized and should not be changed.

- Direct the customer towards the vacant dispensing unit
- Greet with smile and say “Assalam-O-Alaikum! Welcome to Byco”
- Ask the customer politely to switch off the engine.
- Inquire the customer for the tank full or quantity required.
- At all times, show the meter before & after refueling.
- Ask for the windscreen cleaning.
- Show the amount on the meter & collect cash with courtesy.
- Thank & goodbye the customer with smile & salute.

ADDITIONAL TIPS OF CUSTOMER SERVICE

- In case of female customer, staff should use “Madam” instead of “Sir”.
- Establish eye contact with male customers
- Avoid eye contact with female customers
- Avoid touch of hands while taking keys or money from female customer.
- Forecourt staff standing near the island should guide the car while it is coming towards dispensing unit.
- Place the cap of the vehicle fuel tank on the specified place on the dispensing unit or tank lid. Avoid placing it anywhere on the car.
- Put the nozzle in the vehicle fuel tank carefully so that it should not create lot of noise.
- Squeeze extra water in the wiper foam before wiping the windscreen.
- If you have time and the back screen of the vehicle is dirty, do offer the customer to clean it.
- The cashier should give clean and large denomination currency notes to the customer (If available). Transaction should be quick.
- Quick processing of credit card transactions.
- Offer clean water in clean glasses during summer, whenever possible.
- Offer the customer tissue paper during summer, whenever possible.
- If you see that any tyre of the vehicle has low air pressure, tell the customer and offer him free air gauge facility if available.
- Speak clearly and naturally.
- Smile naturally, greet well.
- Be patient when the customer is speaking.
- Avoid the word “no” as much as possible.
- Always be kind and keep calm, even with aggressive customers.
- Always show a desire to satisfy the customer

CUSTOMER SERVICE AT CAR WASH

- When customer arrives at car wash then the staff should say “Assalam-O-aliakum! Welcome to Byco”
- Ask the customer about the desired service required (wash or service etc.)
- Tell the customer about the approximate time required for the job.
- Tell the customer to take his important belongings from the vehicle.
- Do not drive the car yourself.
- Guide the customer towards the hoist. Keep your eye on the vehicle and the customer.
- Offer the customer a seat in the waiting room (If available).
- Offer water to the customer.
- After completing the job ask the customer to check the vehicle.
- Ensure quick processing of cash transactions.
- When customer is leaving, say “Thank you. Do come again, Allah Hafiz”

CUSTOMER SERVICE AT OIL CHANGE1

- When the customer arrives at Oil Change, greet him with “Assalam-O-Alaiakum! Welcome to Byco”
- Ask for the service required (oil change, filter battery, water etc.)
- Offer the customer a seat if available.
- Ask for the name of the engine oil required. Provide the customer with information regarding the engine oil recommended for his/her vehicle.
- Only use oil suction machine if present.
- Show the oil dip to the customer after filling the engine oil.
- Return the lube can. Dispose used filters / used oil properly. If asked by the customer, also return the used filter.
- When customer is leaving the staff should say “Thank you. Do come again, Allah Hafiz”

CUSTOMER SERVICE AT TYRE SHOP / AIR PRESSURE

- When the customer arrives at air pressure, greet him with “Assalam-O-Alaiakum, Welcome to Byco”
- Ask for the service required (Puncture, air pressure etc).
- Offer the customer a seat is available.
- Show puncture to the customer
- Always use puncture machine if available.
- When customer is leaving the staff should say “Thank you. Do come again, Allah Hafiz”

CUSTOMER COMPLAINTS

How to Handle Customer Complaints?

There will be occasions where customers might complain, regarding products sold from retail outlet, appearance of the retail outlets or the services experienced.

The most important thing is to satisfy & reassure the customer. Quick handling of complaints in courteous manner can turn the situation into a positive experience. This proves that we really care of our customers.

In any situation, Retailer should follow the guidelines below to ensure that all complaints are handled professionally and the root problem is resolved.

Acknowledge the complaint

- Obtain all the facts by listening to the customer's complaint attentively.
- Verify the origin of the complaint. In case of a product complaint, the sales receipt should determine this. Acknowledging the complaint is very important and must be done in the most courteous way, because very often this will calm down the customer and create a more positive environment.

Investigate the operation

- Deviation from standards or procedures might give rise to the complaint.
- Ascertain the extent of damage at the retail outlet caused by that event.

Contain the situation

- Isolate the problem area from the rest of the operation.
- If the complaint needs further action from CPL, inform the concerned person who will decide the further course of action.

Rectify the damage

It is also recommended that the Retailer should keep an account of all complaints received, and analyze them on a regular basis to prevent further occurrence and improve customer service.

The above guideline will ensure that the customer is taken care of, the problem is rectified and recurrence is prevented. This is a complete loop for excellence in customer care.

DRIVEWAY SERVICE

INTRODUCTION

It is the service rendered by the Forecourt Staff to the customer from the time he enters the retail outlets to the time he leaves.

The Retailer should realize the importance of these few minutes, when the customers comes into direct contact with the forecourt staff. It is the forecourt staff's behavior and site's quality standards which influence the customer to decide whether to come back again to the same site or not. If they are satisfied with the service than they certainly will.

***A SATISFIED CUSTOMER MEANS
MORE BUSINESS - MORE PROFITS***

GOOD DRIVE WAY SERVICE ENSURES

- Satisfied customer
- Increased customer frequency
- More sales
- More profit
- Satisfied customer becoming advocate of your business
- Reputation

SHOP / FORECOURT DISPLAY

To make your site more attractive, display of Lubricants and other allied business items are of utmost importance. An attractive window display gives life to your site. The displays can be arranged at:

- a) Shop Window
- b) Kiosk Window
- c) Forecourt display

While arranging the Lube display in the kiosk or the forecourt, the Retailer should ensure that:

- a) Good quality standard tins are displayed.
- b) They are clean and free of scratches etc.
- c) They are not leaking.

WINDOW DISPLAY

This display should be done in an appealing manner which pleases the Customer's eye.

Few points on GOOD WINDOW DISPLAY:

1. The lubricant cans / tins should be first sorted out, the good cans / tins selected for the display should be cleaned and the paper wrap packing should be removed from the tin. It should be remembered that defective and leaky tins should not be kept on display.
2. The kiosk window and floor should be cleaned thoroughly before setting up the display. The tins displayed should be arranged in such a manner that it appeals to the customer.
3. All the lubricant grades of the company should be displayed, as this allows the customer to easily select his/her preferred brand of company's lubricant.
4. The design of the display should be changed every week. Old cans / tins should be replaced by new ones as this avoids leakage and monotony.
5. The glass of the window display should be clean, free from any hindrances or posters. As, if it's dirty, then no matter how nicely the display is done the product will not be seen clearly from outside.
6. Only the Company's own product should be displayed on the window and not any other product owned by other Companies.

FORECOURT DISPLAY

Apart from window display (kiosk), lubricants can also be displayed in special steel racks outside, preferably on the pump island or any suitable place on the pump site.

It has been observed that at some sites the Retailer puts lubricant cans / tins on the top of the dispensing units or makes pyramids at tank platforms or in front of the kiosk. This is a wrong practice, involving safety and security risks. This also increases chances of theft and accident. Hence, forecourt displays should always be done in properly designed steel racks.

FORECOURT STAFF APPEARANCE

The forecourt staff are the 'Front-line Ambassadors' of your business and the Byco brand. Customer perception of the quality of your service and your operation will therefore be determined by their appearance and behavior.

Good service rendered by a forecourt staff member, if he is not neatly dressed and groomed, can still result in the customer impression being unfavorable.

The Retailer should therefore ensure that:

- The pump attendants should be smart and well groomed.
- All pump attendants / forecourt staff is trained, especially in the EIGHT points of forecourt service.
- All staff should wear standard uniforms.
- The uniforms should be neat / clean and well fitted.
- The attendants should also wear name badges.

To maintain the standards of forecourt staff appearance, the Retailer should ensure to provide:

- Minimum 3 sets of uniforms to each staff member after every six months.
- Two pairs of black shoes and Grey socks every year.
- Uniform washing allowance, soap, shoe polish, towel and razor etc. to the staff for their personal upkeep.

HUMAN RESOURCE MANAGEMENT

INTRODUCTION

One of the greatest assets of Byco Retail Operation is its staff. Better staff can help a business to flourish and grow. No business can be successful if it does not have educated, trained and proper man-power to smoothly run it. The importance of staff is apparent from the fact that it is the staff that deals with the customers and help in building our customer base.

Following are the guidelines for the selection of proper man-power required to run a pump site.

SELECTION CRITERIA	CONTRIBUTING TRAITS
ESTABLISH REQUIREMENT	* Number of employees
RECRUITMENT FACTORS	* Personality * Health * Education * Experience * Mannerisms
TRAINING	* How the employees should be trained * Training required * Check performance after training
MOTIVATION	* Identify factors which can motivate the employees
SUPERVISION	* Techniques and methods of supervision * Ensure that your role as a Supervisor is acknowledged by the employees.

STAFF REQUIREMENTS

The staff requirement for a Byco retail outlet depends on the range of services offered to the customers as well as the trading hours of the business.

In order to efficiently operate an outlet, people with different qualification for different job categories will be required.

A Byco retail outlet requires Retailer, Manager, Accountant, Forecourt Staff comprising of Forecourt Managers, Cashiers, Fillers, Wiper, Guide, Car Wash staff, Tyre Shop staff & By The Way / the shop crew. The duty of cleaning should be shared by all employees. However, dedicated sweepers must maintain the cleanliness of the retail outlet.

MINIMUM QUALIFICATION REQUIRED FOR STAFF IN VARIOUS CATEGORIES.

Staff Category	Minimum Education
Manager	Graduate
Accountant	Graduate
Fore Court Manager	Intermediate
Cashier	Matric
Filler	Matric
Wiper Boy	Matric
Guide Boy	Matric
Car Wash, Oil Change, Air Pressure, Tyre Shop Staff	Middle
Janitorial Staff	Middle
By The Way	
Manager	Graduate
Cashier	Intermediate
Helper	Matric

RECRUITING EMPLOYEES

As mentioned earlier, success of a retail outlet greatly depends on employees. Thus it is critical that you follow the employment application form (attached). You should use this form regardless the applicant has come of the street looking for work, responded to an advertisement, or came recommended by somebody you trust.

We recommend that you always hire your employees on a probationary basis. This period allows you to know the person and his work and habits. It also allows you to decide whether or not the person is suitable for the required functions. It is recommended that this probationary period should not be greater than 3 months. *The Retailer should strictly follow all the Government rules and regulation regarding the Human Resource at the retail outlet.*

After establishing the need to fill a specific position you may advertise in the newspaper, place a banner or ask your acquaintances.

Employment Application Form

The first tool you will be using is the Employment Application Form. Make sure that everyone who applies for employment completes the application form. The employment application form acts as a screening device to help you decide whether or not the applicant meets the position's requirements. This form also helps you to conduct a good employment interview by providing you with an outline that you can follow. Make sure you observe the following rules:

- 1.1 Applicant should complete every portion of the application form. If required, the person who is taking the interview can help him to do so.
- 1.2 Applicant should indicate the portions of the form that are not relevant to his or her situation.
- 1.3 Never interview an applicant before you have had a chance to thoroughly review the application form.

JOB DESCRIPTION

The Retailer and staff at Byco retail outlet should adhere to their job descriptions which are as follows:

Position: Retailer

Position Summary: The Retailer is significantly responsible for the success or failure of the business, he or she must ensure that all staff members follow the procedures and practices set out in this manual. If the Retailer decides to delegate some of his duties, he or she should keep a close eye on the result of the delegated activities.

Retailer's Responsibilities:

Financial Management:

1. Preparing budget and ensuring its implementation.
2. Review all reports of operations.
3. Studying income statements to find ways to improve the financial performance of the retail outlet.
4. Reconciling the bank statements.
5. Ensuring timely payments to CPL.
6. Ensuring timely payments of salaries etc. to the staff.

Retail Management:

1. Reviewing employee's rosters and records regularly.
2. Protecting the corporate image of CPL.
3. Attending Retailer's meetings and conferences.
4. Reading all correspondence and newsletters from Head Office
5. Closely monitoring the retail outlet staff.
6. Maintaining adequate stock of CPL products.
7. Credit / debit card machine should be placed near the dispensing unit for the convenience of the customer.
8. For effective operations of debit / credit card, staff should be trained by the credit card machine providers for carrying out the smooth operations.
9. Implementing any instructions provided by CPL.

Marketing

1. Development and increasing sales.
2. Must be aware of competitors in the area.
3. Keeping statistics related to sales and promotions.
4. Making promotional proposals and discuss with CPL officials.
5. Should be informed of any local events.
6. Development and monitoring marketing staff.

EHS

1. Keeping a set of all keys.
2. Keeping the telephone numbers of CPL Members and other related CPL officials.
3. Providing all his/her telephone numbers and home addresses to at least two staff members of each shift and related officials of CPL.
4. Ensuring all safety and security equipment is operational at all times.
5. Maintaining the updated emergency telephone numbers list in the Retailer's room.
6. Emergency numbers list to be displayed in the office or any other visible place.
7. Ensuring that the staff should remain vigilant at all times.
8. Implementing EHS instructions provided by CPL.

Position: Manager

Reports To: Retailer

Position Summary: Retail outlet Manager is responsible for overall smooth operations at the retail outlet. He/She is responsible for keeping records and accurate reports on operations and banking of all money received. Supervision of all staff activity and ensures staff adheres to the CPL standards. He/She should also ensure that customer service and house-keeping standards are maintained at all times.

Tasks, Duties and Responsibilities

General

1. Courteous to customers.
2. Must be highly EHS conscious.
3. Maintain good house-keeping standards at retail outlet.
4. Always handle all assignments with a positive and enthusiastic attitude.
5. Maintain the hygiene and cleanliness of the entire operation.

