

## Introduction

The Company has a strict Key Fuels Policy in which all employees must adhere to at all times. This company policy outlines the steps in which employees must follow. The following have been broken into two sections/ two ways of processing key fuel transactions; via the terminal or manually.

## Scope

This policy applies to all of our employees.

## Policy Elements

The following rules always apply:

### Terminal Processing:

- The process for this is as follows; the customer will take fuel and bring their key fuels card. Put the transaction down like any other fuel transaction. Take the key fuels card and swipe it on the terminal. Continue with all information the terminal provides. Please ensure you type in the correct volume and value. Once complete, take the transaction off the till and go into other payments and select key fuels. Take a receipt and attach this to the receipt form the terminal.
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### Manual Processing:

- This method will happen when the customer has taken fuel that is shown on their card to take i.e. unlimited diesel, unleaded or ultimate unleaded. Fill the details of the card on the manual sheet. This must include the volume, the value and the reason why this is being manually processed. The customer must then sign this. Follow the key fuels action line to get an authorisation number and write this down on the manual form. Once complete, take the transaction off the till and go to other payments and select key fuels. Take a receipt and attach this to the manual key fuels sheet.
- It is important to remember when processing either method that the volume must be accurate. Therefore, this should be double checked before processing.

When an employee disregards this 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.