

Operations Department (OD) — Complete SOP Set

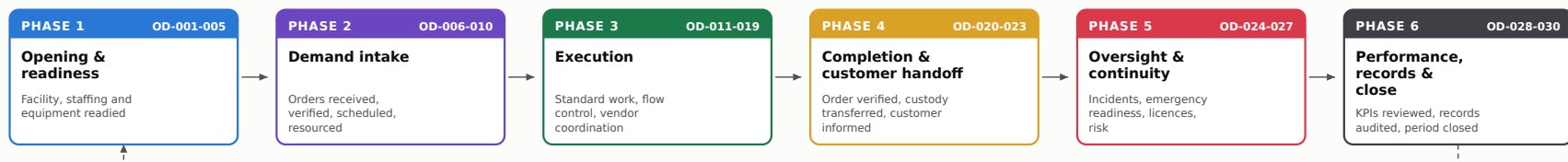
Archetype: RETAIL_GASOLINE · Retail Gasoline

Tier: Free (entire Operations department) · Modules: 30 · Standard: locked 13-section

Contents

PHASE	MODULES
1 · Opening & readiness	OD-001 ... OD-005
2 · Demand intake	OD-006 ... OD-010
3 · Execution	OD-011 ... OD-019
4 · Completion & customer handoff	OD-020 ... OD-023
5 · Oversight & continuity	OD-024 ... OD-027
6 · Performance, records & close	OD-028 ... OD-030

FIGURE 1 — OPERATIONS WORKFLOW



Six phases · 30 modules · one continuous operating cycle, closing back into Phase 1 the next operating day.

Modules

- OD-001 — Daily Operations Opening Procedure
- OD-002 — Shift Handover & Briefing
- OD-003 — Staffing & Coverage Verification
- OD-004 — Work Area Readiness & Housekeeping Inspection
- OD-005 — Operational Equipment Availability Check
- OD-006 — Customer Order / Work Request Intake
- OD-007 — Order Verification & Acceptance Review
- OD-008 — Job Scheduling & Sequencing
- OD-009 — Resource & Capacity Allocation
- OD-010 — Incoming Material / Supply Verification
- OD-011 — Standard Work Execution & Process Adherence
- OD-012 — Work-in-Progress Tracking & Status Update
- OD-013 — Operational Handoff Between Work Stages
- OD-014 — Output Monitoring & Throughput Review
- OD-015 — Bottleneck Identification & Response
- OD-016 — Rework & Nonconforming Work Handling
- OD-017 — Schedule Deviation & Change Management
- OD-018 — Subcontractor & Vendor Coordination
- OD-019 — Interdepartmental Coordination Review
- OD-020 — Job / Order Completion Verification
- OD-021 — Delivery / Service Turnover
- OD-022 — Customer Communication & Status Notification
- OD-023 — Customer Feedback & Complaint Intake
- OD-024 — Operational Incident Reporting & Response
- OD-025 — Emergency & Business Continuity Readiness Check
- OD-026 — Regulatory, License & Permit Currency Verification
- OD-027 — Operational Risk Review
- OD-028 — Operational KPI Review
- OD-029 — Operational Records Retention & Documentation Audit
- OD-030 — End-of-Shift / End-of-Day Operations Closeout

Phase 1 — Opening & readiness

OD-001 — Daily Operations Opening Procedure

Estimated completion time: 20-40 minutes

Provided for general informational and operational purposes as part of the Retail Gasoline archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure establishes the fixed start-of-shift sequence that brings a retail gasoline station from closed/overnight status to open-for-business, confirming that dispensers, POS, pricing, and store systems are ready and that a named opener has signed on before the first customer is served.

2. Scope

Covers the shift-start readiness sequence and opening sign-on for the forecourt, kiosk/store, and POS at a single station. Excludes work-area housekeeping (OD-004), equipment availability and mechanical uptime confirmation (OD-005), and safety-specific readiness such as spill response and fire-suppression checks (SD-001).

3. Responsibilities

- Opening Attendant / Cashier — executes the opening sequence, verifies pricing and POS, records the sign-on.
- Shift Lead / Site Supervisor — authorizes open status, resolves discrepancies, signs verification.
- Store Manager (on-call) — escalation point for pricing, dispenser, or fuel-supply holds that block opening.

4. Required PPE & Lockout/Tagout

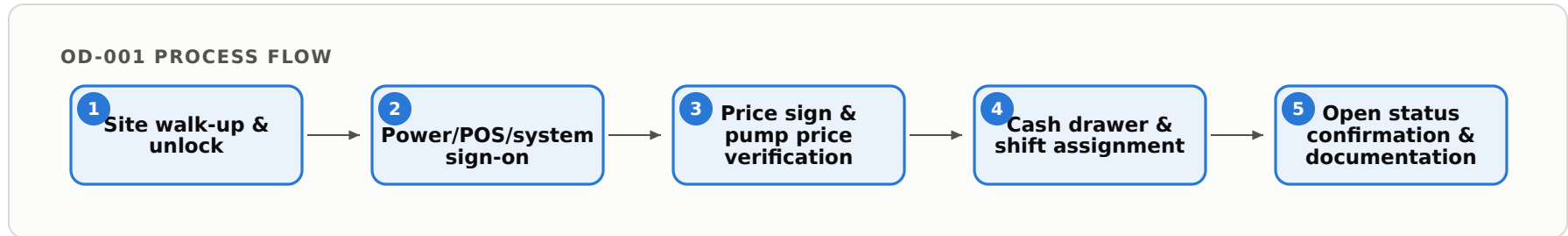
- Standard facility PPE; high-visibility vest when crossing the forecourt to check dispensers and price signs.
- Not applicable — no hazardous energy is de-energized or serviced during this administrative opening sequence (any dispenser lockout falls under OD-005/SD-001).

5. Regulatory References

- 15 U.S.C. §§ 2801-2806 / 16 CFR Part 306 (Automotive Fuel Ratings — octane posting) for pump price/octane display accuracy at open.
- NIST Handbook 130 (Uniform Laws & Regulations) and applicable state Weights & Measures rules for retail price posting and per-gallon accuracy.

- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

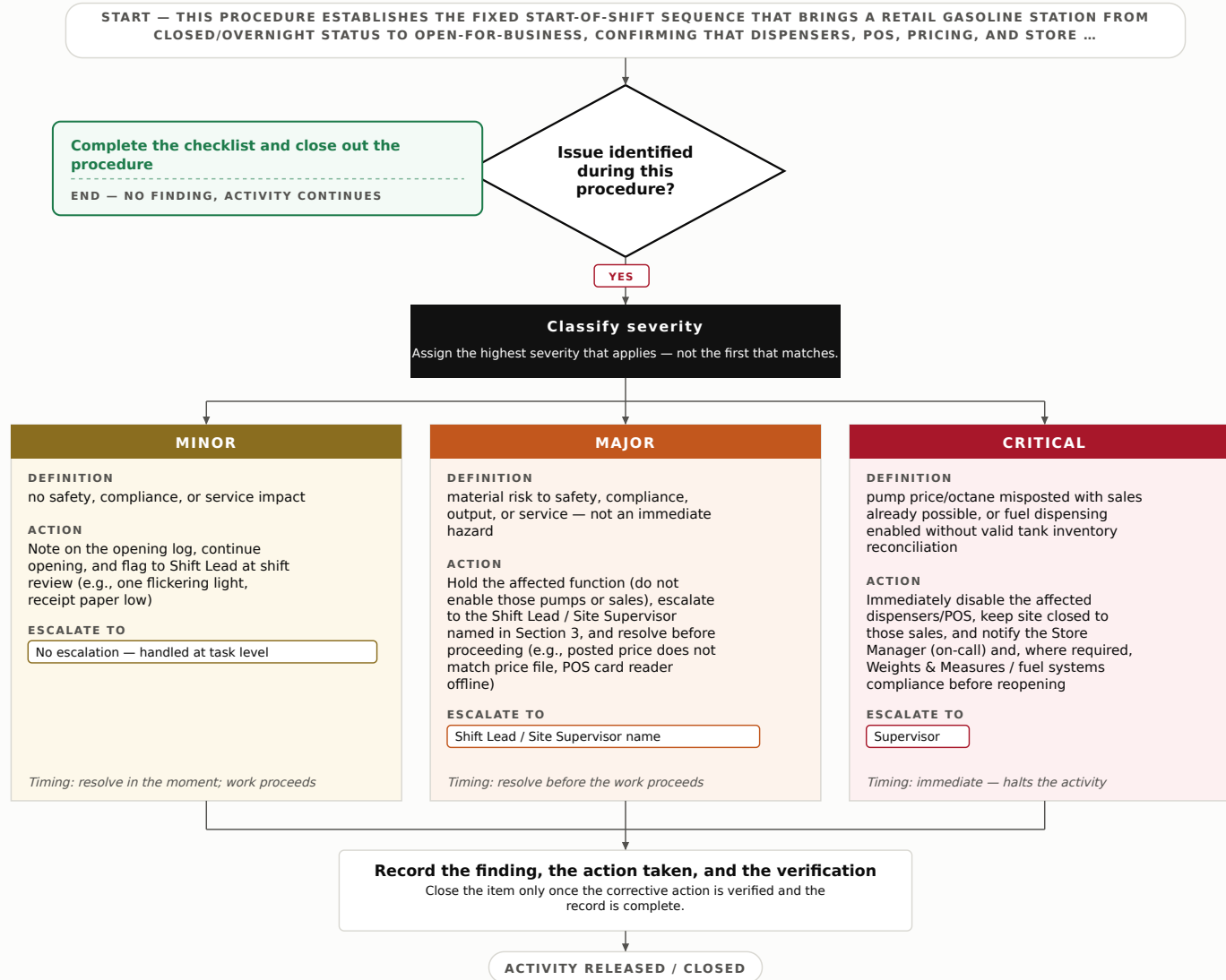


7. Step-by-Step Procedure

1. Perform exterior walk-up: confirm site is secure, canopy and dispenser lighting on, and forecourt clear before unlocking (housekeeping condition per OD-004).
2. Restore power to POS terminals and store systems; log in to the point-of-sale and confirm the console/dispenser controller is online.
3. Verify posted pump prices and the street/marquee price sign match the current price file and octane grade labels (16 CFR 306); correct any mismatch before authorizing sales.
4. Confirm each dispenser is authorized/enabled at the console and that any prior-day fuel receipt from the wholesaler (424720) has been posted so tank inventory reads correctly — dispenser mechanical status is confirmed per OD-005.
5. Count and set the opening cash drawer to the assigned float; record starting cash and lottery/scratcher counts.
6. Assign the shift roster and record the named opener signing on for the shift.
7. Enable customer-facing sales (authorize forecourt/POS) and confirm first transaction test path (card reader + receipt).
8. Record open time, sign-on name, price confirmation, and drawer figures on the opening log and close out the procedure.

8. Decision Tree

Decision Tree — Daily Operations Opening Procedure



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Posted pump and marquee prices match current price file and octane labels.
- POS terminals online and a test transaction path confirmed before customer sales.
- Opening cash drawer counted and reconciled to assigned float.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Site unlocked, canopy/dispenser lighting operational		
POS terminals and console online, opener logged in		
Pump prices match price file and octane grade labels		
Marquee/street price sign matches posted pump prices		
Tank inventory posted (last wholesaler receipt reconciled)		
Opening cash drawer counted to assigned float		
Shift sign-on recorded and open time logged		

11. KPIs

- On-time open (open enabled by scheduled time): $\geq 98\%$ of shifts.
- Price-posting accuracy at open (pump/sign vs. file): 100%.
- Opening cash drawer variance: \$0.00 target, $\leq \$2.00$ tolerance.

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

OD-002 — Shift Handover & Briefing

Estimated completion time: 15-25 minutes per shift change

Provided for general informational and operational purposes as part of the Retail Gasoline archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To ensure a structured, documented transfer of station status, open issues, and operational priorities from the outgoing to the incoming shift so that fuel sales, cash accountability, and forecourt readiness continue without gaps or unexplained variances.

2. Scope

Covers the outgoing-to-incoming handover of till/cash status, fuel inventory readings, open incidents, pending customer items, and priority tasks at a retail gasoline station. Excludes the safety pre-shift briefing, which is covered under SD-003, and maintenance-crew handover, which is covered under MD-001.

3. Responsibilities

- Outgoing Shift Lead — reconciles till and fuel readings, records open issues, and briefs the incoming lead before leaving.
- Incoming Shift Lead — confirms receipt of status, verifies cash drawer and inventory figures, and accepts open items.
- Station Manager — reviews handover log for unresolved or escalated items and resolves discrepancies.

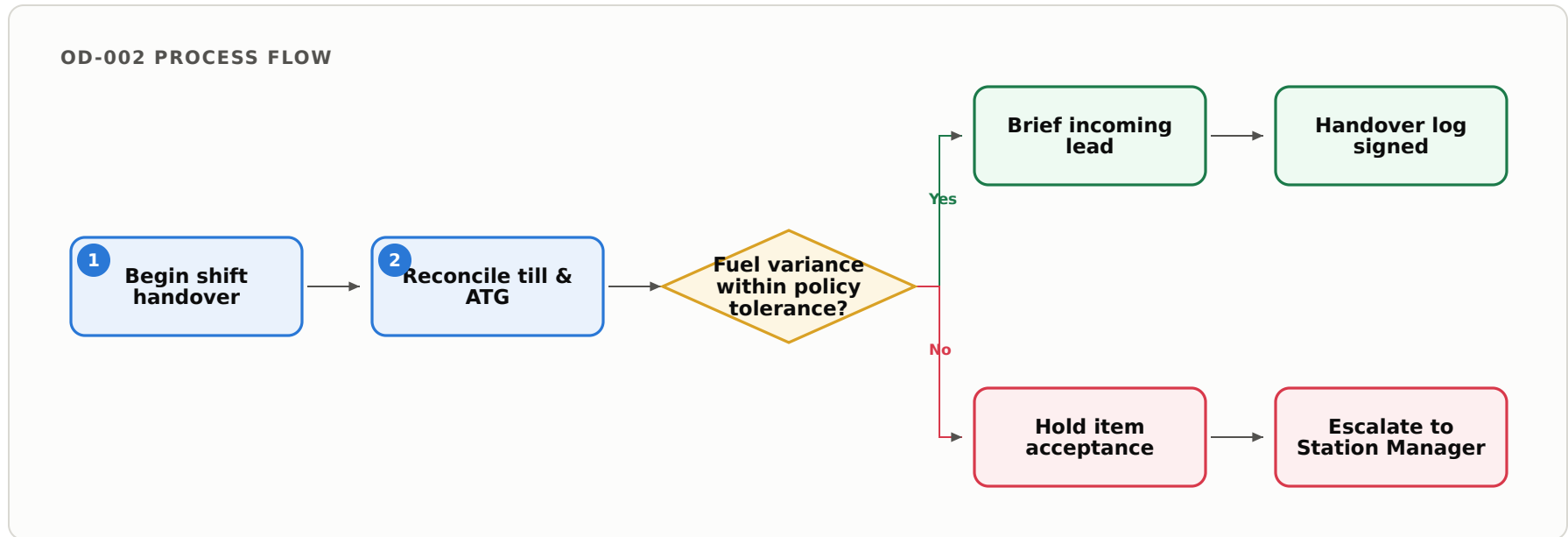
4. Required PPE & Lockout/Tagout

- Standard facility PPE (high-visibility vest if entering forecourt during handover).
- Not applicable — no hazardous energy involved.

5. Regulatory References

- None sector-specific to the handover process itself; internal cash-control and inventory-reconciliation policy applies. Age-restricted tobacco/vape sales records referenced during handover are governed by state ABC/tobacco licensing and FDA 21 CFR 1140; fuel inventory reconciliation supports EPA 40 CFR 280 UST leak-detection recordkeeping.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

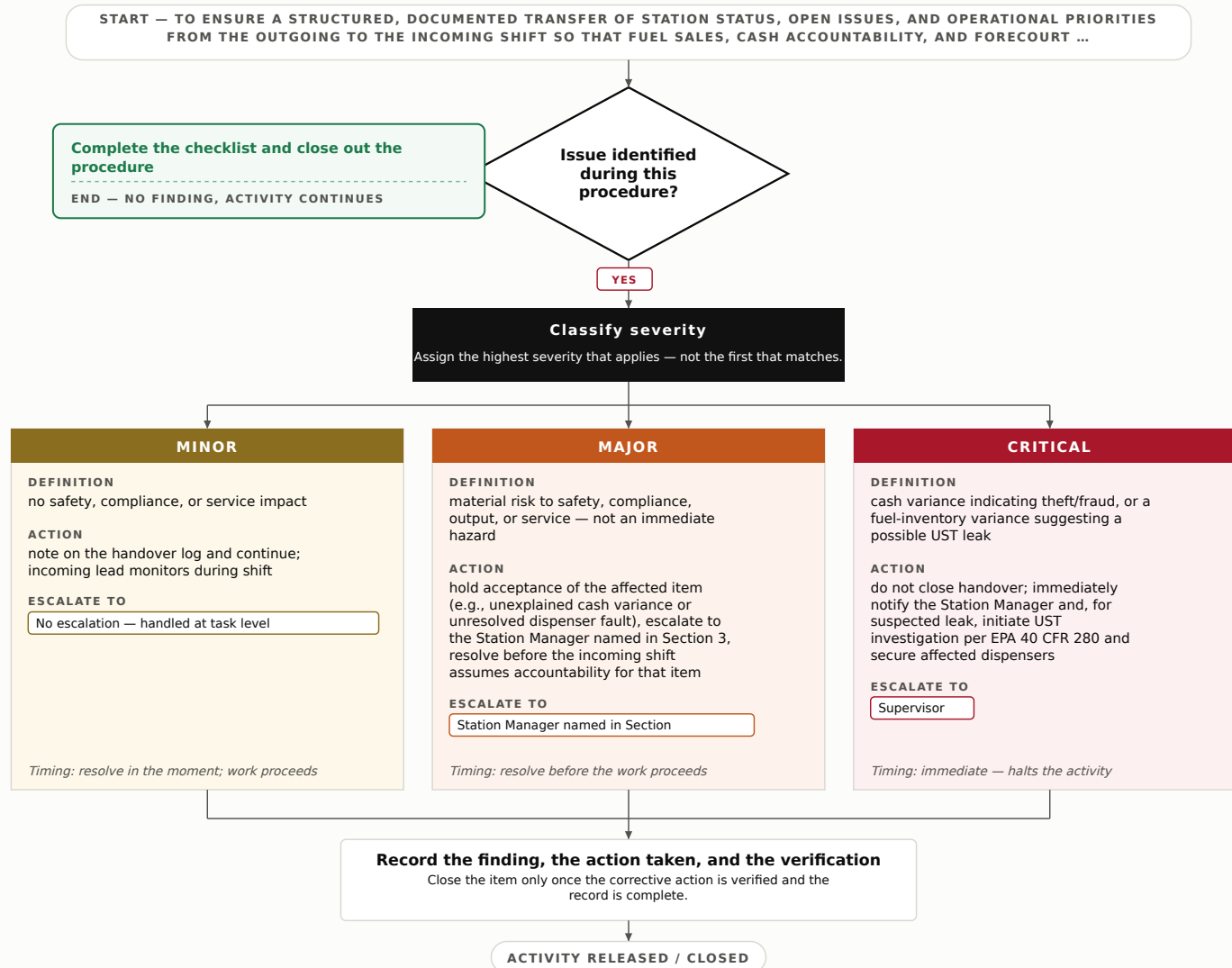
6. Process Flow



7. Step-by-Step Procedure

1. Outgoing lead prints or records POS till totals, fuel dispenser sales totals, and current tank-gauge (ATG) readings for the shift.
2. Reconcile physical cash drawer against POS totals; note any over/short and reason.
3. Record fuel inventory: compare ATG stick/gauge readings to expected volume; flag any variance for UST reconciliation review.
4. Compile list of open issues — pending refunds, drive-off/no-pay reports, out-of-service dispensers, low product grades, or pending deliveries from the wholesaler.
5. State top 3–5 priorities for the incoming shift (e.g., expected fuel delivery window, cleaning tasks, promotional pricing changes).
6. Brief incoming lead in person, walking the forecourt and store as needed; incoming lead asks questions and confirms understanding.
7. Both leads verify and sign the handover log; incoming lead accepts cash drawer and open items.
8. File the completed handover log in the shift record binder or digital log for Station Manager review.

8. Decision Tree

Decision Tree — Shift Handover & Briefing**READING THIS TREE**

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Cash drawer reconciled to POS with any over/short explained.
- Fuel ATG readings recorded and variance within policy tolerance.
- All open issues logged with owner and status.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
POS till totals reconciled to cash drawer		
Over/short documented with reason		
ATG / tank readings recorded and compared		
Open issues (refunds, drive-offs, OOS dispensers) logged		
Incoming shift priorities communicated		
Handover log signed by both leads		
Pending wholesaler delivery status noted		

11. KPIs

- Handover log completion rate: 100% of shift changes.
- Cash variance explained at handover: $\geq 98\%$ of shifts with zero unexplained shortages.
- Handover duration: ≤ 25 minutes per shift change.

12. Supervisor Verification

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1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

OD-003 — Staffing & Coverage Verification

Estimated completion time: 15-30 minutes per operating period (shift start / shift change)

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1. Purpose

Confirm that every required operating role — cashier/attendant, shift lead, and a qualified UST/fuel-system operator — is physically present, credential-current, and assigned before the fuel station opens or changes shifts, so the site never operates fuel dispensing or age-restricted sales without lawful, qualified coverage.

2. Scope

Covers pre-shift and shift-change verification that the roles required for safe fuel-station operation are present, qualified, and posted to positions for the operating period at this site. Excludes building the roster or assigning shifts (covered under HR-015) and verifying underlying staff competency/training records (covered under TR-020).

3. Responsibilities

- Shift Lead — runs the coverage verification at each period, confirms presence and posting, initiates escalation on any gap.
- Store Manager — owns the required-coverage matrix, approves temporary coverage solutions, resolves Major/Critical gaps.
- Site Fuel/UST Operator (Class A/B/C designee) — confirms a qualified operator of record is on duty for the period per state UST program.

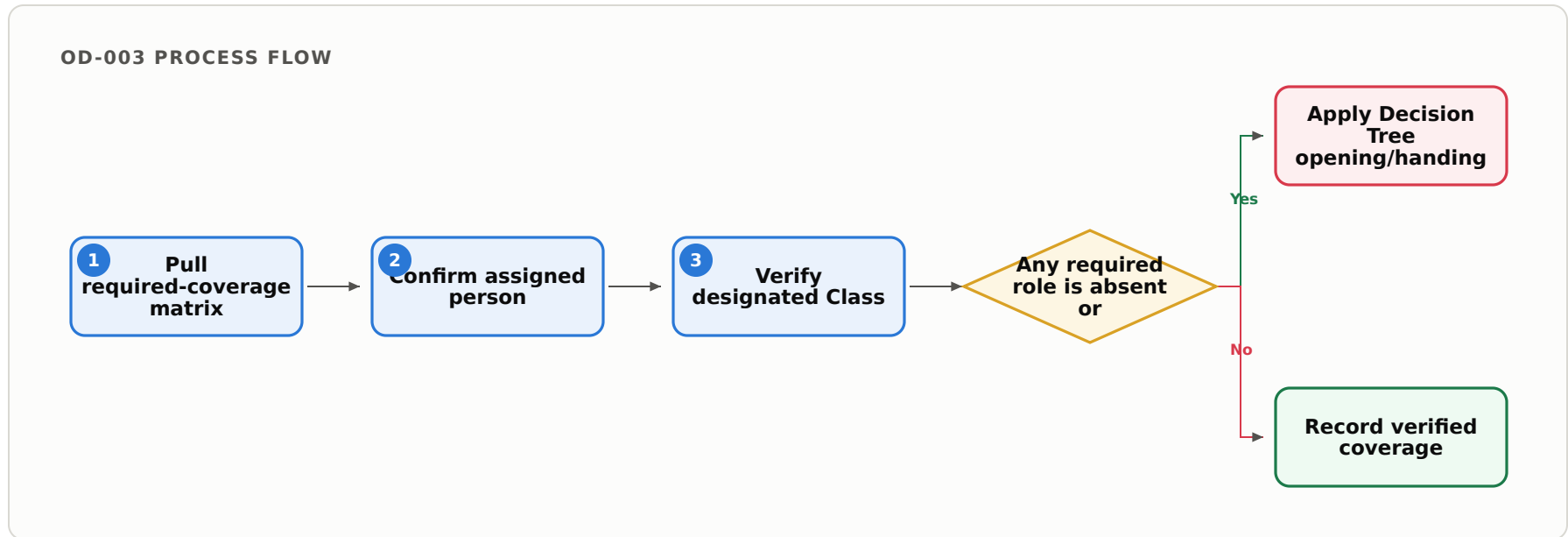
4. Required PPE & Lockout/Tagout

- Standard facility PPE; high-visibility vest if verification includes a walk of the forecourt/dispenser island.
- Not applicable — no hazardous energy involved (administrative coverage-verification task).

5. Regulatory References

- 40 CFR 280 Subpart J (UST operator training — Class A/B/C designation on duty)
- FDA Food Code / applicable state retail food code (if site sells prepared/package food)
- Applicable state law on age-restricted tobacco/alcohol sales staffing and 21 U.S.C. 387 (FDA tobacco retailer rules)
- Fair Labor Standards Act (29 CFR) and state posting requirements; internal coverage-matrix policy applies where no sector-specific rule governs headcount.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

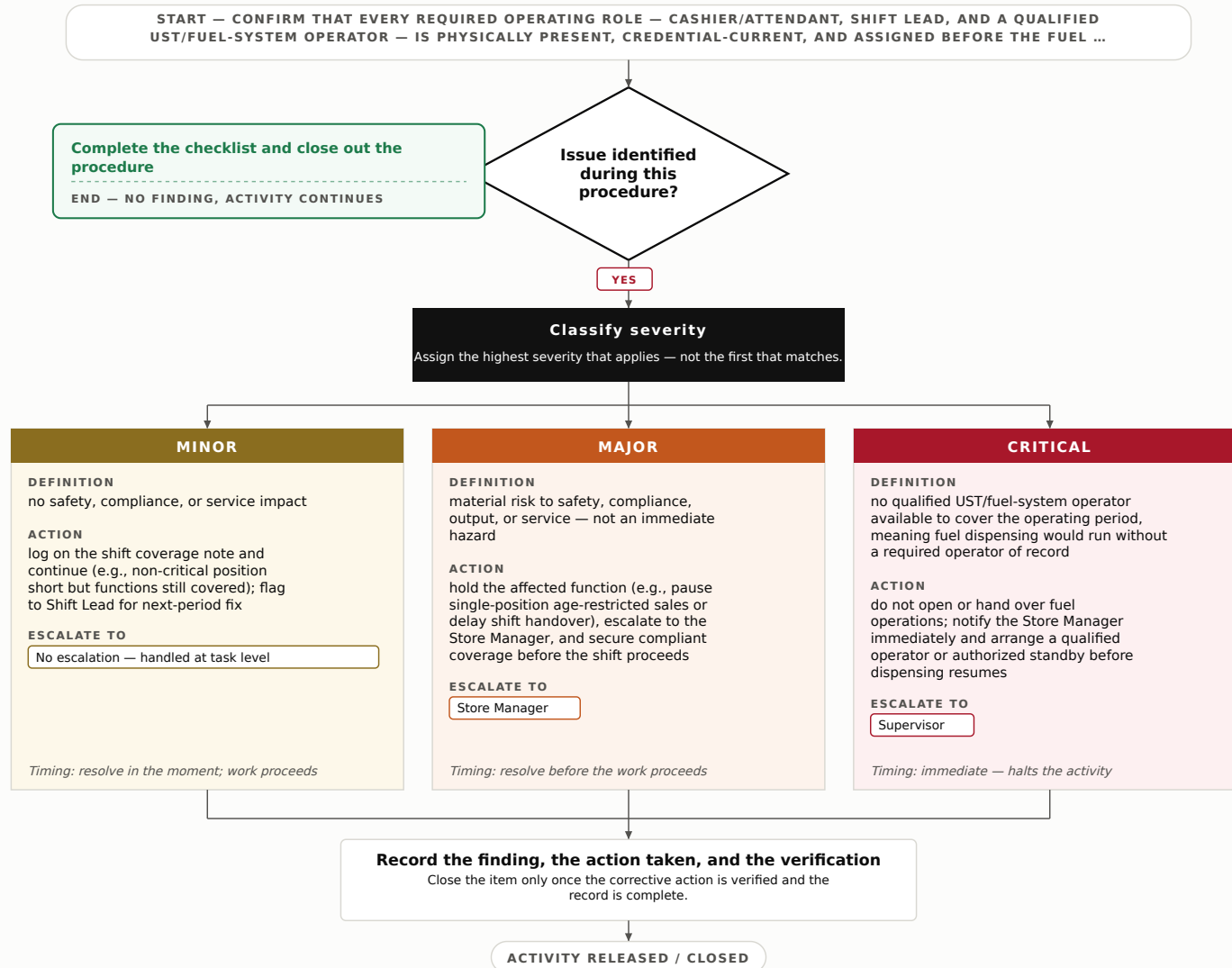


7. Step-by-Step Procedure

1. Pull the required-coverage matrix for the operating period (minimum headcount, required roles, and the on-duty UST operator class required by state program).
2. Confirm each assigned person on the roster (per HR-015) is physically present and clocked in for the period.
3. Verify a designated Class A/B/C UST operator is on site or reachable per the site's operator-of-record rule; note the operator name and class.
4. Confirm each customer-facing seller holds current age-restricted-sales authorization on file (currency check only — competency detail per TR-020).
5. Confirm at least one shift lead / key-holder is present and assigned to cash handling and emergency-response duties.
6. Assign or confirm each person's position (register, forecourt, food service if applicable) so no required function is uncovered.
7. If any required role is absent or credential-lapsed, apply the Decision Tree before opening/handing over the shift.
8. Record the verified coverage on the shift log (roster confirmed, UST operator, seller currency, position assignments) and sign off.

8. Decision Tree

Decision Tree — Staffing & Coverage Verification



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Required-coverage matrix matches actual present, assigned staff for the period.
- A qualified UST operator of record is confirmed on duty/reachable.
- All customer-facing sellers show current age-restricted-sales authorization.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Minimum headcount for period met		
Shift lead / key-holder present and assigned		
Qualified UST operator (Class A/B/C) confirmed		
Age-restricted-sales authorization current for all sellers		
All required positions posted/assigned		
Coverage gaps escalated and resolved		
Shift coverage log signed		

11. KPIs

- Operating periods opened/handed over with full verified coverage: $\geq 99\%$
- Periods run without a qualified UST operator of record: 0
- Coverage verification completed before shift start/handover: 100%

12. Supervisor Verification

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1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

OD-004 — Work Area Readiness & Housekeeping Inspection

Estimated completion time: 20-40 minutes per shift changeover

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1. Purpose

Ensure the forecourt, dispenser islands, canopy area, sales floor, and restrooms are clean, obstruction-free, and hazard-controlled so the site can safely open and operate for the day's fueling and convenience-retail activity.

2. Scope

Covers pre-shift and shift-change inspection of customer-facing and staff-facing work areas including pump islands, spill kits, walkways, waste receptacles, and floor surfaces. Excludes warehouse/stockroom housekeeping (see WH-023) and maintenance-shop housekeeping (see MD-025).

3. Responsibilities

- Shift Lead / Cashier-in-Charge — performs the walkthrough inspection, completes the checklist, and initiates immediate cleanup of minor findings.
- Site Manager — reviews findings, approves corrective actions, and authorizes escalation for Major or Critical issues.
- Forecourt Attendant — executes forecourt sweeping, squeegee/spill wipe-down, and restocks spill-absorbent and towel supplies.

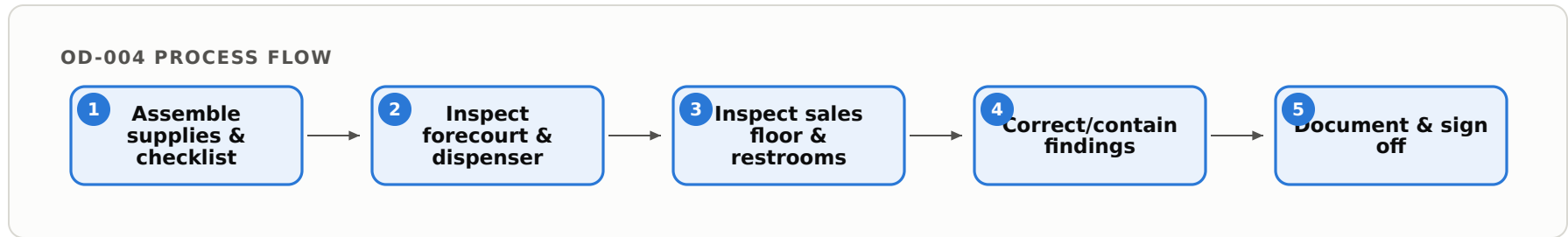
4. Required PPE & Lockout/Tagout

- Standard facility PPE: nitrile/chemical-resistant gloves, non-slip footwear, hi-vis vest when working on the forecourt near traffic.
- Lockout/Tagout: Not applicable — no hazardous energy involved. If a dispenser must be taken out of service for a leak, tag it "Out of Order" and escalate per MD-025; do not attempt repair.