6. Ensures that Daily weekly checklist is maintained properly and regularly.

Product Ordering

1. Responsible for ordering of all products according to the requirement.
2. Ensures that there is sufficient stock of all times needed at all times.
3. Places orders with sufficient lead-time for the products.
4. Places requests for the replacement or repair of equipment to the Retailer / CPL.

Receiving Goods

1. Must receive deliveries according to the procedure set out by CPL.
2. Ensures all EHS Standards are met when receiving products at the retail outlet.
3. Ensures that all stock is stored in the correct storage facility.

Cash Receipts and Deposits

1. Ensures that cash and sales are reconciled on daily basis.
2. Ensures that all CPL financial books are maintained properly and regularly.
3. Ensures that cash above seven thousand from each cashier on the forecourt is deposited into the drop box.
- 4.

Petty Cash Float

1. Approves all petty cash purchases.

Ensures that all petty cash entries are backed up by an invoice.

Customer Services

1. Supervises staff constantly to ensure fast and friendly.
2. Meets with the customers regularly to get the feedback.
3. Ensures the implementation of customer service points.

Equipment

1. Coordinates and supervises the cleaning and maintenance of the facilities and equipment utilizing the Daily / Weekly Checklist.
2. Informs CPL related personnel if any equipment is not working properly.

Staff Management

1. Supervises the activities of all staff.
2. Ensures the standard of hygiene and cleanliness and customer service are maintained throughout the operation.
3. Provides staff for interview, hiring, training and evaluating.
4. Motivates the staff.
5. Ensures that all employees adhere to the CPL guidelines.

6. Provides basic initial training to the newly hired staff.
7. Adjusts the daily schedule and re-allocates personnel to complete essential duties.
8. Observe all employees at the beginning of the work shifts to ensure their compliance with appearance and uniform standards.
9. Monitors employee attendance and take necessary actions.
10. Inducts new employees as and when required.
11. Treats staff with courtesy, respect and displays good listening skills.

Position: FM (Forecourt Manager)

Reports To: Retailer / Manager

Position Summary: Forecourt Manager is responsible for the overall smooth operation at the forecourt. He is responsible for meeting with the customer regularly to get their feedback. He is responsible for the implementation of CPL service standards at the forecourt. He should maintain good house-keeping at the forecourt at all times. He is also responsible for ensuring the deposit of exact cash to the accountant according to the sales.

Tasks, Duties and Responsibilities

General

1. Courteous to the customers.
2. Arrives at work on time according to the shift schedule.
3. Does not take break during busy hours.
4. Displays a positive and enthusiastic approach to all assignments.

Beginning of the shift Procedures

1. Takes over the shift from the previous FM.
2. Notes the meter readings of all the dispensing units.
3. Notes the quantity of product available in the tanks.
4. Make sure the credit card machines are in proper working order and that there are sufficient credit card vouchers for the shift.
5. Ensures that all lubricant stands are fully stocked at the forecourt.
6. Ensures that all staff members are in full and proper uniform and are in good personal hygiene.

Cash Receipts and Deposits

1. Ensures that cash and sales of the shift should always reconcile.
2. Ensures that cash above seven thousand rupees from each cashier is deposited in to the drop box.

Customer Service

1. Makes sure that forecourt staff is serving the customer quickly and efficiently.
2. Makes sure that staff is courteous with the customer.
3. Makes sure that staff is performing all eight points of customer service.

Cleaning and Maintenance

1. Ensures that the forecourt is clean at the beginning of the shift and that the cleanliness standards are maintained during the shift.
2. Equipment must be kept clean and in proper working order. All equipment faults must be reported to the Manager or Retailer immediately so that the fault can be repaired.
3. Ensures that the toilets are clean and correctly stocked with toilet paper, paper towels, soap etc.

Safety & Security

1. Deposits cash in the drop safe periodically throughout the shift.
2. Does not count cash at the area where customers can watch.
3. If a robbery is suspected, calls the Manager or Retailer immediately, and does not attempt to deal with the situation himself.
4. Prevents customers from entering the office, storeroom and other backup areas.

Position: Cashier

Reports To: Forecourt Manager / Manager

Position Summary: The Cashier's main area of responsibility is to take receipt of all customer payments and ensure safety of all money. He is responsible for providing exact cash according to the sales made from the dispensing unit under his jurisdiction. Furthermore, the cashier is responsible to ensure that the staff working with him should be efficient in providing customer service. Maintaining good house-keeping around his area of work is also the cashier's responsibility.

Tasks, Duties and Responsibilities:

General

1. Arrives at work on time according to the shift schedule.
2. Signs the attendance registers.

Beginning of the Shift Procedures

1. Notes the meter readings of the dispensing unit.
2. Ensures that lubricant stand is properly stocked.
3. Ensures that forecourt staff working with him is in full and proper uniform and possesses good personal hygiene.

Handling Transactions

1. Processes customer transactions efficiently and accurately and provides the correct amount with clean and large denomination notes to the customer.
2. Checks card expiry date if customer is paying by credit card.
3. Checks the credit card machine voucher for accuracy and get the voucher signed by the customer and retain the copies.
4. Informs the management regarding the requirement of loose cash before the public holidays.

Customer Service

1. Greets customer as he goes to collect the amount and says Allah Hafiz to the customer after the transaction is made.
2. Makes sure that the staff is serving the customer quickly and efficiently.
3. Makes sure that staff is courteous with the customer.

4. Makes sure that the staff is performing all eight points of customer service.\

Cleaning and Maintenance

1. Ensures that his forecourt area is clean and the house-keeping standards are maintained during the shifts.
2. Ensures that the equipment is clean and in proper working order.
3. Reports all equipment faults to the FM immediately so that the fault can be repaired.

Safety & Security

1. Deposits cash in the drop box throughout the shift after regular intervals.
2. Does not count cash at the area where customers can watch.
3. Makes sure that the dustbins are cleaned regularly.

Position: PUMP ATTENDANT

Reports To: Cashier

Position Summary: Pump attendant is primarily responsible for the sale of fuels and lubricants on the forecourt. Maintaining good house-keeping standards within his working area is also one of the duties.

Tasks, Duties and Responsibilities

General

1. Arrives at work on time and according to the shift schedule.
2. Makes sure that the uniform is worn at all times during duty, and that the standards relating to dress code are met.
3. Signs the attendance registers.

Beginning of the Shift Procedures

1. Takes over the shift from the previous attendants.
2. Fills the windscreen-cleaning unit with clean soapy water.

Cleaning and Maintenance

1. Cleans dispensing units, dispensing unit-island, hoses, nozzles & dustbins.
2. Empties all dustbins (Outgoing shift)
3. Reports faulty equipment to the cashier immediately.

Customer Service

1. Greets the customer in a warm and friendly manner.
2. Provides the motorist with fast, efficient and friendly service.
3. Performs all the eight points of customer service.

Position: Car Wash Staff

Reports To: Retailer / Manager

Position Summary: Car Wash Staff is responsible for proper use of the car wash equipment and to ensure that all customers are attended promptly and that their service requests are carried out in a professional and efficient manner.

Tasks, Duties and Responsibilities

General

1. Arrives at work on time and according to the shift schedule.
2. Wears full and proper uniform during work.
3. Signs the attendance registers.
4. Does not take breaks during peak or busy hours.
5. Displays a positive and enthusiastic approach.

Beginning of the Shift Procedures

1. Ensures that there is sufficient detergent available to properly operate the car wash.
2. Ensures that the area around the car wash is clean and tidy.
3. Drains air compressor water.

Cleaning and Maintenance

1. Fulfills the cleaning and maintenance requirement of Daily / Weekly checklist.
2. Empties all dustbins.
3. Reports faulty equipment to the Retailer or Manager immediately.

Customer Service

1. Greets the customer in a warm and friendly manner.
2. Provides the motorist with fast, efficient and friendly service.
3. Ensures the customer's requests are dealt quickly and efficiently.

STAFF ROSTERS

To ensure that all shifts have sufficient number of staff on duty, CPL suggests that Manager should make use of a staff roster or timetable. Manager should ensure that all staff understands the timetable. Set up your timetable as follows:

1. Prepare a timetable for the whole month.
2. Finalize the timetable before the end of the previous one. Keep in view the staff's day off request, leave and special occasions.
3. Be fair and consistent when assigning tasks to the staff.
4. Request staff that any requests for changes to the timetable must be communicated to the Retailer or Station Manager, well before time.
5. Only approve the requested changes if the duties are not affected or if a replacement can be made.

Managing staff is a challenge for employees. Staff hired for the retail outlet comes from a variety of backgrounds. Procedures should be followed carefully from selecting employees to managing their performance. It is vital to understand the importance of recruiting, interviewing, orientation and training the staff in the employment process. These beginning steps can have a tremendous impact on the performance of the staff.

DISCIPLINARY PROCEDURES

General Rules and Regulations

It is management's right to exercise discipline in the workplace and determine the standard of behavior and work required of all employees. In doing so, management must ensure that all acts of discipline are lawful, fair and consistent. To ensure this, a proper procedure must be established and adhered to. The following is to be ensured:

- **Disciplinary Code or Employees**
- **Special Provisions Applying to Forecourt Staff.**

DISCIPLINARY CODE FOR EMPLOYEES

Employees are expected to comply with these rules and regulations. Disciplinary action will be taken against any employee who does not fully adhere to the rules and regulations. Such disciplinary action could lead to dismissal. The retail outlet rules and regulations are as follows:

- ⇒ Staff must be punctual. Unexcused or unauthorized absence from work will not be tolerated
- ⇒ Staff must remain in full uniform when on duty and must be clean, neat and tidy.
- ⇒ Staff is expected to carry out their work performance in an efficient and diligent manner at all times.
- ⇒ Absence from work due to sickness or unforeseen reasons should be reported to the employee at the earliest convenience on the first day of such absence. Sick leave will be granted, however, staff must submit a sick medical certificate within two working days upon return to work.
- ⇒ Absence from work for a continuous period of five days and failure to notify the employer of the reason for such absence will be regarded as desertion.
- ⇒ Staff is expected to follow fair and reasonable instructions from Manager / Retailer.
- ⇒ Staff should remain honest and act in the best interest of the retail outlet. Dishonesty of any kind will NOT be tolerated.
- ⇒ All retail outlet property must be handled with care.
- ⇒ Staff may not carry out any private work while on duty unless management has granted written permission.
- ⇒ Staff is not allowed to perform any work that may be in competition with the employer's business.
- ⇒ Threatening and/or intimidating fellow staff member, management or any member of public will not be tolerated.
- ⇒ No weapons may be brought onto retail outlet premises at any time.
- ⇒ Staff may not borrow any money from the retail outlet, without the written permission of management / Retailer.
- ⇒ Any form of violence will not be tolerated.
- ⇒ Staff is not permitted to commit any act of sabotage.
- ⇒ Insulting and/or abusive behavior will not be tolerated.
- ⇒ Staff is not allowed to participate in any illegal form of protest/rally.
- ⇒ Staff is not allowed to participate in any form of Protest/rally with CPL uniform.
- ⇒ Employees are expected to work in day and night shifts.

CONDUCT JUSTIFYING DISCIPLINARY ACTION

Offence	Guideline Disciplinary Action
<ul style="list-style-type: none"> • Poor timekeeping. • Non-attendance / neglecting to inform the employer of absence. • Poor quality and/or quantity of work despite having received the necessary training. • Improper use of retail outlet property. 	Verbal warning/counseling followed by written warning and dismissal
<ul style="list-style-type: none"> • Sleeping during duty hours. • Vulgar/offensive language. • Neglect to carry out lawful and reasonable instructions. • Misuse of retail outlet vehicle. • Failing to report an incident. • Failure to clock in or sign the register. • Carelessness / failure to abide by the safety rules. 	First or second written warning. If offence recurs – final warning followed by dismissal
<ul style="list-style-type: none"> • Refusal to obey lawful and reasonable instructions • Rudeness / disobedience. • Threatening attitude to fellows. • Work stoppage. • Incitement to stop work. • Smoking in retail outlet premises. 	Final written warning/dismissal. Dismissal without a prior written warning should only take place if the offence has very serious implications
<ul style="list-style-type: none"> • Assault • Dishonesty • Forgery • Fraud • Sabotage • Theft • Unauthorized possession and / or disposal of company property • Gross negligence • Gross insubordination • Willful damage to company property and private property • Terrorization • Conviction of a serious criminal offence • False declaration of information on application of employment • Revealing privileged/confidential information • Behavior effecting the image and business of CPL. • Desertion and / or absconding (employee cannot be traced) 	Dismissal

DISCIPLINARY PROCEDURES

When an employer discovers that the staff has not adhered to general rules and regulations, the matter should be dealt with as follows:

- The employer should enquire into the matter to determine if the failure to adhere to the rules is serious or not.
- If it is considered to be of a serious nature, the employer is advised to counsel the employee or in certain instances, issue the staff with a verbal or written warning.
- The failure to adhere to the rules may be a minor one; however, if repeated several times it may have serious implications. Thus, the employer will issue first warning letter and if the problem persists employer will issue second warning letter. If the problem still remains then the employer could call a disciplinary hearing, which could lead to dismissal.
- The employer may use a “Letter of Warning” but should take note of the following points:
 - Letter of warning is generally valid for a period of upto six months. In the event of a serious circumstance, for example fraud or theft, the employer could expressly state that the warning will last upto one year.
 - If an employee refuses to sign a warning, the employer should explain the contents of the warning to the employee and have two witnesses present to sign that the staff member was issued with the warning and that this member refused to sign the warning.
 - The details on the letter or warning must be precise, especially with regards the nature of the offence. The employer should explain to the Staff Member exactly what the expected standard of behavior is.

When dealing with non-adherence to rules and regulations of a serious nature, the employer is advised to call for a disciplinary hearing. The employee may bring witnesses and evidence in defense. The employee has the right to cross-examine witnesses brought in by the complainant.

