



## **Framework For Retail Service Training**

### **1.0 Background**

In an effort to improve safety on the forecourt, the Zimbabwe Energy Regulatory Authority (ZERA) will with effect from January 2021, require all personnel/staff working at a retail site to have undergone training that covers the following petroleum standards:

1. ZWS 970 – Retail Service Stations for Liquid Fuels (Guidelines and requirements)
2. ZWS 913: Part 2 – The installation of underground tanks, dispensers and pipework at service stations and consumer installations.

### **2.0 Goal**

To ensure consumers' safely access quality petroleum products while the environment is protected.

### **3.0 Training Objectives**

The training aims at equipping all forecourt personnel with the following skills:

1. Understanding correct work procedures at the forecourt.
2. Understanding potential hazards at the forecourt.
3. Understanding emergency procedures at the forecourt.
4. Understanding forecourt infrastructure and equipment standards.
5. Understanding "General housekeeping" practices at the forecourt.

### **4.0 Target Group**

All personnel working at the retail site (i.e. Managers, Accountants, Supervisors, and Attendants)

### **5.0 Detailed Course Content**

#### 5.1 Forecourt Procedures

- Product receiving
- Daily checks on forecourt
- Fuel dispensing
- Handling customer complaints

#### 5.2 Emergency Procedures

- Spillage
- Contamination
- Robbery
- Fire

### 5.3 Works Control Procedures

- Hot work permit
- Cold work permit
- Confined space entry permit
- Electrical work permit
- Excavation permit
- Lifting permit

### 5.4 Forecourt hazards

- Sources of ignition
- Hazardous zones
- Filling containers

### 5.5 Forecourt infrastructure and equipment

- Emergency shut off button
- Protective clothing
- Fire extinguishers, hose reels
- Fire blanket
- Emergency shower
- Emergency numbers
- Drainage and interceptor
- Vent pipes
- Different types of water finding paste

### 5.6 General House keeping

- Maintenance of manhole
- Maintenance of drainage and oil separator
- Cleanliness of forecourt and surrounding area
- Maintenance of sand buckets

### 5.7 Practical knowledge

- Fire fighting
- Spillage control

## **6.0 Evidence of Training**

- Certificate.