5. Regulatory References

- 29 CFR 1910.22 (Walking-Working Surfaces — housekeeping, clean/dry/orderly)
- 29 CFR 1910.157 (Portable fire extinguishers — accessibility/inspection)
- 40 CFR 280 (UST spill/overfill prevention; spill-kit readiness at dispensers)
- NFPA 30A (Motor Fuel Dispensing Facilities — housekeeping and ignition-source control)
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

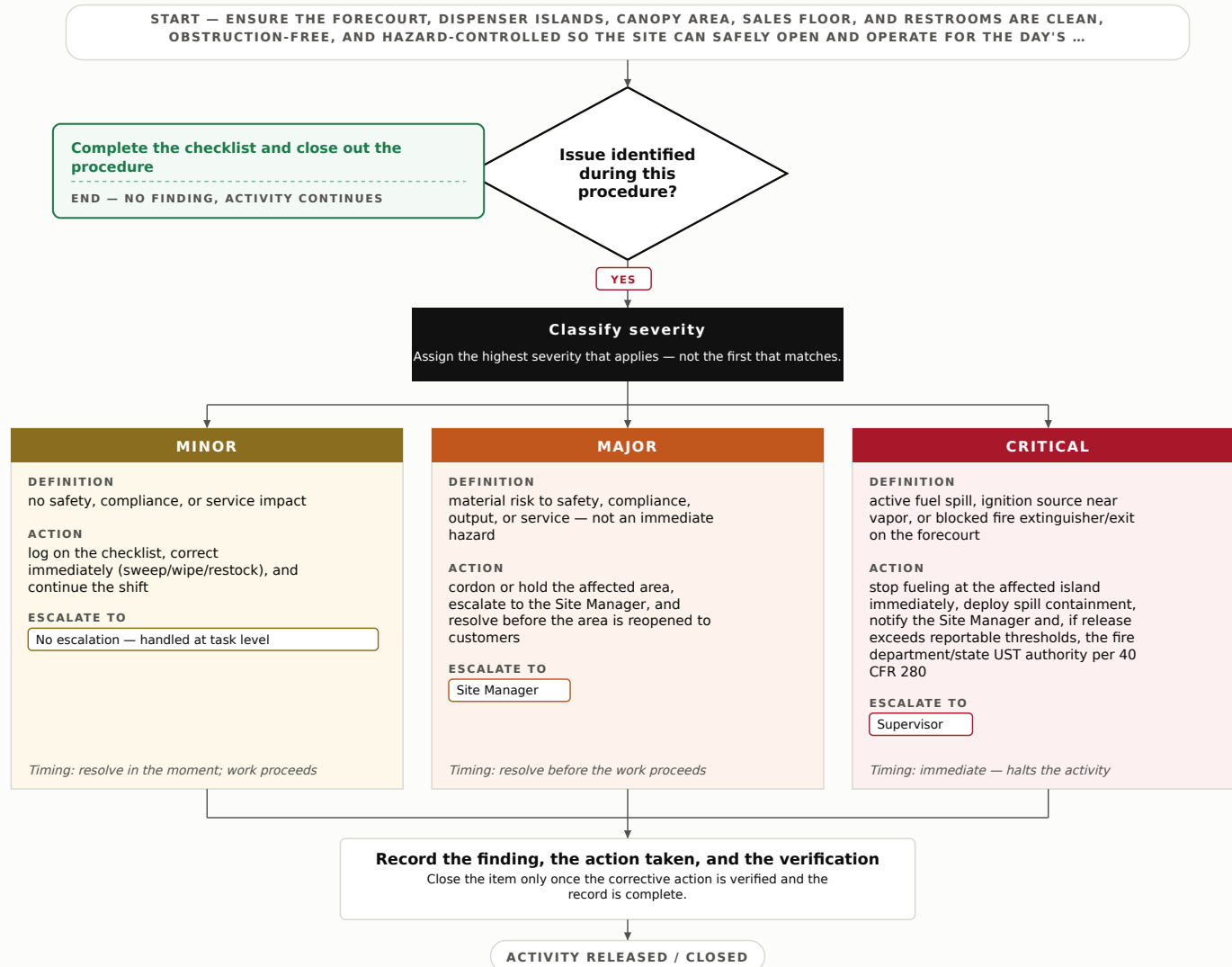


7. Step-by-Step Procedure

1. Gather the inspection checklist, gloves, spill-absorbent, and note the outgoing shift's open items.
2. Walk the forecourt and canopy: check for fuel drips, oil stains, debris, and standing water on each island; confirm walkways are clear and non-slip.
3. Verify each dispenser-island spill kit is present, sealed, and stocked with absorbent; confirm fire extinguishers are mounted, charged, and unobstructed.
4. Inspect trash receptacles, windshield-wash stations, and squeegee buckets; empty, refill, and remove overflow.
5. Inspect the sales floor: aisles clear, floor mats flat and dry, spills wiped, wet-floor signage available; check restrooms for cleanliness and supply stock.
6. Correct all minor findings immediately (sweep, wipe, restock); contain any spill with absorbent and cordon the area.
7. Confirm no ignition/tripping/slip hazards remain and that all safety equipment is accessible.
8. Record all findings, corrective actions, and outstanding items on the checklist; obtain Shift Lead/Manager sign-off.

8. Decision Tree

Decision Tree — Work Area Readiness & Housekeeping Inspection



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- All dispenser islands verified free of fuel/oil residue and standing water.
- All spill kits and fire extinguishers confirmed present, sealed, and accessible.
- All walkways, aisles, and restrooms confirmed clean, dry, and hazard-free.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Forecourt/islands free of fuel, oil, and debris		
Walkways and sales-floor aisles clear and non-slip		
Dispenser spill kits present, sealed, stocked		
Fire extinguishers mounted, charged, unobstructed		
Trash receptacles emptied; no overflow		
Restrooms clean and fully stocked		
Wet-floor signage available and staged		

11. KPIs

- Housekeeping inspections completed on schedule: $\geq 98\%$ of shifts.
- Critical findings (spill/ignition/blocked safety equipment) per month: 0.
- Slip/trip customer incidents attributable to housekeeping: 0 per quarter.

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

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1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

OD-005 — Operational Equipment Availability Check

Estimated completion time: 20–40 minutes (per shift changeover)

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1. Purpose

To confirm that the equipment and tools needed to run the fuel-retail site for the upcoming shift or trading period are physically present, powered, and released for use — so pumps, POS, and safety systems are available before customers are served.

2. Scope

Covers the start-of-period availability confirmation of forecourt dispensers, POS/payment terminals, the emergency stop (E-stop) system, tank-gauge console, and small hand tools/spill kit at a single retail gasoline site. Excludes equipment condition/inspection (see ED-003), preventive-maintenance status (see PM-024), and material-handling-equipment pre-use checks (see WH-004).

3. Responsibilities

- Shift Lead / Site Manager (OD) — runs the availability check at period start, releases the forecourt for trading, and signs off.
- Cashier / Forecourt Attendant (OD) — confirms POS terminal power-up, verifies dispenser displays and hose/nozzle presence, reports any missing item.
- Maintenance Coordinator (OD) — receives escalations for unavailable equipment and coordinates release-to-service or repair scheduling.

4. Required PPE & Lockout/Tagout

- Standard facility PPE: hi-vis vest and nitrile/chemical-resistant gloves when handling nozzles or spill-kit items on the forecourt.
- Lockout/Tagout: Not applicable to this availability check — no hazardous energy is isolated. If a unit is found tagged out, treat it as unavailable and route per Section 8.

5. Regulatory References

- 29 CFR 1910.106 (OSHA — Flammable liquids), NFPA 30 / NFPA 30A (Motor Fuel Dispensing Facilities), 40 CFR Part 280 (EPA — UST leak-detection/monitoring operability), and applicable state weights-and-measures rules (NIST Handbook 44) for dispenser readiness.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

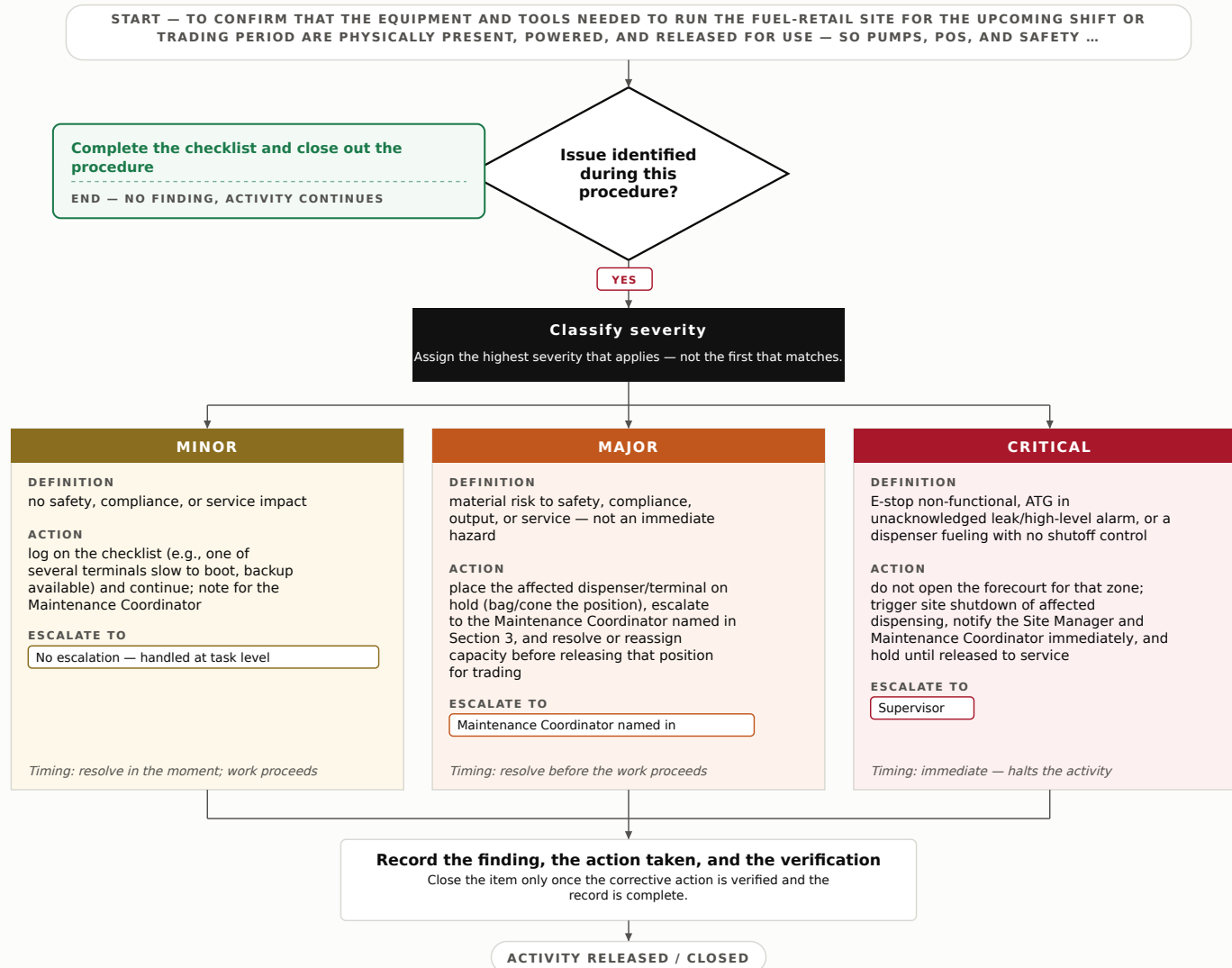
6. Process Flow



7. Step-by-Step Procedure

1. Pull the site equipment roster for the period: number of active dispensers/grades, POS terminals, E-stop stations, tank-gauge console, and the forecourt spill kit/hand tools.
2. Walk each dispenser island: confirm the unit is present, powered, displays default to zero, and each nozzle/hose is attached and hung — availability only (defect diagnosis is handled under ED-003).
3. Power up / log in to each POS and payment terminal; confirm the pay-at-pump link and card-reader are online and communicating with the console.
4. Confirm the automatic tank-gauge (ATG) console is powered, showing current fuel inventory per grade, and not in an unacknowledged alarm state that would block dispensing.
5. Verify E-stop station(s) are present, unobstructed, and indicating ready; confirm the emergency-shutoff signage is visible.
6. Confirm the spill kit, absorbent, and required hand tools are stocked and staged at the designated forecourt location.
7. For any item missing, un-powered, or not released, classify per Section 8 and place the affected position or unit on hold — do not open it for customer use.
8. Record results on the Inspection Checklist, note released vs. held equipment, and obtain Shift Lead sign-off before opening the forecourt.

8. Decision Tree

Decision Tree — Operational Equipment Availability Check**READING THIS TREE**

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- All rostered dispensers and grades confirmed present, powered, and released before opening.
- All POS/payment terminals online and communicating with the ATG console.
- E-stop station(s) and forecourt spill kit confirmed present and ready.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
All rostered dispensers present, powered, displays at zero		
Nozzles/hoses attached and hung on each active island		
POS / payment terminals powered and online		
ATG console powered, inventory shown, no blocking alarm		
E-stop station(s) present, unobstructed, ready		
Spill kit / absorbent / hand tools staged and stocked		
Held/unavailable equipment flagged and escalated		

11. KPIs

- Equipment availability at period start: $\geq$ 98% of rostered units released.
- Availability check completed before forecourt open: 100% of shifts.
- Unresolved Critical findings at open: 0.

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

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1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

Phase 2 — Demand intake

OD-006 — Customer Order / Work Request Intake

Estimated completion time: 5-15 minutes per intake

Provided for general informational and operational purposes as part of the Retail Gasoline archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure defines how the site receives and logs incoming fuel replenishment orders, bulk fuel delivery requests, fleet/commercial account fuel requests, and store-level service requests (car wash, air/vac, propane exchange) so every request is captured accurately and routed for fulfillment. It ensures no order is lost and that tank capacity and account status are confirmed before commitments are made.

2. Scope

Covers intake and logging of all customer and internal fuel orders, wholesale delivery requests, commercial account requests, and station service requests from first contact through hand-off for scheduling/fulfillment. Excludes acceptance/capability review (confirming the site can meet the request — tank ullage sufficiency, credit approval, spec suitability), which is covered under OD-007.

3. Responsibilities

- Site Manager (Operations) — owns the intake log, approves commercial account requests, resolves escalations.
- Shift Lead / CSR — receives incoming requests (phone, in-person, dispatch portal), records required fields, confirms customer identity/account.
- Fuel Supply Coordinator — receives logged bulk/replenishment orders and coordinates delivery windows with wholesalers.

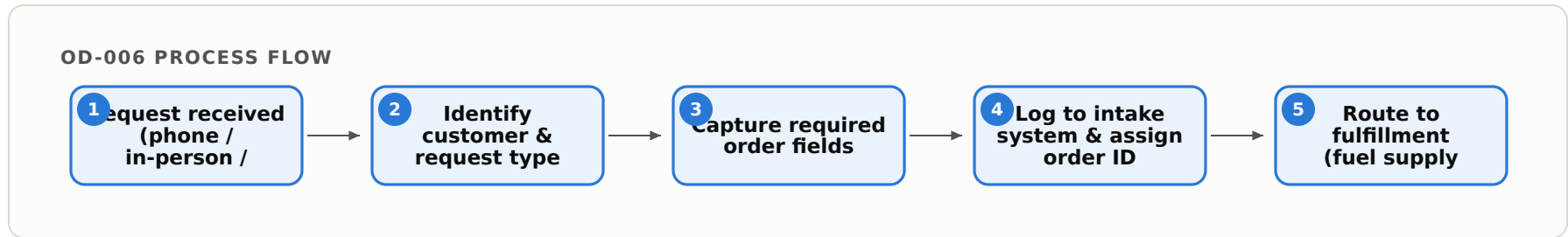
4. Required PPE & Lockout/Tagout

- Standard facility PPE; no additional PPE required for intake/logging activity performed at the counter or office.
- Not applicable — no hazardous energy involved in this administrative task.

5. Regulatory References

- 40 CFR 280 (EPA — UST systems; capacity/inventory records relevant to confirming a fuel order against tank status)
- Weights & Measures / NIST Handbook 44 (accuracy of dispensed/metered quantities referenced on service requests)
- Internal policy: OD Intake & Order-Logging Standard; commercial account credit policy
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

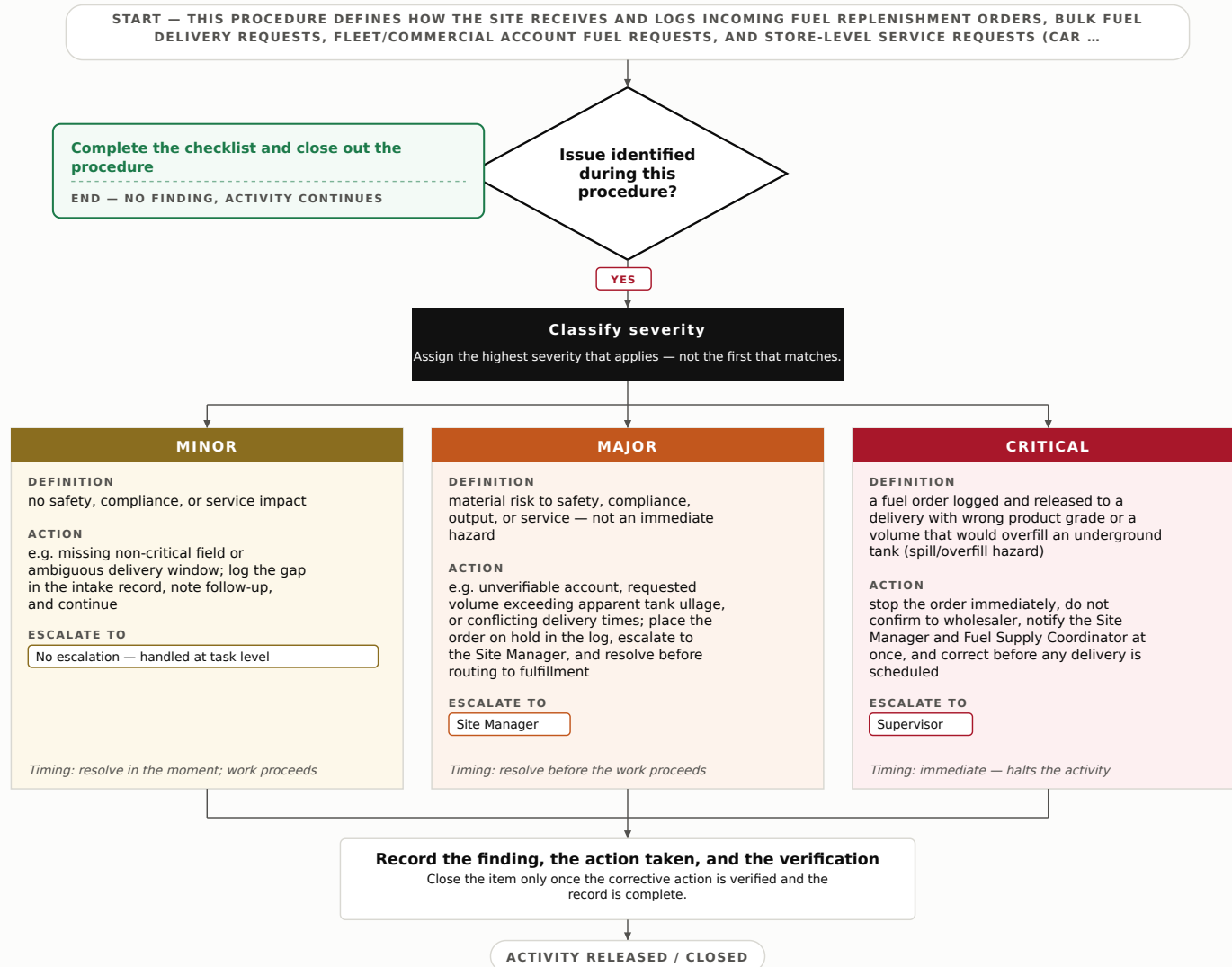


7. Step-by-Step Procedure

1. Receive the incoming request and greet the customer; note channel (phone, in-person, wholesaler dispatch portal, fleet account).
2. Identify request type: bulk fuel replenishment (from petroleum wholesaler), commercial/fleet fuel account, or station service (car wash, propane exchange, air/vac).
3. Verify customer identity and account status — confirm account number, contact name, and callback/dispatch reference for commercial requests.
4. Capture required fields: product grade (regular/mid/premium/diesel), requested quantity (gallons), requested delivery/service date and window, delivery/service location, and any special instructions.
5. For fuel orders, note current tank/product referenced by the request; flag if requested volume appears near or over nominal tank capacity for OD-007 acceptance review (do not approve here).
6. Assign a sequential order/request ID and enter all fields into the intake log/POS or dispatch system; timestamp entry.
7. Route the logged order — bulk/replenishment to the Fuel Supply Coordinator, service requests to the site service queue — and read back the confirmed details to the customer.
8. Record confirmation, order ID, and any open items in the intake log; retain per records policy.

8. Decision Tree

Decision Tree — Customer Order / Work Request Intake



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- All required order fields captured and legible before an order ID is assigned.
- Customer/account identity verified for every commercial or wholesale request.
- Product grade and requested quantity read back and confirmed with the customer.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Request channel and customer/account identified		
Request type (bulk fuel / fleet / service) recorded		
Product grade and quantity captured		
Delivery/service date and location recorded		
Order ID assigned and timestamped in log		
Volume vs. tank capacity flag reviewed (hand-off to OD-007 noted)		
Details read back and confirmed to customer		

11. KPIs

- Order intake accuracy (fields complete & correct) $\geq 98\%$
- Requests logged and assigned an ID within 10 minutes of receipt $\geq 95\%$
- Lost/unlogged requests: 0 per month

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

OD-007 — Order Verification & Acceptance Review

Estimated completion time: 20–45 minutes per inbound fuel order/delivery confirmation

Provided for general informational and operational purposes as part of the Retail Gasoline archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To confirm that each inbound fuel supply order — grade, volume, blend specification, tank capacity, and delivery terms — is correct and can be safely accepted before the site commits to a scheduled delivery from the supplier. This prevents cross-drops, overfills, and off-spec product reaching the forecourt.

2. Scope

Covers verification of order scope, product specification (octane/grade/RVP), site tank capacity/ullage, and commercial terms for inbound gasoline and diesel deliveries. Excludes order logging (see OD-006) and delivery scheduling (see OD-008); this procedure ends when acceptance is confirmed and handed to those modules.

3. Responsibilities

- Site Manager — final authority to accept or reject an order; confirms terms and pricing against contract.
- Shift Lead / Forecourt Operator — verifies live tank levels, calculates available ullage, confirms grade assignment per tank.
- Fuel Coordinator — reconciles order against supplier confirmation (grade, volume, delivery window) and flags discrepancies.

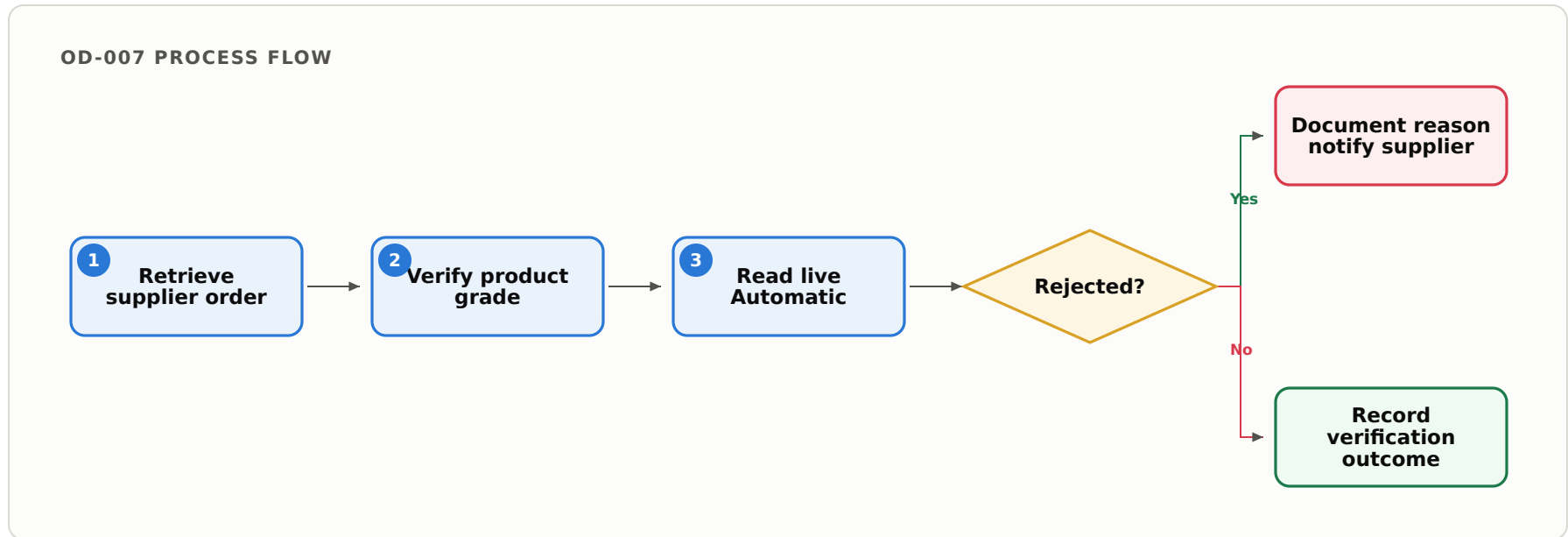
4. Required PPE & Lockout/Tagout

- Standard facility PPE; no direct fuel handling occurs during this review (document/gauge review only).
- Not applicable — no hazardous energy involved (verification is a records and tank-gauge review task).

5. Regulatory References

- 40 CFR 80 (EPA fuel & fuel additive standards — grade/RVP/sulfur specification)
- 40 CFR 280 (EPA UST overfill/spill prevention — capacity verification basis)
- Applicable state Weights & Measures and Fire Marshal UST rules
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

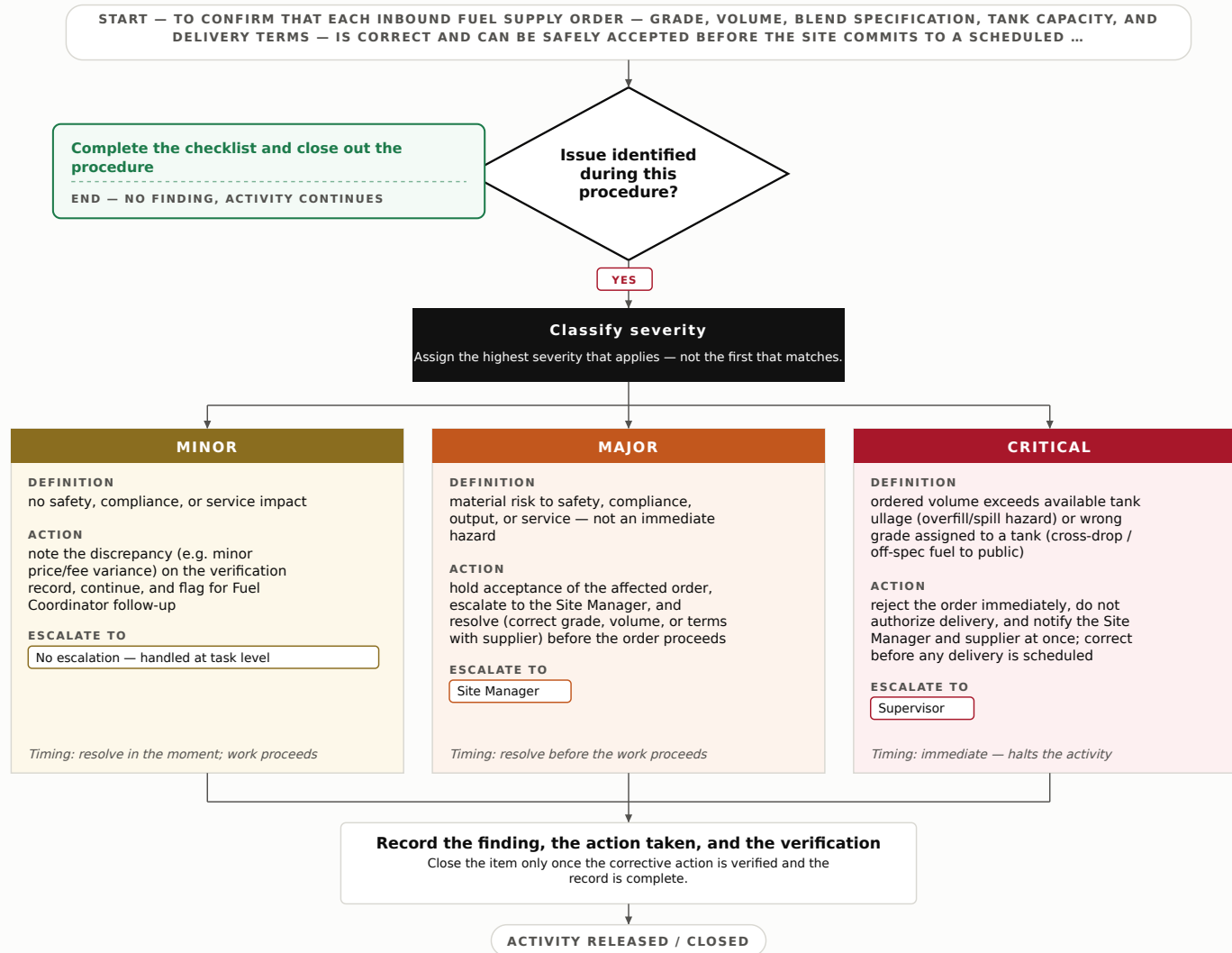
6. Process Flow



7. Step-by-Step Procedure

1. Retrieve the supplier order confirmation (grade, gallons, price, delivery window) from Petroleum Refineries / Petroleum Products Wholesalers.
2. Verify each product grade and specification (octane, diesel type, RVP/seasonal blend) matches the site's authorized product list and current season.
3. Read live Automatic Tank Gauge (ATG) levels for each destination tank; record current volume.
4. Calculate available ullage per tank; confirm ordered volume fits within safe fill limit ($\leq 90-95\%$ capacity) with no overfill risk.
5. Confirm the grade-to-tank assignment on the order matches physical tank labeling to prevent a cross-drop.
6. Validate commercial terms: price per gallon, freight/delivery fee, payment terms, and any rack differential against the supply contract.
7. Make the accept/reject decision; if rejected, document reason and notify the supplier. If accepted, mark order verified.
8. Record verification outcome, ATG readings, and signatures; hand off to order logging (OD-006) and scheduling (OD-008).

8. Decision Tree

Decision Tree — Order Verification & Acceptance Review**READING THIS TREE**

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Grade and RVP/seasonal spec confirmed against authorized product list for every line item.
- Ullage calculation verified against live ATG reading, not estimated.
- Commercial terms reconciled to current supply contract.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Supplier order confirmation received and legible		
Grade/octane/diesel type matches authorized product list		
Seasonal RVP/blend correct for current period		
Live ATG readings recorded for each destination tank		
Ordered volume fits within safe fill limit (ullage OK)		
Grade-to-tank assignment matches physical labeling		
Price, fees, and payment terms match contract		

11. KPIs

- Order verification accuracy (accepted orders with no downstream discrepancy) $\geq 99\%$
- Overfill/cross-drop incidents from accepted orders = 0
- Average verification time per order ≤ 45 minutes

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

OD-008 — Job Scheduling & Sequencing

Estimated completion time: 30-60 minutes per scheduling cycle (daily shift-level; weekly master schedule)

Provided for general informational and operational purposes as part of the Retail Gasoline archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To place all accepted operational work — fuel deliveries, tank-gauge reconciliations, wet-stock reconciliation, forecourt merchandising resets, and shift handovers — into the site operating schedule so that fuel supply, due dates, and station priorities are met without dry-tank or run-out conditions.

2. Scope

Covers sequencing of accepted station and fuel-supply tasks against priority, due dates, and delivery windows for a single retail gasoline site. Excludes assignment of specific staff or contractors to tasks, which is covered under OD-009, and equipment maintenance scheduling, which is covered under PM-008.

3. Responsibilities

- Station Manager — owns the master schedule, sets task priority, approves sequencing changes, and resolves conflicts.
- Shift Lead — sequences shift-level tasks, confirms fuel-delivery slots against tank ullage, and updates the schedule board in real time.
- Fuel Supply Coordinator — reconciles inbound delivery ETAs from the wholesaler against forecast demand and flags run-out risk.