STAFF MOTIVATION

It is a fact that people are motivated to work for many different reasons. One reason is for money, but this kind of motivating force is often short term. Long-term motivation is created when staff members can see their efforts produce specific results. Often this is evident as a promotion, increased sales volumes, higher salary, larger responsibility and simple praise.

ANNUAL PERFORMANCE APPRAISALS

All employees will have areas in which they excel as well as areas in they need to improve.

- As a good manager you need to let your employees know both areas on a regular basis and ideally Retailer should not wait until the annual performance evaluation.
- Never just criticize the performance of employees, teach them and explain carefully the procedures they need to follow. Likewise, make sure that you let your employees know when they have done a good job, and the fact that you appreciate that they have made the effort.
- Every year you must evaluate your staff's performance in an official and formal manner.

PERFORMANCE LINKED BONUSES

Although the Labor Law will be the basis for the minimum salary increase, however, you can award your staff with an annual bonus. This annual bonus should not be given unless it is related to good performance.

There are simple but often overlooked guidelines that will assist you in managing and maintaining a motivated staff:

- Individual performance must be measured & rewarded
- Praise and acknowledgement of good job performance must be communicated when skill levels are attained.
- Specific areas of deficiency should be discussed where improvement should be made
- Involvement in decision making and planning will commit the individual to your team and make them feel that they are part of the business and its success, especially at the Fore Court Manager Level.

MEETINGS AND SPENDING SOME TIME WITH YOUR STAFF

Staff meetings are an excellent method to increase moral and motivation. These meetings also provide management with the opportunity to review outlet result and target small problems before they become more serious.

OTHER IMPORTANT FACTORS

The staff should inform the station manager in case of any accident or emergency within 24 hours.

HOLIDAY SCHEDULE & LEAVE

All staff at the outlet should be allowed one paid leave in one week. Due to the nature of the business, public holidays cannot be given on the same day. Such leaves should be compensated afterwards.

PAY PERIODS

Pay should be given regularly at the end of the month with the exception of Eid / Christmas, where some portion may be given in advance.

BREAKS & MEALS

Break must be given to the staff for meals. The staff should be given proper rest to ensure that they are physically able to perform their duties well.

SMOKING

Smoking is strictly prohibited at the retail outlet.

TIMINGS FOR SHIFTS

The duty hours for shifts should be as per government regulations & Labor Law.

MINIMUM WAGE

The Retailer is required to pay salary as per job description, position, experience etc. The law of minimum wage should be strictly implemented.

PERSONAL HYGIENE

INTRODUCTION

At CPL, we believe that success or failure of any business is mainly due to its staff. We also believe that our greatest assets of Retail Operation are our forecourt staff as they are our frontline representatives.

The first impression of our site & staff is extremely significant. If the site is tidy but the staff is in shabby condition, it would always leave a bad impression on the mind of our customers. A neat site with smartly dressed clean staff is always considered a blessing by a customer.

It is expected that every staff must follow the below mentioned requirement of personal hygiene. The guidelines are provided to fulfill these standards at retail outlet.

What is Personal Hygiene?

Neatness, cleanliness, and presentation of oneself is called Personal Hygiene.

Bad Personal Hygiene

Untrimmed and unkempt hair, face without proper shave, unclean teeth, bad breath, long nails, unclean body, improper and incomplete uniform are the examples of bad Personal Hygiene.

Good Personal Hygiene

Good Personal Hygiene is to keep your complete body and clothes in a neat and clean manner.

Importance of Good Personal Hygiene

In our business where product is invisible during refueling and prices are almost same, good personal hygiene is one of the important factors for gaining a business edge. Customers expect to go to the retail outlet where staff has good personal hygiene.

Disadvantages of Bad Personal Hygiene

Bad personal hygiene is a disadvantage to the business and individual himself too. The retail outlet can lose customers and individual can lose his health.

Advantages of Good Personal Hygiene

Good personal hygiene is an advantage to the business and individual himself. The retail outlet can maintain and increase its customer base and individual can maintain his health in a good condition.

Maintaining Good Personal Hygiene

Staff should clean their hands whenever it is required during job, take a bath at least once a day, clean teeth, shave every day, clip nails every week, get their hair trimmed every month, press uniform every day, wash uniform whenever it is required and wear complete uniform during the job.

Appearance of Forecourt Staff

Forecourt Staff is the main source of communication with customer. Customer's perception of quality of our service standards will therefore be determined by their appearance.

Despite good services rendered by a Forecourt Staff (FS), if he is not neatly dressed and groomed, it can still result in an unfavorable impression on the customer.

Retail outlet management should ensure that the staff must present a clean and orderly appearance to create a good image in front of the customers.

Uniforms

Uniforms are a part of Byco's image. The uniform gives a professional appearance, therefore its protection and proper presentation is very important. The management of the retail outlet should ensure that all staff working at the retail outlet should wear proper and complete uniform during duty hours. Management should also ensure that the staff should not wear the uniform or part of uniform except duty hours.

All staff present at Byco retail outlet is given special uniforms for their identification. Energyico Pk limited is responsible for providing the uniforms. The cost of each uniform will be 50% shared by CPL.

Staff Entitlement for uniforms

UNIFORM SPECIFICATION	CATEGORY
Shirt (Cool Grey), Trouser (Charcoal)	FM
Shirt (chartreuse) , Trouser (Charcoal), Cap (Charcoal)	Cashier
Shirt (chartreuse) without additional front pockets, Trouser (Charcoal), Cap (Charcoal)	Attendant
Shirt (Citric), Trouser (Charcoal), Cap (Charcoal)	BTW Staff
Dungaree (Charcoal) and Cap (Charcoal)	CW/OC/TS
Dungaree (Sky Blue) and Cap (Charcoal)	Janitorial
Shoes in winter and sandals in summer	ALL
Car wash Chappal	CW
Parachute coverall in winter	CW
Jacket (Charcoal) in winter	ALL
Gloves and whistle	Guide boy
Full replacement of uniform in summer and winter. Two sets of uniforms should be given to each staff member in both seasons	

FM: Forecourt Manager

BTW: By the Way Staff

CW: Car Wash

OC Oil Change

TS Tyre shop

Name Tags

All staff is provided with name badges by CPL, the cost will be borne by the Retailer. **No employee should be allowed to work at the retail outlet without proper name tags.**

SUPPLY & DISTRIBUTION

INTRODUCTION

At CPL, we are devoted to provide precise quantity and unsurpassed quality of products to our customer through our committed fleet of Tank Lorries.

It is extremely important for the Retailer & his associates to understand the procedures of order placement & tank lorry decantation along with EHS guidelines.

TANK LORRY DECANTATION PROCEDURE

Both the Tank Lorry Driver & the Retailer representative receiving the product are responsible to ensure that the decantation process is carried out in accordance with the established procedure. Both have to discharge their duties to ensure that the whole decantation process proceeds safely and without any incident. The procedure is as follows:

BEFORE DECANTATION

Sr. #	ACTIVITY	Responsibility
1.	When the Tank Lorry arrives at the retail outlet, the Retailer's representative should guide the tank lorry driver to park the T/L near the decantation point at a smooth surface for dipping.	Retailer's representative
2.	The T/L driver would hand over the delivery document & other relevant documents to the Site Manager / Retailer's representative.	Retailer / Site Manager / TL Driver
3.	Retail Outlet representative must provide the due payment instrument to the tank lorry driver before the decantation, which should be equal to the price of the product received. Decantation will not take place without due payment instrument.	Retailer / Retail Outlet Rep. / TL Driver
4.	The Retailer representative must check the customer's name, date, vehicle number, product and volume on the delivery document. The seals must also be checked at this point to ensure these are properly intact & their numbers correspond to those mentioned on the delivery document.	Retailer / Manager
5.	Tank Lorry reporting and dipping time must be recorded on the delivery document & dipping and decantation process must start within thirty minutes of its arrival.	Manager / TL Driver
6.	Fire extinguisher and sand buckets should be placed near the decantation point	Manager
7.	Upon inspection, if seals are not found properly intact or there is	Retailer / Manager

	any mismatch with the seals mentioned on delivery note/invoice, then the Retailer/Manager has the right to refuse decantation of product and should inform the relevant supply point immediately. Every tank lorry has a valid calibration chart duly verified by the Department of Weights and Measures. Retailer/Manager must check the validity of the calibration chart of the vehicle (available with the T/L driver) and the dip readings of its various chambers for a particular volume. The dispatch dip readings on the DN/Invoice must be the same as those mentioned in the calibration chart for a particular volume. If the dip matches, then the Retailer/Manager should proceed further otherwise inform the supply point for any variation. In such a case, decantation should only be carried out after receiving confirmation from the supply point.	
8.	In the presence of the T/L driver, the Retailer representative should check the dips of each compartment as per delivery document. Dips should be taken with the help of a standardized dip rod through dip hole on which the dip checking paste and water finding paste have been properly applied.	Manager / TL Driver
9.	The exact dip readings in the chambers should be mentioned and signed on the delivery document by the driver and the Retailer rep/Site Manager.	Manager / TL Driver
10.	The dip shortage will be recorded on all copies of the delivery document along with the signature of Retailer/Site Manager and Tank Lorry Driver.	Retailer / Manager presence is must
11.	The Site Manager should ensure that the underground tank has sufficient space for the product <i>BEFORE</i> giving the driver a go ahead to proceed with T/L decantation.	Retailer / Manager presence is must
12..	Bonding cable should be properly attached before decantation. One end of the bonding cable should be attached with the plate (without any paint) on the tank lorry near opening valves and other end should be attached with the plate (without any paint) near underground tank valves.	Manager / TL Driver
13.	Product samples should be drawn from the tank lorry chambers before decantation and must be signed and sealed both by the Site Manager and tank lorry driver. The samples should be properly stored at the retail outlet till the next decantation. If the product samples are not clearly visible and have some particles (sludge etc.) then decantation should not proceed. CPL representatives should be informed for further actions.	Retailer / Manager / TL Driver
14.	The decantation points (valves) of underground tanks and of tank lorries should be properly color-coded i.e. Black for HSD, Red for MS and Yellow for HOBC. Hosepipe should be connected to same color-coded decantation points.	Retailer / TL Driver

15.	Tank lorry decantation coupling should not be opened using metal hammer. If required, only wooden hammer should be used.	TL Driver
16.	Underground tank covers should be closed before decantation.	TL Driver / Manager
17.	Make sure that the vent pipes of the underground tanks are not choked.	Manager
18.	Driver will start the decantation, <u>ONLY</u> if the Site Manger or his nominee is present at the retail outlet to monitor the decantation process. The driver can refuse decantation in case of non-availability of any responsible person.	TL Driver / Retailer/ Manager
19.	The T/L driver will attach/fix the decantation pipe first with the valve of the T/L and then with that of the underground tank before opening the T/L valve for decantation, <u>ONLY</u> in the presence of the representative/manager of the site.	T/L Driver / Site Manager
20.	Driver will not carry out decantation of tank lorry, if in his view the situation / environment is unsuitable / unsafe or the customer representative is not present at decantation point.	Retailer / Site Manager / TL Driver

DURING DECANTATION

Sr. #	ACTIVITY	Responsibility
1.	The retail outlet representative must be present at the decantation point during the entire decantation process.	Retailer / Site Manager
2.	All EHS measures should be adopted before the start of the decantation process e.g. <ul style="list-style-type: none"> • Proper use of bonding cable. • To keep fire extinguishers & sand buckets near the decantation points. • Availability of proper lighting at the decantation point. • Availability of clean and clear space for the quick exit of T/L in case of any emergency. 	Retailer / Site Manager / TL Driver
3.	During the discharge the driver / helper must position himself to be in full view of the pipe connection ensuring that the hose & coupling are secure and not leaked.	TL Driver
4.	One of the drivers or helpers should remain at the driving seat so that tank lorry could be taken out of the retail outlet in case of an emergency.	TL Driver / Helper
5.	The site manager has to be in full view of likely openings (e.g. dip hatch) from where the overflow could take place.	Retailer / Site Manager

AFTER DECANTATION

S. No.	Activity	Responsibility
1.	When the decantation is completed, the driver after ensuring that the product has fully been drained from the chamber will remove the pipe, first from the T/L valve and then from the underground tank valve. He will further make sure that the product is not spilled on the ground during the removal of the pipe.	TL Driver
2.	The Station Manager is to ensure in the presence of the Driver that the chamber is completely drained.	Retailers / Site Manager / TL Driver
3.	The Station Manager will sign & stamp the delivery document to confirm that the product has been received as per demand. He will keep the original (first) copy and hand over rest of the duly acknowledged and stamped copies to the tank lorry driver.	Retailer / Site Manager / TL Driver
4.	The Station Manager must arrange to provide assistance to the driver for safely moving the T/L out of the decantation area.	Retailer / Site Manager / TL Driver
5.	Tank Lorry exit time must be recorded on the delivery document.	Retailer / Site Manager / TL Driver

STOCK RECIEPT PROCEDURE FOR TANK LORRY DECANTATION

While decanting the tank lorry, the following procedure should be observed:

1. Tank lorry should be made to wait for 20 minutes on a flat level area so that the product settles down.
2. Once the product has settled down dips should be taken so as to measure the actual dip with the quantity stated in the invoice.
3. After verifying the dip, the decanting point of the lorry should be connected to the fill point of the underground storage tank via hose pipe. At the same time a bonding cable should be connected between the underground tank & the vehicle chassis for earthing. Check for any leakage during decantation.
4. Complete product decantation from the lorry should be ensured by the Retailer or his authorized representative. The stamped / signed copy of the delivery document should be handed over to the tank lorry driver.

EQUIPMENT HANDLING

INTRODUCTION

To achieve operational excellence, it is vital for a retail outlet to have all the equipment in excellent working condition. It can only be achieved when the equipment has lesser breakdowns, periodic maintenance & proper handling.

