

Introduction

The Company has a strict Drive Off Policy in which all employees must adhere to at all times. This company policy outlines the steps in which employees must follow in the event of a drive off. The term 'Drive Off' refers to a when customer/ visitor to the site steals fuel from the site. Theft of fuel typically happens in one of two ways; 1. Customer puts fuel into the vehicle and does not follow up with payment or, 2. Customer puts fuel into a container and does not follow up with payment. When a customer takes fuel from the dispenser and enters the shop to pay but does not, this in certain circumstances will not be classed as a drive off. An explanation of this will be outlines within the Policy Elements.

Drive Offs to the Business cause financial loss and if not dealt with correctly can result in the site to gain a bad reputation. If the site is known for receiving Drive Offs regularly it can be detrimental to the Business. Customers may choose not to use our services if there is public knowledge that this criminal activity happens. Alternatively, if the site gets this reputation (in our local community) then we could fall into the category of being a service provider that allows this and therefore attracts thieves.

Scope

This policy applies to all of our employees. Employees who are not working on the till point are still required to read and understand this policy. The only way for the business to eliminate the chance of receiving repeated drive offs is for the site to work as a team. Therefore, as an example if you are working on the shop floor and you notice unusual behaviour you could report this immediately to the till operator who could stop the transaction from happening. Vigilance = Success.

Policy Elements

The following rules always apply:

- In order to prevent a drive off from happening all employees must ensure they are paying attention to the forecourt. Random spot checks should be completed by all employees throughout the day. Customers will not steal from a service provider if they know they are being watched/ monitored.
- All customers must be asked if they have any fuel today. No exceptions.
- If a customer comes into the shop after fuelling up and has not been asked the above question it is not the customers fault if we do not receive payment. Therefore, it is vital that employees keep themselves right and ask the question. Even if you suspect they haven't taken fuel/ aren't in a vehicle there is no harm in asking this question. Employees will be liable for this if this step is not taken.
- Also remember you will have difficulty in watching the forecourt if you have a queue. Two people is a queue, so ask your colleagues for help. If you have help you will be able to keep an eye on the forecourt for suspicious behaviour.
- Some of the key indicators to arouse suspicion are: car lights on. Driver not refuelling but allowing a passenger to do it. Purposefully avoiding eye contact. Strange looking registration plates.
- If the customer does steal fuel the following steps must be taken;
- 1. **Record** as much details of the car and person as possible. The registration is what you should try and note down first. The colour of the car and possible make/ model of the car should be recorded. If possible, try and record a description of the person. This will help Head Office and the police with their enquiries.
- 2. **Report** the offence to the police. Where possible pass all this information to your line manager or supervisor so that we can alert the authorities at the earliest stage. If you are in a single manned site please call the police on '101' yourself and say you wish to report a drive off. This term is known to local police and will understand what you are talking about. If you do speak with the police, then record as much detail as possible i.e. when are they coming to the site to collect CCTV footage, who is officer assign to our case. Your line manager will speak with our IT Department in order to burn the CCTV and will organise this to be given to the site. All this information must be posted onto your WorkGroup WhatsApp immediately.
- 3. **Process** the transaction. You should process the amount stolen through your till as a drive off. Print off three receipts and file accordingly; 1st one into the cash sheet, 2nd into the folder and 3rd one at the cash point in case the driver returns to the site to pay.

Disciplinary Consequences


When an employee disregards this Drive Off Policy, the appropriate disciplinary action will be taken. In the first instance you will be (depending on what element of the policy you have disregarded) given a verbal reminder of the Policy. This will be kept on file and could be used as further evidence if employees continue to repeat this failure to comply. Should there be any recorded repeat of this conduct, this may be subject to formal disciplinary action. If you do not ask the customer if they have any fuel and it turns out they did you may be charged for this if it is discovered you have lied. This will be deducted from your next pay.

Termination of Employment

On the termination of your employment any monies still owed to the company as a result of failure to adhere to this policy will be taken from your final wage. Under normal circumstance no more than 10% of your gross total will be deducted. However, if you are a leaver (for any reason) the full amount will be deducted from your final wage.



+44 141 319 8451

 racetrackpitstop.co.uk

 office@racetrackpitstop.co.uk