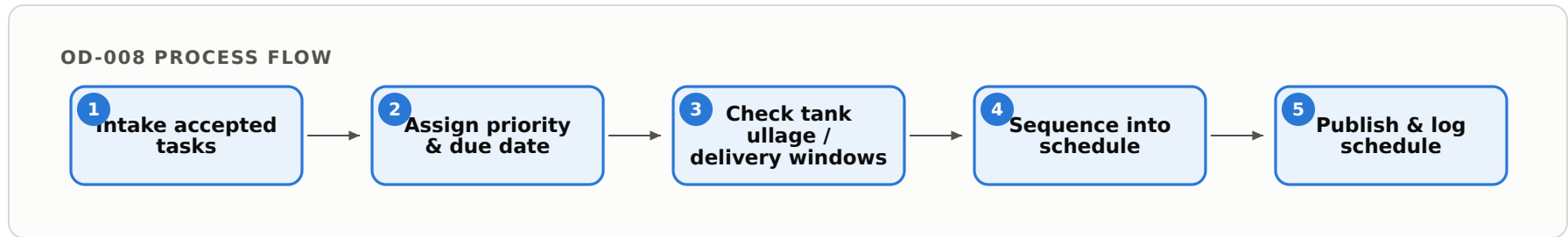
4. Required PPE & Lockout/Tagout

- Standard facility PPE only for scheduling activity; high-visibility vest required if verifying delivery slots on the forecourt during tanker arrival.
- Not applicable — no hazardous energy involved in the scheduling task itself.

5. Regulatory References

- 40 CFR 280 (Underground Storage Tank inventory/release-detection recordkeeping that constrains delivery timing)
- 27 CFR 41 / applicable state weights-and-measures and motor-fuel tax reporting deadlines (drive due-date sequencing)
- NFPA 30 / 30A (tank capacity and transfer scheduling context)
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

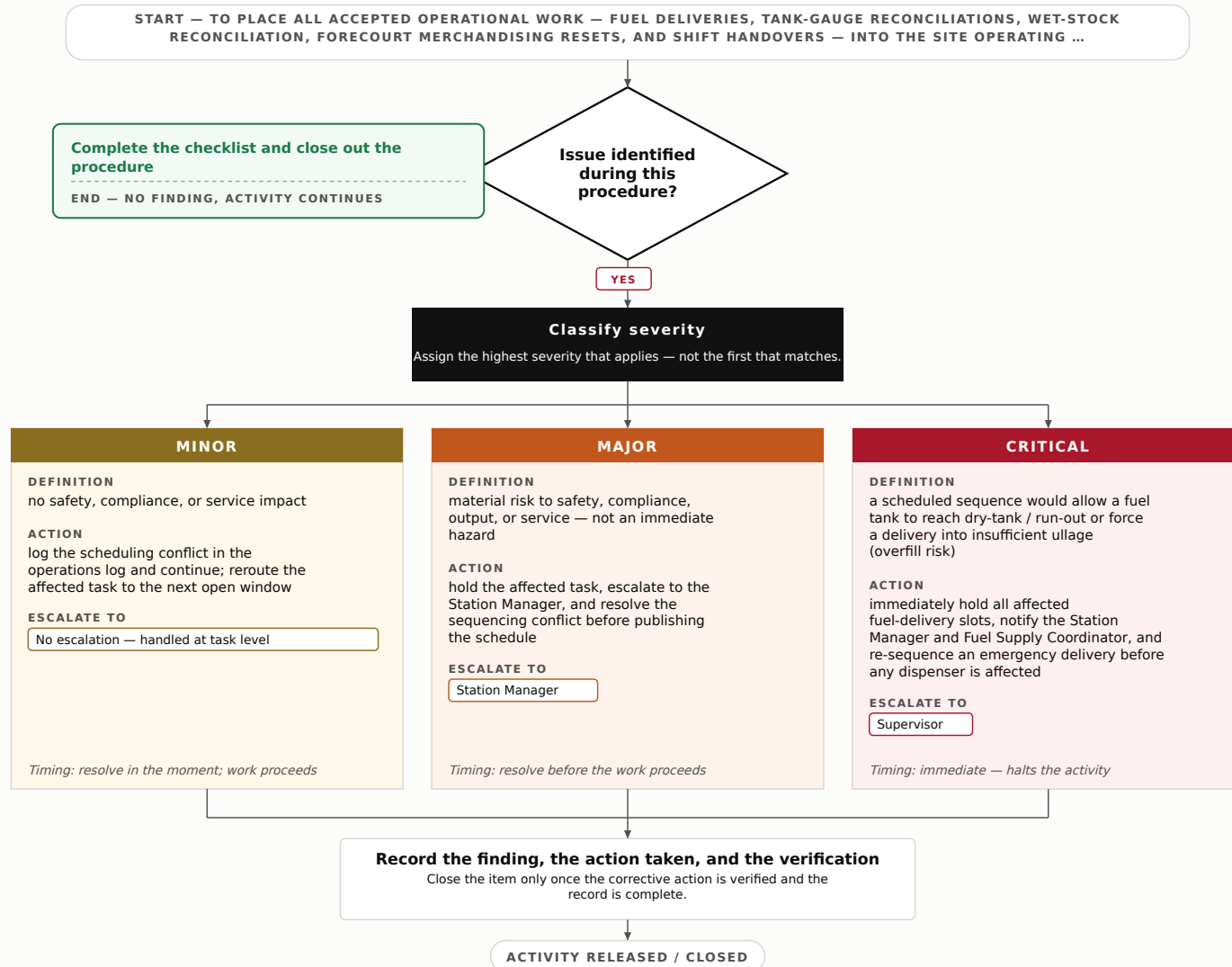


7. Step-by-Step Procedure

1. Gather all accepted work: confirmed fuel orders from the wholesaler, tank-gauge reconciliations, wet-stock checks, merchandising resets, and shift handovers.
2. Assign each task a priority tier: Priority 1 (run-out risk / regulatory deadline), Priority 2 (due within 24h), Priority 3 (routine).
3. For fuel deliveries, verify current tank ullage against forecast demand so the scheduled slot accepts the full load without overfill or dry-tank; flag any conflict to the Fuel Supply Coordinator.
4. Sequence Priority 1 tasks first into the earliest available windows, respecting the wholesaler's delivery slot and any tax/inventory reporting deadlines.
5. Fill remaining windows with Priority 2 then Priority 3 tasks, avoiding overlap with peak forecourt traffic where feasible.
6. Confirm no task requires staff assignment or maintenance scheduling to proceed; if so, hand off per OD-009 or PM-008 and hold the slot.
7. Publish the finalized schedule to the shift board and shared log; brief the Shift Lead on Priority 1 items.
8. Record the schedule version, priority rationale, and any deferred tasks in the daily operations log.

8. Decision Tree

Decision Tree — Job Scheduling & Sequencing



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every accepted task carries a priority tier and due date before sequencing.
- All fuel-delivery slots verified against current tank ullage and forecast demand.
- Schedule published and logged with version and rationale.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
All accepted tasks captured in intake		
Priority tier assigned to each task		
Fuel-delivery slots checked against tank ullage		
Regulatory/reporting deadlines reflected in sequence		
No unassigned hand-offs blocking Priority 1 tasks		
Schedule published to shift board		
Schedule version and rationale logged		

11. KPIs

- Fuel run-out / dry-tank events: 0 per month
- Priority 1 tasks scheduled within delivery window: $\geq 98\%$
- Schedule published before shift start: 100% of shifts

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

OD-009 — Resource & Capacity Allocation

Estimated completion time: 30-60 minutes per shift-planning cycle

Provided for general informational and operational purposes as part of the Retail Gasoline archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

Match available people, equipment (fuel dispensers, POS lanes, car-wash bays, tank ullage), and physical space to the work already scheduled for the shift, and confirm that assumed capacity is physically real before the shift commits to it — so posted work is not blocked by a full tank, a down dispenser, or an unstaffed lane.

2. Scope

Covers the assignment of on-hand staff, functional equipment, and site space to scheduled tasks at a single retail gasoline station, plus verification that each assumed capacity (tank ullage, working dispensers, open lanes) actually exists. Excludes staffing presence and shift coverage, covered under OD-003, and the sequencing/timing of scheduled work, covered under OD-008.

3. Responsibilities

- Station Manager — owns the allocation plan; confirms capacity is real before releasing the shift plan.
- Shift Lead — assigns people and lanes/bays to posted work; flags shortfalls to the Station Manager.
- Fuel/Facilities Technician — verifies dispenser and tank-gauge functional capacity and reports out-of-service assets.

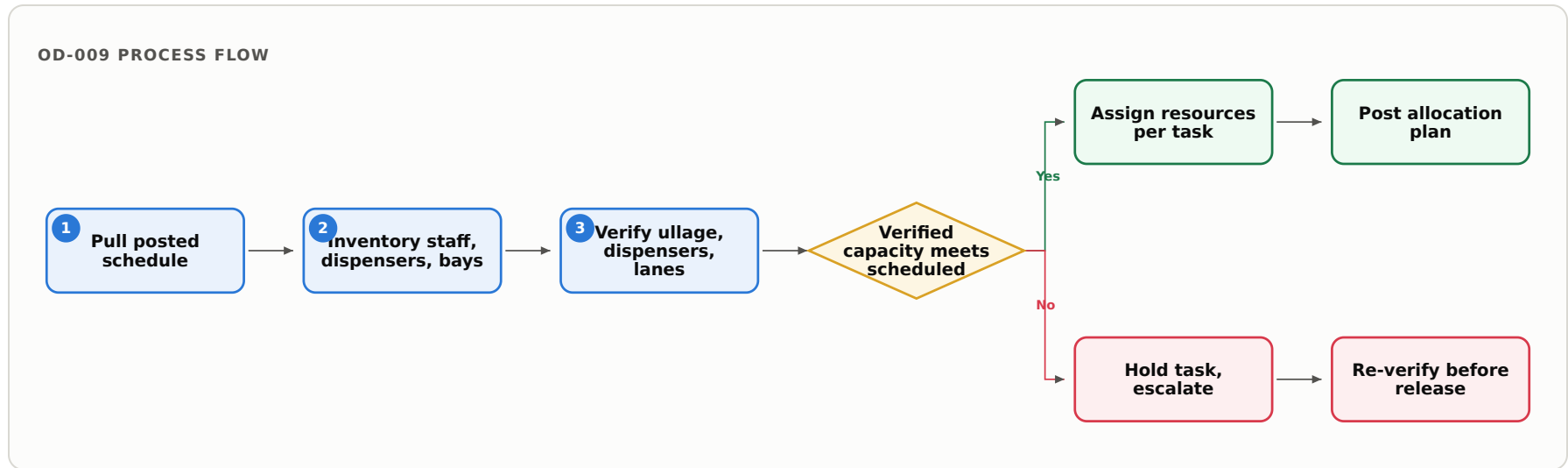
4. Required PPE & Lockout/Tagout

- Standard facility PPE; hi-vis vest and nitrile gloves when verifying tank ullage or dispenser status in the forecourt.
- Not applicable — this is a planning task with no hazardous energy control; any de-energizing of a dispenser during verification is performed under the maintenance LOTO procedure, not here.

5. Regulatory References

- 40 CFR 280 (Subpart D) — UST release detection / tank capacity monitoring
- NFPA 30A — Motor Fuel Dispensing Facilities (dispenser and forecourt use)
- 29 CFR 1910.106 — Flammable liquids (occupancy/storage limits informing space allocation)
- Weights & Measures dispenser certification (NIST Handbook 44, state-administered)
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

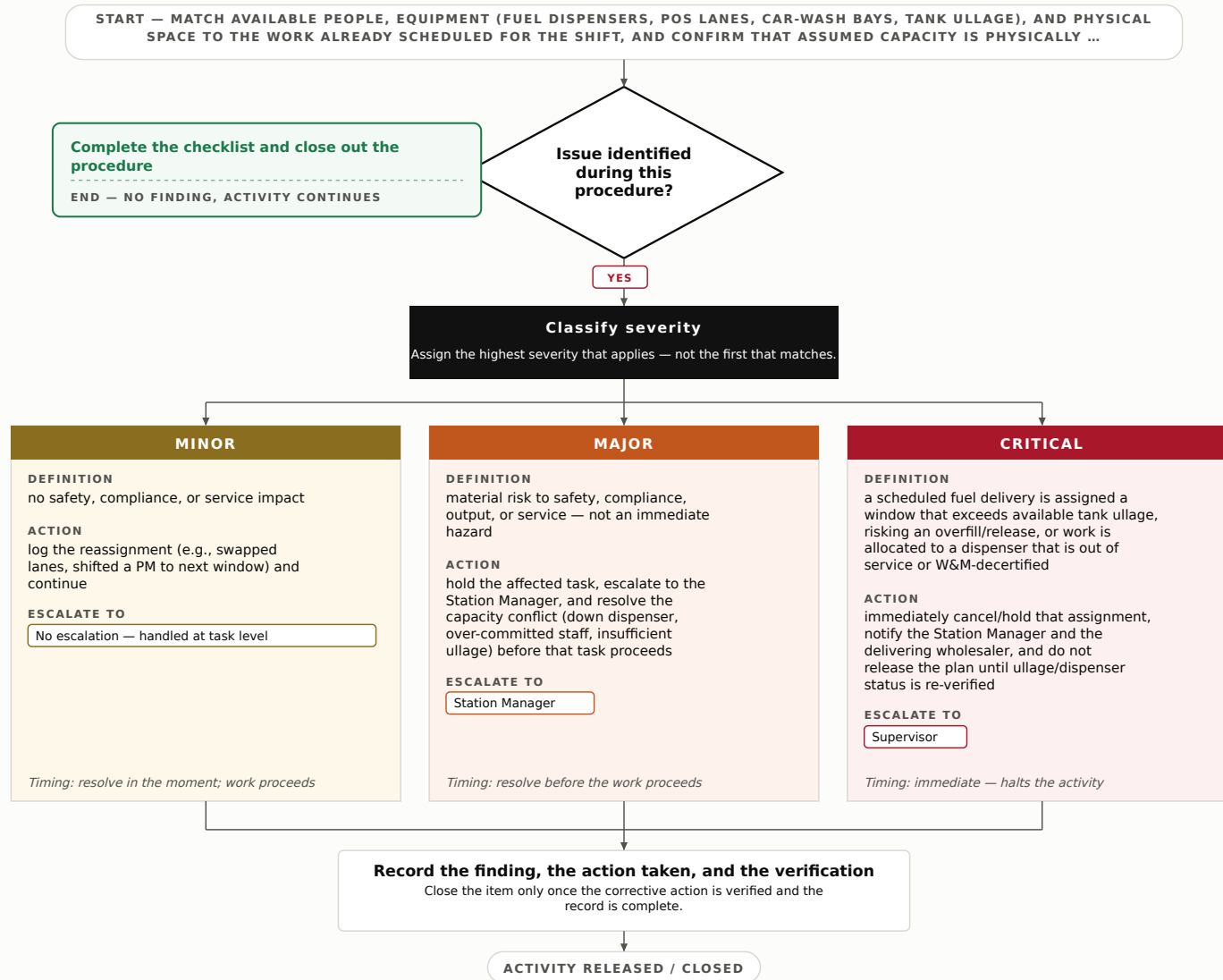
6. Process Flow



7. Step-by-Step Procedure

1. Pull the posted schedule of work for the shift (fuel receipts, car-wash operation, lane staffing needs, cleaning/PM tasks) from OD-008; do not re-sequence it here.
2. List available resources: staff on the roster per OD-003, working fuel dispensers, open POS lanes, car-wash bays, and back-room/forecourt space.
3. Verify equipment capacity: confirm each dispenser reads active on the POS and is Weights-&Measures current; confirm any known out-of-service dispenser is excluded from the plan.
4. Verify fuel/tank capacity: check the ATG (automatic tank gauge) ullage for each grade against any scheduled rack delivery from the wholesaler (NAICS 424720) so an inbound load will physically fit before it is assigned a receiving window.
5. Verify space capacity: confirm bay and lane availability and that no closed/coned area conflicts with assigned work.
6. Assign people, equipment, and space to each posted task, ensuring no single resource is double-booked and every task has a real, confirmed capacity behind it.
7. Reconcile shortfalls — where verified capacity is less than scheduled demand, hold the affected task and escalate per Section 8 rather than forcing an unreal assignment.
8. Document the finalized allocation plan (task → assigned person/equipment/space), record verification results and any flagged shortfalls, and post for the Shift Lead.

8. Decision Tree

Decision Tree — Resource & Capacity Allocation**READING THIS TREE**■ **No finding**

Activity stands. Complete the checklist and continue.

■ **Minor**

Handled in place at task level; no escalation.

■ **Major**

Supervisory decision required before the next stage.

■ **Critical**

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every posted task has an assigned person, equipment, and space with no double-booking.
- Each assumed capacity (ullage, dispenser status, lane/bay) is verified against a live source (ATG, POS, physical check), not assumed.
- Any scheduled delivery window fits confirmed tank ullage for the correct grade.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Posted schedule of work obtained (per OD-008)		
Available staff/equipment/space inventoried		
Dispensers confirmed active & W&M current		
ATG ullage verified against scheduled deliveries		
No resource double-booked across tasks		
Capacity shortfalls flagged and escalated		
Final allocation plan documented and posted		

11. KPIs

- Verified-capacity rate (tasks with confirmed capacity ÷ tasks assigned): 100%
- Resource double-booking incidents per week: 0
- Overfill/overcapacity delivery assignments: 0

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

OD-010 — Incoming Material / Supply Verification

Estimated completion time: 20-45 minutes per delivery

Provided for general informational and operational purposes as part of the Retail Gasoline archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To confirm that inbound fuel deliveries and retail/facility supplies received at the station match the purchase order, arrive in the correct grade and quantity, and are in acceptable condition before acceptance — protecting inventory accuracy, tank integrity, and product quality for the fueling operation.

2. Scope

Covers verification of bulk fuel deliveries (regular, mid-grade, premium, diesel) from refinery/wholesale carriers and of dry supplies (DEF, lubricants, c-store stock) against order, quantity, and condition at point of receipt. Excludes fuel spec-conformance testing (octane/water/sediment analysis), which is covered under QC-003; putaway is covered under WH-006; and the formal dock/delivery count reconciliation is covered under SH-008.

3. Responsibilities

- Shift Lead / Site Attendant — meets the carrier, verifies manifest against order, monitors offload, records readings.
- Station Manager (Operations) — authorizes acceptance/rejection, resolves discrepancies with supplier, signs off on the receiving record.
- Fuel Delivery Driver (Carrier) — presents Bill of Lading (BOL), confirms compartment assignments, provides seal numbers before offload.

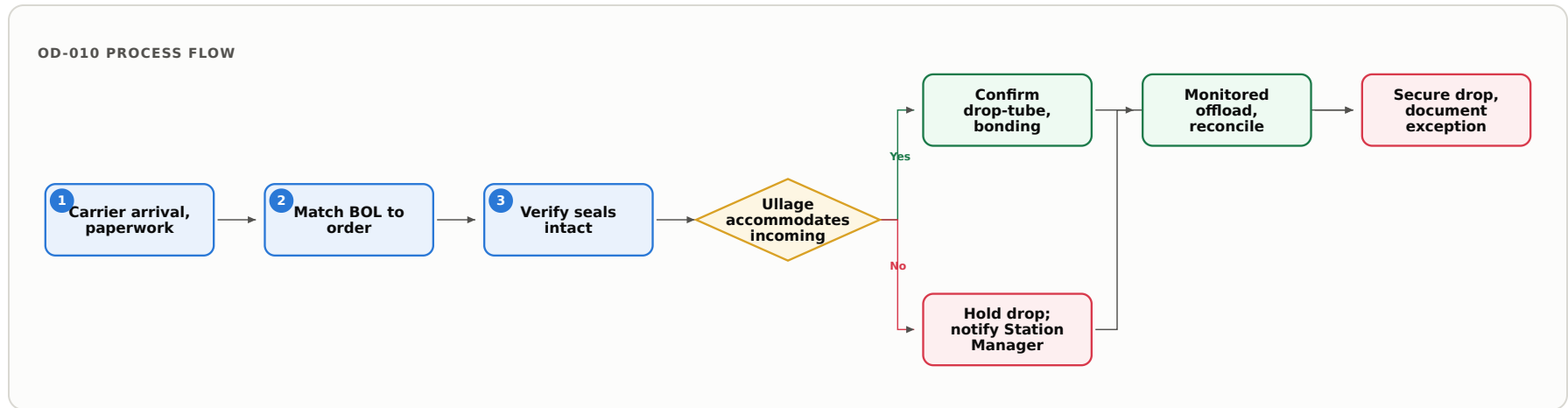
4. Required PPE & Lockout/Tagout

- Standard facility PPE: nitrile/chemical-resistant gloves, safety glasses, high-visibility vest, closed-toe slip-resistant footwear.
- Not applicable as full LOTO — no maintenance on energized equipment; however, no-smoking/no-ignition controls and drop-hose grounding/bonding must be confirmed before any offload begins.

5. Regulatory References

- 40 CFR 280 (EPA UST technical standards — delivery/overfill prevention)
- 49 CFR 172/173 (DOT hazmat — shipping papers/BOL requirements for fuel transport)
- NFPA 30 / NFPA 30A (flammable liquids handling and motor fuel dispensing facilities)
- Applicable state weights-and-measures and UST-program requirements
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

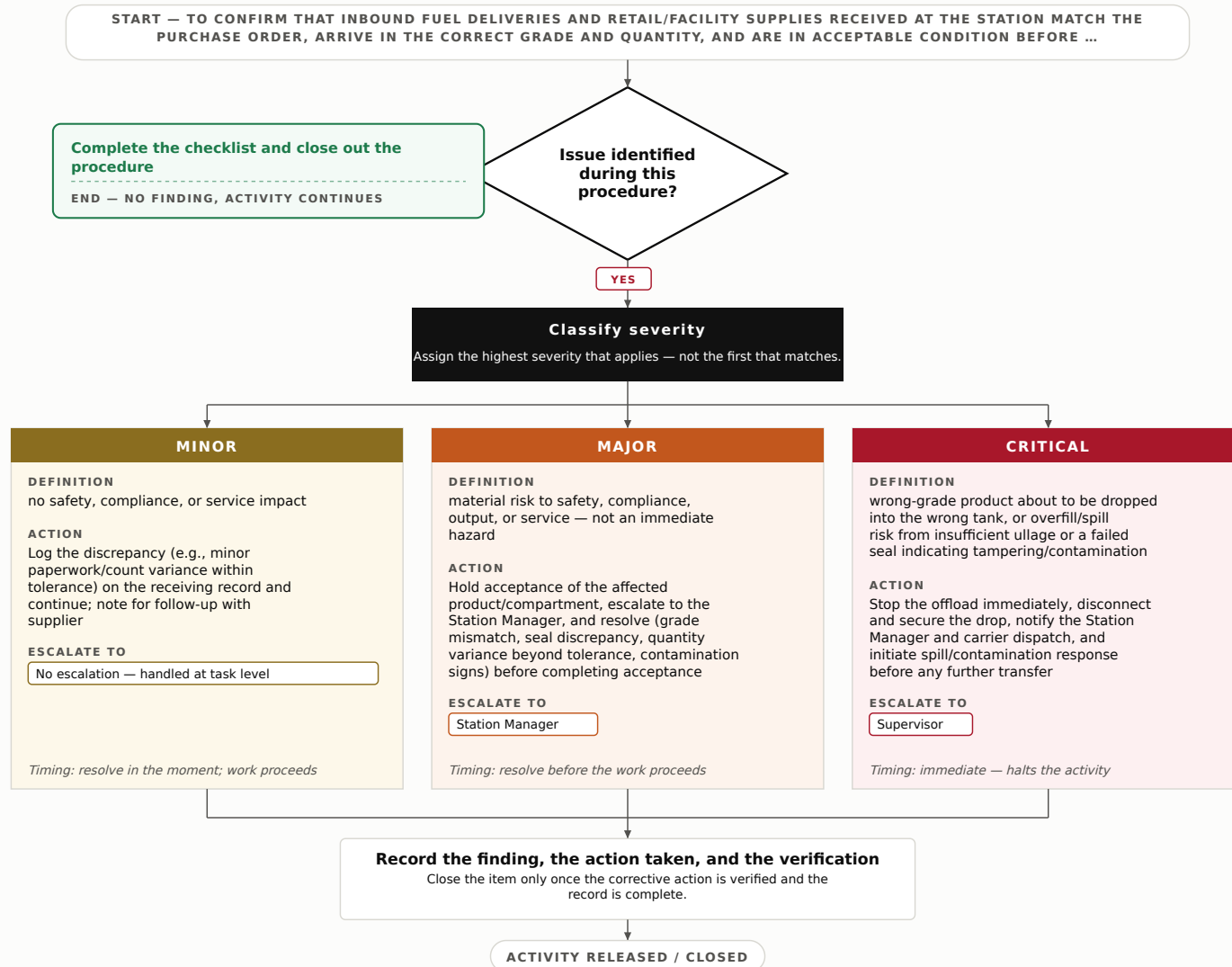


7. Step-by-Step Procedure

1. On carrier arrival, confirm no-ignition controls are in place; obtain the BOL/manifest and compartment ticket from the driver.
2. Match BOL against the station purchase order: supplier, product grade(s), scheduled gallons, and delivery site address.
3. Verify carrier seal numbers against the BOL and confirm seals are intact before any offload; note any broken or mismatched seals.
4. Record pre-delivery tank stick/ATG readings for each receiving tank and confirm available ullage will accommodate the incoming volume (overfill safeguard per 40 CFR 280).
5. Confirm correct drop-tube assignment (grade to correct tank), bonding/grounding connection, and spill bucket condition before offload starts.
6. Monitor the offload; verify hoses are drained and confirm no visible leaks, discoloration, or contamination during transfer.
7. Record post-delivery ATG readings; reconcile net gallons received against BOL quantity (temperature-compensated where applicable) and flag variance beyond the site tolerance.
8. Accept or reject the delivery, obtain driver signature, and complete the receiving record with grade, gallons, seal numbers, readings, and any exceptions.

8. Decision Tree

Decision Tree — Incoming Material / Supply Verification



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- BOL/order match and grade-to-tank assignment confirmed before offload.
- Seal integrity and pre-offload ullage verified and recorded.
- Post-delivery quantity reconciliation completed within site tolerance.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
BOL/manifest matches purchase order (supplier, site, grades)		
Carrier seal numbers intact and match BOL		
Correct drop-tube/grade-to-tank assignment confirmed		
Pre-delivery ATG readings recorded; adequate ullage confirmed		
Bonding/grounding and spill bucket condition acceptable		
Post-delivery quantity reconciled within tolerance		
No visible contamination, discoloration, or leaks		

11. KPIs

- Delivery documentation match rate $\geq 99\%$
- Quantity variance beyond tolerance $\leq 1\%$ of deliveries
- Wrong-grade / cross-drop incidents = 0 per year

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

Phase 3 — Execution

OD-011 — Standard Work Execution & Process Adherence

Estimated completion time: 30-60 minutes per shift review; ongoing during station operation

Provided for general informational and operational purposes as part of the Retail Gasoline archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure establishes that daily station operations — fuel dispensing readiness, tank gauging, POS transactions, and forecourt housekeeping — are performed to the documented standard method and that any deviation from that method is identified, recorded, and routed for correction.

2. Scope

Covers execution of and adherence to the defined operating method for forecourt, dispenser, tank-monitoring, and cashier tasks during station hours, and the identification and logging of deviations from that method. Excludes in-process quality checks (fuel-quality sampling and spec conformance), which are covered under QC-007, and safe-work method (hazardous-energy and fire-safety procedures), which are covered under SD-005.

3. Responsibilities

- Station Manager — owns the defined standard-work method; reviews deviation logs and authorizes corrective action.
- Shift Lead (Operations) — verifies each shift is executed to method; first responder for identified deviations; escalates Major/Critical items.
- Fuel Attendant / Cashier — performs work to the defined method; identifies and reports any deviation from the documented sequence.

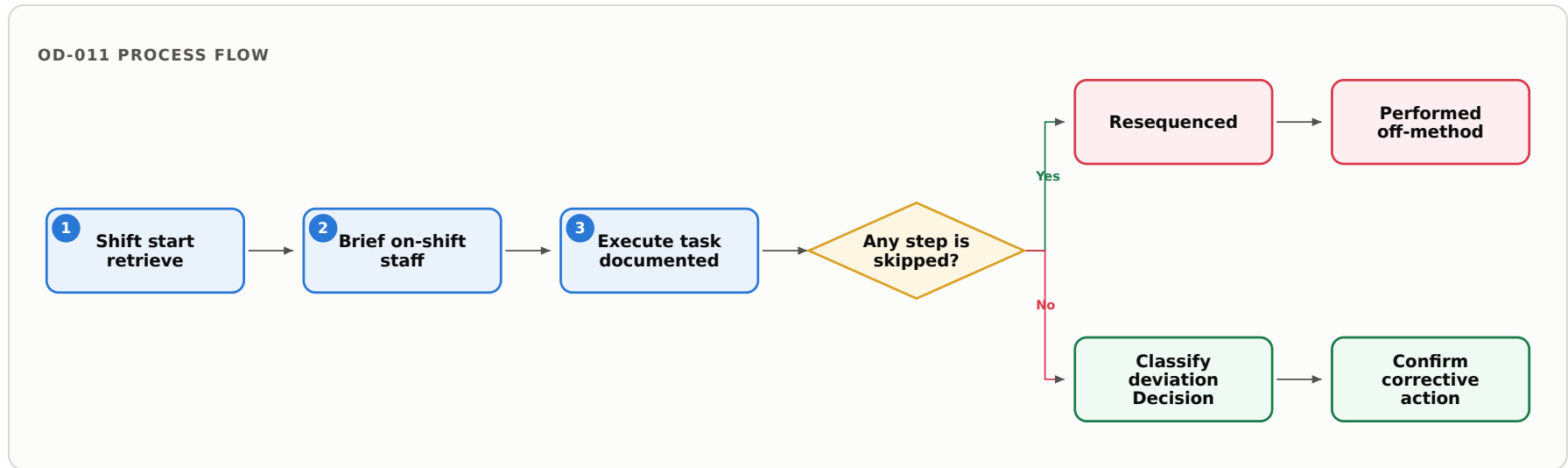
4. Required PPE & Lockout/Tagout

- Standard facility PPE: high-visibility vest on the forecourt, nitrile gloves when handling nozzles or fuel spills, closed-toe non-slip footwear.
- Lockout/Tagout not applicable to this administrative/execution task — energy-isolation procedures are governed by SD-005.