DISPENSER

The dispenser is one of the most important equipment at a retail outlet, as the sales are dependent on its proper functioning and general appearance. Customers like to get their vehicles refueled from an efficient machine, which does not only mean accurate measures & short time, but also the neat and tidy look. Therefore, Cnergyico Pk Limited recommends the following tips for handling the dispensers:

1. Clean the dispenser body completely with a dry cloth.
2. Never use any solvent or petroleum liquid to clean the painted surfaces or the plastic display panels of the dispenser.
3. Clean the hosepipe.
4. Never let the hosepipe lie on the ground, as a passing vehicle could damage it. Always hang the hose pipe back at its location.
5. Always take out and insert back the nozzle from boot with care and without scratching the Dispensing Unit body.
6. Never throw the nozzle down on floor or on dispensing Unit Island as it is breakable.
7. Do not preset buttons with any sharp object; always press these gently with fingertips.
8. Never leave a refueling vehicle on automatic fill mode unattended as the customer may break the hose pipe and nozzle by moving his vehicle, assuming the refueling is complete.
9. Dispenser paint would last longer if car wax is applied on painted surfaces monthly.
10. In the event of a breakdown, consult CPL staff or approved supplier. Never try to repair the same by yourself.

CNG

Following should be taken care of before commissioning of the CNG facility:

1. Equipment must have an approval for make & type from CPL.
2. The Equipment should be installed / fitted by the company approved supplier and installer as per CNG rules 1992.
3. CNG operator will be responsible for getting all the Government approvals, such as OGRA provisional license, explosive license, building plan approvals, HDIP certification and OGRA marketing license, before starting the sales.
4. Retailer / operator need to enter into an agreement for CNG facility with the company before the start of CNG sales.
5. The CNG facility will be audited by the company staff or an external auditor in light of safety / technical pre commission audit **Annexure (a)** enclosed/attached.
6. The operator shall hire the CNG staff well conversant with the safety requirements as well as the technical aspects of the equipment.
7. The operator will ensure the availability of firefighting / safety equipment at the CNG location as required by different govt. authorities.
8. The operator shall arrange gas detector at the location advised by the company engineering department. The company will advise the type/make of such equipment.
9. The operator shall submit the following documents to the company before start of the sales:
 - Installer certificate for safe installation of equipment as per CNG rules 1992.
 - Low pressure / home line welding/pressure test certificate by Gas department approved welder/contractor.
 - High Pressure lines test certificate by the installer.
 - Compressor and cascade certificates by the inspecting authority i.e. Lloyds, SGS and Dot etc.
 - Dispenser test certificate issued by inspecting authority.
10. All the gas hose lines should be kept in open(if possible).
11. The underground pipes should be tightly packed with sand or well ventilated.
12. A 4-hour fire rated wall must shield gas storage cylinder cascade.
13. Recommended & approved explosion proof light should be used in the CNG compressor room.
14. There should be proper air circulation & ventilation in the compressor room.
15. The electrical connections should be flame proof.
16. All the equipment & pipe work must be tested at recommended high pressure, before use (1.2 times operating pressure).
17. The CNG dispenser, compressor cascade & DB should be properly earthed.
18. The dispenser nozzle hose should be of an approved type.
19. Following signs should be displayed in English as well as Urdu:

- a) No Smoking
- b) No open flame
- c) No unauthorized person
- d) This machine may automatically start at any time
- e) Filling procedures
- f) No parking & No standing

Following should be taken care of during the operations of CNG facility:

1. The operator shall maintain daily log sheet for the equipment and will present the record to company officials on demand during the sites visits. **Annexure (b)**
2. The operator shall perform weekly leak tests of the equipment and keep a record at the site all the times. **Annexure (c)**
3. A monthly report in the light of above shall be submitted to CPL by 5th of next month on regular basis, failing which the company may stop CNG operation at the site. **Annexure (d)**
4. The Retailer / operator shall submit in advance the yearly maintenance schedule and will follow the activities mentioned therein.
5. The operator shall ensure that all the parts used/replaced in the equipment are certified and are of an approved type and should accompany safety certificate issued by the supplier. All such certificates will be kept in a file at the site for record.
6. No unauthorized person should be allowed to enter control room and/or compressor room.
7. There should be No leakage in the gas system
8. All the equipment safety valves/checks should be in proper working condition.
9. All the gauges should be in working order.
10. Emergency cut off switch must be functional.
11. There should be no naked wiring in the CNG compressor Room.
12. The moving parts of the compressor (belt etc.) must be covered at all times.
13. Operator must maintain a safe distance from the moving parts while operating a compressor.
14. All cylinder bursts should be positioned in such a way that they do not interrupt the worker / technician.
15. The CNG dispenser must not be dispensing excess pressure into the customer's storage cylinder.
16. The cable connections / gland should be tight & properly checked.

CNG SAFETY RELATED TO GAS LEAKAGE

CNG being colorless presents a major safety threat and the danger associated is generally underestimated. Gas accumulation at a confined space is a major safety

threat. It is also a considerable health hazard as continuous inhalation for prolonged periods seriously harms an individual. Therefore it is essential to understand CNG leakages and its consequences.

It is proposed that the forecourt staff manager shall nominate at least two people within the forecourt team as safety monitors. In case of any findings of gas leakage at the site these safety monitors will be informed immediately.

Safety monitors will then react quickly and follow the procedure mentioned below. Safety monitors will be given special training by CPL staff to identify gas leakages and to further train the whole site staff.

RESPONSE AGAINST GAS LEAKAGE

In case of gas leakages at the CNG installation, following actions should be taken immediately:

In case of gas leakage DO the following actions

1. Activate both electrical emergency cutoff switches. One related to CNG and the other related to rest of the retail outlet.
2. Close the valve of main supply of Gas.
3. Instruct all the customers present at the forecourt not to switch on the engines of their vehicles (if they are switched off) / to switch off the engines (if they are switched on), and evacuate the premises leaving their vehicles at the spot.
4. Eliminate all sources of ignition.
5. Call the Fire Service, Gas Company and CPL representatives.
6. Attempt to stop the leakage by closing the valves, both before and after the source of the leakage.
7. Evacuate the area and prevent re-entry of personnel not dealing with the emergency.

In case of Leakage DO NOT do the following actions

1. Do not panic.
2. Do not attempt to tighten fittings kept under high pressure.
3. Do not attempt to enter into cloud of leaking gas.
4. Do not let the people enter the retail outlet unless the Gas Company / fire brigade has declared the area safe.

GENERATOR

1. Check engine oil, Fuel, and radiator for water and battery water level daily.
2. Start the engine of the generator using the ignition switch, only if all the above are ok.

3. After starting the engine, let it run for a minute without any load for warming up of engine
4. Turn on the generator's main breaker and change over switch of Main Distribution Board after ensuring that the generator output voltage is OK.
5. Put the load on generator gradually by turning on the equipment one by one to avoid electrical surges and spikes.
6. Clean the generator body and engine daily.
7. Change the engine oil, fuel filter and oil filter after every 100 hrs.
8. Clean air filter weekly.
9. Ensure generator exhaust pipe is located outside generator room and the generator air intake port does not suck smoke.
10. The generator is a "stand by" generator & should be used as such. For long term load shedding/running, CPL staff should be consulted.

COMPRESSOR

1. Keep the compressor oil level between "H" (high) and "L" (low) marks. Do not operate the compressor having over filled or low filled oil.
2. Drain the water from compressor receiver tank weekly through the valve fitted at the bottom of tank.
3. Never try to adjust the automatic cut off switch your-self. Always call CPL Maintenance Department for any problem of low pressure etc.
4. Belt guard should not be removed, as there could be serious accident situations if any loose clothes get entangled.
5. Clean the air filter and complete compressor weekly.
6. Replace the compressor oil monthly.
7. Use only the "Compressor Oil" not "Engine oil".
8. The belts should be aligned having appropriate tension.
9. Do not touch the compressor body or tubing when in running condition, as these may get very hot.

OIL SUCTION MACHINE (OSM)

1. Clean the complete machine three times a day.
2. Don't overfill the waste oil tank.
3. Take care when moving the machine with waste oil filled in it, as the glass jar may break if it is not balanced and falls on the ground.
4. When inserting plastic probes into the dipstick pipe avoid contact with engine block or exhaust manifold.
5. Clean the jar inside by inducing Diesel or Kerosene at top of the jar (as per the method taught by the supplier representative) daily when closing the operation in the evening.

WATER COOLERS

1. Do not allow customers or staff to adjust the thermostat of the water cooler time & again.
2. Clean the front steel panel with detergent daily
3. Keep the wastewater drains open and clean the front tray daily
4. Ensure the water cooler body is earthed
5. Clean the condenser with air jet or with light jet of water fortnightly for enhanced efficiency of the water cooler
6. Don't fill large containers of cold water from water cooler, as it is designed for catering water in glasses.

AIR CONDITIONERS

1. Clean the air filters weekly, simply by removing the front grill in case its a window or cassette type. Pull down the filter only in case of split air conditioners.
2. Turn on the air conditioner after at least 3 minutes each time when turned off or whenever power is suddenly off.
3. Condensers should be installed under the shades and be cleaned quarterly for effective cooling.
4. Never cover the grills of remote condensers with clothes, rubber mats stacking empty cartons on top or on sides.
5. Don't turn on the A/C time & again if it is tripping off by the circuit breaker.

CHILLERS FREEZERS

1. For effective operation of chiller and freezers keep the ambient temperature inside the shop. Suggested temperature is 24 / 25 °C by keeping all the air conditioners operative.
2. Keep the stored items below the cooling zone (below the fans throwing chilled air).
3. Do not over stock the chillers and freezers. Remove cartons that hinder fast chilling action and give an untidy look.
4. Clean the chillers and freezers / outside using a soft dampened cloth soaked in mild detergent daily.

AIR GAUGE

1. Do not throw the automatic control valve on the ground. Always hang the hosepipes on the hook.
2. Hosepipe should not lie on the floor, as the vehicle can damage it.
3. Do not inflate the tires more than the recommended pressure.
4. Get the air gauge calibrated yearly through Cnergyico Pk limited.

5. Do not let the pressure-checking hosepipe remain inflated, as it will disturb the calibration of air gauge with the passage of time.
6. Do not use any solvent or fuel for cleaning the dial glass. Always use a soft damped cloth.

VOLTAGE STABILIZERS

1. Clean the stabilizers by dusting, as the choking of the vents will over heat this equipment.
2. Ensure the stabilizers are earthed.
3. Watch for the voltage reading and if found beyond the limit, turn it off and inform Energyico Pk limited.
4. Make sure that stacking of cartons or any other material do not block the vents of the stabilizers.
5. Ensure electric plugs and sockets are securely fitted and are not sparking.
6. Do not use any solvent or fuel for cleaning purpose.

SIGNAGES

1. Clean all the signs that are in the reach on daily basis by using a soft damped cloth or mild detergent. Never use any solvent, any fuel or any commercial detergent.
2. Clean the service board / dustbin / site name sign daily and remove the trash.
3. Clean the entire window glazing daily
4. Clean the canopy pillars up to 8 / 10 ft. daily; remove all hand marks using a soft detergent or soft damped cloth. Also, clean the island.

CAR WASH

1. Always hold fast the hosepipe before starting the car wash.
2. Check the crank oil regularly.
3. Do not start the dispensing unit with delivery valve closed; this will damage the internal parts of the Dispensing Unit.
4. Belts of the Car Wash Dispensing Unit should have appropriate tension.
5. Do not disable the safety valve of the Dispensing Unit.
6. Watch for moving pulleys and belts.
7. Always keep the Car Wash & its peripheral area clean at the end of the day.

HOIST

1. Raise the service hoist slowly and carefully using the hoist valves keeping in mind the height of the vehicle and of the ceiling.
2. Don't overload the hoist with heavy vehicles as it is only meant for cars.

3. When lowering down the hoist make sure that the hosepipe is not entangled in it, as it may get damaged and guide the hoist in the recess underneath.
4. Before lowering down the hoist, clean the polished surface of the plunger with a water jet as it will enhance the life of the oil seal.
5. In case of a damaged oil seal, the hoist will not stay on top rather it will move down. In this case, stop using the hoist and inform CPL.

EJECTOR PUMP

1. Do not close the delivery valves as long as the pump is in operation.
2. Do not try to adjust the flow of pump by fiddling with the adjustment bolts.
3. In case priming of the pump is needed, prime at the specified priming point only.

OIL WATER INTERCEPTOR

1. Remove oil from the oil chamber weekly.
2. Clean the oil water interceptor completely, removing all the sludge and waste material fortnightly or monthly depending upon the business.
3. After cleaning the oil water interceptor always fill all chambers with clean water first, then induce waste water from the service station / car wash.

DRAIN

1. Do not let the drains choke with dirt or debris.
2. Clean all the drains by lifting the steel gratings and removing the dirt and debris & ensuring its proper disposal.

Cnergyico PK Limited (byco)

Annexure "b"

Daily Log Sheet for CNG Station _____

Shift Incharge _____ Date _____ Time _____

[illegible]

Remarks

[illegible]

- Any Safety valves blowing
- Over heating of discharged gas
- Over heating of comp (cooling water)
- Any unusual noises (loaded/unloaded)
- Any Safety switch trip
- Motor protection switch trip

Cnergyico pk limited (Byco) Weekly checklist for CNG

Name of Site _____

Operator _____

Location _____

Date _____ Week No. _____

S. No.	Activities	Yes	No	Corrective Action
1	Any leaks of gas in the following activity area:			
	-Any signs of gas leakage in side CMS			
	- House line main valve after CMS			
	-Compressor inlet valve			
	- Non return valve			
	- All valves of compressor			
	- All gauges			
	- Fittings of blow down			
	- Discharge pipes of compressor			
2	Check			
	- All gauges are working normally			
	- Compressor working without any unusual noise/vibration			
	- Dispenser gauges / switches OK			

Name: _____

Signature: _____

Annexure "d"

Cnergyico Pk Limited
CNG Monthly Report for the month of _____
(To be submitted to CPL HO by 5th of next month)

Name of Site: _____

Operator: _____

Date: _____

Location: _____

S. No.	Act ivies	Yes	No	Remarks
1	The daily log sheet was completed throughout the month			
2	Weekly leak teak tests were carried out for all 4 weeks			
3	The compressor was working throughout the month trouble free (if no duration of non-operation)			
4	Any repair/maintenance work carried out			
5	Any part of CNG equipment replaced/changed/repaired			
6	If 5 is yes, part(s) replaced were certified/tested			
7	The following monthly scheduled maintenance jobs were carried out:			
	1.			
	2.			
	3.			
	4.			
	Remarks (if any):			

Name: _____

Signature: _____

Site seal

MAINTENANCE & ENGINEERING

INTRODUCTION

Maintenance & engineering is considered to be the spine of retail network. Without its proper support, the performance of the business can be relentlessly affected.

