

## COGFO4

# Contribute to the security of the forecourt environment



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### Overview

This unit is about your competence in maintaining the security of people, stock (including petroleum spirit, diesel and liquid petroleum gas (LPG)) and premises and demonstrating the ability to deal with risks to security in a Forecourt Environment.

The unit deals with the following:

1. Maintaining the security of people, stock and premises
2. Implementing procedures to deal with risks to security

During this work you must take account of the relevant operational requirements and safe working practices AS THEY APPLY TO YOU.

#### **Previous version:**

Unit 4 - National Occupational Standards in Forecourt Operations – August 2003

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### Performance criteria

- You must be able to:*
- P1 monitor the behaviour of people and accurately identify indicators of risks to security
  - P2 identify risks of violence and harassment accurately and take action that is most likely to minimise the risks to people and property
  - P3 identify risks of theft or damage accurately and take actions to prevent them
  - P4 fully implement approved procedures for protecting premises and stock
  - P5 report risks to security promptly to your manager
  - P6 ensure that action taken to deal with risks maximises protection
  - P7 identify and deal with breaches of security promptly
  - P8 accurately identify and report indicators of theft to an appropriate authority
  - P9 complete all relevant documentation

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### Knowledge and understanding

*You need to know and understand:*

- K1 techniques for managing risks of violence
- K2 methods for maintaining and maximising the security of stock, cash and premises
- K3 the procedures for dealing with theft and suspected theft
- K4 the behaviour that may constitute harassment
- K5 the procedures for managing harassment in the workplace
- K6 how to deal with breaches of security and theft
- K7 the methods for managing and minimising risks to security, and maximising protection for self, others, cash, goods and materials and premises
- K8 how to recognise behaviour that may constitute harassment
- K9 the procedures for dealing with harassment in the workplace

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### Additional Information

#### Scope/range related to performance criteria

- 1 the site safety requirements and procedures
- 2 how to select, use and care for Personal Protective Equipment (PPE) including sight/hearing protection, gloves, footwear, hard hats, appropriate work wear
- 3 the implications of statutory and organisational requirements
- 4 emergency shutdown procedures
- 5 limits of own authority and procedures in the event of breaching those limits
- 6 how to interpret operational requirements e.g. policies, procedures, instructions, codes of practice, standards, schedules
- 7 your own responsibilities as they relate to Organisational Safety Policy, Workplace Safety Policy, Evacuation Procedures, Fire Procedures
- 8 the indicators of risks to security. This includes criminal, violent and abusive behaviour, terrorism, harassment of people, stock. The latter will include stock being displayed, being stored, being moved and premises

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**Originating organisation** Cogent

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**Relevant occupations** Retail and commercial enterprise; Service enterprises; Sales and Customer Services Occupations; Sales Assistants and Retail Cashiers

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**Suite** Forecourt Operations

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**Key words** contribute, security, forecourt, people, stock, fuel, premises, risks