5. Regulatory References

- 40 CFR 280 (Subparts C-D) — UST operation, release detection, and recordkeeping
- 29 CFR 1910.106 — Flammable liquids handling and dispensing
- 27 CFR (Weights & Measures) / NIST Handbook 44 — retail fuel dispenser accuracy standards (state-adopted)
- Internal policy: OD Standard Work Method Sheets (per station)
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

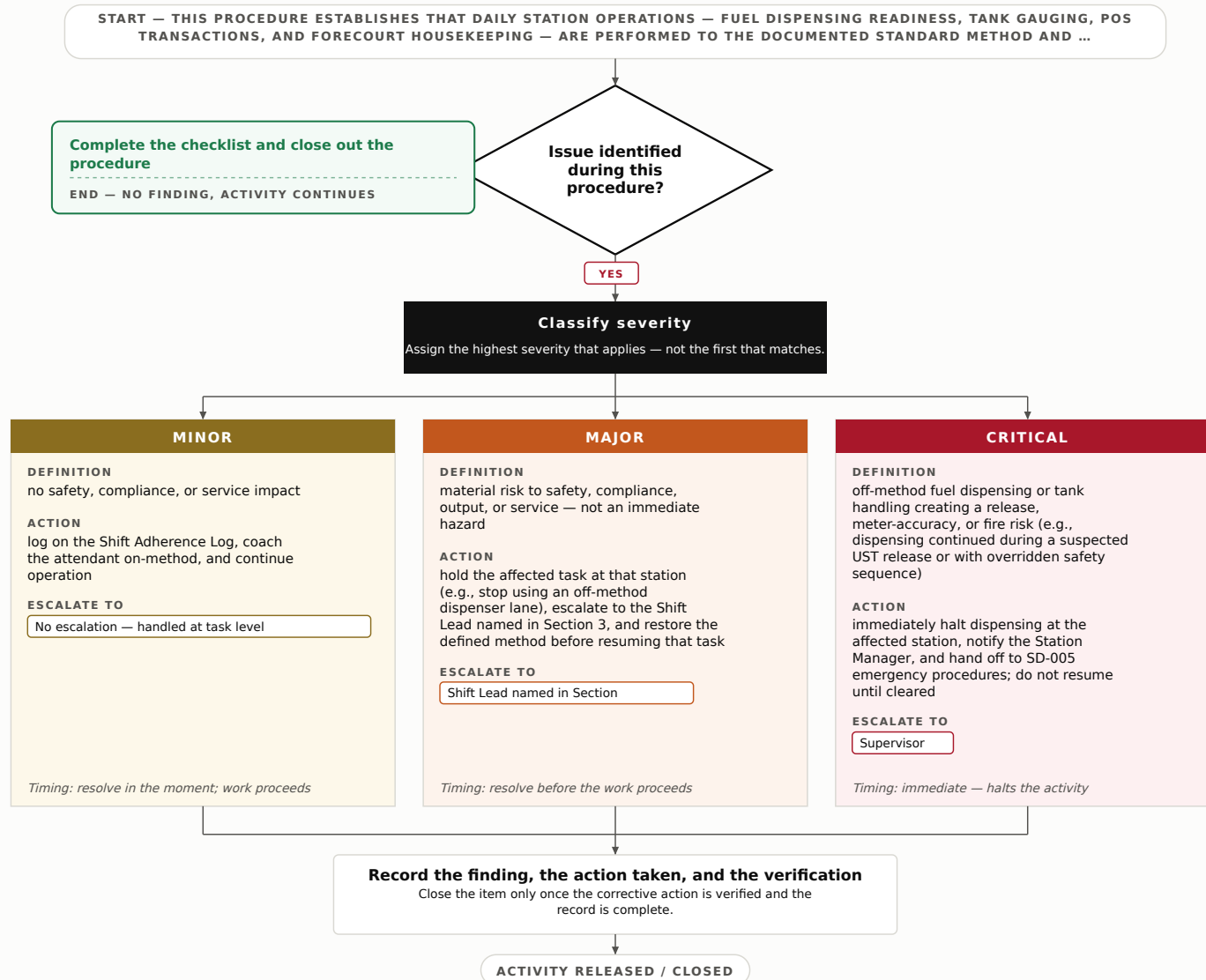


7. Step-by-Step Procedure

1. At shift start, retrieve the current Standard Work Method sheet for each station role (dispensing, tank gauging, POS, forecourt housekeeping) and confirm revision level matches the posted controlled copy.
2. Brief on-shift staff on the defined sequence, including product delivery-receipt handling from petroleum wholesalers (NAICS 424720) and any temporary method changes.
3. Execute each task to the documented method: dispenser activation/deactivation sequence, automatic tank-gauge reading intervals, cash/card transaction handling, and forecourt cleaning cadence.
4. Perform periodic adherence walk-throughs each shift, comparing observed practice against the method sheet step-by-step.
5. When any step is skipped, resequenced, or performed off-method, identify it as a deviation and record station, task, time, and description.
6. Classify each deviation per the Decision Tree (Section 8) and route accordingly.
7. Confirm corrective action taken and that work has returned to the defined method before shift handover.
8. Record all executions, deviations, and closures on the Shift Adherence Log and file per station recordkeeping retention.

8. Decision Tree

Decision Tree — Standard Work Execution & Process Adherence



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Current-revision method sheet in use for every station role
- Observed practice matches documented sequence during each adherence walk-through
- Every identified deviation classified, routed, and logged before handover
- Zero unresolved Critical findings

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Controlled method sheets posted and current revision		
Shift staff briefed on defined method		
Dispenser activation/deactivation sequence followed		
Tank-gauge readings taken at defined intervals		
POS transaction handling performed to method		
Deviations identified, classified, and logged		
Corrective actions closed before handover		

11. KPIs

- Method adherence rate (observed steps on-method) $\geq 98\%$
- Deviations logged and closed within same shift $\geq 95\%$
- Unresolved Critical deviations at handover = 0

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

OD-012 — Work-in-Progress Tracking & Status Update

Estimated completion time: 15-30 minutes per shift handoff (continuous tracking throughout shift)

Provided for general informational and operational purposes as part of the Retail Gasoline archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To maintain an accurate, visible record of all active operational jobs at the station — fuel deliveries in progress, dispenser/POS service tickets, tank monitoring alerts under review, and pending vendor callouts — so any staff member or manager can see current status at a glance and nothing stalls between shifts.

2. Scope

Covers logging, updating, and displaying the live status of open operational tasks on the site WIP board and shift-log system, plus handoff of open items between shifts. Excludes fuel throughput/volume measurement, which is covered under OD-014, and product quality data, which is covered under QC-027.

3. Responsibilities

- Shift Lead — records new active jobs, updates status each shift, and performs verbal + written handoff at shift change.
- Station Manager — reviews the WIP board daily, reprioritizes stalled jobs, and closes out completed items.
- Cashier/Attendant — reports new issues (dispenser faults, delivery arrivals, spills contained) to the Shift Lead for logging.

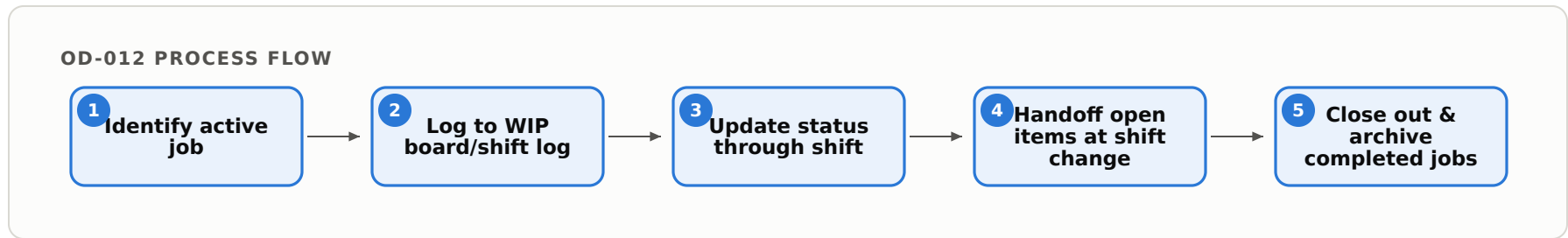
4. Required PPE & Lockout/Tagout

- Standard facility PPE; no additional PPE required for the recordkeeping task itself.
- Not applicable — no hazardous energy involved.

5. Regulatory References

- 29 CFR 1910.1200 (Hazard Communication) — where WIP entries reference SDS-relevant fuel handling status.
- 40 CFR 280 Subpart D — UST release-detection recordkeeping, where a tank alert is tracked as an open WIP item.
- None additional sector-specific for status recordkeeping itself; internal Operations recordkeeping policy applies.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

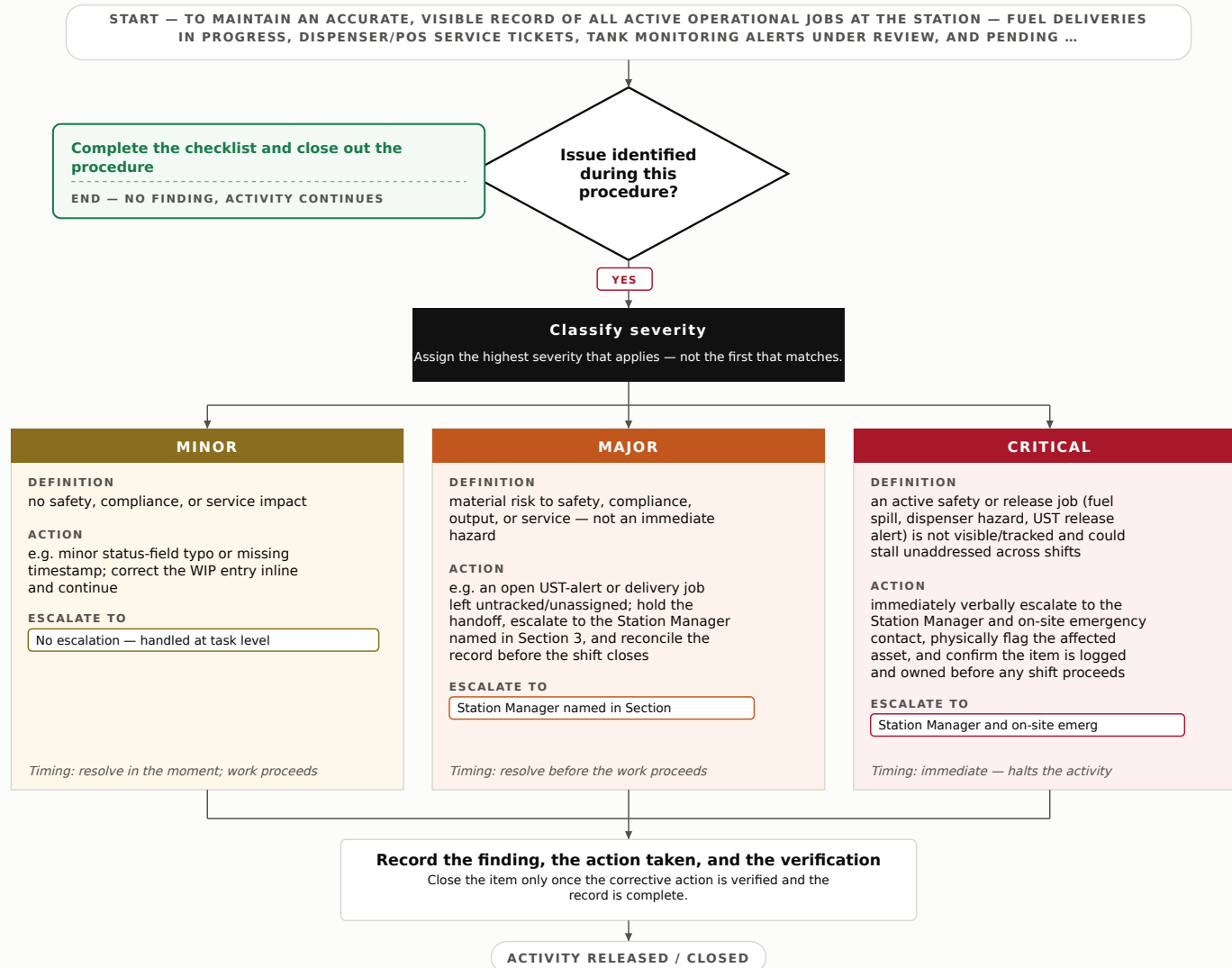


7. Step-by-Step Procedure

1. At shift start, review the WIP board and open shift log; note all carried-over active jobs.
2. For each open item, confirm current status with the outgoing Shift Lead (fuel delivery pending per 424720 wholesaler ETA, dispenser #_ out of service awaiting service tech, UST alert under review).
3. Enter any new active job as it arises with: job type, location/asset ID, time opened, owner, and current status.
4. Update the status field of each active job at least once per shift, or immediately when status changes.
5. Flag stalled jobs (no movement > 24 hours) for Station Manager reprioritization.
6. At shift end, perform verbal handoff and confirm every open item's status is current on the board.
7. Close out completed jobs; mark completion time and disposition.
8. Record the shift's WIP snapshot in the shift log and initial it for the handoff record.

8. Decision Tree

Decision Tree — Work-in-Progress Tracking & Status Update



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every active job has an assigned owner and current status field.
- Carried-over items reconciled verbally and in writing at each handoff.
- Stalled jobs (>24h) flagged and reviewed by the Station Manager.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
WIP board reflects all currently active jobs		
Each open job shows owner, time opened, and status		
Status fields updated within current shift		
Open items handed off verbally and in log		
Stalled jobs (>24h) flagged for review		
Completed jobs closed with time/disposition		
Shift-end WIP snapshot recorded and initialed		

11. KPIs

- Active jobs with current status at shift end: 100%.
- Open items lost/unaccounted at handoff: 0 per week.
- Stalled jobs (>24h) escalated within one shift: 100%.

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

OD-013 — Operational Handoff Between Work Stages

Estimated completion time: 15-30 minutes per handoff event

Provided for general informational and operational purposes as part of the Retail Gasoline archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure governs the controlled transfer of in-progress operational work — fuel deliveries in receiving, dispenser or tank service holds, and forecourt tasks — between work stages, crews, or on-duty positions so that no active task at a Retail Gasoline site is dropped, duplicated, or left in an unsafe state.

2. Scope

Covers the structured handoff of stage-to-stage work items (inbound fuel receipt in progress, forecourt monitoring, backcourt/POS coordination, and open maintenance holds) between crews and positions during the operating day. Excludes shift handover (start/end-of-shift reconciliation and cash/keys transfer), which is covered under OD-002, and stage quality release / spec-conformance sign-off, which is covered under QC-013.

3. Responsibilities

- Shift Lead (Operations) — initiates and documents each handoff, confirms open-task status, and authorizes transfer of work between stages or crews.
- Forecourt Attendant / Cashier — reports in-progress forecourt, dispenser, and POS tasks to the Shift Lead at the handoff point and acknowledges items received.
- Site Manager — resolves escalated handoff disputes, verifies critical items (active leak holds, delivery in progress) are correctly transferred, and audits handoff logs.

4. Required PPE & Lockout/Tagout

- Standard facility PPE for any forecourt exposure during handoff (hi-visibility vest near dispensers/tanker zones, nitrile gloves if inspecting a fuel-wetted task).
- Not applicable to the administrative handoff itself — no hazardous energy involved; any tagged-out dispenser or tank being handed off must retain its existing LOTO tag, which is transferred as an open item, not removed.

5. Regulatory References

- 40 CFR 280 (EPA UST operation, release detection, and recordkeeping — for handoff of in-progress delivery/leak-monitoring tasks)
- 29 CFR 1910.1200 (OSHA Hazard Communication — SDS/hazard status of fuel-wetted tasks carried across the handoff)
- NFPA 30A (Motor Fuel Dispensing Facilities — operational control of fueling activity in transition)

- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

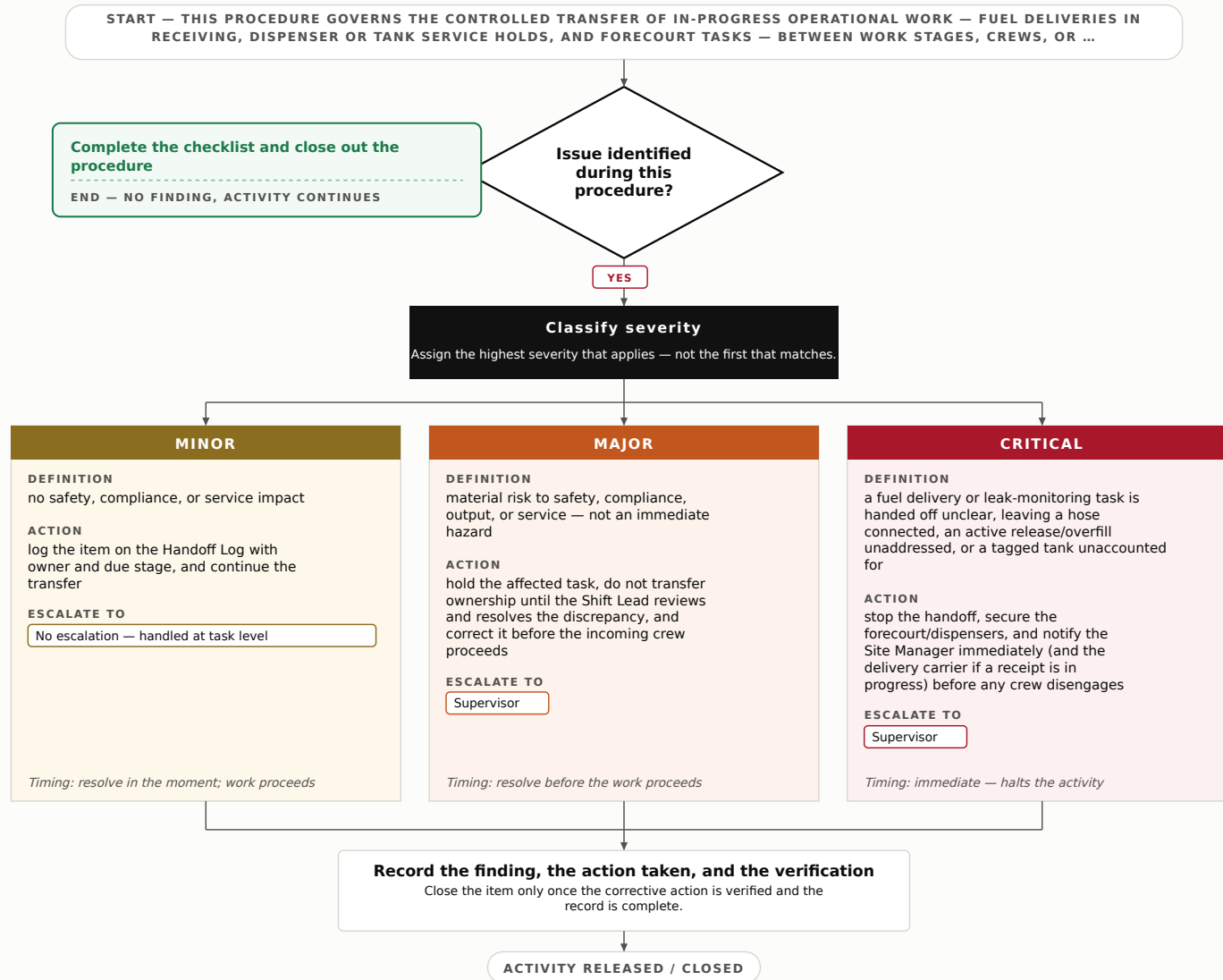


7. Step-by-Step Procedure

1. Shift Lead announces the handoff point and gathers the outgoing and incoming parties at the operations station before either stage/crew disengages.
2. Outgoing party lists all in-progress tasks: any fuel delivery being received (per 424720/324110 tanker in progress), dispensers/tanks on hold or tag, pending price-sign changes, and open forecourt work.
3. Verify status of each active fuel receipt — hose still connected, drop complete, or awaiting stick reading — and record which stage owns completion.
4. Confirm any tagged-out dispenser or tank retains its LOTO tag and note it as an open transferred item; do not remove or clear the tag during handoff.
5. Perform a brief joint forecourt/backcourt walkthrough to visually confirm each reported item matches actual site state.
6. Incoming party verbally acknowledges each item and accepts ownership; unclear or disputed items are flagged for Shift Lead resolution before transfer completes.
7. Route quality-release sign-off items to QC-013 and end-of-shift cash/key reconciliation to OD-002 — do not close them here.
8. Record the handoff on the Operational Handoff Log (time, stages/crews, items transferred, acknowledgments) and both parties sign; Shift Lead closes the entry.

8. Decision Tree

Decision Tree — Operational Handoff Between Work Stages



READING THIS TREE

No finding

Activity stands. Complete the checklist and continue.

Minor

Handled in place at task level; no escalation.

Major

Supervisory decision required before the next stage.

Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every in-progress fuel receipt has a verified status and named owning stage.
- All tagged-out dispensers/tanks are listed and their tags confirmed intact.
- Incoming party has verbally acknowledged and signed for every transferred item.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Open-item list compiled by outgoing party		
Active fuel delivery status verified (hose/drop/stick)		
Tagged dispenser/tank items carried forward intact		
Joint forecourt walkthrough completed		
Incoming party acknowledged each item		
QC/shift-cash items routed to correct module		
Handoff Log entry signed and closed		

11. KPIs

- Handoffs with complete signed log entry: $\geq 99\%$
- Dropped or duplicated open items reported after handoff: 0 per month
- Critical handoff findings unresolved at transfer close: 0

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

OD-014 — Output Monitoring & Throughput Review

Estimated completion time: 30-45 minutes per shift review; 60-90 minutes for weekly roll-up

Provided for general informational and operational purposes as part of the Retail Gasoline archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure establishes how the site monitors fuel dispensing rate and volume against the operating plan (forecast gallons sold, peak-hour throughput, and per-grade turnover) so that supply, staffing, and pump availability keep pace with demand at the retail gasoline station.

2. Scope

Covers shift and weekly review of dispensed fuel volume and throughput rate by grade and dispenser against plan, using ATG (automatic tank gauge) readings, POS sales data, and dispenser hose counts. Excludes formal KPI review, which is covered under OD-028, and process capability analysis, which is covered under QC-026.

3. Responsibilities

- Shift Lead (Station Operations) — pulls per-shift dispensed-volume and pump-uptime data, flags variances against the plan, logs findings.
- Site Manager — owns the weekly throughput roll-up, approves corrective routing, coordinates supply calls with the wholesaler.
- Fuel Systems Technician / ATG Contact — verifies ATG and dispenser meter data integrity when a variance is flagged.

4. Required PPE & Lockout/Tagout

- Standard facility PPE for forecourt walk-downs (high-visibility vest, closed-toe footwear); no PPE required for data review at the office terminal.
- Not applicable — no hazardous energy involved in monitoring or data review. Any physical dispenser servicing is routed to maintenance under its own LOTO procedure.

5. Regulatory References

- 40 CFR Part 280 (EPA — UST release detection / inventory control reconciliation)
- Weights and Measures — NIST Handbook 44 (dispenser meter accuracy, as adopted by state weights-and-measures authority)
- Internal Operations policy for throughput planning and shift reporting
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

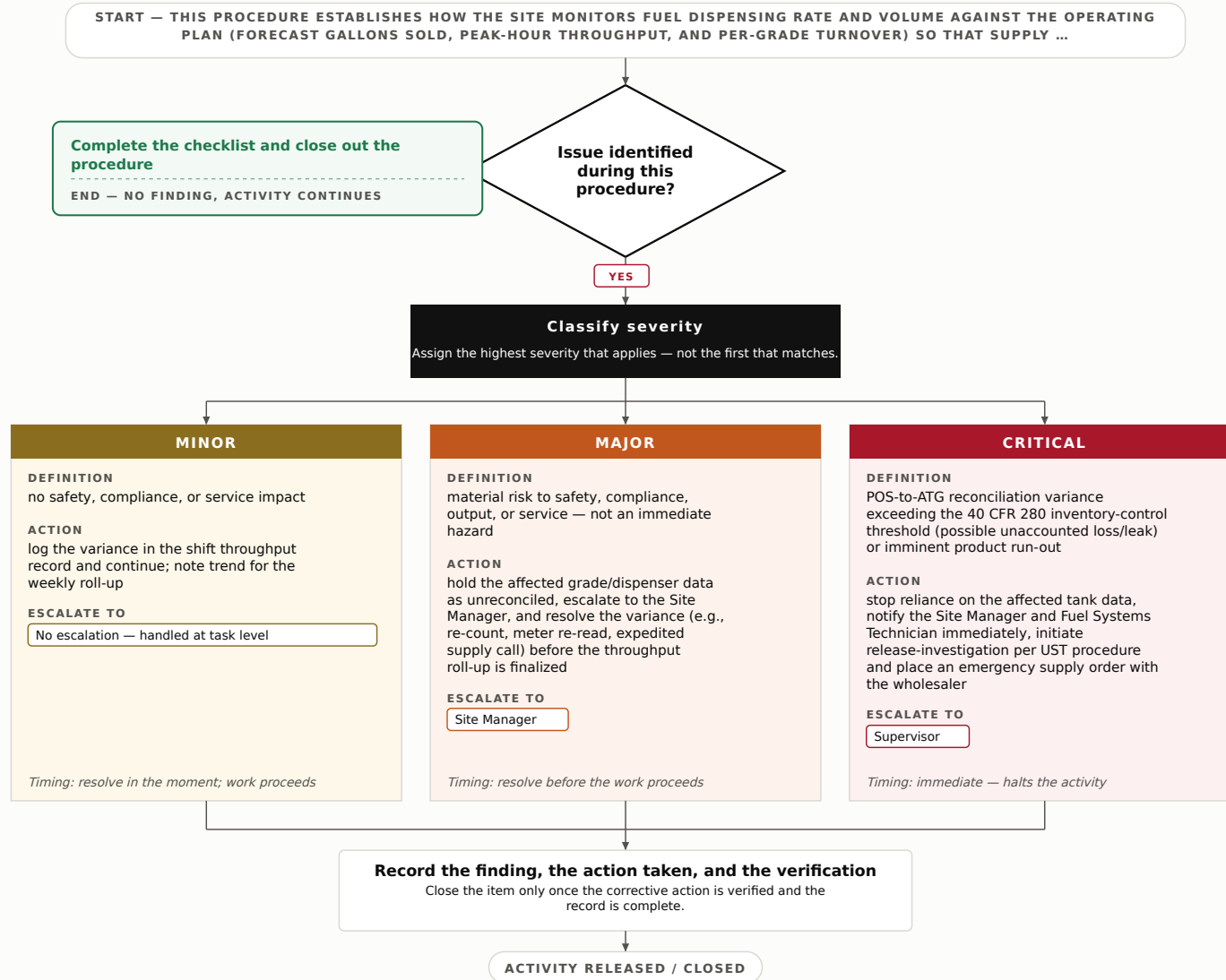
OD-014 PROCESS FLOW



7. Step-by-Step Procedure

1. At end of shift, retrieve dispensed-gallon totals by grade (regular/mid/premium/diesel) from the POS and cross-check against ATG book-to-physical inventory.
2. Record peak-hour throughput (gallons per hour) and total transactions; note any pump/hose taken out of service and downtime duration.
3. Compare actual volume and throughput rate against the shift plan/forecast for each grade; calculate variance percentage.
4. Flag any grade running low on days-of-supply that could trigger a run-out before the next scheduled delivery from the petroleum products wholesaler (424720).
5. Reconcile POS-recorded gallons against ATG-metered dispensed volume; investigate any discrepancy beyond the inventory-control tolerance.
6. Classify any identified variance per the Decision Tree and route corrective action.
7. Confirm dispenser availability meets plan (all lanes operable during peak) and note maintenance hand-offs.
8. Complete the inspection checklist, log all findings and actions in the shift/weekly throughput record, and hand the roll-up to the Site Manager.

8. Decision Tree

Decision Tree — Output Monitoring & Throughput Review**READING THIS TREE**■ **No finding**

Activity stands. Complete the checklist and continue.

■ **Minor**

Handled in place at task level; no escalation.

■ **Major**

Supervisory decision required before the next stage.

■ **Critical**

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Dispensed-volume totals reconciled to ATG readings within inventory-control tolerance.
- Throughput rate and pump uptime verified against plan for each shift.
- All flagged variances classified, routed, and dispositioned before roll-up close.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
POS dispensed gallons match ATG within tolerance		
Peak-hour throughput recorded per grade		
All dispensers/lanes available during peak		
Days-of-supply adequate before next delivery		
Variances >tolerance investigated and logged		
Downtime events documented with cause		
Roll-up handed to Site Manager		

11. KPIs

- Shift throughput data captured on time: $\geq 98\%$ of shifts
- POS-to-ATG reconciliation variance: $\leq 0.5\%$ of throughput per period
- Unplanned dispenser downtime during peak hours: $\leq 1\%$ of operating hours

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

OD-015 — Bottleneck Identification & Response

Estimated completion time: 30-60 minutes per assessment cycle (shift-level); 1-2 hours for multi-shift trend review

Provided for general informational and operational purposes as part of the Retail Gasoline archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure establishes how forecourt and store constraints — slow dispensers, queue backups at the pump islands, POS/pay-at-pump congestion, low fuel inventory approaching a stockout, and cashier/attendant bottlenecks — are detected and acted on so throughput and customer flow are maintained without compromising safety or compliance.

2. Scope

Covers real-time detection, classification, and first-response action on operational constraints at a retail gasoline site (forecourt dispensing, POS/payment flow, store checkout, and fuel-supply readiness). Excludes shift and staffing schedule changes, which are covered under OD-017, and capacity allocation across islands or tanks, which is covered under OD-009.

3. Responsibilities

- Shift Lead / Site Attendant on Duty — monitors forecourt and POS flow each shift, identifies constraints, applies first-response actions, and logs findings.
- Store Manager — reviews bottleneck logs, authorizes escalation, coordinates dispenser service calls, and confirms fuel-supply corrective actions.
- Fuel Operations Coordinator — tracks tank levels and delivery readiness with the wholesaler, resolves supply-side constraints, and updates the site on inbound delivery timing.

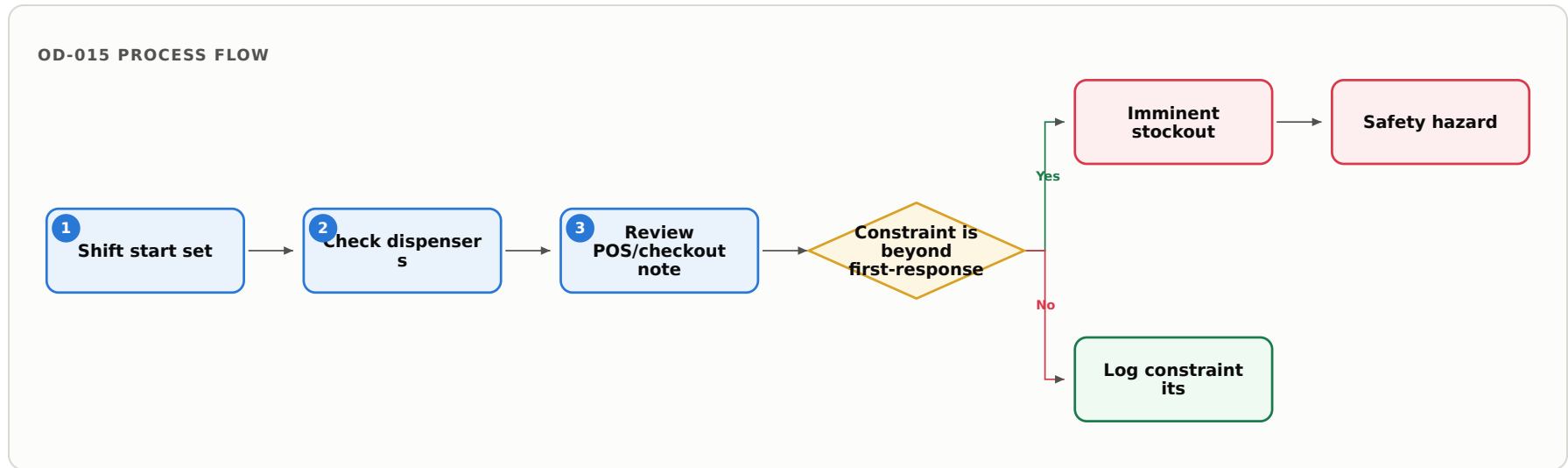
4. Required PPE & Lockout/Tagout

- Standard facility PPE; hi-visibility vest when working on the forecourt near vehicle traffic.
- Not applicable — no hazardous energy involved in observation and response; any dispenser mechanical/electrical repair requiring LOTO is handed off to qualified service under the site maintenance procedure.