CPL has highlighted this issue & it is ensured that a comprehensive engineering maintenance plan is devised for the retail network to properly maintain the whole network.

The excellence in customer service can only be achieved when Company & Retailer network ensure the implementation of the above mentioned plan.

RETAIL OUTLET ENGINEERING

Following are the key elements, which should be covered in a comprehensive engineering maintenance plan for retail outlet:

- Trouble free dispensing units.
- Non-leaky pipelines, dispensing units and tanks.
- Proper illumination of retail outlet.
- Well – maintained service equipment.
- Building free of any civil or structural damages.
- Proper electrical wiring.
- Proper and approved light points and switches.
- Properly maintained & clean signage components.
- Properly maintained, trouble free generators & compressors.
- Working oil change machines.
- Proper By the Way equipment.
- Properly maintained firefighting equipment.

PREVENTIVE MAINTENANCE

All the equipment present at the retail outlet should be well maintained and it is only possible if Preventive Measures are taken regularly and properly. If there is any small defect, it should be removed at once. Ignoring the fault will only create problems. Well-maintained equipment will also satisfy our customers who expect prompt service from our side and this can be done when the equipment is in GOOD WORKING CONDITION.

Following are the main aspects of Preventive Maintenance:

- Planned Maintenance results in enhanced Operational reliability.
- Regular maintenance of the equipment helps in increasing sales at the retail outlet. If proper maintenance is not done regularly then frequent breakdowns occur.
- Proper maintenance increases the life of equipment and saves time and cost.
- Preventive Maintenance should be done through qualified technicians.
- The manager should sign the fitness certificate after the maintenance is done. The technician should take the certificate for record and payment.
- Ensure that all the equipment is cleaned regularly.
- Repairs should always be carried out IMMEDIATELY.
- If you find any leakage in the nozzle or the hosepipe of the dispensing unit, immediately stop sales from that particular dispensing unit and call the maintenance department.
- Preventive Measures should be done regularly.
- All staff should know how to operate the equipment properly.

If a dispensing unit is not working properly, place a proper 'OUT OF ORDER' sign on the Dispensing Unit. Never use hand-written signs, which look unprofessional.

MAINTENANCE REQUESTS

If the equipment and fixtures at the retail outlet have any maintenance problems then the complaint can be registered at CPL through following ways:

Emergency Telephone Number

Any complaints related to maintenance can be registered on the following number during working hours:

(021) 111-222-081 Ext. 242

Fax / Telephone/e-mail

Complaints can be recorded at CPL through UAN # / or on e-mail to the maintenance department of CPL. For further reference, UAN # & e-mail address is given below:

UAN #: **021- 111-222-081 Ext. 242**

E-mail: Customercare@cenergyico.com.pk

Additional Construction

Once the retail outlet is completed and commissioned, no construction / redesigning at the retail outlet should take place without the approval of the competent authorities of CPL.

MAINTENANCE & HOUSE-KEEPING

INTRODUCTION

Please find below clearly defined maintenance & house-keeping guidelines for a particular retail outlet explaining the work responsibilities of each individual. It also explains the frequency when the job needs to be done.

S. NO	DESCRIPTION	MAINTENANCE H/KEEPING	RESPONSIBILITY			FREQUENCY
			Company Financed	Semi Financed	Retailer Financed	
	<u>FORECOURT</u>					
1	Day to day cleaning including dispensers, floor, pump island tiles, dustbins.	House-keeping	Retailer	Retailer	Retailer	Thrice daily
2	Cleaning of all spills/leakage.	House-keeping	Retailer	Retailer	Retailer	Immediately
3	Disposal of all wastes.	House-keeping	Retailer	Retailer	Retailer	Daily
4	Verification of dispensers from weights and measures department.	Maintenance	Retailer	Retailer	Retailer	As required
5	Landscaped area including plants, grass, leaking faucets.	House-keeping	Retailer	Retailer	Retailer	Daily
6	Replacement of hose for lawn water supply.	Maintenance	Retailer	Retailer	Retailer	As required
7	Repair/replacement of Service blocks.	Maintenance	Retailer	Retailer	Retailer	As required
8	No smoking/switch off engine signs.	Maintenance	CPL	CPL	Retailer/CPL	As required
9	Repair and replacement of dust bins.	Maintenance	Retailer	Retailer	Retailer	As required
10	Repair/replacement of lube trolleys	Maintenance	CPL	Retailer/CPL	Retailer	As required
11	Repair/replacement of product plates.	Maintenance	CPL	Retailer/CPL	Retailer/CPL	As required
12	Repairing of water cooler / fire bucket shades.	Maintenance	Retailer/CPL	Retailer/CPL	Retailer	As required
13	Repair/replacement of fire point cabinet.	Maintenance	Retailer	Retailer	Retailer	As required
14	Refilling of fire extinguishers (All types)	Maintenance	Retailer	Retailer	Retailer	As required

15	Replacement of fire extinguishers.	Maintenance	Retailer	Retailer	Retailer	As required
16	Replacement of decantation signs.	Maintenance	CPL	CPL	CPL	As required
17	Retail/replacement of HRC poles, fixtures & bulbs.	Maintenance	CPL	Retailer	Retailer	As required
18	Replacement of wiring for HRC poles.	Maintenance	CPL	Retailer	Retailer	As required
19	Repair/replacement of Monolith / fascia & their luminary.	Maintenance	CPL	CPL	CPL	As required
20	Wiring of Monolith lights.	Maintenance	CPL	CPL	CPL	As required
21	Repair of surface drains with steel gratings.	Maintenance	CPL	Retailer	Retailer	As required
22	Cleaning of surface drains with steel gratings.	House-keeping	Retailer	Retailer	Retailer	Daily
23	Cleaning underground rain water and sewerage drains.	House-keeping	Retailer	Retailer	Retailer	As required
24	Repair of hard standing & approach roads.	Maintenance	CPL	Retailer	Retailer	As required
25	Repair of curb wall for landscaped area and approach road.	Maintenance	CPL	Retailer	Retailer	As required
26	Repair of underground drains & sewerage line.	House-keeping	CPL	Retailer	Retailer	As required
27	Repair of pump island tiles.	Maintenance	CPL	Retailer	Retailer	As required
<u>KIOSK BUILDING</u>						
1	Day to Day cleaning of windows, floor tiles, bath room fittings.	House-keeping	Retailer	Retailer	Retailer	Daily
2	Repair/Replacement of leaking faucets, toilet seat, clothes hanger, towel rail.	Maintenance	Retailer	Retailer	Retailer	As required
3	Repair/Replacement of emergency phone numbers sign.	Maintenance	CPL	CPL	CPL	As required
4	Painting (Internal & External). <i>Frequency will be reviewed periodically</i>	Maintenance	Retailer/CPL	Retailer	Retailer	Annually
5	Paintings touch up.	House-keeping	Retailer/CPL	Retailer	Retailer	As required
6	Repair/replacement of false ceiling.	Maintenance	CPL	Retailer	Retailer	As required
		Maintenance	Retailer	Retailer	Retailer	As required

7	Repair/replacement of window glasses/window blinds.					
		Maintenance	Retailer/CPL	Retailer	Retailer	As required
8	Repair/replacement of door closures / handles.					
		Maintenance	Retailer	Retailer	Retailer	As required
9	Repair/replacement of the tube rods/bulbs in Retailer office & Back store.					
		Maintenance	CPL	CPL	CPL	As required
10	Repair/replacement of fascia lights.					
		Maintenance	Retailer	Retailer	Retailer	As required
11	Repair/replacement of louvered gates.					
		Maintenance	Retailer	Retailer	Retailer	As required
12	Repair/replacement of water pumps.					
		Maintenance	Retailer	Retailer	Retailer	As required
13	Repair/replacement of attendant room cabinets.					
		Maintenance	Retailer	Retailer	Retailer	As required
14	Repair of exhaust/bracket fans.					
		Maintenance	Retailer	Retailer	Retailer	As required
15	Maintenance/servicing of air conditioner.(Co. provided only)					
		House-keeping	Retailer	Retailer	Retailer	Weekly
16	Cleaning of air conditioner fins & filter screen.					
		Maintenance	Retailer	Retailer	Retailer	As required
17	Maintenance of CPL shop equipment supplied by CPL i.e. deep freezers, coffee machines, TV, microwave oven chillers etc.					
		Maintenance	CPL	Retailer/CPL	Retailer	As required
18	Repair/replacement of shelving.					
		Maintenance	Retailer/CPL	Retailer	Retailer	As required
19	Emergency cut off switch.					
		Maintenance	Retailer/CPL	Retailer	Retailer	As required
20	Repair/replacement of Main DB.					
		Maintenance	Retailer/CPL	Retailer	Retailer	As required
21	Repair/Replacement of underground safe.					
	<u>FUELING SYSTEM</u>					
		Maintenance	CPL	CPL	Retailer	As required
1	Normal/operational repairs.					
		Maintenance	CPL	CPL	Retailer	As required
2	Accidental repairs(Company provided equipment only)					
		Maintenance	CPL	CPL	Retailer	As required
3	Normal repair/replacement of hose pipe.					
		Maintenance	Retailer	Retailer	Retailer	As required
4	Accidental repair/replacement of hose pipe.					

5	Normal repair of nozzle	Maintenance	CPL	CPL	Retailer	As required
6	Accidental repair/replacement of nozzle.	Maintenance	Retailer	Retailer	Retailer	As required
7	Replacement of display lights.	Maintenance	CPL	CPL	Retailer	As required
8	Painting of dispensers.	Maintenance	CPL	CPL/Retailer	Retailer	As required
9	Replacement of Dispensers internal wiring.	Maintenance	CPL	Retailer	Retailer	As required
10	Bolting down of dispensers to pump islands.	Maintenance	CPL	CPL/Retailer	Retailer	As required
11	Filling of sand under the dispensers.	House-keeping	Retailer	Retailer	Retailer	As required
12	Repair/replacement of suction pipeline.	Maintenance	CPL	CPL	Retailer	As required
13	Repair/replacement of line filters.	Maintenance	CPL	CPL	Retailer	As required
14	Cleaning of line filters.	Maintenance	CPL	CPL	Retailer	As required
15	Dip rods and charts.	Maintenance	CPL	Retailer	Retailer	As required
16	Vent pipes.	Maintenance	CPL	CPL	Retailer	As required
17	Fill points and Scully	Maintenance	CPL	CPL	Retailer	As required
18	Repair of safe guard.	Maintenance	CPL	Retailer	Retailer	As required
19	CI covers over earth point.	Maintenance	CPL	Retailer	Retailer	As required
20	Checking of earth resistance.	Maintenance	CPL	Retailer/CPL	Retailer	Annually
21	New earthling if required.	Maintenance	CPL	Retailer	Retailer	As required
22	Replacement of manhole covers.	Maintenance	CPL	Retailer	Retailer	As required
23	Repair of manholes.	Maintenance	CPL	Retailer	Retailer	As required
24	Cleaning of manholes.	House-keeping	Retailer	Retailer	Retailer	Daily
	<u>CAR WASH</u>					
1	Cleaning of all wastes.	House-keeping	Retailer	Retailer	Retailer	Daily
2	All kind of cleaning chemicals	House-keeping	Retailer	Retailer	Retailer	Daily
3	Cleaning of drain pipes.	House-keeping	Retailer	Retailer	Retailer	As required
4	Roll on shades maintenance.	House-keeping	Retailer	Retailer	Retailer	Weekly

5	Cleaning of oil interceptor.	House-keeping	Retailer	Retailer	Retailer	As required
6	Repair of oil interceptor.	Maintenance	Retailer	Retailer	Retailer	As required
7	Repair/replacement of oil interceptor's covers.	Maintenance	Retailer	Retailer	Retailer	As required
8	Repair of underground water tank.	Maintenance	Retailer	Retailer	Retailer	As required
9	Repair/replacement of underground water tank's cover.	Maintenance	Retailer	Retailer	Retailer	As required
10	Deep well bore.	Maintenance	Retailer	Retailer	Retailer	As required
11	Pump for deep well bore.	Maintenance	Retailer	Retailer	Retailer	As required
12	All piping work.	Maintenance	Retailer	Retailer	Retailer	As required
13	Replacement of lights.	Maintenance	Retailer	Retailer	Retailer	As required
14	Repair/replacement of floor/wall tiles.	Maintenance	Retailer/CPL	Retailer	Retailer	As required
15	Repair/replacement of steel gratings.	Maintenance	Retailer	Retailer	Retailer	As required
16	Repair of soak pit.	Maintenance	Retailer	Retailer	Retailer	As required
17	Air line from compressor.	Maintenance	Retailer	Retailer	Retailer	As required
18	Repair/replacement of hoist.	Maintenance	Retailer/CPL	Retailer	Retailer	As required
19	Repair/replacement of car wash hose.	Maintenance	CPL	CPL	Retailer	As required
20	Repair/replacement of air pipe.	Maintenance	Retailer/CPL	Retailer	Retailer	As required
21	Repair/replacement of drain pipes.	Maintenance	Retailer	Retailer	Retailer	As required
22	Water supply connection and sewerage connection fee & challan.	House-keeping	Retailer	Retailer	Retailer	As required
23	Painting. (Frequency will be reviewed periodically)	Maintenance	Retailer/CPL	Retailer	Retailer	As required
24	Paint touch up. (Annual)	Maintenance	Retailer/CPL	Retailer	Retailer	As required
25	Building's water proofing required.	Maintenance	Retailer/CPL	CPL	Retailer	As required
<u>TYRE SHOP</u>						
1	Air gauge & pedestal.	Maintenance	CPL	Retailer	Retailer	As required
2	Air line from compressor.	Maintenance	Retailer	Retailer	Retailer	As required
3	Replacement of air hose.	Maintenance	Retailer	Retailer	Retailer	As required