5. Regulatory References

- 29 CFR 1910.106 (Flammable liquids — dispensing area operations)
- NFPA 30A (Motor Fuel Dispensing Facilities and Repair Garages) — dispensing suspension/attendant control
- Weights & Measures / NIST Handbook 44 (dispenser flow-rate and accuracy — slow-flow indicators)
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

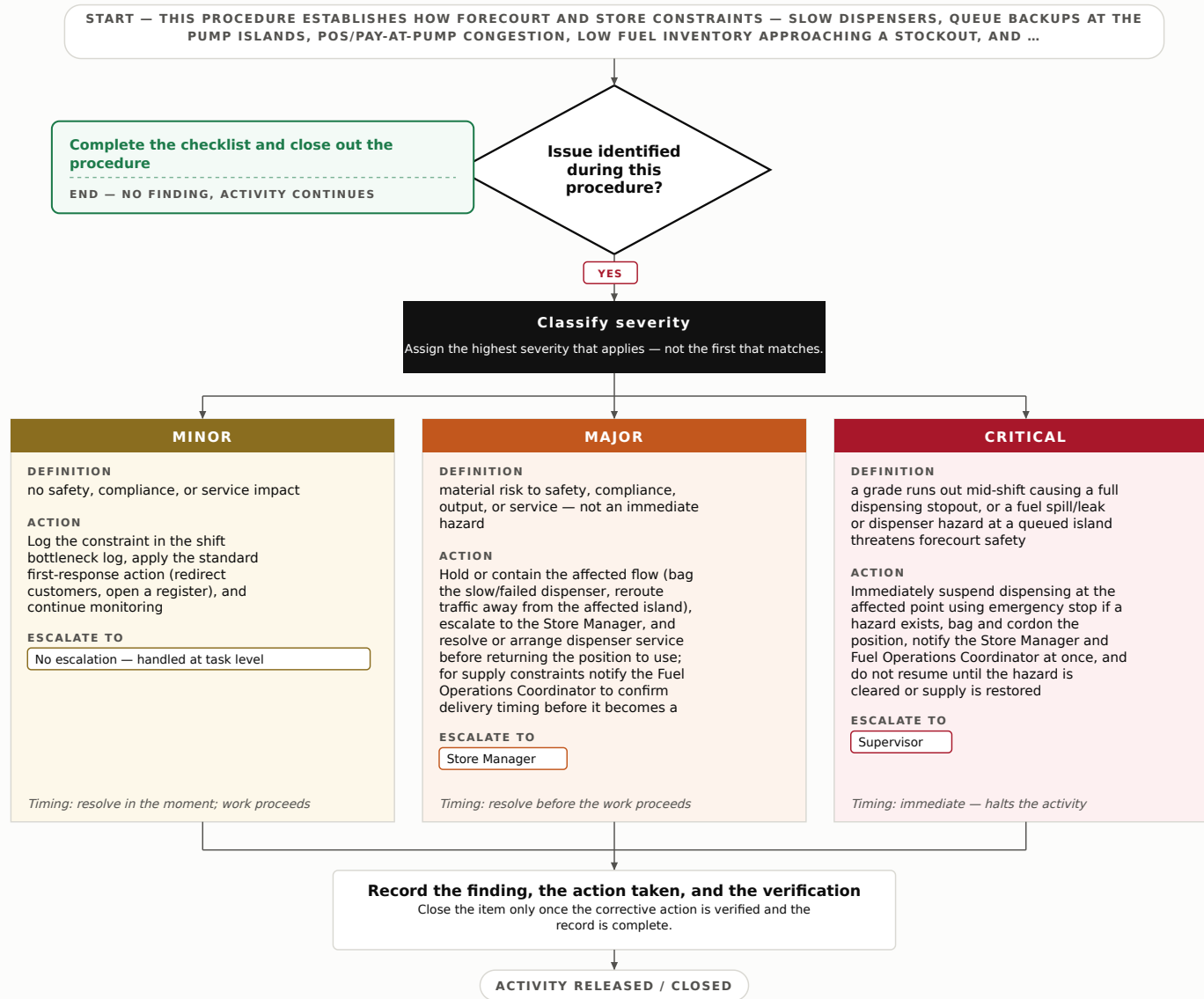
6. Process Flow



7. Step-by-Step Procedure

1. At shift start and at set intervals, scan the forecourt for vehicles queued behind occupied dispensers and note any island with more than one waiting vehicle per position.
2. Check each dispenser's flow: flag any position reporting slow flow, error codes, out-of-service bagging, or pay-at-pump card-read failures forcing customers indoors.
3. Review POS/checkout: note register queue length, single-cashier coverage during peaks, and any payment terminal outages diverting forecourt customers inside.
4. Verify fuel-supply readiness: check tank gauge levels against the shift forecast; flag any grade approaching reorder threshold that risks a dispensing stockout.
5. Determine the primary bottleneck — the constraint most limiting overall throughput — and estimate its impact (queue length, wait time, positions down).
6. Apply the appropriate first response: reassign an attendant to open a register, direct traffic between islands, bag a failed dispenser, switch customers to working positions, or initiate a supply readiness check with the Fuel Operations Coordinator.
7. Classify severity per Section 8 and escalate if the constraint is beyond first-response resolution (dispenser repair, imminent stockout, safety hazard).
8. Log the constraint, its cause, action taken, and outcome in the shift bottleneck log; record any open item and responsible owner.

8. Decision Tree

Decision Tree — Bottleneck Identification & Response**READING THIS TREE**

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Primary bottleneck correctly identified and its throughput impact estimated each cycle.
- First-response action applied and its effect confirmed (queue reduced, position restored, or escalated).
- All flagged dispenser/POS/supply constraints logged with owner and outcome.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Forecourt queue scanned; islands with backup identified		
Dispenser flow rates and error/card-read status checked		
POS/register queue and terminal status reviewed		
Tank levels checked against shift forecast for stockout risk		
Primary bottleneck identified with impact estimate		
First-response action applied and outcome verified		
Bottleneck log completed with owner and resolution status		

11. KPIs

- Average forecourt wait time during peak $\leq$ 3 minutes per customer.
- Bottlenecks detected and logged within 10 minutes of onset $\geq$ 95%.
- Dispensing stockout events (any grade unavailable mid-shift) = 0 per month.

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

OD-016 — Rework & Nonconforming Work Handling

Estimated completion time: 30-90 minutes per nonconformance event

Provided for general informational and operational purposes as part of the Retail Gasoline archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To ensure that fuel deliveries, dispensed product, and merchandise that fail to meet quality or labeling specifications are quickly identified, physically segregated, and safely handled so that off-spec or contaminated product never reaches a customer. This protects public safety, tax-classification integrity, and station reputation.

2. Scope

Covers detection, segregation, containment, and re-run/return handling of nonconforming fuel (water intrusion, cross-drop, off-color, wrong octane) and nonconforming merchandise at the retail gasoline site. Excludes formal disposition decisions (QC-014) and rework authorization sign-off (QC-016), which are covered under their respective modules.

3. Responsibilities

- Station Manager (OD) — classifies severity, authorizes hold/segregation, and coordinates supplier or wholesaler returns.
- Shift Lead (OD) — performs initial detection, tags out affected dispensers/tanks, and records the event.
- Fuel Handler / Attendant (OD) — assists with sampling, containment, and physical isolation of nonconforming stock.

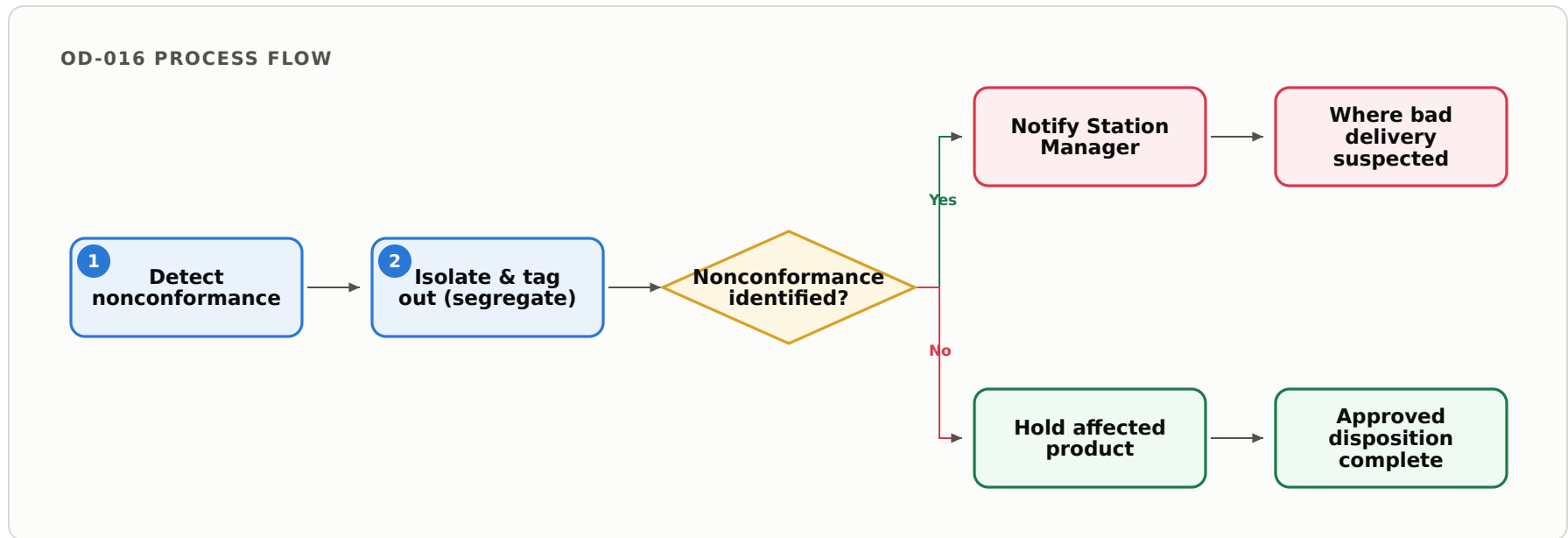
4. Required PPE & Lockout/Tagout

- Nitrile gloves, safety glasses, and slip-resistant footwear; hi-vis vest when working in the fuel island or tank pad area.
- LOTO applies: affected dispensers must be bagged/tagged "OUT OF SERVICE" and the submersible turbine pump breaker locked out before any tank isolation or product transfer.

5. Regulatory References

- 40 CFR 280 (EPA UST technical standards — spill/overfill and release response)
- 16 CFR 306 (FTC automotive fuel octane posting and labeling)
- 29 CFR 1910.106 (OSHA flammable liquids)
- NIST Handbook 130 (Uniform Fuels & Automotive Products regulation — quality/labeling), as adopted by state weights & measures
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

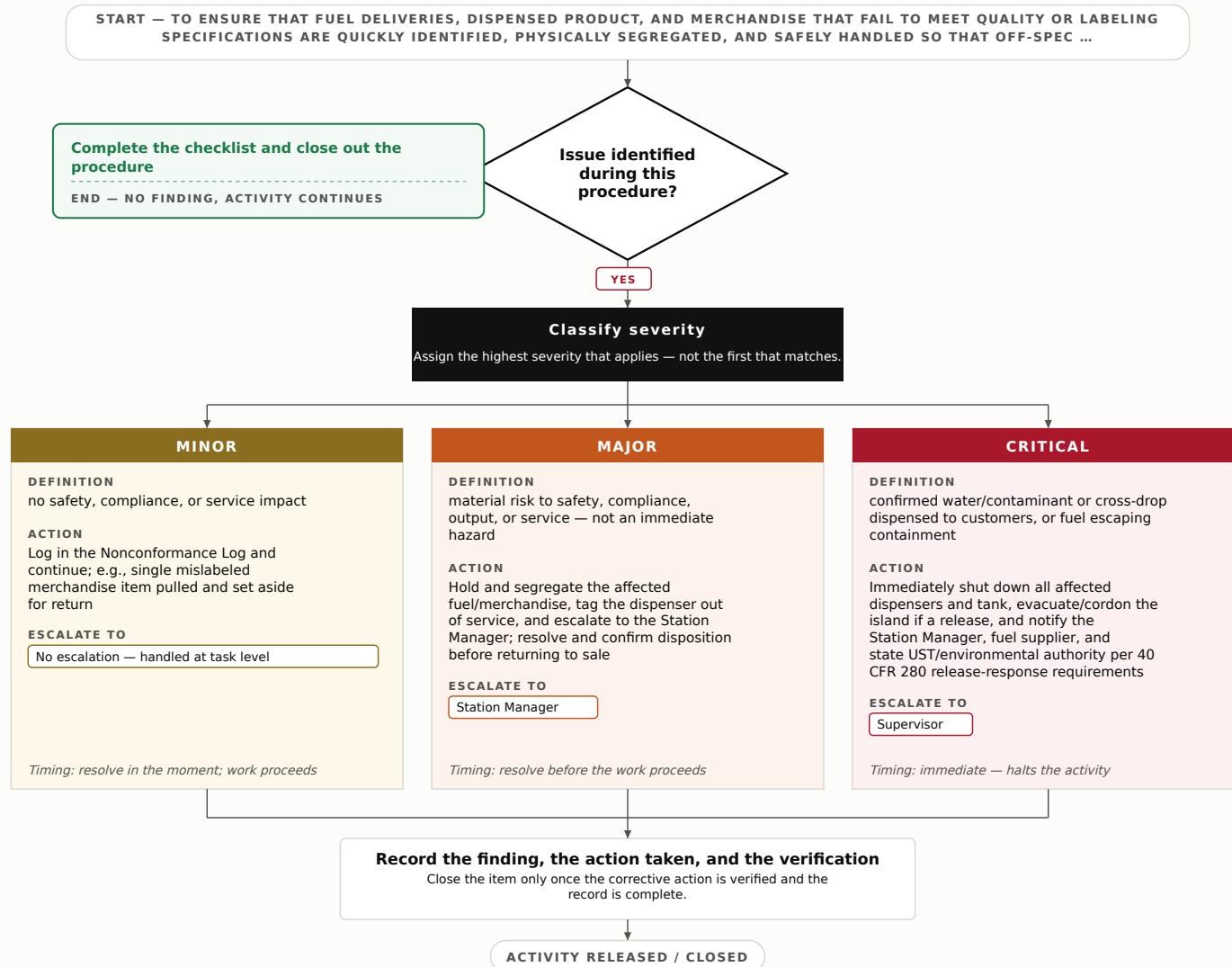


7. Step-by-Step Procedure

1. Detect the nonconformance — customer complaint, water-paste stick reading, wrong octane at dispenser, off-color/odor sample, or damaged/mislabeled merchandise.
2. Immediately stop sale from the affected dispenser or product line; bag and tag the dispenser "OUT OF SERVICE."
3. Physically segregate the nonconforming stock — lock out the affected UST turbine pump breaker, or move flagged merchandise to a marked quarantine area away from saleable stock.
4. Draw a witnessed sample of suspect fuel into a clean, labeled container (grade, tank, date, time, drawer initials); note stick/water-paste readings.
5. Record the event in the Nonconformance Log: source, quantity affected, symptom, tank/dispenser ID, and suspected cause (e.g., cross-drop from delivery, water intrusion).
6. Notify the Station Manager and, where a bad delivery is suspected, the fuel supplier and the wholesale distributor to arrange product return or credit.
7. Hold all affected product until formal disposition (QC-014) and rework authorization (QC-016) are confirmed; do not re-run, blend, or return to saleable status without that sign-off.
8. On approved disposition, complete the re-run/return: restore dispensers to service after clearance, update the log with final action, and close out with retained sample records.

8. Decision Tree

Decision Tree — Rework & Nonconforming Work Handling



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Affected dispenser/tank confirmed tagged out and physically isolated before any further sale.
- Witnessed sample drawn, labeled, and retained for every fuel nonconformance.
- Nonconformance Log entry complete with source, quantity, cause, and notification record.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Nonconforming product physically segregated / quarantined		
Affected dispenser bagged & tagged "OUT OF SERVICE"		
UST turbine pump locked out where tank isolated		
Witnessed fuel sample drawn, labeled, retained		
Water-paste / stick readings recorded		
Nonconformance Log entry completed		
Supplier / wholesaler notified for return where applicable		

11. KPIs

- Time from detection to segregation/tag-out: $\leq$ 15 minutes
- Nonconforming fuel dispensed to customers after detection: 0 events
- Nonconformance events with complete log + retained sample: 100%

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

OD-017 — Schedule Deviation & Change Management

Estimated completion time: 20–45 minutes per deviation event

Provided for general informational and operational purposes as part of the Retail Gasoline archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To manage changes, delays, and priority shifts in fuel deliveries, wet-stock replenishment, and site operations at a retail gasoline station so that fuel-supply commitments and run-out risks stay under control. This keeps forecourt availability and dispatch windows intact when the delivery or operating schedule shifts.

2. Scope

Covers deviation intake, severity classification, rescheduling of tanker/wholesale delivery windows, and re-sequencing of internal operating priorities (staffing, tank gauging, receiving readiness) at a single retail gasoline site. Excludes bottleneck/run-out response, which is covered under OD-015, and customer notification, which is covered under OD-022.

3. Responsibilities

- Site Manager — owns the operating schedule, approves priority shifts, and authorizes commitment changes.
- Fuel Supply Coordinator — coordinates delivery-window changes with the wholesaler/carrier and confirms revised ETAs against tank ullage.
- Shift Lead — logs deviations in real time, adjusts receiving readiness, and escalates per Section 8.

4. Required PPE & Lockout/Tagout

- Standard facility PPE for any forecourt or tank-pad activity (hi-vis vest, safety footwear); administrative portion requires none.
- Not applicable — no hazardous energy involved. Any physical delivery/receiving work is governed under the receiving SOP; this task is coordination and records.

5. Regulatory References

- 40 CFR Part 280 (EPA UST — inventory control / release detection recordkeeping that scheduling changes must not compromise)
- 49 CFR Parts 171–180 (PHMSA HMR — hazmat transport windows affecting tanker delivery scheduling)
- Weights & Measures / NIST Handbook 130 (delivery documentation and measurement — where state-adopted)
- None additionally sector-specific; internal fuel-supply policy applies to schedule-commitment control.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

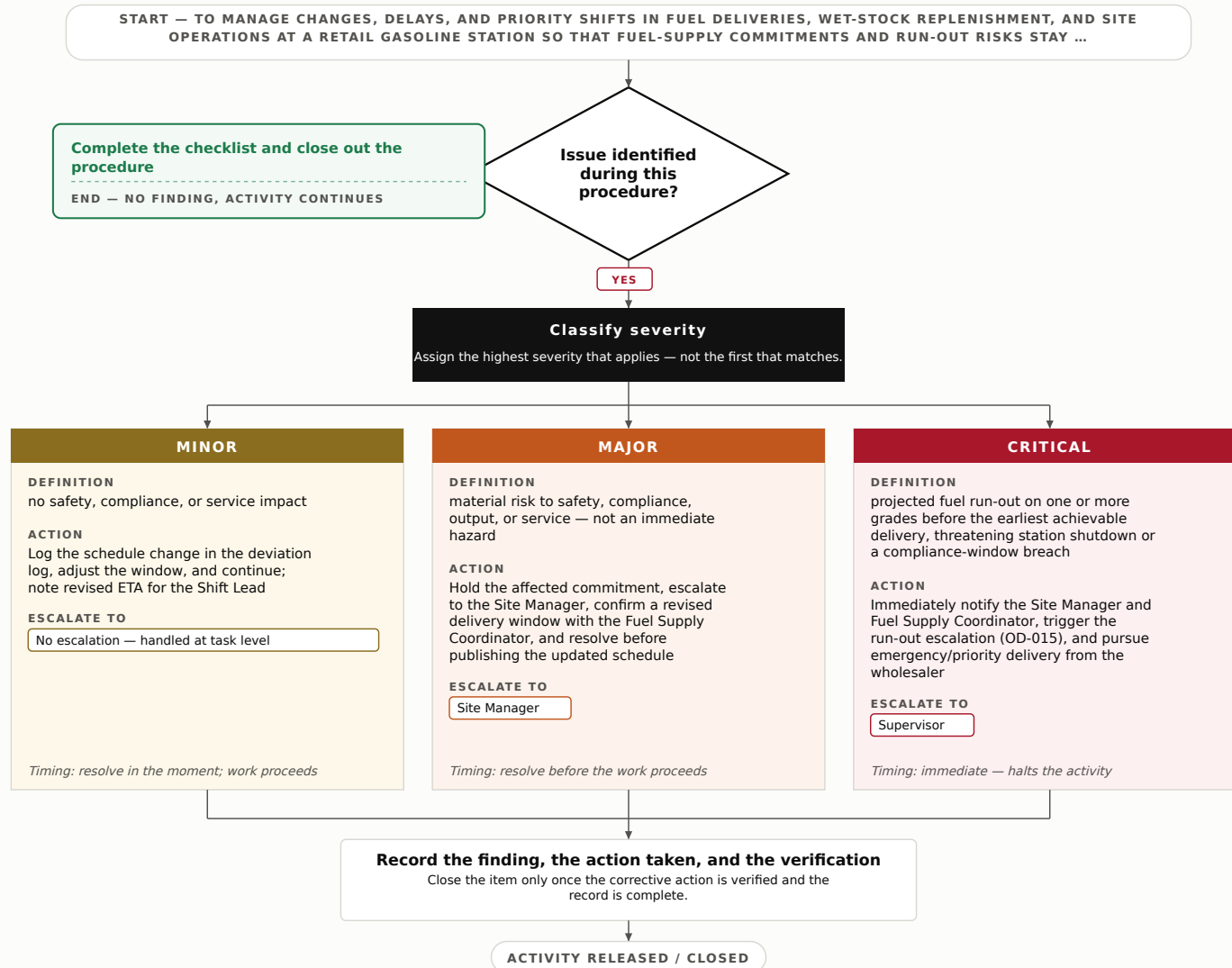


7. Step-by-Step Procedure

1. Receive the deviation notice (carrier delay, refinery/wholesaler supply shift, priority change, or internal disruption) and record time, source, and product grade affected.
2. Pull current tank gauging and calculate ullage and estimated hours-to-low for each affected grade to establish the run-out clock.
3. Assess the commitment at risk: scheduled delivery window from the petroleum products wholesaler, staffing/receiving readiness, and any dependent site tasks.
4. Classify severity per Section 8 (Minor / Major / Critical).
5. Contact the Fuel Supply Coordinator to renegotiate the delivery window or re-sequence internal priorities; confirm a revised ETA and load reference with the wholesaler/carrier.
6. Update the operating schedule and receiving-readiness plan; reassign shift tasks so the tank pad is ready for the revised window.
7. Hand off any run-out risk to OD-015 and any customer-facing messaging to OD-022 — do not action those here.
8. Document the deviation, decision, revised commitment, and approvals in the deviation log and close out.

8. Decision Tree

Decision Tree — Schedule Deviation & Change Management



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Run-out clock recalculated from current gauging for every affected grade before rescheduling.
- Revised delivery window confirmed with the wholesaler/carrier and logged with a reference number.
- Approval level matches severity (Shift Lead for Minor, Site Manager for Major/Critical).
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Deviation source, time, and grade recorded		
Current tank gauging / ullage captured		
Run-out clock calculated per affected grade		
Revised delivery window confirmed with wholesaler/carrier		
Approval obtained at correct severity level		
Run-out risk handed to OD-015 where applicable		
Deviation log updated and closed out		

11. KPIs

- Deviations logged within 15 minutes of notice: $\geq 95\%$
- Revised commitments confirmed with supplier before window lapses: $\geq 90\%$
- Unmanaged run-outs caused by scheduling gaps: 0 per quarter

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

OD-018 — Subcontractor & Vendor Coordination

Estimated completion time: 30-90 minutes per vendor engagement (excluding on-site work duration)

Provided for general informational and operational purposes as part of the Retail Gasoline archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To coordinate external providers — fuel haulers, tank-gauge and dispenser service techs, POS/network vendors, and site-service contractors — so scheduled work at the station is authorized, sequenced, and verified without disrupting fuel supply or retail operations.

2. Scope

Covers vendor scheduling, arrival authorization, work-order confirmation, credential/insurance verification at intake, and close-out sign-off for external providers performing part of the station operation. Excludes on-site supervision of contractor maintenance work, which is covered under MD-018, and contractor safety orientation, which is covered under SD-023.

3. Responsibilities

- Station Manager — approves vendor engagements, confirms scope and pricing, authorizes site access, signs close-out.
- Shift Lead — receives arriving vendors, verifies work order against schedule, escorts to work area, records start/stop times.
- Fuel/Inventory Coordinator — schedules fuel deliveries from wholesalers/refiners, reconciles delivered volume against BOL, coordinates dispenser/gauge service windows to avoid delivery conflicts.

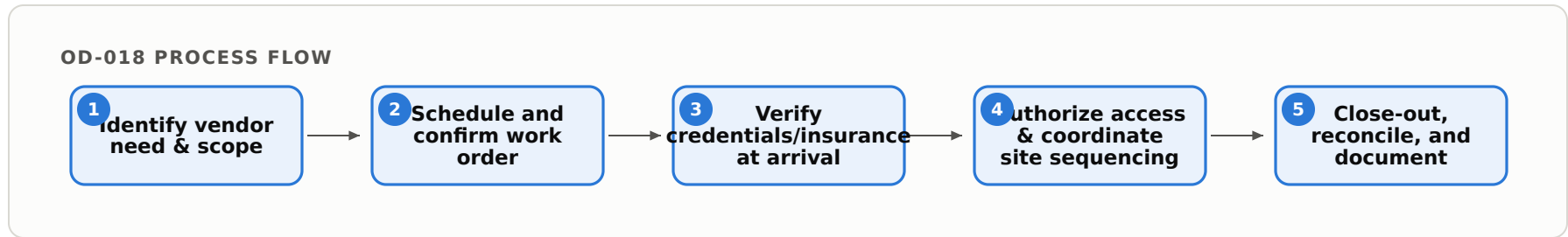
4. Required PPE & Lockout/Tagout

- Standard facility PPE for the receiving employee: high-visibility vest and closed-toe footwear when meeting vendors in the fuel court or tank field.
- Not applicable — no hazardous energy controlled by this coordination task; any LOTO for physical work is performed by the vendor/maintenance owner per MD-018.

5. Regulatory References

- 40 CFR 280 (Subpart B/C) — UST installation, operation, and delivery prohibition for uncertified tanks; relevant to authorizing which vendors may perform tank/line work.
- 49 CFR 177 — carrier requirements applicable to fuel-hauling vendors delivering to the site.
- 27 CFR 44 / state weights-and-measures rules — device (dispenser) service by qualified vendors; confirm state-specific licensing.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

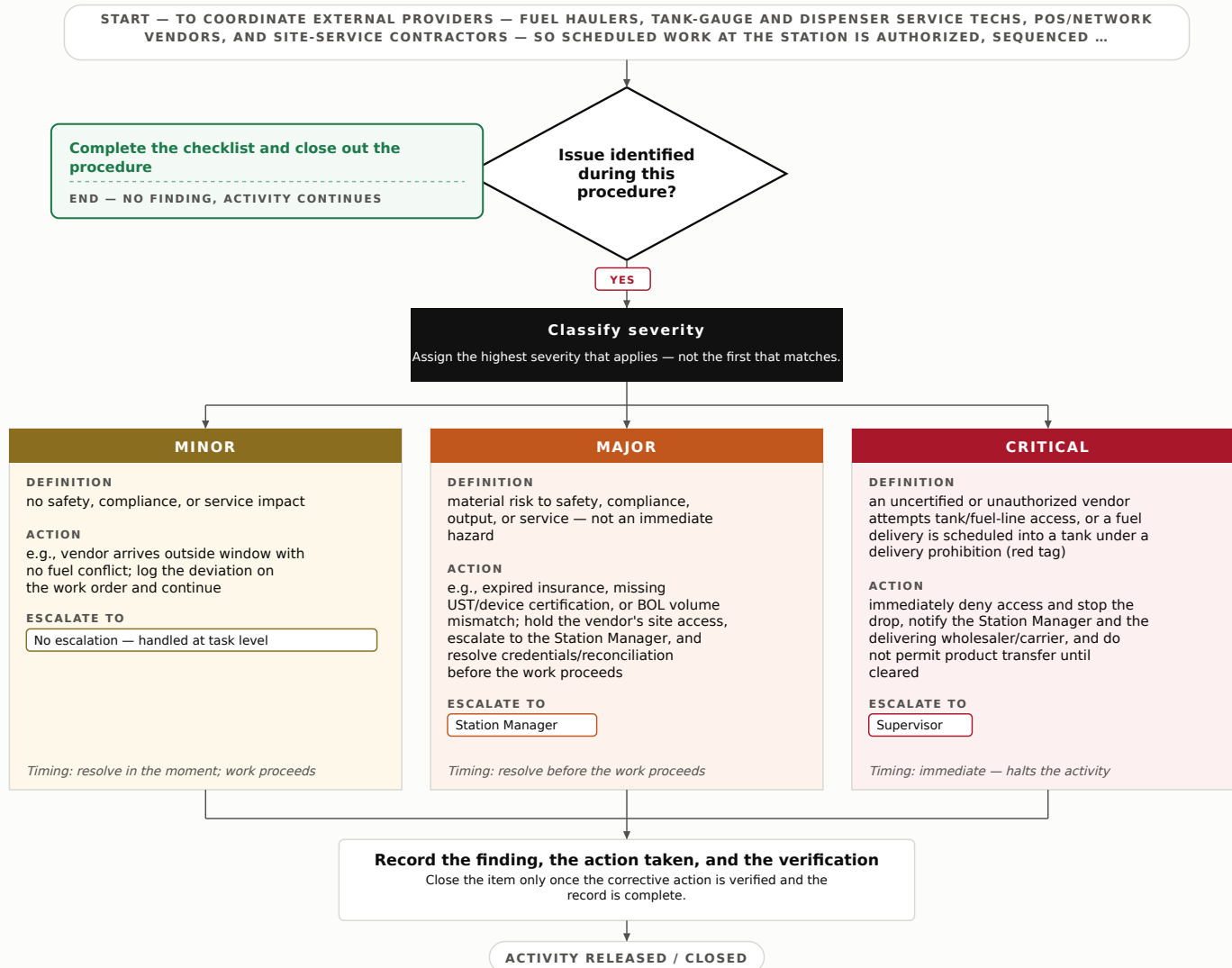


7. Step-by-Step Procedure

1. Identify the vendor need (fuel replenishment, dispenser/gauge service, POS/network, site service) and define the scope and requested window with the Station Manager.
2. Contact the vendor/carrier; confirm scope, price, expected arrival window, and required certifications for the work type (e.g., UST-certified tech, licensed device technician).
3. Enter the engagement on the vendor schedule; flag any conflict with fuel deliveries from 424720 wholesalers or 324110 refiner-direct loads and re-sequence to avoid simultaneous tank access.
4. On arrival, the Shift Lead verifies vendor identity, current work order/PO number, and proof of insurance and applicable license against the confirmation before allowing site access.
5. Confirm the vendor has completed required safety orientation per SD-023 before releasing them to the work area; escort to the work zone.
6. Record actual start time; for fuel deliveries, witness gauge readings and match delivered gallons to the Bill of Lading before and after drop.
7. At completion, walk the work area, confirm scope was met, capture end time and any exceptions, and obtain the vendor's ticket/BOL signature.
8. Complete the checklist, file the signed work order/BOL and insurance copy, and log the engagement in the vendor coordination record.

8. Decision Tree

Decision Tree — Subcontractor & Vendor Coordination



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Vendor credentials and insurance verified and current before site access granted.
- Work order/scope matches the scheduled engagement; no un-sequenced tank-access conflicts.
- Fuel deliveries reconciled: BOL gallons match witnessed gauge change within tolerance.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Vendor identity & work-order/PO confirmed against schedule		
Proof of insurance current and on file		
Required certification/license verified for work type		
SD-023 safety orientation confirmed complete		
Delivery/service window sequenced without tank-access conflict		
Fuel delivery BOL reconciled to gauge readings		
Signed close-out ticket obtained and filed		

11. KPIs

- Vendor credential/insurance verification rate: 100% before access.
- Scheduled vendor engagements without delivery-conflict rework: $\geq 95\%$.
- Fuel delivery BOL-to-gauge reconciliation variance: $\leq 0.5\%$ by volume.

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

OD-019 — Interdepartmental Coordination Review

Estimated completion time: 45-90 minutes per review cycle (weekly or shift-change)

Provided for general informational and operational purposes as part of the Retail Gasoline archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure ensures that Operations at the fuel site coordinates its daily and weekly activities — fuel deliveries, dispenser uptime, forecourt merchandising, and compliance recordkeeping — with the other functions that touch the same work (Fuel Procurement/Inventory, Maintenance, Merchandising/C-store, and Compliance). The goal is to prevent conflicting schedules, missed deliveries, and gaps in accountability at a Retail Gasoline site.

2. Scope

Covers the periodic coordination review between Operations and adjacent departments regarding shared workflows: inbound fuel drops, dispenser/UST availability, staffing overlap, and record handoffs. Excludes spec-conformance testing of received fuel and equipment repair execution, which are covered under their own OD/QC modules; this module only confirms that handoffs occurred and are documented, and references them by ID (e.g. "...confirmed per QC-003").

3. Responsibilities

- Site/Operations Manager — chairs the coordination review, resolves scheduling conflicts, and owns the closeout.
- Shift Lead — supplies current dispenser, tank, and staffing status and confirms handoff items from the prior shift.
- Fuel Inventory Coordinator — reconciles delivery windows with wholesaler/refinery schedules and reports pending drops.

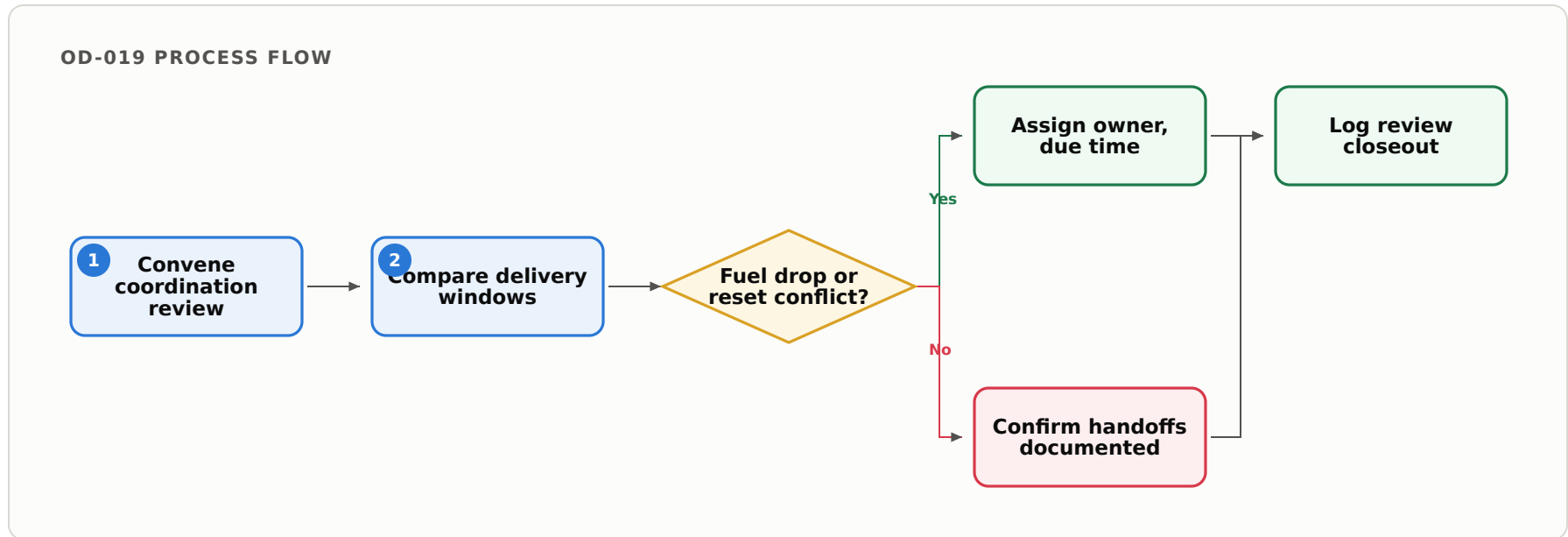
4. Required PPE & Lockout/Tagout

- Standard facility PPE only when review moves to the forecourt or tank pad (hi-vis vest, closed-toe footwear); administrative portion requires none.
- Not applicable — no hazardous energy involved in this coordination task.

5. Regulatory References

- 40 CFR 280 (EPA Underground Storage Tank requirements — inventory/record coordination relevant to delivery scheduling).
- 29 CFR 1910.106 (OSHA Flammable Liquids — forecourt/tank-area coordination context).
- Internal Operations coordination policy where no sector-specific mandate governs meeting cadence.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

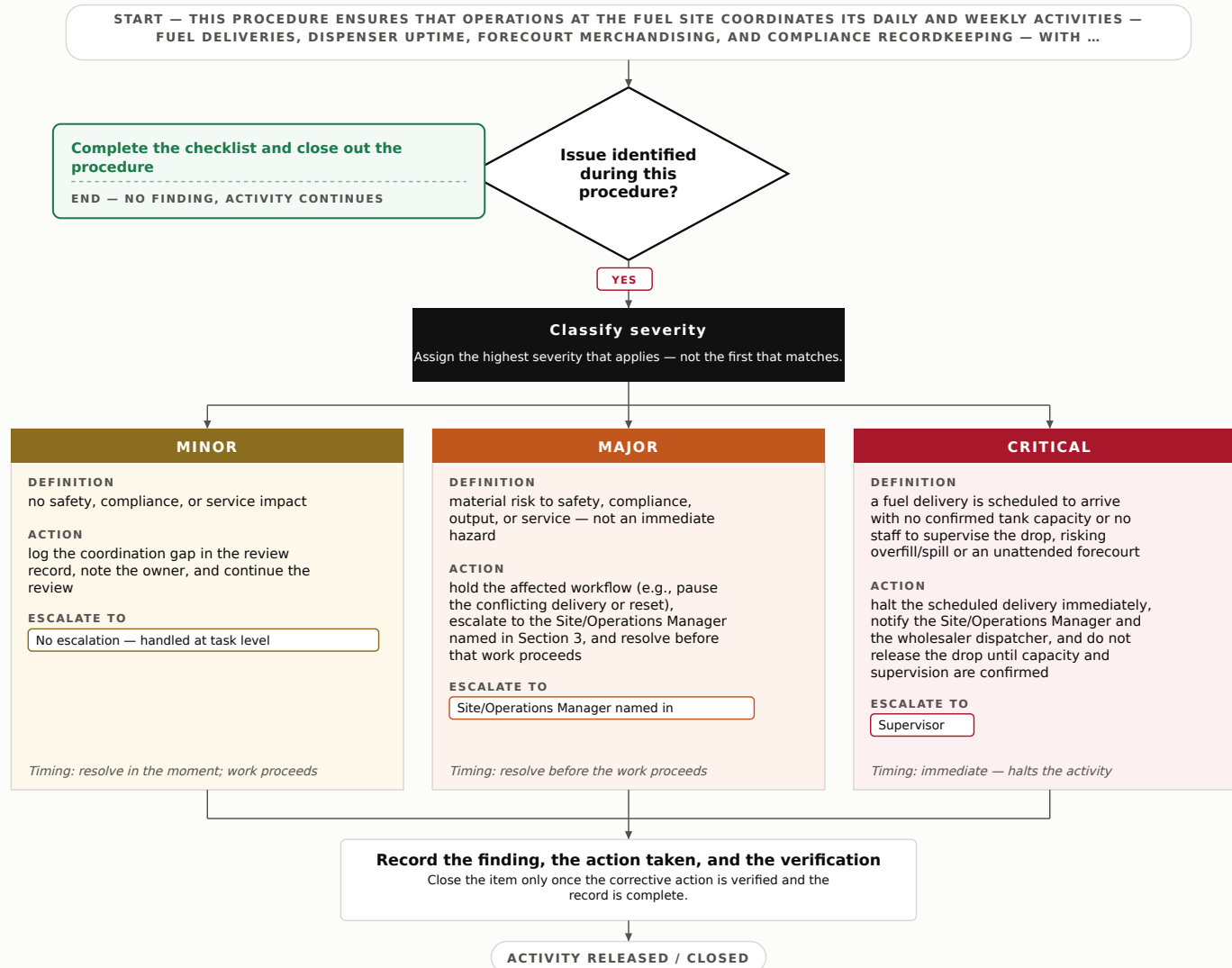
6. Process Flow



7. Step-by-Step Procedure

1. Convene the review with the Site Manager, Shift Lead, and Fuel Inventory Coordinator; confirm attendance or designated proxy for each touching function.
2. Collect the current dispenser uptime status and any Maintenance items pending (reference the maintenance module by ID — do not re-execute repairs here).
3. Review inbound fuel delivery windows against refinery/wholesaler schedules (324110 / 424720) and flag any drop that conflicts with peak sales, staffing gaps, or open tank-monitoring tasks.
4. Confirm that prior-period handoffs — fuel receipt reconciliation, price-sign changes, C-store merchandising resets — were completed and documented by the owning function.
5. Identify conflicts (e.g., a fuel drop scheduled during a single-staffed shift, or merchandising reset overlapping a dispenser outage) and assign a single accountable owner with a due time for each.
6. Verify compliance record handoffs (UST inventory logs, delivery tickets) are current and routed to the responsible party.
7. Agree on the next review time and any items to escalate.
8. Document the review: attendees, conflicts identified, owners assigned, and closeout status in the coordination log.

8. Decision Tree

Decision Tree — Interdepartmental Coordination Review**READING THIS TREE**

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every touching function represented (or proxied) in the review.
- All pending handoffs confirmed as documented by their owning module.
- Each identified conflict has a named owner and due time.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
All adjacent functions represented in review		
Fuel delivery windows reconciled with wholesaler/refinery schedule		
Dispenser/UST status reviewed and cross-referenced to maintenance module		
Staffing overlaps checked against scheduled deliveries		
Prior-period handoffs confirmed documented		
Conflicts assigned to named owners with due times		
Review outcome logged with attendees and closeout		

11. KPIs

- Coordination reviews completed on schedule $\geq 95\%$ of planned cycles.
- Scheduling conflicts resolved before affected work proceeds $\geq 98\%$.
- Undocumented handoffs found at review ≤ 1 per cycle.

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

Phase 4 — Completion & customer handoff

OD-020 — Job / Order Completion Verification

Estimated completion time: 15-30 minutes per job/order closeout

Provided for general informational and operational purposes as part of the Retail Gasoline archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

Confirm that a completed job or fuel order at the station — a fuel delivery drop, a dispenser/pump service ticket, or a fleet/wholesale fuel order — has been finished to the agreed specification (correct grade, volume, and functional pumps) before the work is released back to service or handed to the customer.

2. Scope

Covers verification that all deliverables on a job or fuel order are complete, matched to the work order or delivery ticket, and ready for release across the forecourt and fuel systems. Excludes formal final inspection, which is covered under QC-012, and formal release/turnover sign-off, which is covered under QC-013.

3. Responsibilities

- Shift Lead / Site Manager — reviews the completed work order against specification and authorizes completion verification.
- Fuel Systems Technician — confirms dispenser, hose, and nozzle function and closes out equipment service tickets.
- Forecourt Attendant — cross-checks physical fuel levels, meter readings, and grade signage against the order.

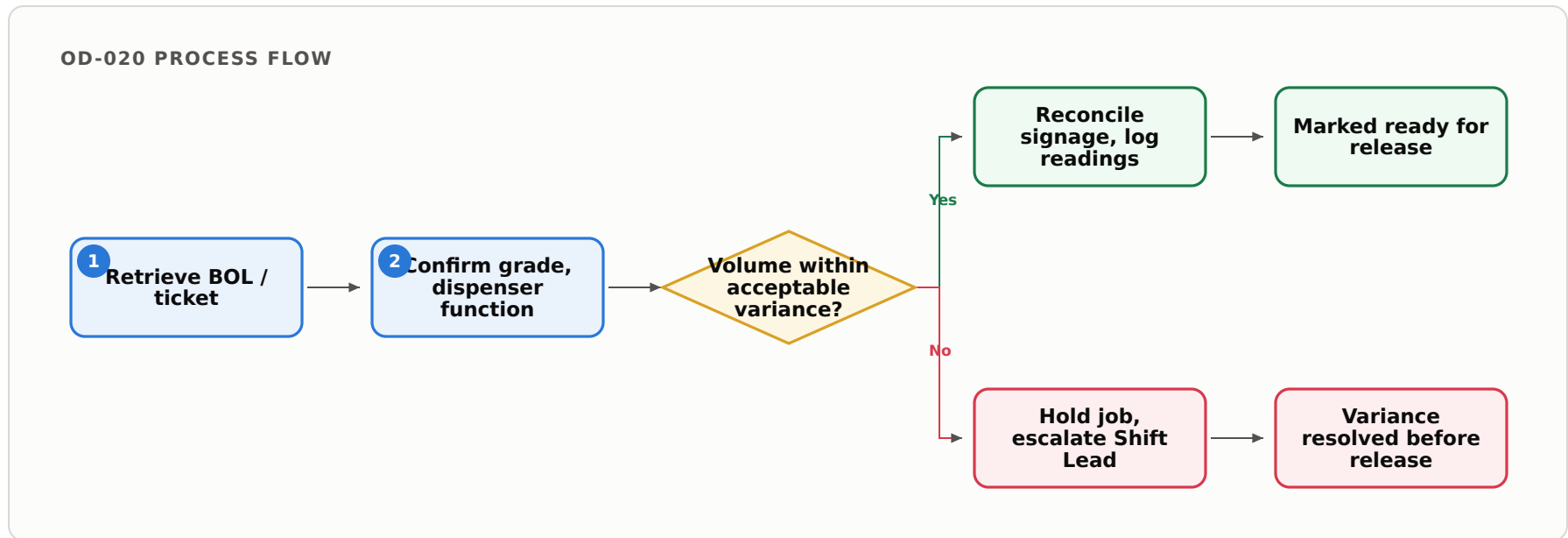
4. Required PPE & Lockout/Tagout

- Standard facility PPE: nitrile/chemical-resistant gloves, safety glasses, high-visibility vest when on the forecourt or fuel drop area.
- LOTO: Applicable only when verifying a dispenser or submersible pump that was serviced — confirm the servicing technician's tags are cleared and the unit is properly re-energized before release; otherwise not applicable.

5. Regulatory References

- 40 CFR 280 (EPA UST technical standards — release detection and spill/overfill after fuel receipt)
- NFPA 30A (Motor Fuel Dispensing Facilities)
- 16 CFR 306 / Weights & Measures (NIST Handbook 44) — octane posting and dispenser meter accuracy
- OSHA 29 CFR 1910.106 (flammable liquids handling)
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

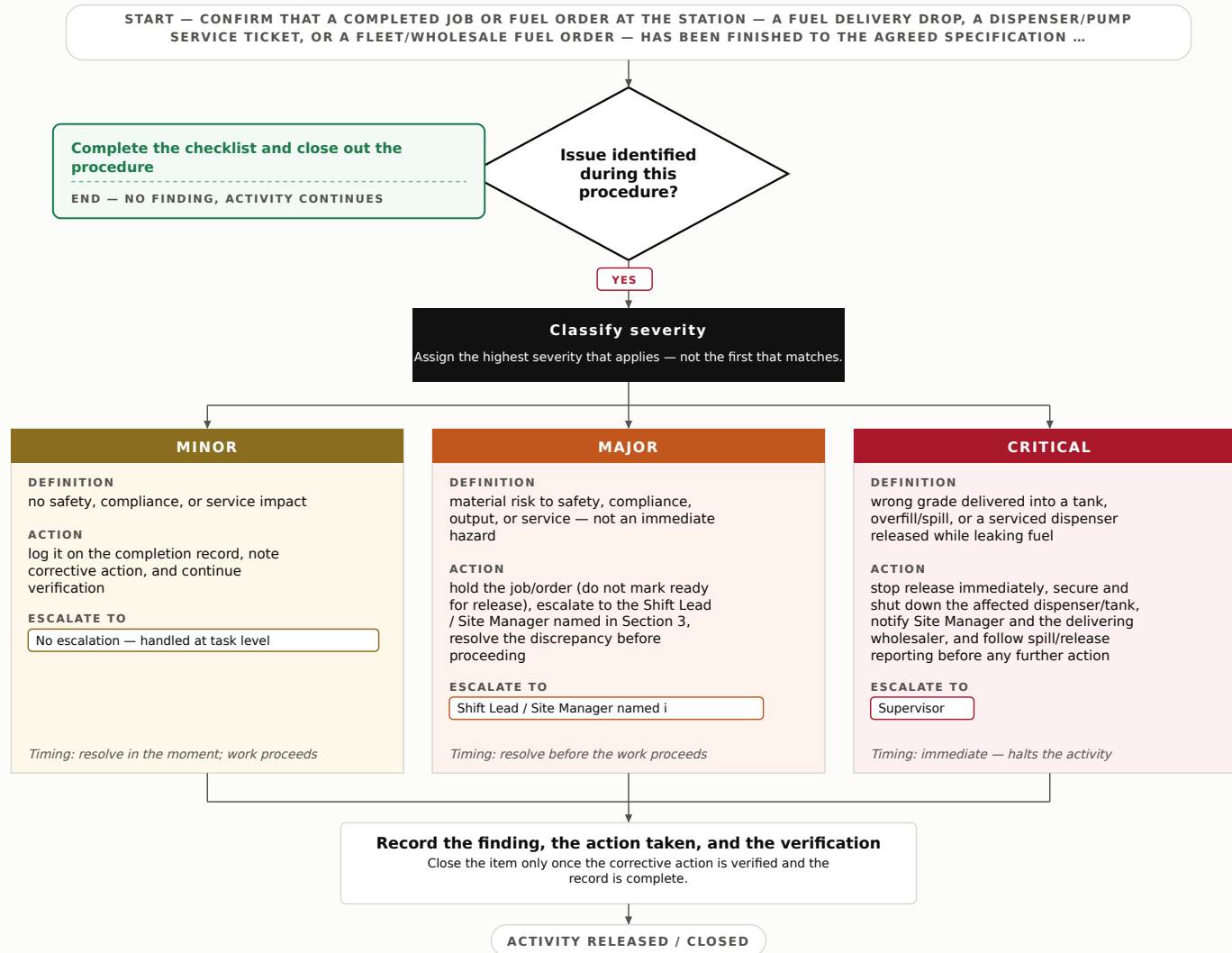
6. Process Flow



7. Step-by-Step Procedure

1. Retrieve the closed work order, dispenser service ticket, or fuel delivery ticket (BOL from the petroleum products wholesaler) for the job being verified.
2. Confirm the fuel grade(s) delivered or serviced match the order — regular, mid-grade, premium, or diesel — against tank charts and dispenser assignments.
3. Verify delivered volume by comparing pre- and post-drop tank stick/ATG readings against the BOL net gallons; confirm within acceptable variance.
4. For dispenser/pump service jobs, confirm each serviced nozzle dispenses correctly, hose retract and breakaway function, and meter reading resets/reconciles.
5. Confirm spill/overfill devices, sumps, and vapor recovery components were left in-service and undamaged after the work.
6. Cross-check octane/price signage and dispenser labeling match the verified grades.
7. Reconcile any open items on the ticket; obtain sign-off from the responsible technician or driver as applicable.
8. Record verification results, readings, and any noted discrepancies in the station log / completion record and mark the job ready for release per QC-013.

8. Decision Tree

Decision Tree — Job / Order Completion Verification**READING THIS TREE**■ **No finding**

Activity stands. Complete the checklist and continue.

■ **Minor**

Handled in place at task level; no escalation.

■ **Major**

Supervisory decision required before the next stage.

■ **Critical**

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Delivered/serviced grade and volume match the work order or BOL within variance.
- All serviced dispensers/nozzles confirmed functional and leak-free.
- Signage, labeling, and meter readings reconciled and documented.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Work order / delivery ticket matches job performed		
Fuel grade(s) correct per order and tank assignment		
Volume reconciled: tank readings vs. BOL net gallons		
Serviced dispensers/nozzles function and dispense correctly		
Spill/overfill and vapor recovery components in-service		
Octane/price signage and labeling accurate		
Completion documented and ready for release		

11. KPIs

- Order/job verification accuracy $\geq 99\%$ (verified matches vs. total closeouts)
- Volume reconciliation variance $\leq 0.5\%$ of BOL net gallons
- Unresolved discrepancies at release: 0

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

OD-021 — Delivery / Service Turnover

Estimated completion time: 10-25 minutes per turnover event

Provided for general informational and operational purposes as part of the Retail Gasoline archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure defines how the finished sale — dispensed fuel, in-store merchandise, or a completed service — is formally released to the customer or to the next handling party (e.g., a petroleum products wholesaler collecting product on a resale account). It ensures the transaction is authorized, measured accurately, paid or accounted for, and left in a safe, closed state.

2. Scope

Covers the point-of-release handoff at the forecourt and register: authorizing the dispense/sale, confirming volume and price, completing payment or account transfer, and clearing the pump/terminal for the next customer. Excludes bulk loading/dispatch to tankers, which is covered under SH-014, and proof-of-delivery documentation, which is covered under SH-024.

3. Responsibilities

- Site Attendant / Cashier — authorizes dispense, confirms fuel grade and volume at release, completes payment, and clears the transaction.
- Shift Supervisor — resolves disputed sales, price/meter discrepancies, and account-based releases to wholesale customers.
- Site Manager (Operations) — owns turnover accuracy, reconciliation exceptions, and escalation of any safety or compliance hold.

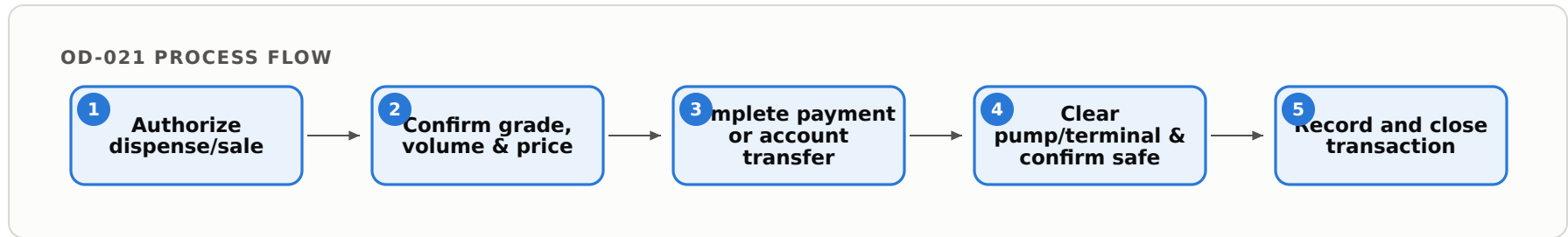
4. Required PPE & Lockout/Tagout

- Standard facility PPE; nitrile gloves and fuel-resistant footwear when assisting at the dispenser or handling spilled product.
- Not applicable — no hazardous energy isolation required at the point of turnover; if a dispenser must be taken out of service, the emergency-stop / pump lockout is handled under maintenance procedures, not this SOP.

5. Regulatory References

- NIST Handbook 44 (retail motor-fuel dispenser accuracy, price computing), as adopted by the applicable state weights-and-measures authority
- 40 CFR Part 80 / Part 1090 (fuel grade and quality representation at point of sale)
- 16 CFR Part 306 (automotive fuel octane posting and certification)
- FTC Act §5 (accurate price and volume representation to the customer)
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

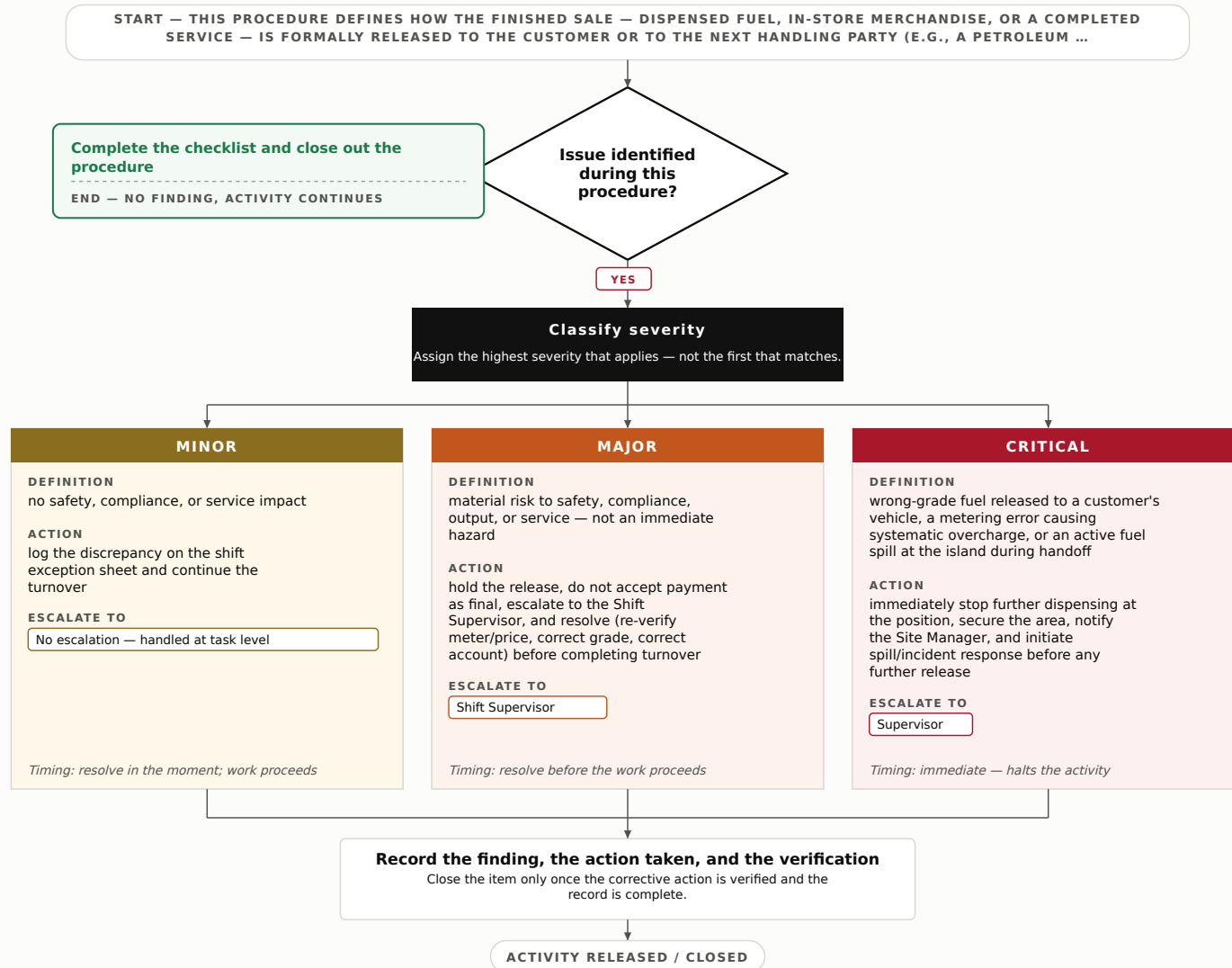


7. Step-by-Step Procedure

1. Confirm the dispense authorization: verify the pump is enabled for the correct grade and the customer (or resale account holder) is cleared to draw product.
2. Monitor the dispense to completion; confirm nozzle is returned to the boot and hose is secured before approaching the register.
3. Verify the displayed volume and price computation on the dispenser match the register total (per NIST Handbook 44 accuracy expectations).
4. Confirm the fuel grade delivered matches what was ordered/posted (octane per 16 CFR Part 306); resolve any mismatch before payment.
5. Complete payment — card, cash, or resale account charge; for wholesale/resale releases (424720), record the account reference and volume on the release ticket.
6. Clear the transaction at the terminal and reset the pump for the next customer; confirm no residual authorization remains open.
7. Inspect the dispenser island for spills, uncapped nozzles, or hazards before releasing the position.
8. Record the transaction (receipt issued, account posting complete) and log any exception noted during turnover.

8. Decision Tree

Decision Tree — Delivery / Service Turnover



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Volume and price on dispenser reconcile to register total.
- Delivered grade matches ordered/posted grade.
- Payment or resale-account posting confirmed complete before customer departs.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Dispenser volume matches register total		
Fuel grade delivered matches order/posting		
Price computation accurate (Handbook 44)		
Payment completed / resale account posted		
Pump cleared and reset for next customer		
Island clear of spills and hazards		
Receipt / release ticket issued		

11. KPIs

- Turnover reconciliation accuracy $\geq 99.5\%$ (transactions closed with no cash/meter variance)
- Wrong-grade release incidents: 0 per period
- Open/uncleared transactions at shift close: 0

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

OD-022 — Customer Communication & Status Notification

Estimated completion time: 10-30 minutes per notification event; ongoing throughout any service disruption

Provided for general informational and operational purposes as part of the Retail Gasoline archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure defines how station staff keep customers informed of fuel availability, dispenser/pump status, pricing changes, payment-system status, and service completion at a retail gasoline location. Clear, timely status notification protects customer trust, reduces at-pump confusion, and prevents disputes during outages, deliveries, or maintenance windows.

2. Scope

Covers proactive and reactive status messaging to customers regarding pump availability, fuel-grade outages, price changes, card-reader/POS status, canopy and forecourt access, and confirmation of service completion (e.g., pay-at-pump transactions, in-store fuel prepay reconciliation). Excludes complaint intake, which is covered under OD-023, and fuel-quality complaint investigation, which is covered under QC-021.

3. Responsibilities

- Shift Cashier/Attendant — posts and relays real-time pump and grade status to customers, applies out-of-service signage, confirms transaction completion.
- Station Manager — approves customer-facing messaging for price changes, outages, and delivery windows; authorizes credits or reruns tied to failed transactions.
- Operations Lead / Fuel Supervisor — coordinates status timing with tank deliveries from the fuel supplier and communicates estimated restore times.

4. Required PPE & Lockout/Tagout

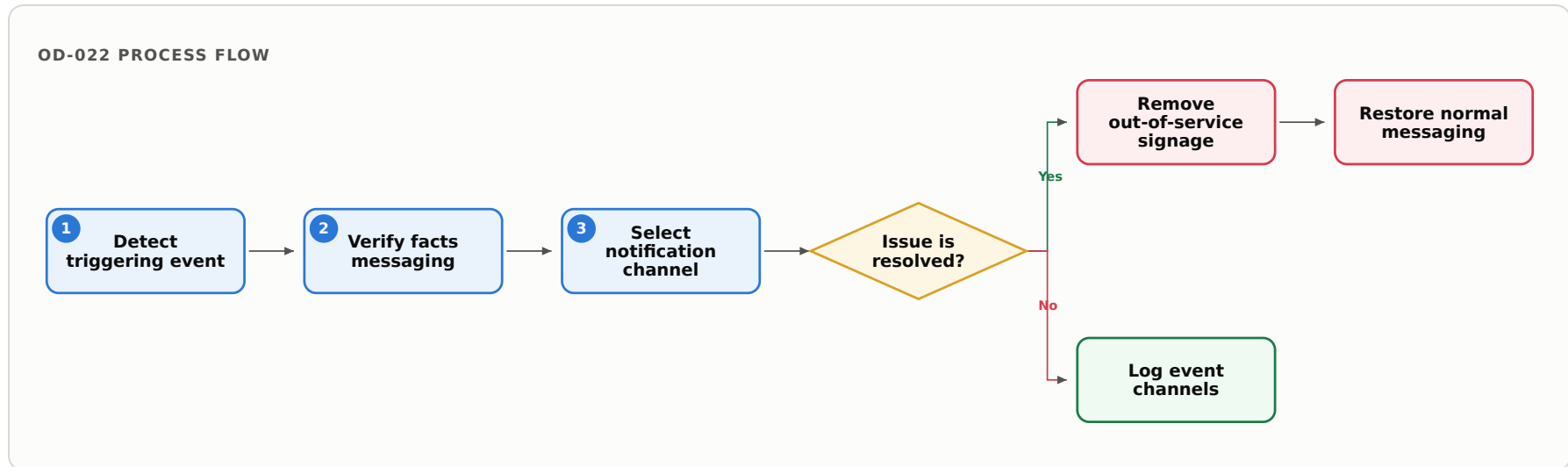
- Standard facility PPE for forecourt work when posting signage near dispensers (high-visibility vest during active fueling hours); no specialized PPE for in-store/POS communication.
- Not applicable — no hazardous energy involved in the communication task itself; if a dispenser is physically out of service, LOTO/tag-out is performed under the equipment maintenance SOP, not here.

5. Regulatory References

- Federal Trade Commission fuel-rating posting rules, 16 CFR Part 306 (octane/grade posting accuracy affecting customer-facing status).
- Applicable state weights-and-measures and motor-fuel price-posting statutes (NIST Handbook 130 Uniform Regulation for the Method of Sale of Commodities, as adopted by state).

- PCI DSS customer-notification expectations for payment-status communication (internal policy alignment; not a government standard).
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

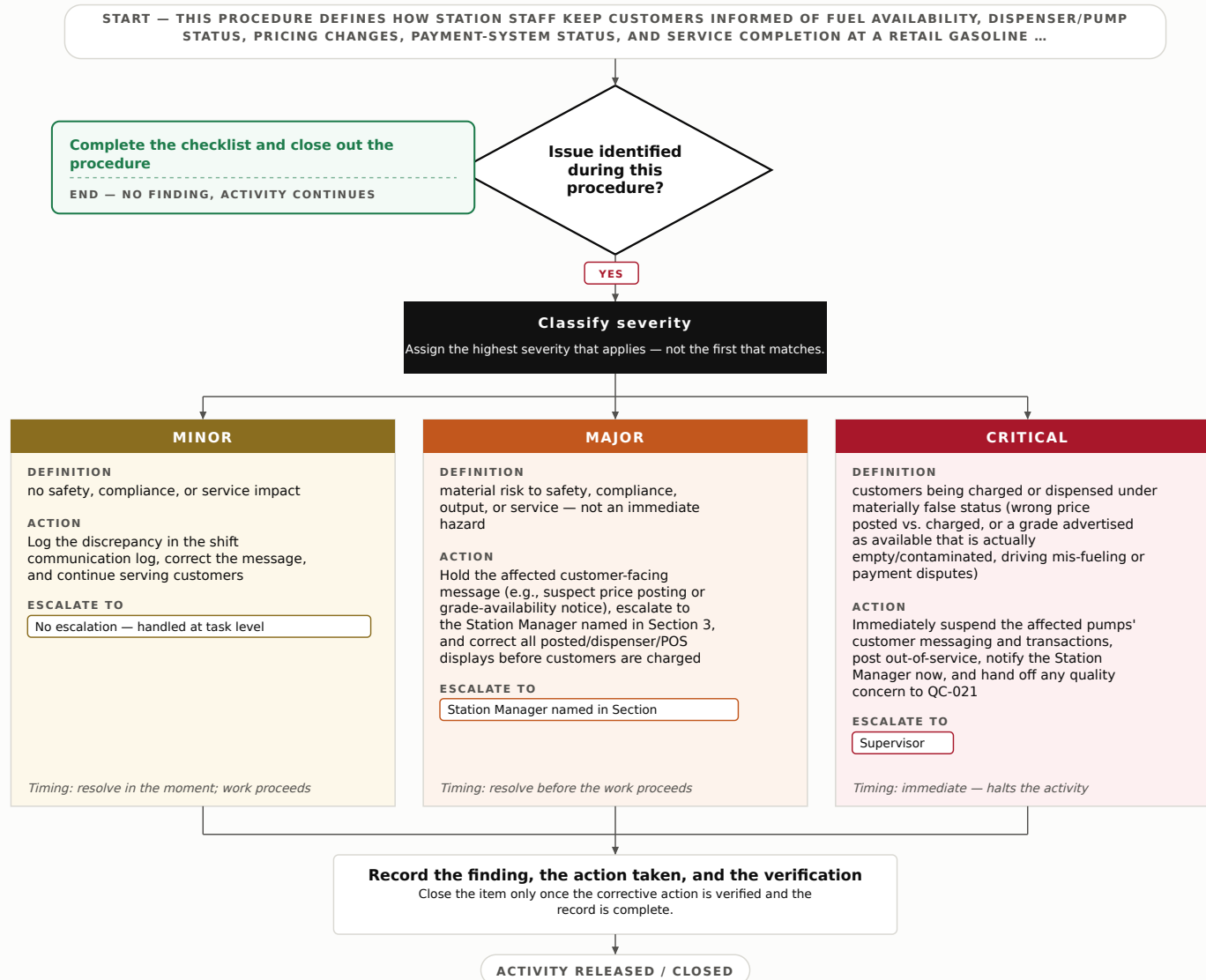


7. Step-by-Step Procedure

1. Detect the triggering event — grade outage, pump fault, price change, card-reader/POS interruption, incoming fuel delivery from the petroleum wholesaler, or completed transaction requiring confirmation.
2. Verify the facts before messaging: confirm affected pump numbers/grades with the Fuel Supervisor and expected restore or delivery window; confirm approved price with the Station Manager.
3. Select the notification channel(s): forecourt/pump-topper signage, dispenser screen message, in-store signage, POS receipt confirmation, and verbal notice to customers at the counter or pump.
4. Compose the customer message in plain language — state what is affected, expected duration if known, and available alternatives (e.g., "Regular temporarily unavailable — Premium open on pumps 3-6").
5. For price changes, ensure posted price at the sign, dispenser, and POS all match before activating the pump; correct any mismatch immediately.
6. For payment/POS interruptions, tell customers whether to prepay inside, and confirm each completed transaction so no customer leaves uncertain of charge status.
7. When the issue is resolved, remove out-of-service signage, restore normal messaging, and give a completion/restore notice to any waiting customers.
8. Log the event, channels used, timestamps, and resolution in the shift communication log and notify the Station Manager at shift handoff.