4	Compressor	Maintenance	Retailer	Retailer	Retailer	As required
5	Compressor filter / oil.	Maintenance	Retailer	Retailer	Retailer	Annually
6	Painting.	Maintenance	Retailer	Retailer	Retailer	As required
7	Paint touch up.	Maintenance	Retailer	Retailer	Retailer	As required
8	Doors/windows including glass & all fittings.	Maintenance	Retailer	Retailer	Retailer	As required
9	Replacement of lights.	Maintenance	Retailer	Retailer	Retailer	As required
10	Supply & repair of tyre shop equipment.	Maintenance	Retailer	Retailer	Retailer	As required
11	Water proofing of the structure.	Maintenance	Retailer	Retailer	Retailer	As required
<u>PRAYER HALL</u>						
1	Repair/replacement of water taps in the "Ablution Area".	Maintenance	Retailer	Retailer	Retailer	As required
2	Water supply & piping work in the "Ablution Area".	Maintenance	Retailer	Retailer	Retailer	As required
3	Cleaning of drainage system of "Ablution Area".	House-keeping	Retailer	Retailer	Retailer	As required
4	Doors, window glasses & fittings	Maintenance	Retailer	Retailer	Retailer	As required
5	Bracket / ceiling fans.	Maintenance	Retailer	Retailer	Retailer	As required
6	Light fixtures.	Maintenance	Retailer	Retailer	Retailer	As required
7	Water proofing of roofs.	Maintenance	Retailer	Retailer	Retailer	As required
8	Painting (Annual).	Maintenance	Retailer	Retailer	Retailer	As required
9	Paint touch up.	Maintenance	Retailer	Retailer	Retailer	Daily
10	Cleaning of all waste.	Maintenance	Retailer	Retailer	Retailer	As required
<u>CANOPY</u>						
1	Repair/replacement of any structural unit of canopy.	Maintenance	CPL	Retailer/CPL	Retailer	As required
2	Repair/replacement of false ceiling.	Maintenance	CPL	Retailer/CPL	Retailer	As required
3	Repair/replacement of under canopy lights.	Maintenance	CPL	Retailer/CPL	Retailer	As required
4	Repair/replacement of roof sheets.	Maintenance	CPL	Retailer/CPL	Retailer	As required

5	Repair/replacement of canopy's gutter.	Maintenance	CPL	Retailer/CPL	Retailer	As required
6	Repair/replacement of rain water pipes.	Maintenance	CPL	Retailer/CPL	Retailer	As required
7	Repair/replacement of water proofing of canopy.	Maintenance	Retailer	Retailer/CPL	Retailer	Monthly
8	Cleaning of canopy roof & drains.	House-keeping	CPL	CPL	CPL	As required
9	Repair/replacement of canopy wiring.	Maintenance	CPL	CPL/Retailer	Retailer	Monthly
<u>FASIA & SIGNS</u>						
1	Cleaning of canopy fascia & false ceiling.	Maintenance	CPL	CPL	CPL	As per schedule
2	Replacement of fascia & fascia lights.	Maintenance	CPL	CPL	CPL	As required
3	Repair of poles.	Maintenance	CPL	Retailer	Retailer	As required
4	Replacement of lights.	Maintenance	CPL	Retailer	Retailer	As required
5	Repair/replacement of Prime sign.	Maintenance	CPL	Retailer	Retailer	As required
<u>OTHER EQUIPMENT</u>						
1	Generator repairs.	Maintenance	Retailer/CPL	Retailer	Retailer	Every 150 Hrs.
2	Generator's oil & filter.	Maintenance	Retailer	Retailer	Retailer	As required
3	Generator oil & water check.	Maintenance	Retailer	Retailer	Retailer	As required
4	Repairing of oil suction machine.	Maintenance	Retailer	Retailer	Retailer	As required
5	Replacement of oil suction machine.	Maintenance	Retailer	Retailer	Retailer	As required
6	Repairing of water cooler.	Maintenance	Retailer	Retailer	Retailer	As required
7	Water supply to cooler.	Maintenance	Retailer	Retailer	Retailer	As required
8	Cleaning/drainage of w. cooler.	House-keeping	Retailer	Retailer	Retailer	As required
9	Wiring of water cooler.	Maintenance	Retailer	Retailer	Retailer	As required

	<u>MISCELLANEOUS</u>					
1	Verification of loads from WAPDA & KESC (for forecourt).	Miscellaneous	Retailer	Retailer	Retailer	As required
2	Litigations with third party due to any reason.	Miscellaneous	Retailer	Retailer	Retailer	As required
3	Explosive's violation's challan payment. (for unauthorized operation)	Miscellaneous	Retailer	Retailer	Retailer	As required
4	Verification of staff from Labor department.	Miscellaneous	Retailer	Retailer	Retailer	As required
5	Challan of government agencies such as Building Inspectors, Highway, Telephone, Municipal Corporation, Cantonment Board, Gas Department, Forest etc.	Miscellaneous	Retailer	Retailer	Retailer	As required
6	Verification of dispensers by Weights & Measures department.	Miscellaneous	Retailer	Retailer	Retailer	As required
7	All damage repair due to negligence of users.	House-keeping	Retailer	Retailer	Retailer	As required
8	Provision of car wash / tyre shop equipment including screwdriver, wrench, cleaning chemicals etc.	House-keeping	Retailer	Retailer	Retailer	As required

CONVENIENCE STORE

INTRODUCTION

Convenience store is capturing an increasing interest and demand from consumers. This idea also allows Retailers to add further to their profit generating opportunities. Also, it caters the varying needs of our customers, enhances brand image & amplifies fuel sales.

CPL has established a concept “By the Way”, which will provide one stop buying facility to all its consumers.

MERCHANDISING

Merchandising consists of various means available to retailers to effectively sell products required by their customers.

This includes:

- | | |
|---------------------------------|--|
| The Right Products: | You should know who your customers are and what their demands are. |
| The Right Prices: | Competitive pricing is achieved through bulk buying the items in demand, like premium pricing for impulse products and Grocery etc |
| In The Right Place: | The layout design of the shop should be such that products are easily identifiable; accessible and prominently displayed. |
| At The Right Time: | Seasonal products/ current products and products in demand with your customers should be offered. |
| In The Right Quantities: | Sufficient back-up quantities should be kept to avoid any run outs. However, inventory should be kept at minimum to have maximum turnover. |

MERCHANDISING TECHNIQUES FOR EFFECTIVE PRODUCT DISPLAY

1. GROUP PRODUCTS INTO DEPARTMENTS:

Arranging similar products into groups assists customers.

2. PLAN PRODUCT LAYOUT:

Individual products within each department should be presented in a systematic manner to offer customer easy access. Ensure all shelves/ fixtures and products are clean.

3. DETERMINE THE NUMBER OF FACINGS:

Facings increase product visibility to customers. This should be based on product's popularity and turn over. However, CPL team will assist you on this also. Always place product facings from the front to the back. Do not leave gaps between facings.

4. STOCK PRODUCT ON SHELVES:

Display products so that the labels are clearly seen. Ensure products are not soiled or damaged. Single fronts should always be used on the top shelf due to the risk of products being knocked over. Return damaged product to the supplier; CPL team will notify you of this policy.

5. ROTATE STOCK:

Bring older stock from the back of the shelf to the front while placing new stock at the back of the shelf.

Full shelves also give appearance of a prosperous business. Stock should reflect at least one week's inventory.

PRODUCT POSITIONING

Impulse purchases

These items are generally low cost and attractive, such as salty snacks, confectionery, ice-cream etc. which are purchased on impulse. These should be located in areas of high traffic flow such as sales counters and priced with higher margins.

Promotional items

These are new / seasonal, discounted or added value products. Customers are made aware of these products by advertising. These items should be prominently displayed and duly promoted. A lot of in-store promotions should be done as it adds / creates excitement for the customer.

Planned purchases

Here customers are searching for a particular product or type of product e.g. milk / bread / margarine etc. These items should be kept away from high traffic areas so that customers are able to see the other product offerings.

Related item purchases

These items go with other products/ they may be either planned or impulse purchases such as salty snacks placed near refrigerated soft-drinks.

Purchases requiring assistance

Customers may require assistance for items like wire leads / bulbs / plugs etc. Products which have specific application or a technical aspect to them also form a part of this merchandise.

PRICING

The recommended pricing policy should be following for all products available in the shop. Charging higher prices than the market is always discouraged by CPL as it can create distrust in our valued customers and can hamper the business. Proper price tagging should be placed on each product to help the customer find out the prices.

COMPETITION

It is important to know and understand your competition. Keep an eye on other convenience stores and stand-alone general stores located in the vicinity. This will help in knowing the customer demands and improving our services & sales.

STOCK ROTATION, EXPIRIES

It is critical that “first-in first-out (FIFO)” is maintained for all items. This means that the stock which is received first has to be sold first. No item, which has an expired shelf life, is to be sold in the shop. In any such event the Retailer will be held directly responsible.

SUGGESTIVE SELLING

It is important to ask the customer for complimentary products e.g. suggesting a pack of chips when the customer buys a soft drink. This helps boost sales of the shop.

PRODUCT DEVELOPMENT

The product which is offered should be able to generate a considerable impact on customer. You should have a consistent product range of leading branded items. However, it is needed to have an effective display arrangement of products in order to generate sales of high turnover and core (impulse) products.

To remain competitive, the following factors must be monitored that can have an immediate effect on sales and market share. These are:

1. Introduction of new products
2. Effects created by advertising - Have Bi-monthly promotions.
3. Changing prices

FACING

The best face of the product should be facing the customer. Facing is a very effective way to advertise the product range.

BLOCKING

Blocking is a practice of lining up a group of products in a vertical straight line. This presents an organized appearance and allows customers to find a range of choice on each shelf more easily.

VISIBILITY / LIGHTING

Keep the lights and pelmets illuminated. Customers from the street and forecourt are attracted to a well-lit store where windows are not blocked by display. Do not put posters on the glass windows. This is also important for security reasons.

CLEANLINESS

Floor, walls, shelves and wash-rooms should be kept neat and clean at all times.

SIGNAGE

- All inside and outside signage should be kept lit during the evening / night time.
- No one should change placement or design of any company signage.
- No new sign can be placed at any location without approval from CPL.

PROMOTIONS & SPECIAL ACTIVITIES

- Tell the customer about ongoing consumer promotion & special offers.
- Keep promotional / communication material (posters/display stand etc.) visible and well maintained.
- Keep proper controls on promotional stock.
- Ensure proper implementation to reduce pilferage.
- Keep proper record as intimated by CPL.

CUSTOMER SERVICE AT “By the Way”

Seven Points of Customer Service

1. Staff should say “Assalam-O-Alaikum, Welcome to Byco” to the customer. He should establish eye contact and smile while welcoming the customer (In case of male customers only)
2. Customers should be observed in the store and helped whenever required
3. During each customer purchase correct sales transaction and change handling procedure should be followed
4. Before totaling the purchase customers should be asked a related or promotional sales question by the Shift In charge (Suggestive selling)
5. Staff should say “Do come again, Allah Hafiz” to the customer while they are leaving the store.
6. Each sale should be recorded in cash register / POS software and customer should be provided with a receipt.
7. If the purchase is heavy in weight and the staff has time, than the staff should offer the customer to take his purchases to the vehicle.

Ten Points of Selling

1. Know what you are selling.
2. Never make your customer wait.
3. Greet your customer courteously.
4. Give your undivided attention to one customer at a time.
5. Present your product in a professional manner.
6. Suggest alternatives.
7. Convince customers that he / she are making the right choice.
8. Everything you do and say should make a positive difference.
9. Be patient while the customer makes up his / her mind.
10. Make sure that the customer is satisfied when he / she leaves.

Important & Necessary Skills

- Understand products, features and interpret them as customer benefits.
- Respond promptly; attend to customer inquiries & Complaints.
- Handle genuine objections by trying to see the customer’s point of view.

Personality in Selling

- Confidence. Ability to answer customer queries properly.
- Patience.
- Enthusiasm, eagerness to sell.
- Ability to smile.

What Customers LIKE?

- Politeness.
- Cleanliness.
- Patience.
- Friendly but professional behavior
- Fair prices.

What do Customers DISLIKE?

- Lack of product knowledge.
- Lack of professionalism.
- Unpleasant attitude.
- Unnecessary arguments.
- Waiting.

Key Areas of Customer Complaints

- Inefficient / rude / detached impersonal service.
- Limited / insufficient product range.
- High prices.
- No product knowledge.
- Poor product quality.
- Dirty environment.
- Expired products.

Queries

- Listen carefully and answer politely.
- If you don't know the answer, do not make up a wrong answer.
- Tell the customer that you do not know and you will check with concerned people.