8. Decision Tree

Decision Tree — Customer Communication & Status Notification



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Posted price at sign, dispenser, and POS all match before pump activation.
- Every out-of-service or grade-outage notice reflects verified pump/grade status confirmed with the Fuel Supervisor.
- Each customer transaction affected by a POS interruption is confirmed complete before the customer departs.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Street sign, dispenser, and POS prices match		
Out-of-service signage placed on all affected pumps		
Grade-availability message verified against tank levels		
POS/card-reader status communicated to customers		
Delivery-window status relayed if applicable		
Completed transactions confirmed to customers		
Event logged in shift communication log with timestamps		

11. KPIs

- Customer status notifications posted within 10 minutes of a verified status change — target $\geq 95\%$.
- Price-display mismatches reaching a customer transaction — target 0 per month.
- Transaction-confirmation gaps (customer unsure of charge status) reported at shift — target ≤ 1 per week.

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

OD-023 — Customer Feedback & Complaint Intake

Estimated completion time: 10-20 minutes per feedback event (intake and routing)

Provided for general informational and operational purposes as part of the Retail Gasoline archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure ensures that all customer feedback and complaints received at the station — fuel quality concerns, pricing disputes, pump/dispenser issues, service or cleanliness complaints — are captured accurately, logged in the complaint register, and routed promptly to the correct owner so no customer concern is lost or misdirected.

2. Scope

Covers front-line intake, logging, and routing of customer feedback and complaints at the retail gasoline site, whether received in person, by phone, or via digital channels. Excludes quality complaint investigation, which is covered under QC-021, and corrective action, which is covered under QC-019.

3. Responsibilities

- Cashier / Customer Service Attendant — receives feedback, records details on the intake form, and provides the customer a reference number.
- Shift Lead — reviews each logged entry, assigns severity, and routes to the correct owner within the shift.
- Station Manager — owns the complaint register, monitors routing timeliness, and hands off fuel-quality and corrective items to the QC modules.

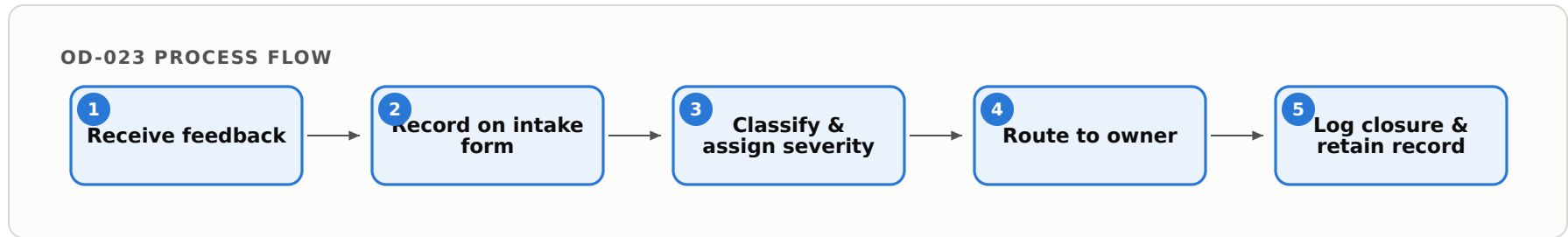
4. Required PPE & Lockout/Tagout

- Standard facility PPE; none specific to intake (high-visibility vest if walking the forecourt to observe a reported dispenser issue).
- Not applicable — no hazardous energy involved.

5. Regulatory References

- 16 CFR Part 429 (FTC Cooling-Off / consumer complaint handling — where applicable to on-site sales)
- State Weights & Measures / Petroleum pricing-display and octane-labeling rules (e.g., NIST Handbook 130 Uniform Regulation) governing pricing and dispenser-labeling complaints
- FTC Fuel Rating Rule, 16 CFR Part 306 (octane posting — basis for fuel-grade complaints)
- Internal policy: OD Customer Feedback Register Retention Policy
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

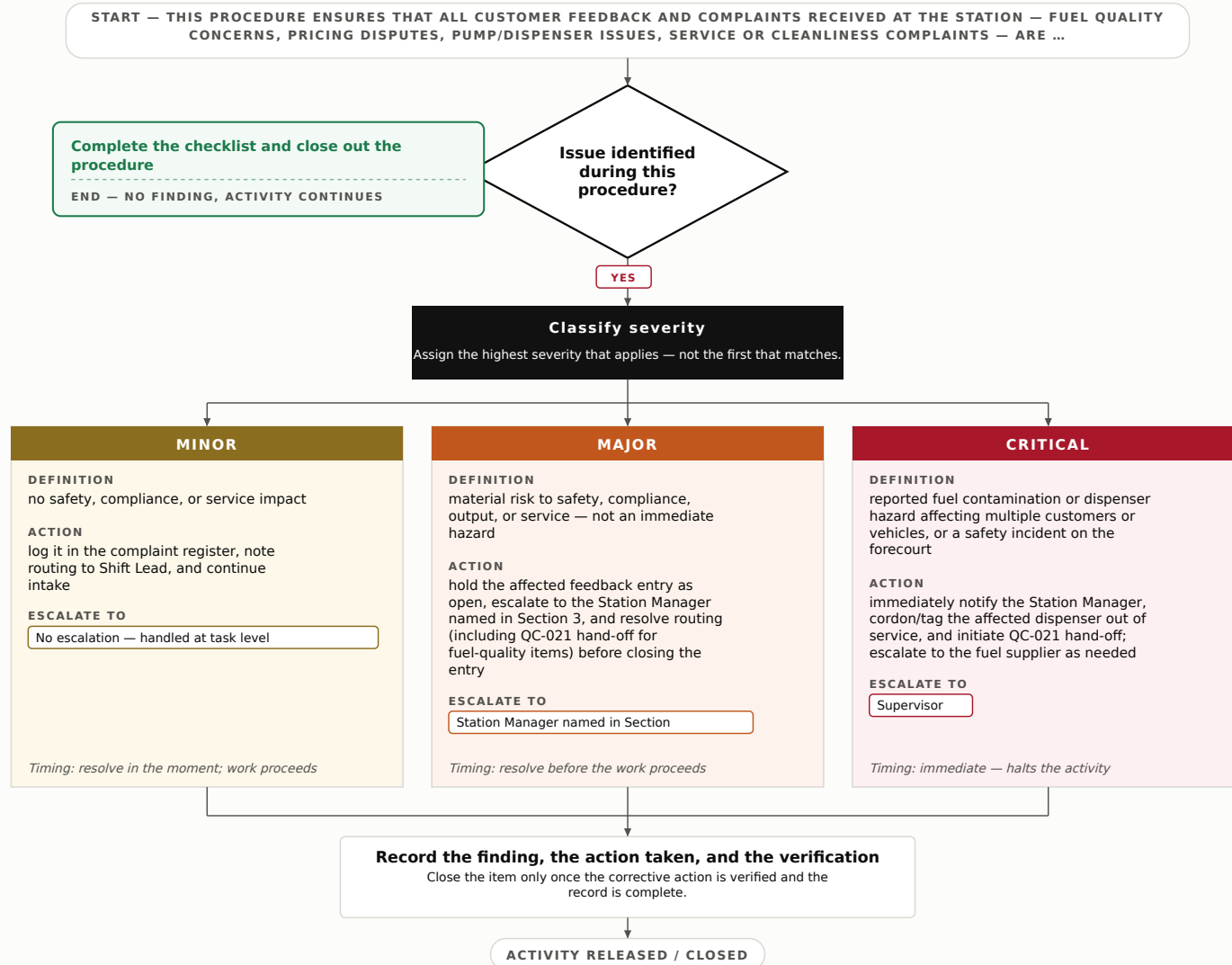


7. Step-by-Step Procedure

1. Greet the customer (or open the channel) and acknowledge the concern without admitting fault; listen fully before responding.
2. Capture the essentials on the Customer Feedback & Complaint Intake form: date, time, channel, customer contact, pump/dispenser number, product grade, and a factual description of the concern.
3. If the concern involves fuel quality (e.g., water in fuel, wrong octane, vehicle stalling), note the affected dispenser and grade and flag for QC-021 hand-off — do not diagnose on site.
4. Assign a sequential reference number from the complaint register and give it to the customer with an expected follow-up window.
5. Classify severity per Section 8 and identify the responsible owner.
6. Route the entry: minor service/cleanliness items to Shift Lead; pricing/octane-label items to Station Manager; fuel-quality items handed off per QC-021.
7. Confirm the entry is complete and legible; verify no required field is blank.
8. Log the intake in the complaint register and file the retained record per the retention policy.

8. Decision Tree

Decision Tree — Customer Feedback & Complaint Intake



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every intake form has a unique reference number and all required fields completed.
- Severity assigned and owner identified before end of shift.
- Fuel-quality items correctly flagged for QC-021 hand-off, not investigated on site.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Intake form fully completed (date, channel, contact, dispenser/grade)		
Reference number assigned and issued to customer		
Severity classified per Section 8		
Correct owner/route identified		
Fuel-quality items flagged for QC-021 hand-off		
Entry logged in complaint register		
Record filed per retention policy		

11. KPIs

- Complaints logged within one shift of receipt: $\geq 98\%$
- Intake forms complete with all required fields: $\geq 95\%$
- Median time from receipt to correct routing: ≤ 4 hours

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

Phase 5 — Oversight & continuity

OD-024 — Operational Incident Reporting & Response

Estimated completion time: 20–45 minutes per incident report (longer for Major/Critical events requiring escalation)

Provided for general informational and operational purposes as part of the Retail Gasoline archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To provide a consistent method for site staff to report, classify, and respond to operational incidents and near-misses at the fuel station — such as fuel dispenser miscounts, wet-stock discrepancies, minor product releases at the forecourt, POS/price-sign errors, and delivery discrepancies — so that root causes are documented and corrective action is taken before operations continue.

2. Scope

Covers the reporting, severity classification, initial containment, and internal response for operational incidents and near-misses in day-to-day station operations. Excludes safety incident reporting (injury/OSHA-recordable events), which is covered under SD-018, and equipment breakdown/dispenser mechanical failure, which is covered under MD-009.

3. Responsibilities

- Shift Lead / Cashier — identifies and reports the incident or near-miss, performs immediate first-response containment, and initiates the incident log entry.
- Station Manager — classifies severity, directs the response, authorizes hold/resume of affected operations, and owns corrective action closure.
- Operations/Compliance Coordinator — reviews logged incidents, files any required regulatory notifications, and maintains incident records and trend reporting.

4. Required PPE & Lockout/Tagout

- Standard facility PPE; nitrile gloves and safety glasses when handling small forecourt product releases or absorbent materials.
- Not applicable — no hazardous energy control performed under this procedure. Any equipment requiring de-energization is handled under MD-009.

5. Regulatory References

- 40 CFR 280 (EPA — UST release detection, reporting, and recordkeeping)
- 40 CFR 112 (EPA — SPCC, applicable if aggregate storage thresholds are met)
- EPCRA / CERCLA §103 reportable-quantity release notification (National Response Center)
- Applicable state UST program and state fire marshal reporting requirements

- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

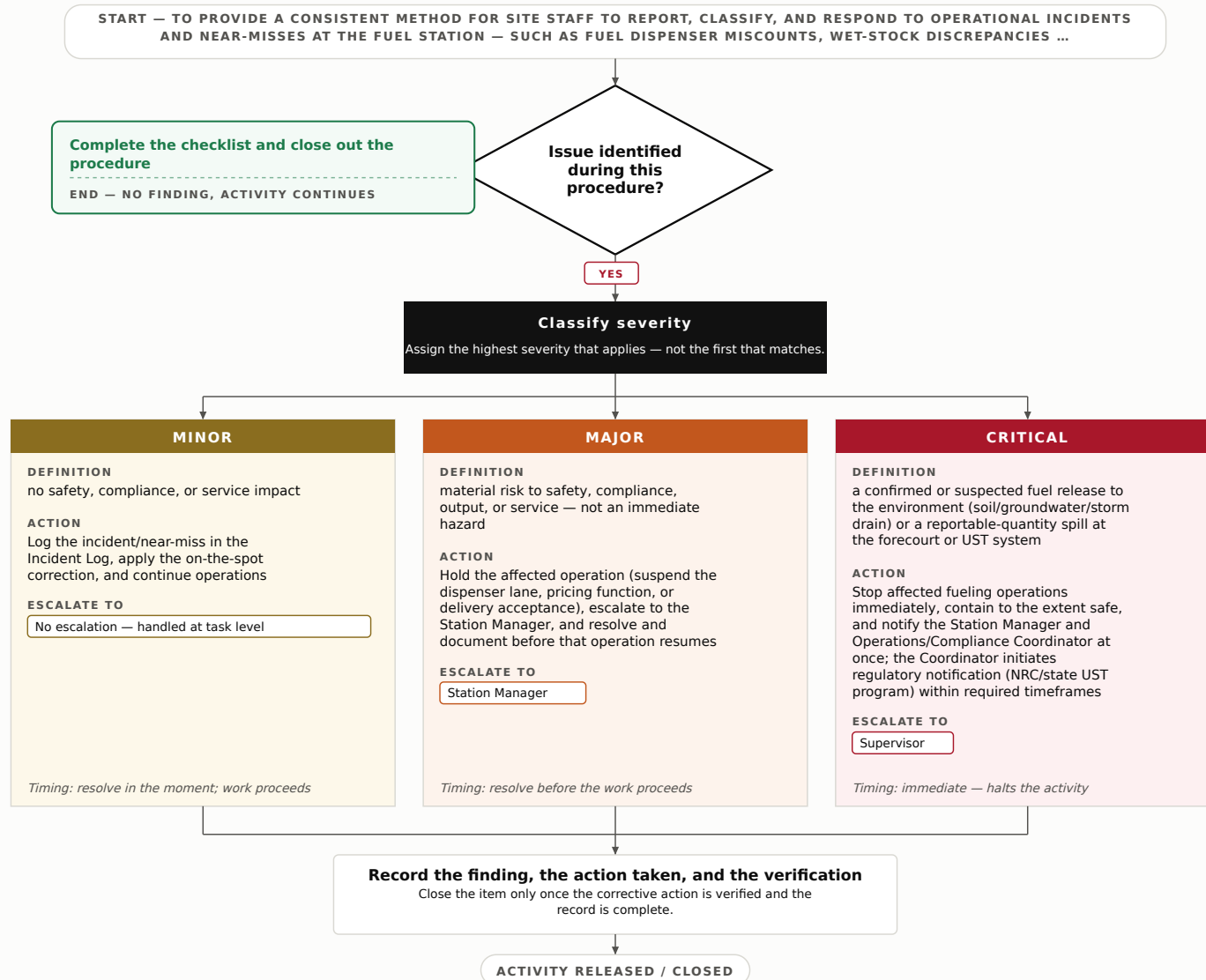


7. Step-by-Step Procedure

1. Upon observing an operational incident or near-miss (e.g., wet-stock/inventory variance, price-sign or POS error, minor forecourt drip/release, delivery quantity mismatch), the reporting staff member stops the affected activity.
2. Perform immediate first response: for a small product release, deploy spill kit and absorbents to contain; for a POS/pricing error, place transactions on hold; secure the immediate area from customers if needed.
3. Notify the Station Manager verbally and begin an entry in the station Incident Log with time, location, description, and witnesses.
4. The Station Manager classifies severity per Section 8 and directs the appropriate response.
5. Take corrective action for the immediate condition (correct pricing, reconcile wet-stock, complete containment/cleanup, quarantine mismatched delivery documentation for follow-up with the supplier).
6. For releases meeting reportable quantities or suspected UST releases, the Operations/Compliance Coordinator makes required regulatory notifications within mandated timeframes.
7. Identify probable root cause and assign a corrective/preventive action with an owner and due date.
8. Complete the Incident Log record, attach photos/receipts/gauging data, and close out; retain per facility recordkeeping policy.

8. Decision Tree

Decision Tree — Operational Incident Reporting & Response



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Incident logged with time, location, description, and reporter within the same shift.
- Severity classification recorded and matched to consequence definitions.
- Corrective/preventive action assigned with owner and due date.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Incident/near-miss logged with date, time, and location		
Immediate containment/correction performed and recorded		
Severity classified per Section 8		
Required regulatory notification made (if applicable)		
Root cause and corrective action assigned with owner/date		
Supporting evidence (photos, gauging, receipts) attached		
Affected operation confirmed safe before resuming		

11. KPIs

- Incidents logged within same shift of occurrence: $\geq 95\%$
- Reportable releases notified within regulatory timeframe: 100%
- Corrective actions closed by assigned due date: $\geq 90\%$

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

OD-025 — Emergency & Business Continuity Readiness Check

Estimated completion time: 45-90 minutes

Provided for general informational and operational purposes as part of the Retail Gasoline archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

Confirm that this fuel station can respond to a disruption — fuel supply interruption, dispenser or tank system failure, extended power outage, or forced closure — and resume normal fueling operations with minimal downtime, protecting staff, customers, and fuel inventory.

2. Scope

Covers periodic verification of the station's business continuity readiness: continuity plan currency, emergency contact lists, fuel resupply coordination, alternate-payment and manual-sales fallback, and readiness documentation. Excludes emergency drills and live emergency response (see SD-015, SD-016) and backup power system operation and maintenance (see ED-027).

3. Responsibilities

- Station Manager — owns the continuity readiness check, verifies plan currency, and closes out findings.
- Shift Lead — validates on-site fallback procedures (manual sales, dispenser shutdown, tank monitor status) and reports gaps.
- Fuel Supply Coordinator — confirms resupply contacts and emergency delivery arrangements with the petroleum products wholesaler.

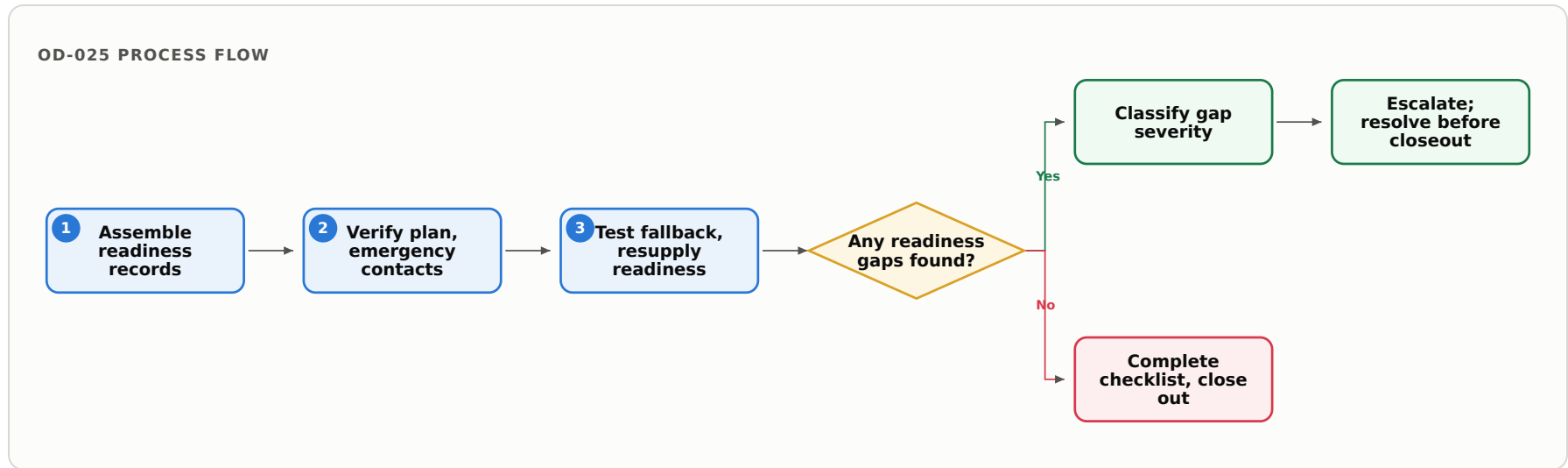
4. Required PPE & Lockout/Tagout

- Standard facility PPE; no elevated hazard for this administrative verification (safety vest if walking the forecourt during checks).
- Not applicable — no hazardous energy involved; this is a documentation and coordination review, not equipment maintenance.

5. Regulatory References

- 40 CFR 112 (SPCC — Spill Prevention, Control, and Countermeasure planning applicability)
- 40 CFR 280 (EPA UST release response and reporting requirements)
- 29 CFR 1910.38 (OSHA Emergency Action Plan)
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

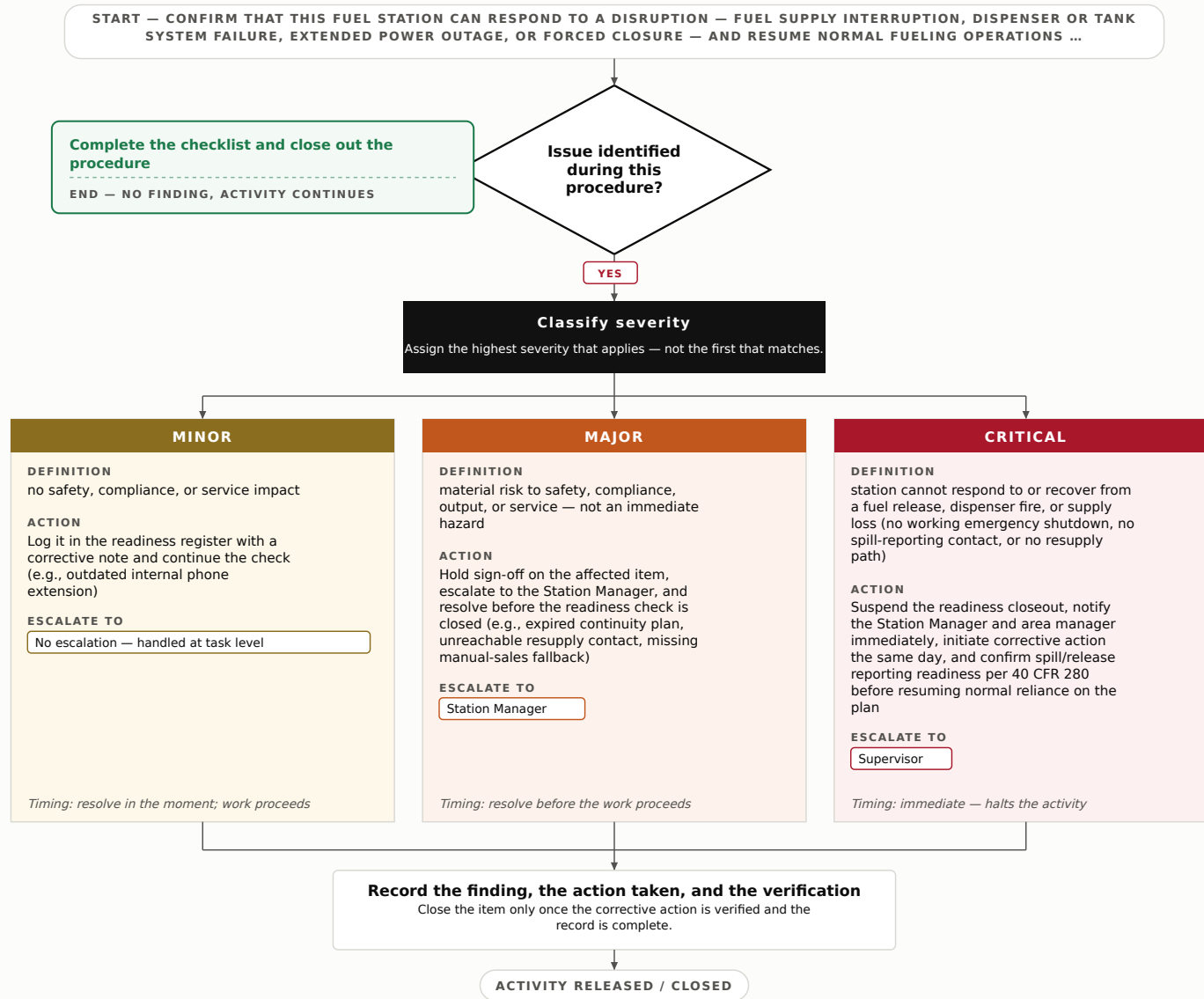


7. Step-by-Step Procedure

1. Retrieve the current business continuity plan, emergency contact roster, and prior readiness-check record from the station office.
2. Verify the continuity plan revision date is within the last 12 months and reflects current staffing, layout, and tank/dispenser configuration.
3. Confirm all emergency contacts are correct and reachable: Station Manager, area manager, UST/tank service provider, electrician, local fire/HAZMAT, and 24-hour spill reporting line.
4. Validate on-site fallback readiness: manual sales/credit-imprint or cash-only procedure, dispenser emergency stop location and function, and automatic tank gauge alarm status.
5. Confirm fuel resupply readiness — verify emergency-delivery contact and account status with the petroleum products wholesaler (424720), and check current tank levels against the reorder threshold.
6. Verify posted emergency information at the point of sale (evacuation route, emergency stop, spill notification steps) is legible and current.
7. Note any gaps and classify per the Decision Tree (Section 8); assign corrective owner and target date for each.
8. Record results on the Inspection Checklist, log the check in the readiness register, and obtain Supervisor Verification.

8. Decision Tree

Decision Tree — Emergency & Business Continuity Readiness Check



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Continuity plan revision date verified current (within 12 months).
- All emergency and resupply contacts test-confirmed as reachable.
- Manual-sales and emergency-stop fallback confirmed operable by Shift Lead.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Continuity plan current and reflects site configuration		
Emergency contact roster verified and reachable		
Dispenser emergency stop location/function confirmed		
Manual/cash-only sales fallback procedure available		
Automatic tank gauge alarms operational		
Fuel resupply / emergency-delivery contact confirmed		
Posted POS emergency information legible and current		

11. KPIs

- Continuity readiness check completed on schedule — 100% quarterly.
- Emergency/resupply contacts verified reachable — $\geq 98\%$.
- Critical findings resolved within 24 hours — 100%.

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

OD-026 — Regulatory, License & Permit Currency Verification

Estimated completion time: 2-4 hours per quarterly cycle (longer during renewal windows)

Provided for general informational and operational purposes as part of the Retail Gasoline archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To confirm that every operating license, permit, and registration required for lawful retail motor-fuel sales at this station — motor fuel dealer license, weights & measures / dispenser calibration certificates, UST operating permit, tobacco/alcohol/lottery permits where applicable, and business registration — is current, on file, and displayed as required.

2. Scope

Covers currency verification, renewal tracking, and documentation of all business-operating and fuel-dispensing licenses, permits, and registrations for this station. Excludes safety regulatory compliance, which is covered under SD-028, and permit-to-work authorizations, which are covered under MD-007.

3. Responsibilities

- Station Manager — owns the license register, initiates renewals, and confirms displayed permits are current and posted.
- Operations Compliance Coordinator — maintains the master expiration calendar, files renewal confirmations, and escalates lapses.
- Assistant Manager / Shift Lead — verifies point-of-sale posting of required permits and flags discrepancies during shift handover.

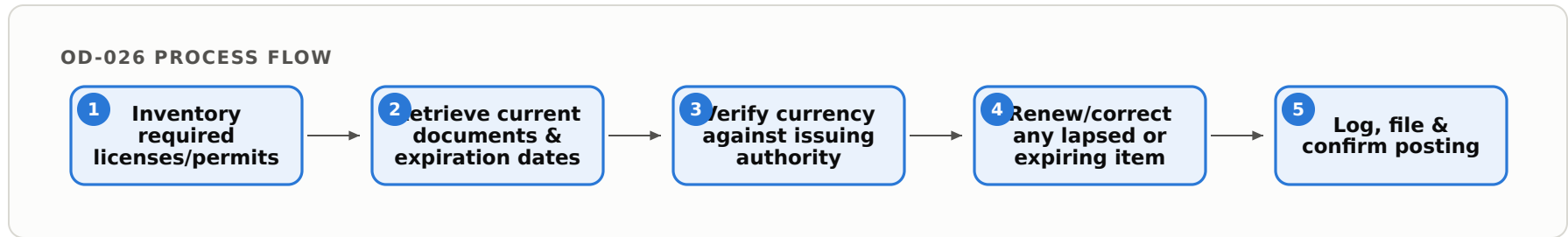
4. Required PPE & Lockout/Tagout

- Standard facility PPE (none specific — this is an administrative records task).
- Not applicable — no hazardous energy involved.

5. Regulatory References

- 40 CFR Part 280 (federal UST operating requirements / registration currency)
- NIST Handbook 44 (weights & measures dispenser accuracy certification, administered by state Departments of Agriculture/Weights & Measures)
- State motor fuel dealer licensing and business registration statutes; state ABC/tobacco/lottery permit rules where those product lines are sold
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

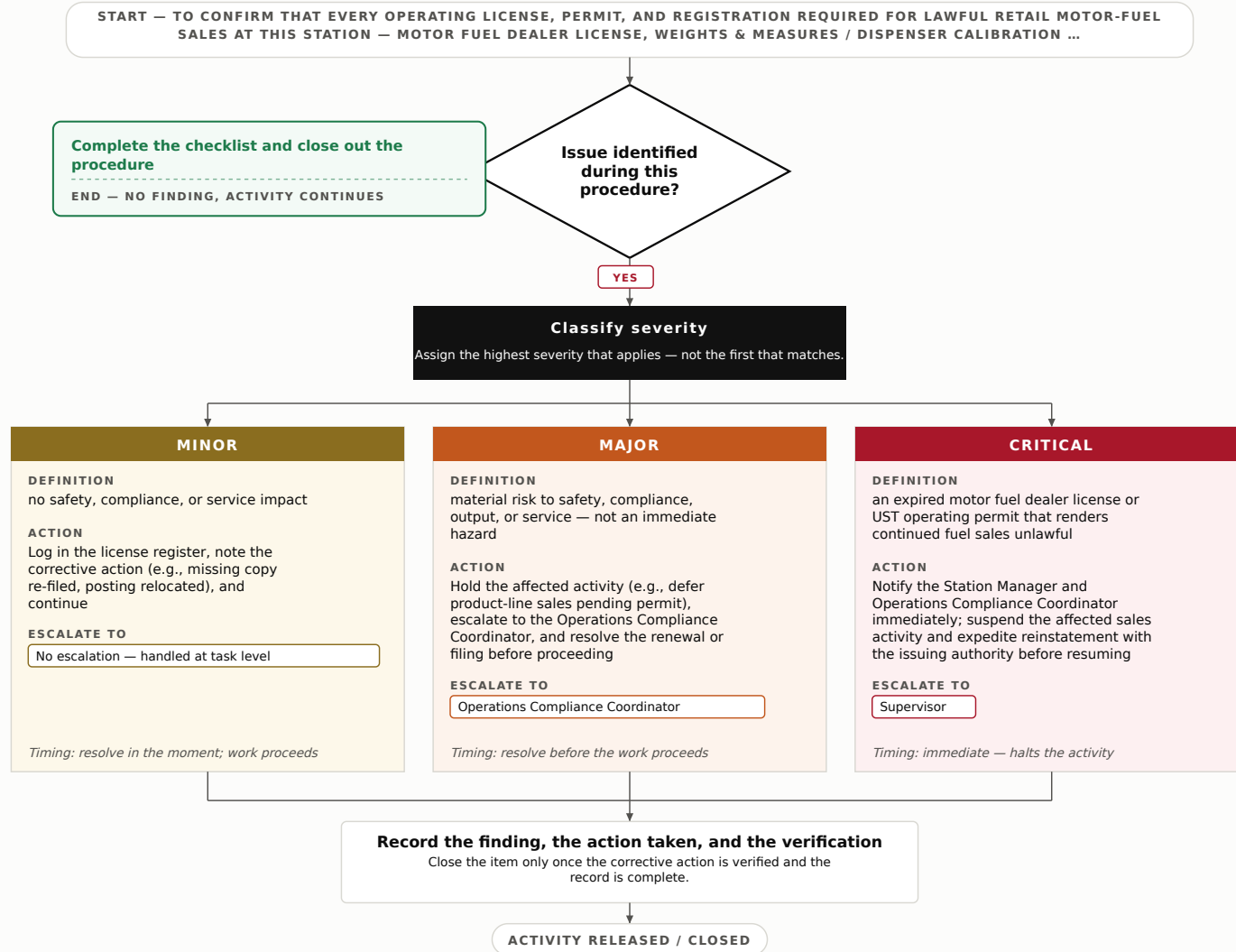


7. Step-by-Step Procedure

1. Pull the station license register and confirm it lists every required item: motor fuel dealer license, UST operating permit, weights & measures dispenser certificate, business registration, and any tobacco/alcohol/lottery permits.
2. Retrieve each physical or electronic certificate and record its issue date, expiration date, and issuing authority.
3. Cross-check each expiration date against the master compliance calendar; flag any item expiring within 90 days.
4. Verify currency directly with the issuing authority (state portal, county clerk, or agency confirmation) for any item where the on-file status is unclear or unverified.
5. Confirm each customer-facing permit (dealer license, weights & measures certificate, tobacco/alcohol permit) is physically posted where the law requires at the point of sale.
6. Initiate renewal for any item lapsed or expiring within the renewal window; record submission reference numbers.
7. File all confirmations, receipts, and updated certificates in the license register (physical and backup electronic copy).
8. Document the verification date, findings, and closure status; sign off in Section 12.