PRODUCT CATEGORIES FOR STORE

#	Name of Category	Description
1.	Carbonated Soft Drinks	This category includes all the carbonated soft drinks like colas, orange and lemon drinks. Only those products are included which are carbonated e.g. Pepsi, Coke, Teem, Miranda etc.
2.	Tetra Drinks, Water and Miscellaneous	This category consists of <ul style="list-style-type: none"> - Fruit drinks like Frost, Shezan, Country etc, - Value added beverages like Frappe, Milo ready-to-drink other milk based drinks etc. - High quality drinks like Nestle Orange Juice, imported pure juices etc.Bottled water like Nestle Pure Life, AVA etc.
3.	Cigarettes	This category consists of cigarettes, lighters, cigarette filters and other tobacco related products.
4.	Chips and snacks	This category consists of all ready to eat snacks, whether extruded (Slanty), potato based (Super Crisp) or Nimco etc.
5.	Biscuits	These include all types of branded biscuits.
6.	Ice cream	This category includes all types of ice cream e.g. Polka, Walls etc.
7.	Confectionery and Chocolates	This category includes all type of candies and sweets and chewing gums. Also all branded chocolates are included in this category. E.g. Ding Dong Bubble, Kit Kat, Jelly Bears, etc.
8.	Films and Peripheral Products	This category includes all type of camera films, cassettes, battery cells, disposable cameras etc.
9.	Medicines	This category includes products like Disprin, Ispaghul, Joshanda, condoms etc.
10.	Dairy	These include milk, yogurt and other dairy products.
11.	Breakfast Items	These include items consumed primarily at breakfast time e.g. tea, corn flaxes etc.
12.	Paper Products	These include tissue papers, sanitary napkins etc. this category does not include stationery and magazines etc.
13.	Car Accessories	Products like battery water, car dusters, filters, brake oils are included in this category.
14.	Phone Cards	Cards for pay phones as well as mobile phones are included in this category.
15.	Groceries	This category include products like squashes, ketchup, custard, cooking oil, etc.
16.	Personal care	This category include products like shampoo, beauty creams, tooth paste etc.
17.	Home Care & Household goods	This category include products like washing powder, dish wash detergents, candles, bulbs, extension, air freshener,

		shoe polish, torch etc.
18.	Magazines & Stationery	This category include famous men, women and children magazines, pens, markers, pads, ball pens, stapler machine, highlighter markers, eraser, pencils, sharpeners etc.
19.	Snacks & Hot Beverages	This category includes burgers, sandwiches, rolls, drum sticks, patties, tea, coffee, fast food etc.
20.	Toys	Good Quality toys having an up class image are to be kept.
21.	Miscellaneous	Any item not included in the above list.

STAFFING FOR CONVENIENCE STORE

Position: **Store Manager**

Reports To: **Retailer**

Position Summary: Store Manager is responsible for the overall smooth operation at the convenience store. He is responsible for keeping records and accurate reports on operations and banking of all money received. Supervises all staff activity and ensures staff adheres to the CPL standards. He also ensures that customer service and house-keeping standards are maintained at all times.

Qualification

- Graduate
- Computer Literate
- Prior experience of managing a retail store

Tasks, Duties and Responsibilities

1. Command and control of shop operations.
2. All onsite and market purchases of stock and payments.
3. Inventory control in the shop (shelves) and back office.
4. Cash handling (receiving from cashiers and depositing in the bank).
5. Ensuring merchandizing standards / hygiene / display and cleanliness.
6. Day-to-Day ongoing & accurate running and implementation of point of sales software.
7. Implementation of Shop Promotions specially designed for the store.
8. Maintenance of a complete record of purchases, payments and all communication with CPL.
9. Sales and Purchase reporting.
10. Staff controlling (Discipline, attendance, punctuality, appearance, wearing of uniforms).

POSITION: Cashiers (One per Shift)

Qualification

- Minimum Intermediate
- Females will be preferred
- Computer literate
- Prior experience of a retail store will be preferred

Responsibilities

1. Making sales through POS system/Cash register
2. To act as an emergency backup to shop manager and assist him
3. Maintain standards of merchandizing and cleanliness.
4. Bar Coding/price tagging and refilling of shelves from Back Store
5. Handling over at the shift changeover including cash
6. Coordination with head office in the absence of shop manager
7. Marking daily cash summary for shop manger
8. Control on shop theft etc.

POSITION: Helpers (One morning shift, One evening Shift)

Qualification

- Minimum matriculation
- Females will be preferred
- Computer Literate Preferably (Should have the potential to run front end POS)
- Prior experience of a retail store will be preferred

Responsibilities

- Stock display in shelves, chillers and freezers
- Stacking and display of stocks in back office
- To act as an emergency backup to cashier
- To provide customer assistance
- Stock and store cleanliness and support

POSITION: Sweeper (Dedicated for Store)

Responsibilities

Ensure effective cleanliness of wash room, toilets, shop, office and store at all times.

EHS POICY

The following EHS related guidelines provided by CPL are to be implemented at the stores by Retailer and his staff at all times.

NO SMOKING INSIDE THE STORE

- Smoking inside store is strictly prohibited.
- No one including the store staff as well as the customers are allowed to smoke inside the store.
- “No Smoking” signs are to be installed on entrance as well as inside the store near the cash counters.

HYGIENE AND CLEANLINESS OF STORE AND WASHROOMS

- Store floor, shelves, food/tea counter, cash counter, chillers, POS / Cash register and freezers must be neat and clean at all time.
- Back office, back store shelves and floors must be neat and clean at all times.
- Both the wash rooms as well as toilets must be properly washed and floor to be wiped / dry at all times.
- Neat and clean towels as well as a good quality soap should be available in the wash rooms.

AVAILABILITY OF FRESH FOOD ITEMS & PACKAGED FOOD ITEMS IN THE STORE

- Under no circumstances any stale product is to be sold at outlets. Special care is to be taken in case of fresh food items such as sandwiches, burgers, snacks and confectionery sold from the food counter.
- In case of packaged food items (grocery, breakfast, confectionery, chips & snacks, drinks and daily products etc.) care should be taken that stocks are always displayed using FIFO principle on the shelves.
- No expired product should be on the shelf at all.

UNDERAGE SELLING OF CIGARETTES PROHIBITED

- Underage selling of cigarettes is not allowed in our outlets.
- For this, an “under age selling warning” is to be clearly visible on the cigarettes pelmet placed above the cigarettes shelves.
- Sales of Lighters, Lighter Accessories (Refill etc.) & match boxes etc. is strictly prohibited in stores.

AVAILABILITY OF FIRE EXTINGUISHER AND EMERGENCY LIGHTS

- A fire extinguisher as well as an emergency light should be available and in a working condition inside the store at all times.

PROPER ELECTRIC CONNECTIONS, NETWORKING AND DUCTING FOR POS EQUIPMENT

- POS & back office equipment should be connected to UPS and there should be no open electric connections.
- There should be proper ducting for POS and back office connectivity.

CASH HANDLING

- Only limited cash should be present in store, therefore periodically staff should hand over cash to site manager.
- Keep cash under lock and key and do not keep cash in open.

CONTROLS - STORE OPERATING PROCEDURE

INITIAL STOCK COUNT AND VALUATION

- All the stock present in store will be counted and its value will be determined using actual purchase price.
- For this purpose the store will remain close until entire stock is counted
- The value of the stock will be calculated by entering the quantity and price date in an excel sheet. This will be the value of the opening Stock (Annex 6A & Annex 6B).

PURCHASES

- All the purchases will be done by the morning shift store cashier / store manager. The store manager will make the payment to supplier after verifying the bills and stock received.
- The morning shift store cashier will make a "Daily Purchase Report" (Annex 1) and will attach all the bills with it. This will be handed over to store manager on daily basis.
- Store manager will maintain a purchase file where he will file all the purchase bills along with "Daily Purchase Report" Annex1)
- The store manager will also fill in a "Monthly Purchase Summary" (Annex 2) sheet on a daily basis and will keep it in the same file. At the month end, this report will provide "Total Purchases" made during the month.

SALES & SHIFT WISE CASH HANDLING

- All the sales will be done through "Cash Register".
- At the end of the shift each duty cashier will generate the "Z" report.
- The duty cashier will complete the "Shift wise Sale Report" (Annex 3).
- The Sales reported in the "Z" report should match with the Cash Sale as calculated on the "Shift wise Sale Report" (Annex 3)

- If there is a difference between the two, this will be reported as “Excess” or “Short” cash for the respective cashier.
- The detail of Notes will be made on the “Shift wise Report” (Annex 3). The cash will be handed over to the cashier who would be working for the next shift. Both the cashier will sign the “Shift wise Sale Report” (Annex 3).
- The cashier working in the night shift will complete his “Shift wise Sales Report”(Annex 3) in the morning at the time of shift closing, will make the detail of notes and will hand over the entire cash to the store manager.
- The store manager and the duty cashier will sign the “Shift Sale Report” (Annex 3).
- The night shift cashier will consolidate the sales generated by all the “Z” reports. He will then transfer these sales figures in the “Weekly Sales Monitoring Sheet” (Annex 4).
- Monthly Sales will be compiled from “Weekly Sales Monitoring Sheets” (Annex 4) at the month end using “Monthly Sales Monitoring Sheet” (Annex 5).

MONTH END STOCK COUNT

- At the end entire stock will be counted again, its value will be determined as mentioned earlier (Annex 6A & Annex 6B).

PROFIT AND LOSS CALCULATION

- Cost of goods sold will be calculated using the following formula:

$$\text{Cost of Goods Sold} = \text{Opening Stock} + \text{Purchases} - \text{Closing Stock}$$
- Profit / Losses calculated using following formula:

$$\text{Profit / Loss} = \text{Net Sales} - \text{cost of Goods Sold} - \text{Store Expense}$$

FORMATS

- Daily Purchase Report – Annex 1
- Monthly Purchase Summary – Annex 2
- Shift wise Sales Report – Annex 3
- Weekly Sales Monitoring sheet – Annex 4
- Monthly Sales Monitoring – Annex 5
- Audit Form – Annex 6A & 6B

Daily Purchase Report

Location _____

Date: _____

[illegible]

PURCHASER

CASHIER

Attach all the bills along with the report

Cnergyico Pk limited (Byco)

Monthly Purchase Summary

Location _____

Month: _____

[illegible]

CASHIER

(This report to be filled daily)

Attach all daily purchase summary sheets and bills

Cnergyico Pk limited (Byco)

Shift Wise Sales Report

Location _____

Date: _____

Shift # _____

Cashier Name: _____

Opening Cash in the Register _____

Cash Deposited to pump Cashier _____

Detail of Notes & Coins

5000	x	-----	_____
1000	x	-----	_____
500	x	-----	_____
100	x	-----	_____
50	x	-----	_____
10	x	-----	_____
5	x	-----	_____
2	x	-----	_____
1	x	-----	_____
0.50	x	-----	_____

Total

Sales as per cash register "Z" Report attached _____

Cash Excess / Short _____

(Sale – Cash register sales)

Out going Cashier: _____

In coming Cashier: _____

Cnergyico Pk Limited (byco) Weekly Sales Monitoring Sheet

Station _____

City _____

Month _____

	Category	Date / Day							Total
		Mon	Tue	Wed	Thu	Fri	Sat	Sun	
1	Carbonated Soft Drinks								
2	Tetra Drinks Water and Miscellaneous								
3	Cigarettes								
4	Chips and Snacks								
5	Biscuits								
6	Ice Cream								
7	Confectionery and Chocolates								
8	Films and Peripheral Products								
9	Medicine								
10	Dairy								
11	Breakfast Items								
12	Paper Products								
13	Car Accessories								
14	Phone Cards								
15	Groceries								
16	Personal Care								
17	Home Care								
18	Magazines & Stationery								
19	Fresh Snacks & Hot Beverages								
20	Miscellaneous								
	TOTAL								

Cnergyico Pk limited (Byco)

Monthly Sales Monitoring Sheet

Station _____

City _____

Month _____

	Category	Date / Day							Total
		Mon	Tue	Wed	Thu	Fri	Sat	Sun	
1	Carbonated Soft Drinks								
2	Tetra Drinks Water and Miscellaneous								
3	Cigarettes								
4	Chips and Snacks								
5	Biscuits								
6	Ice Cream								
7	Confectionery and Chocolates								
8	Films and Peripheral Products								
9	Medicine								
10	Dairy								
11	Breakfast Items								
12	Paper Products								
13	Car Accessories								
14	Phone Cards								
15	Groceries								
16	Personal Care								
17	Home Care								
18	Magazines & Stationery								
19	Fresh Snacks & Hot Beverages								
20	Miscellaneous								
	TOTAL								

Back Store Quantities

[illegible]

Shelf Quantities

[illegible]

ENVIRONMENT, HEALTH & SAFETY (EHS)

INTRODUCTION

Safe working practices are necessary to reduce the possibility of accidents and can provide a safe working environment for your staff, which in turn can generate greater productivity at your site.

Managing a pump site is a potentially hazardous business. You, your staff and your customers are constantly engaged in the sale and purchase of a highly volatile and flammable product. Hence as a CPL Retailer it is your responsibility to ensure that the laid-down Safety procedures are strictly followed by you and your staff.

RISK ASSOCIATION WITH FLAMMABLE PRODUCTS HANDLED AT THE PUMP SITE

The main hazard to which a petrol pump is exposed to is of '**FIRE**'. This could be due to the presence of:

- a) Ignition of fuel
- b) Electric short circuit

CHEMISTRY OF FIRE

A Fire cannot exist without the presence of following three factors:

- Fuel
- Air (Oxygen)
- Heat (For Ignition)

These three factors form the Fire Triangle. All three sides of the triangle must be present in order to start a fire.

TO EXTINGUISH A FIRE

The removal of one or more sides of the Fire Triangle causes a fire to stop. Therefore to stop a fire one should:

- **Cool** the material so that the temperature drops below its 'ignition point',
- **Smother** the air supply by excluding all or part of the oxygen which is feeding the fire, or

- **Remove** the fuel source itself by shutting off supply or removing fuel in the path of the fire.

Apart from fuel fire there is a potential risk of other kinds of fires, therefore it is necessary to have all types of fire extinguishers available for different kinds of fires which are clearly marked for the type of fire to be used in.

There are 4 types of fire extinguishers, which can be used for extinguishing different types of fires:

Water Extinguishers -	Is used for fires of wood, paper, textiles etc.
Foam Extinguishers -	Is used for fires from flammable liquids etc.
Carbon Dioxide Extinguishers -	Is used for fires from cooking oils, fats etc.
Dry Chemical Extinguishers -	Is used for live electrical equipment fires.

Carbon Dioxide and Dry Chemical fire extinguishers can be used for extinguishing all types of fires.

SAFETY PRECAUTION

1. All fire extinguishers should be in good working order & at the right places.
2. Adequate Fire Sand Buckets should also be made available near the pumps and the tanks. They should be filled with loose / sweet sand for fire extinguishing.
3. Staff should be adequately trained in handling any type of fire or other emergencies.
4. There should be absolutely 'No Smoking' on the forecourt or near pumps and tanks. Signage should be visibly placed.
5. All leakages should be attended immediately.
6. While refueling / static sparks can be avoided if the nozzle of the fuel pump is kept in constant touch with the body of the vehicle.
7. Availability of a First Aid Box with adequate supplies, within their expiry limits & usage instruction available.
8. Staff room and storerooms should be clean and tidy.
9. All the incidents at retail outlet must be reported to CPL & a comprehensive record should be maintained (Incident reporting form attached).

FIRE EMERGENCY HANDLING PROCEDURE

Retail Outlet

- Shut down main switch board.
- Stop all pumps and dispensing units.
- Eliminate all sources of ignition.

- Make use of firefighting equipment / facilities available at site.
- Call Fire Brigade / inform Police, if necessary.
- Inform your CPL Representative immediately.
- Do not allow any-one to start their car.
- Any vehicle standing in the forecourt should be pushed out to a safe distance.

Tank Lorry at the Retail Outlet Catches Fire

- Evacuate all the people present at the site.
- Use fire extinguisher and sand to extinguish fire if it's not dangerous.
- Try to extinguish fire within three minutes.
- Call the fire brigade & company officials.

Vehicle at the Retail Outlet Catches Fire

- Evacuate people inside the vehicle.
- Drag the vehicle outside the retail outlet, if it is not dangerous.
- Use the fire extinguisher and sand to extinguish fire.
- If the engine of the car catches fire, then open the bonnet a bit and use the fire extinguisher.

Clothes Catch Fire and Human Body Exposed to Fuel

- In case of fire on clothes, lay down the effected person.
- Cover the effected one from head to toe with blanket or thick cloth.
- Once the fire is extinguished, uncover the blanket or thick cloth from the effected person and put a lot of fresh water on the body.
- Call the ambulance and company officials.
- If Human body is exposed to fuel then clean the effected portion with fresh water for 15 – 20 minutes.
- If human eye is exposed to fuel then do not rub the eye and take the effected person to the doctor.
- Do not rub the clothes soaked in fuel
- If someone swallows the fuel, then immediately take him to hospital.

Fuel Spillage

Spillages can be hazardous because:

1. Vaporization of the liquid can form an ignitable mixture with air
2. The liquid can travel into drains and other hollows/ pits and can form an ignitable mixture

CAUTION

- Eliminate all spillages immediately
- Eliminate local sources of ignition

For large spills:

- Stop all pumps.
- Eliminate all sources of ignition.
- Don't allow engines to be started.
- Stop all workshop activities.
- Clear people from driveway.
- Close entry and exit points.
- Prevent spillage from entering drains.
- Call the Fire Brigade.

Public Protest and Demonstration

- Close down the retail outlet immediately.
- Confiscate the staff from the forecourt.
- Take out the armed guards from the retail outlet.
- Do not resist if large public enters in the retail outlet.
- In case of any damage at the retail outlet call the company official.

Armed Robbery

- Do not panic.
- Do not use the weapon and do not show resistance.
- Observe the movements of the robbers carefully.
- Follow the instructions of the robbers smartly.

Actions after Robbery

- Do not follow the dacoits.
- Call the police company officials.
- Keep the affected area closed until the police arrive.
- List down all the people present during robbery.

Abrupt Weather Conditions

- Do not get afraid and panic.
- Take all the people present at the retail outlet at some covered and safe place.
- In case of damage contact Company Official.

Bomb Hoax

- Evacuate the people present at the retail outlet.
- Call the bomb disposal squad and company official.
- Do not touch the bomb if you find it.
- Explain any unusual incident (if any) to the bomb disposal squad.

Thefts and Frauds

There are several ways a person can steal from his employer. Goods may be taken by the employee himself, or given away to friends. Friends may be charged too little, or customers too much. False refunds may be made, or cash may be taken from the till. There may be thefts by store men, or there may be dishonest deals with drivers delivering goods.

These crimes will eat up profits, but they can be stopped by good organization inside the business. First, and most important maintain accurate records and be very careful when hiring new staff. Speak to past employers about people who may be employed.

GENERAL SAFETY RULES AT RETAIL OUTLET

- The forecourt area should be free from obstruction.
- No oil spillages.
- No naked wiring at the retail outlet.
- No product leakage (Hose pipes / nozzles).
- No electric heaters (Naked bar).
- Electrical work at site to be done by the qualified electrician.
- Availability of Safety Signs - Fire Extinguisher - Sand Buckets.
- Availability of First Aid Box.
- Fire Alarm at the site.
- Color coding (Red, Blue, Black) on underground tanks, manhole, vent pipe, pipeline etc.
- Identification of the hazardous areas at retail outlet.
- Display of important / emergency telephone numbers.
- Safety training to staff.
- Good House-keeping - Clean Toilets.
- Turn power off before removing any fuse
- Do not touch electrical appliances with wet hands
- Power points must not be overloaded
- Broken sockets or switches are dangerous
- Frayed or damaged electrical cords are dangerous
- Fire extinguishers for electrical fires should be easily accessible
- All wiring should be covered in plastic PVC pipes

- Always switch power off before carrying out any repair
- Electrical equipment should not be removed to within eight meters of any of the following unless advised by CPL:
 - Petrol pumps
 - Tank vents
 - Tank fill points

FIRST AID KIT

In case of any injury either due to fire or otherwise, each pump site should be equipped with a functional First Aid Kit. This is to give preliminary aid to the injured before he is shifted to the hospital in an ambulance.

A functional First Aid Kit should consist of the following items:

- Basic first aid note & description of each medicine.
- Cotton wool
- Gauze squares, sterile
- Burnol
- Burn dressings, sterile non-stick
- Eye pads, sterile
- Eye Wash solution
- Band-Aid strips
- Bandages
- Antiseptic solution (Dettol)
- Safety pins
- Disposable gloves'
- Thermometer
- Triangular bandages for slings
- Stainless steel scissors
- Flash light

The First Aid Kit Box should-preferably be fire proof, and should be easily accessible. No prescribed or non-prescribed medicines should be kept in the First Aid Box. Patient should be immediately taken to the hospital for detailed analysis by the certified doctor.

SAFE OPERATION

Safe operation on retail outlet means finding the most sensible and efficient way of carrying out each task and making sure that it is always done the same way.

People who work safely don't get hurt, don't lose time, don't damage tools or good and don't frighten customers.

Safety on Forecourt

A retail outlet, which is kept clean and tidy, where staff wears the right uniform for their work, and where tools and equipment are kept in good working order, is almost certainly a safe retail outlet. Even then, there are some possible hazards on the forecourt where special care must be taken.

- No one should smoke on the forecourt.
- Staff should not carry any flammable item e.g. match box, lighters etc.
- Piles of rags soaked in petrol, oil and grease should not be present.
- There should not be obstruction on the forecourt.
- Forecourt should be clean and tidy.

Dispensing Motor Fuel

Before filling, Make sure

- The engine is switched off.
- There is no smoking, eve inside the customer vehicle.
- The hose pipe is not damaged.
- Mobile phone is switched off.
- The dispensing unit is working properly.

While filling the tank

- Put the nozzle properly into the vehicle tank.
- Attendant should not leave vehicle unattended during refueling.
- Keep eye on blow back of fuel from the vehicle tank or an over flow.
- To avoid spill never use funnel.
- Immediately report to CPL official in case of faulty equipment.

After filling the Tank

- Nozzle should be properly placed on the dispensing unit.
- Vehicle tank cap should be placed immediately and properly.
- Hosepipe should be placed properly on the dispensing unit.

Safety in Workshop / Tyre shop

Even when good safety routines have been set up, staff may become careless, especially when trying to the job quickly.

Remember

- Portable electric tools may cause fire or electric shocks if they are not handled safely and are not well maintained. Cables must be sound, correctly connected, suitable for the purpose and secured against strain. Sockets must not be overloaded, and fuses must be of correct amperes. Equipment with steel wheels must not be allowed to run over cables.
- Smoking and the use of naked lights are forbidden within the working area.
- Battery charging produces flammable hydrogen gas therefore good ventilation is important. The Charger must be switched off before the batteries are disconnected. Battery charging should not take place after business hours.
- With any type of welding there is a risk of fire or explosion. Welding work should be done away from flammable material.
- The moveable parts of all machinery must be properly secured.
- Damaged tires should be deflated before being placed as a replacement.
- Always use proper tools for each Job.
- Never leave the key in the chuck of drilling machine.
- Wear the correct clothing for the Job. Overalls should not have loose belts and cuffs that could get caught in machinery. Goggles must be worn for grinding or welding work, rings and watches should be removed as they can cause short-circuiting when working on vehicles.
- Workshops must be kept clean and tidy. Flammable material should not be stored in containers in the areas.

Safety at Car Wash

- Staff should be in proper uniform at all times.
- There should not any oil on the car wash floor.
- Water and air pressure pipes should be leakage free.
- Water and air pressure pipes should be placed properly after usage.
- Equipment at the car wash should be maintained properly.
- Air compressor pressure should be adequately maintained.
- Car wash staff should not leave the vehicle.
- Car wash staff should guide the driver in placing vehicle on the ramp.
- Drains should be properly cleaned on regular intervals.
- Oil water interceptors should be properly cleaned on regular intervals.
- There should not be any open electric switches / sockets in the car wash.

Safety at Oil Change

- Proper tools should be used for various types of vehicles.
- Staff should be in proper uniform.
- Oil Suction should be properly maintained at all times.
- Staff should be fully aware of various functions of the OSM.
- Used oil and filters should be properly disposed of.

Safety at CNG

- Engine of the vehicle should be switched off.
- Nozzle of the dispensing unit should be fixed properly in the filling pipe of the vehicle.
- Do not leave the car unattended while refilling.
- Close the valve properly before taking out the nozzle from the filling pipe of the vehicle.
- The dispenser must be in good order & must not dispense excess gas pressure in any case.
- There shouldn't be any leakage of the component.
- All wirings must be sealed & leak proof.

Safety at *By the Way*

- There should be no obstruction on the walk paths.
- Products should be according to the merchandizing principles.
- Racks and shelves should be properly fixed.
- Equipment should be properly maintained and used.
- Emergency light should be available.
- CO₂ type fire extinguisher should be available.
- There should be no open wires in the sockets.
- The back store shelves should not have any sharp edges.
- The stocks should not be filled in very long heights.
- There should not be any damage of equipment on store floor.

SAFETY EQUIPMENT

CPL has provided safety equipment at all its retail outlets. The staff should know how to use the equipment.

Fire Extinguishers

Fire extinguishers are one of the most effective tools used to extinguish fire. These are provided at all Byco retail outlets of CPL. Carbon dioxide or Bromo-Chloral Fluor methane (BCF) type fire extinguishers should be used at convenience store.

Dry Chemical Powder (DCP) type fire extinguishers should be for any other part of the retail outlet. Make sure that Fifty Kg. fire extinguisher trolleys are placed near CNG dispensers. To use the fire extinguisher the safety pin should be pulled off, the nozzle should be pointed towards the base of the fire and the lever should be pressed. Fire extinguishers should be used in the direction of the wind and at adequate distance from the fire. Fire extinguishers should be maintained properly at all times.

Sand Buckets

Dry sand should be kept in sand buckets placed near underground tanks. Sand should be replenished / shacked on weekly basis to ensure the dryness. These buckets should not be used for any other purpose. To extinguish the fire put the dry sand on it from the same direction of the wind.

First Aid Box

First aid box contains different supplies for emergency health conditions. It should be available at all retail outlets. The list of supplies and their usage is present in the box. The Retailer is responsible to replenish the supplies.

Emergency Cut Off Switch

Emergency cut off switch is placed on the kiosk building. Its function is to stop the electrical supply at the whole retail outlet on its activation. During emergency situations at the retail outlet the said switch should be activated. During fire drills the emergency cut off switch should be used in order to check the status.

Emergency Stop Button

Emergency stop button is present on the dispensing unit. Its function is to stop the supply of fuels on its activation. During emergency situations at the dispensing unit or the retail outlet the said button should be activated. During fire drills the emergency stop button should be used to check the status.

Emergency Phone Number List

It is present in the Retailer's office. The telephone numbers of important places like hospital, fire brigade, police, CPL representatives, Retailer etc. should be present on it. The numbers should be maintained properly at all times. During emergency situations at the retail outlets the said list will help the staff in calling the concerned people.

APPROPRIATE SAFETY SIGNAGE

All relevant safety signage should be prominently displayed at the site, indicating the various activities being carried out there. These signs are:

FORECOURT

- NO SMOKING
- ENGINE OFF
- NO LITTERING
- ENTRY
- EXIT
- TOILET
- 'C STORE
- PARKING
- SERVICE STATION
- SPREADERS FOR TYPES OF FUEL FACILITY AVAILABLE
- FIRST AID KIT AND FIRE EXTINGUISHER FACILITY SIGNS

SERVICE STATION

- NO SMOKING
- NO LITTERING
- KEEP YOUR AREA CLEAN
- APPROPRIATE SIGNS FOR VARIOUS WORKS BEING CARRIED OUT

ENVIRONMENT

The Environment has been widely recognized as the international issue of the 1990's and public attention is increasingly focusing on the quality of the environment.

It is our policy at CPL that in the conduct of our activities we take foremost account of the health and safety of employees, Retailers / customers and safeguard the natural environment.

Within the framework of this policy we strive to:

- Prevent all accidents.
- Create a healthy and safe work place for our employees.
- Encourage the raising of EHS standards within the industry.
- Prevent all occupational diseases.
- Ensure safe working practices.
- Develop individual personal responsibility for EHS.