8. Decision Tree

Decision Tree — Regulatory, License & Permit Currency Verification



READING THIS TREE

No finding

Activity stands. Complete the checklist and continue.

Minor

Handled in place at task level; no escalation.

Major

Supervisory decision required before the next stage.

Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every required license/permit is listed in the register with a verified expiration date.
- All customer-facing permits confirmed posted at the point of sale.
- Renewal submissions for expiring items have recorded confirmation numbers.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Motor fuel dealer license current & on file		
UST operating permit current (40 CFR 280)		
Weights & measures dispenser certificate current		
Business registration active		
Tobacco/alcohol/lottery permits current (if applicable)		
Required permits posted at point of sale		
Master compliance calendar updated		

11. KPIs

- License/permit currency rate: 100% current at time of verification.
- Renewal lead time: all renewals initiated $\geq$ 30 days before expiration.
- Verification cycle adherence: 100% of scheduled quarterly verifications completed on time.

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

OD-027 — Operational Risk Review

Estimated completion time: 2-4 hours per review cycle (quarterly)

Provided for general informational and operational purposes as part of the Retail Gasoline archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To conduct a structured periodic review of operational risks and existing controls across fuel dispensing, underground storage tank (UST) operations, fuel receiving, and site systems so the station can prioritize and track mitigation of business-disruption, environmental-release, and revenue-loss exposures.

2. Scope

Covers the periodic identification, rating, and control-adequacy review of operational risks tied to fuel storage, dispensing, delivery receipt, POS/payment systems, and site infrastructure at this retail gasoline location. Excludes safety hazard/risk assessment, which is covered under SD-004, and quality preventive action, which is covered under QC-020.

3. Responsibilities

- Station Manager — owns the operational risk register, chairs the review, assigns mitigation actions and due dates.
- Assistant Manager / Shift Lead — supplies incident logs, dispenser downtime data, and delivery discrepancy records; drafts control notes.
- Compliance Coordinator — validates regulatory-linked controls (UST, spill response, payment security) and confirms record retention.

4. Required PPE & Lockout/Tagout

- Standard facility PPE only when walking the forecourt/UST pad (hi-vis vest, closed-toe footwear); office review requires none.
- Not applicable — no hazardous energy involved in this administrative review; any equipment fault found is routed to maintenance, not tagged out under this SOP.

5. Regulatory References

- 40 CFR Part 280 (EPA UST technical standards — release detection, spill/overfill controls)
- 29 CFR 1910.106 (OSHA flammable liquids storage/handling)
- PCI DSS (payment card data controls for POS/pay-at-pump) — internal policy basis where not statutorily mandated
- State-plan UST and weights-and-measures (fuel dispenser accuracy) regulations as applicable
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

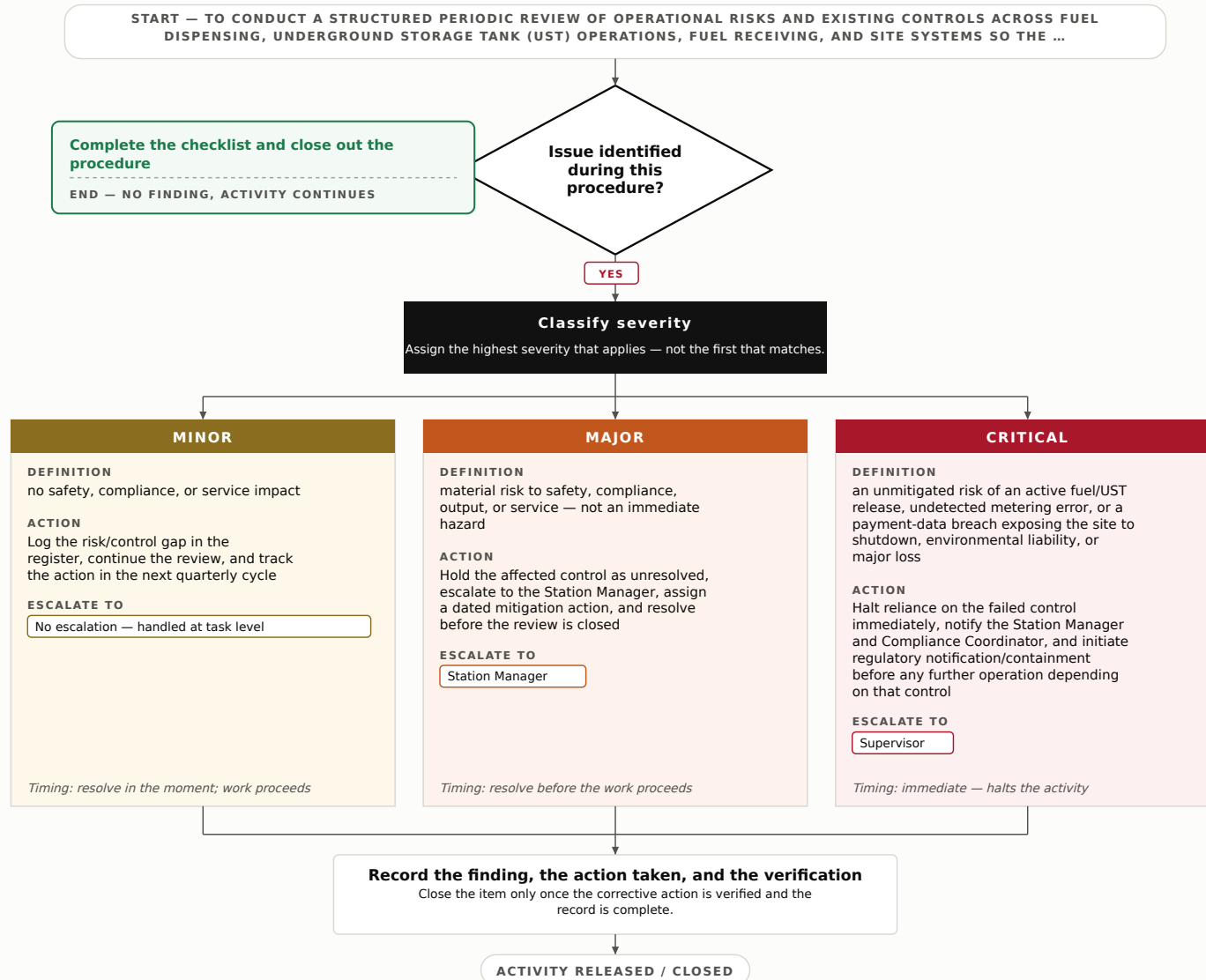
6. Process Flow



7. Step-by-Step Procedure

1. Assemble inputs: prior risk register, incident/near-miss logs, dispenser downtime records, UST release-detection alarms, delivery discrepancy reports from the fuel wholesaler, and POS outage history.
2. Walk the register category by category — fuel storage/UST integrity, dispensing/metering accuracy, fuel receiving, payment systems, and site infrastructure (canopy, power, lighting).
3. For each operational risk, confirm the exposure description still reflects current site conditions; add newly identified risks (e.g., aging dispenser hoses, recurring pay-at-pump card failures).
4. Rate each risk for likelihood and business impact (revenue loss, service disruption, environmental release, compliance exposure) using the site's 3-tier scale.
5. Review the existing control for each risk and rate control adequacy (Adequate / Needs Improvement / Absent); note gaps.
6. Assign mitigation actions with owners and due dates for any Needs-Improvement or Absent control; route equipment-linked actions to maintenance and regulatory-linked controls to the Compliance Coordinator.
7. Confirm regulatory-linked controls (Part 280 release detection, overfill prevention, PCI payment handling) are validated per their owning records; reference SD-004 for any safety hazard identified during the walk-through.
8. Document the updated register, decisions, and action list; log the review date, participants, and schedule the next quarterly cycle.

8. Decision Tree

Decision Tree — Operational Risk Review**READING THIS TREE**■ **No finding**

Activity stands. Complete the checklist and continue.

■ **Minor**

Handled in place at task level; no escalation.

■ **Major**

Supervisory decision required before the next stage.

■ **Critical**

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every register category (storage, dispensing, receiving, payment, infrastructure) reviewed and dated this cycle.
- All Needs-Improvement/Absent controls have a named owner and due date.
- Regulatory-linked controls cross-checked against their source records.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Risk register reflects all current site risk categories		
Incident/downtime/delivery inputs gathered and reviewed		
Likelihood & impact ratings updated for each risk		
Control adequacy rated for every listed risk		
Mitigation actions assigned with owner and due date		
Regulatory-linked controls (UST, PCI) validated		
Review documented, dated, and next cycle scheduled		

11. KPIs

- Register review completed on schedule: 100% of quarterly cycles.
- Mitigation actions closed by due date: $\geq 90\%$.
- Unresolved Critical findings at close-out: 0.

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

Phase 6 — Performance, records & close

OD-028 — Operational KPI Review

Estimated completion time: 60-90 minutes per review cycle (weekly/monthly)

Provided for general informational and operational purposes as part of the Retail Gasoline archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure establishes how a Retail Gasoline station reviews site operating performance — fuel throughput, forecourt uptime, inventory variance, and labor efficiency — against defined targets so managers can spot drift early and act before it erodes margin or service.

2. Scope

Covers the periodic review of operations-level KPIs across fueling positions, C-store service, wet-stock reconciliation, and dispenser availability at a single retail site. Excludes department-specific KPI reviews for maintenance, quality/wet-stock conformance, and sales — those live under MD-030, QC-030, and SD-030; scope here is operations measures only.

3. Responsibilities

- Station Manager — owns the review, sets targets, signs off on findings and corrective actions.
- Assistant Manager / Shift Lead — pulls POS, ATG, and fuel-delivery data; prepares the KPI worksheet.
- Operations District Supervisor — reviews multi-site trends, approves escalations, allocates support resources.

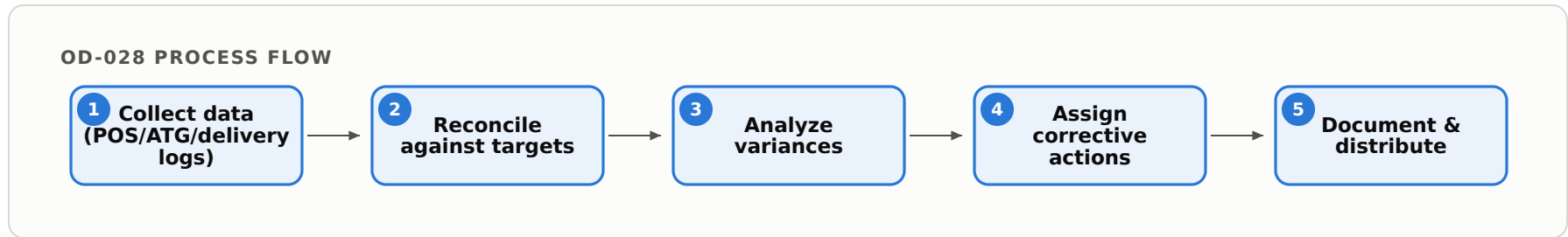
4. Required PPE & Lockout/Tagout

- Standard facility PPE (this is an office/back-room administrative task; hi-vis vest if walking the forecourt to spot-verify dispenser status).
- Not applicable — no hazardous energy involved.

5. Regulatory References

- None sector-specific to KPI review itself; internal operations policy applies. Underlying data sources are governed by EPA 40 CFR 280 (UST inventory/leak-detection recordkeeping) and applicable state Weights & Measures fuel-metering rules, which feed the KPIs.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

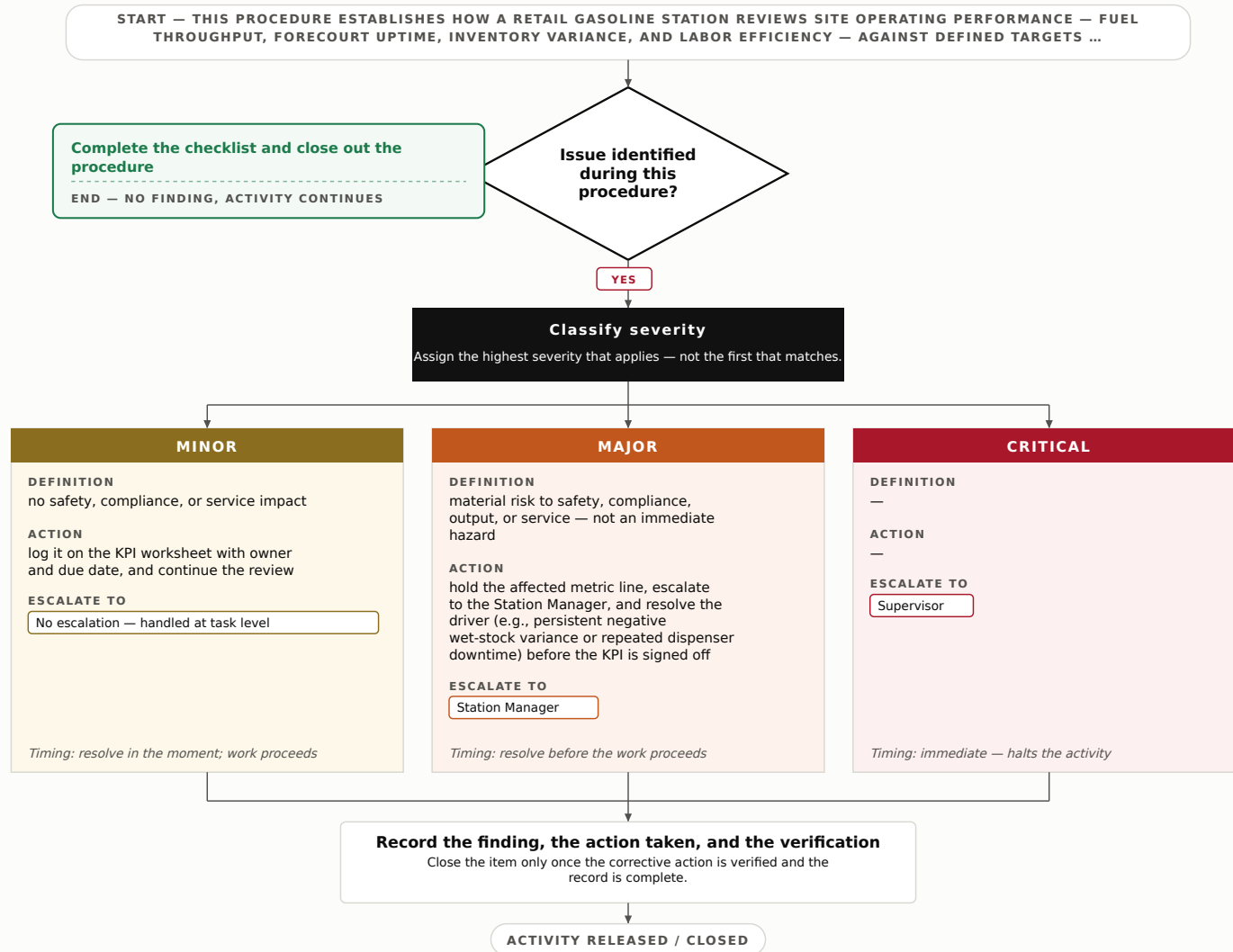


7. Step-by-Step Procedure

1. Confirm the review period and pull raw data: POS sales/transaction counts, ATG wet-stock readings, fuel delivery receipts from the wholesaler (424720), and dispenser uptime logs.
2. Reconcile fuel volume received against volume sold plus book inventory; calculate variance percentage per grade.
3. Enter throughput, uptime, and labor-hour figures into the KPI worksheet against defined targets.
4. Flag any KPI outside its target band; note whether the driver is data-quality, operational, or an equipment hand-off (route equipment issues to MD-030 owner).
5. Review forecourt service metrics — average wait/queue at peak, out-of-stock fuel grades, dispenser downtime hours.
6. Assign a corrective action, owner, and due date to each flagged KPI.
7. Classify any issue per the Decision Tree and route accordingly.
8. Record results, distribute the summary to the District Supervisor, and archive the worksheet for the retention period.

8. Decision Tree

Decision Tree — Operational KPI Review



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Data sources reconciled and complete for the full review period before analysis begins.
- Every out-of-target KPI has a documented driver and assigned corrective action.
- Wet-stock variance verified against ATG and delivery records within tolerance.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
POS, ATG, and delivery data pulled for full period		
Fuel variance per grade calculated and within tolerance		
Dispenser uptime logged against target		
Forecourt service/queue metrics reviewed		
Labor-hour efficiency compared to target		
Corrective actions assigned with owner + due date		
Summary distributed and worksheet archived		

11. KPIs

- Fuel wet-stock variance: within $\pm 0.5\%$ of throughput per grade
- Dispenser/forecourt uptime: $\geq 98\%$ of operating hours
- KPI review completed and distributed on schedule: 100% of cycles on time

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

OD-029 — Operational Records Retention & Documentation Audit

Estimated completion time: 2-4 hours per audit cycle (monthly), scaling with site transaction volume

Provided for general informational and operational purposes as part of the Retail Gasoline archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

Confirm that operational records generated by station activity — fuel delivery tickets, daily inventory reconciliation logs, UST leak-detection printouts, dispenser meter calibration records, and motor-fuel tax filings — are complete, accurate, and retained for the required period. This protects the site during regulatory inspection, tax audit, and environmental compliance review.

2. Scope

Covers the identification, completeness check, accuracy verification, and retention filing of operational records for a single retail gasoline site, both paper and electronic (POS/back-office). Excludes quality/product-conformance records (see QC-029), safety records (see SD-029), and HR/personnel records (see HR-029); those are audited under their owning modules.

3. Responsibilities

- Station Manager — owns the records audit, verifies completeness against the master record index, and signs off on retention compliance.
- Assistant Manager / Shift Lead — pulls daily reconciliation logs, delivery tickets, and POS Z-tapes; flags gaps for the audit.
- Compliance Coordinator (or designated back-office clerk) — maintains the retention schedule, files verified records, and tracks destruction dates for expired records.

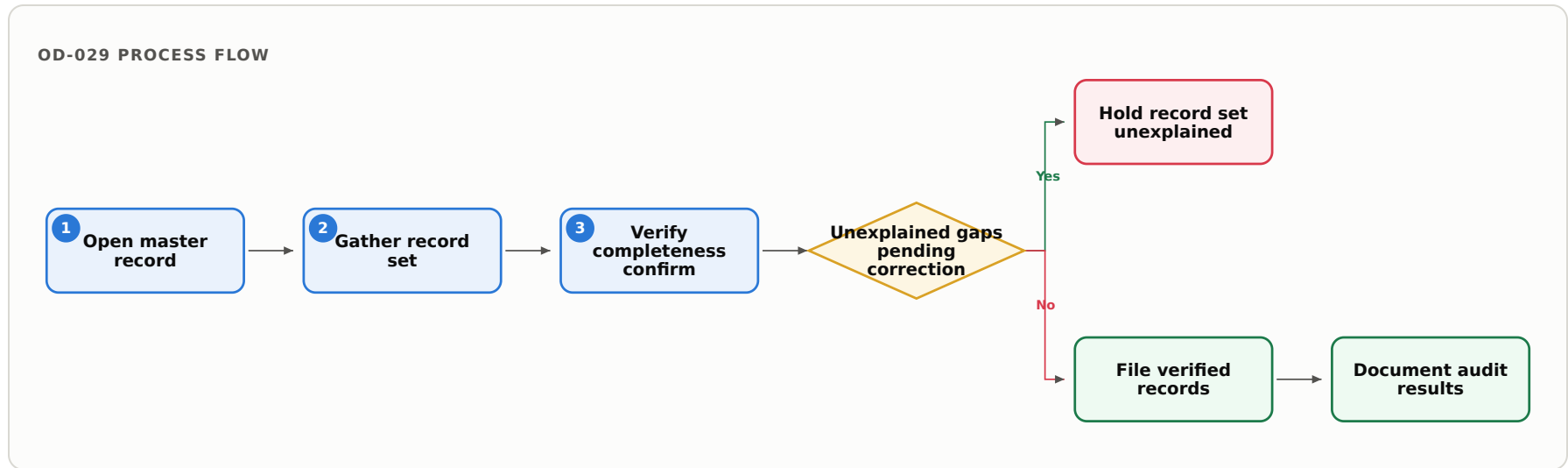
4. Required PPE & Lockout/Tagout

- Standard facility PPE only; this is an administrative task. If pulling ATG/leak-detection printouts from the console area, follow site walk-through footwear rules.
- Not applicable — no hazardous energy involved.

5. Regulatory References

- 40 CFR 280.34 & 280.45 (UST recordkeeping and release-detection record retention)
- 26 CFR 48.4081 / IRS motor-fuel excise tax recordkeeping requirements
- 15 U.S.C. 715z & applicable NIST Handbook 130 / 44 (weights & measures / meter accuracy documentation, as adopted by state)
- Applicable state motor-fuel tax and state-plan UST retention rules
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

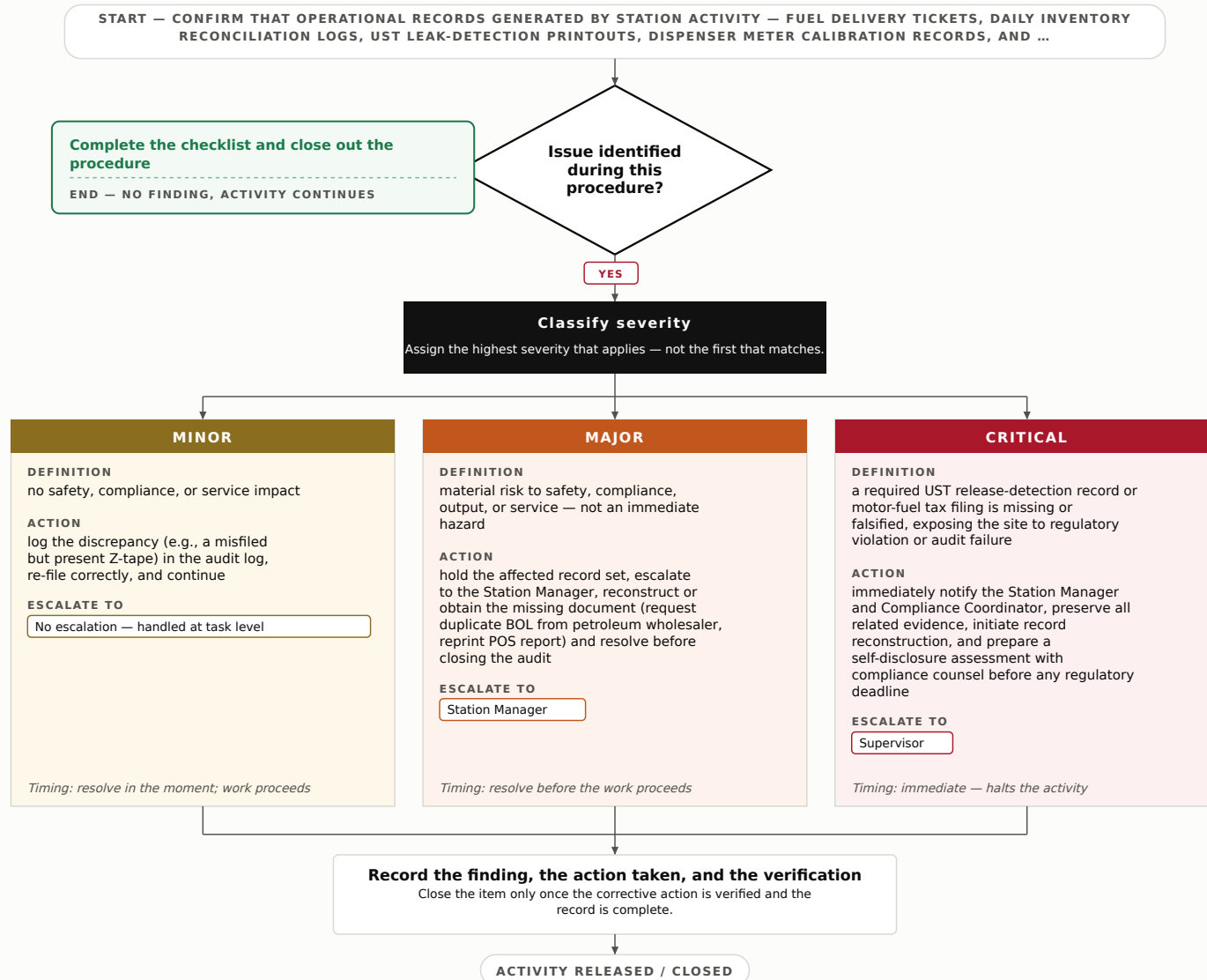


7. Step-by-Step Procedure

1. Open the master record index and list every record category due for audit this cycle (delivery BOLs from petroleum wholesaler shipments, daily inventory reconciliation, ATG/leak-detection printouts, meter calibration certs, motor-fuel tax filings).
2. Gather each record set from its source: POS Z-tapes and shift reports from the back-office system, delivery tickets from the fuel-drop file, and leak-detection logs from the ATG console printout drawer.
3. Verify completeness — confirm no missing days, missing delivery tickets, or gaps in the 30-day continuous leak-detection record required under 40 CFR 280.
4. Verify accuracy — reconcile book inventory against measured stick/ATG readings and delivery gallons; confirm dispenser meter calibration dates are current and documented.
5. Check retention age against the schedule (e.g., UST release-detection records ≥ 1 year on-site; tax records per IRS/state period) and flag any record approaching or past its required retention window.
6. Resolve discrepancies per the Decision Tree; hold any record set with unexplained gaps pending correction before filing.
7. File verified records in the indexed retention location (physical binder or electronic archive), update the master index, and log approved-for-destruction dates for expired records.
8. Document audit results: record categories checked, gaps found, corrective actions, and sign-off in the audit log.

8. Decision Tree

Decision Tree — Operational Records Retention & Documentation Audit



READING THIS TREE

■ **No finding**

Activity stands. Complete the checklist and continue.

■ **Minor**

Handled in place at task level; no escalation.

■ **Major**

Supervisory decision required before the next stage.

■ **Critical**

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every required record category present and accounted for against the master index.
- Inventory reconciliation and leak-detection logs internally consistent with no unexplained gaps.
- Retention periods confirmed and destruction dates logged only for records past required retention.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Fuel delivery tickets/BOLs complete for audit period		
Daily inventory reconciliation logs present, no gaps		
UST/ATG leak-detection printouts retained $\geq$ required period		
Dispenser meter calibration certificates current & filed		
Motor-fuel tax filings retained per IRS/state period		
Master record index updated and matches physical/electronic archive		
Expired records flagged with logged destruction dates		

11. KPIs

- Record completeness rate $\geq$ 99% of required documents present per audit cycle.
- Audit findings resolved before close $\geq$ 95%; Critical findings = 0 outstanding.
- Retention-schedule compliance = 100% (no premature destruction, no over-retention flagged).

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team

OD-030 — End-of-Shift / End-of-Day Operations Closeout

Estimated completion time: 30-60 minutes

Provided for general informational and operational purposes as part of the Retail Gasoline archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To secure the site, reconcile fuel and cash for the operating period, and generate the closeout record so the store is auditable, loss is detected early, and the next period can open cleanly.

2. Scope

Covers cashier drawer reconciliation, fuel dispenser and tank-monitor reading capture, book-to-physical fuel variance calculation, cash/media deposit prep, and physical securing of the site at close of shift or day. Excludes opening procedures (see OD-001) and shift handover between overlapping staff (see OD-002).

3. Responsibilities

- Closing Cashier — counts and reconciles the assigned drawer, records POS totals, prepares deposit media, reports discrepancies.
- Shift Lead — captures fuel dispenser/tank-monitor readings, computes fuel variance, verifies deposit, secures site and safe.
- Store Manager (on-call) — resolves escalated cash or fuel variances, authorizes deposit drops, is notified of Critical findings.

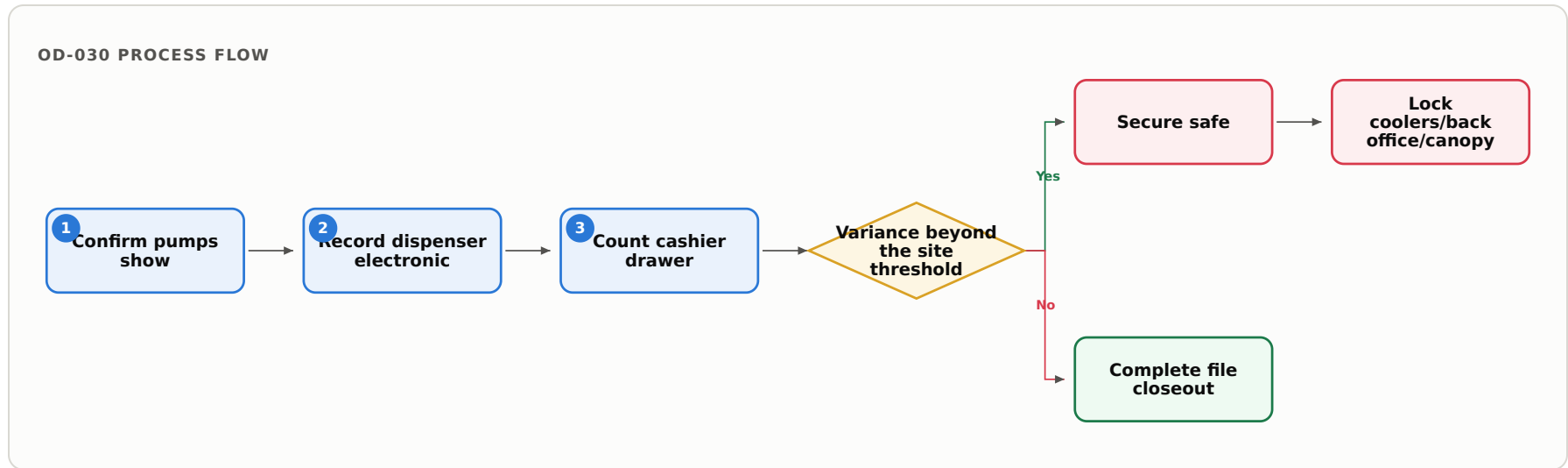
4. Required PPE & Lockout/Tagout

- Standard facility PPE; hi-vis vest if reading dispensers or checking the forecourt after dark.
- Not applicable — no hazardous energy involved. Do not open dispenser hydraulics or tank sumps during closeout; tank readings are taken from the console only.

5. Regulatory References

- 40 CFR 280 (EPA UST release-detection recordkeeping — daily/shift tank inventory reconciliation).
- 15 U.S.C. §45 / FTC fuel measurement & state weights-and-measures rules (dispenser totalizer accuracy).
- PCI DSS (payment card media handling at close); internal cash-handling and deposit policy applies.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

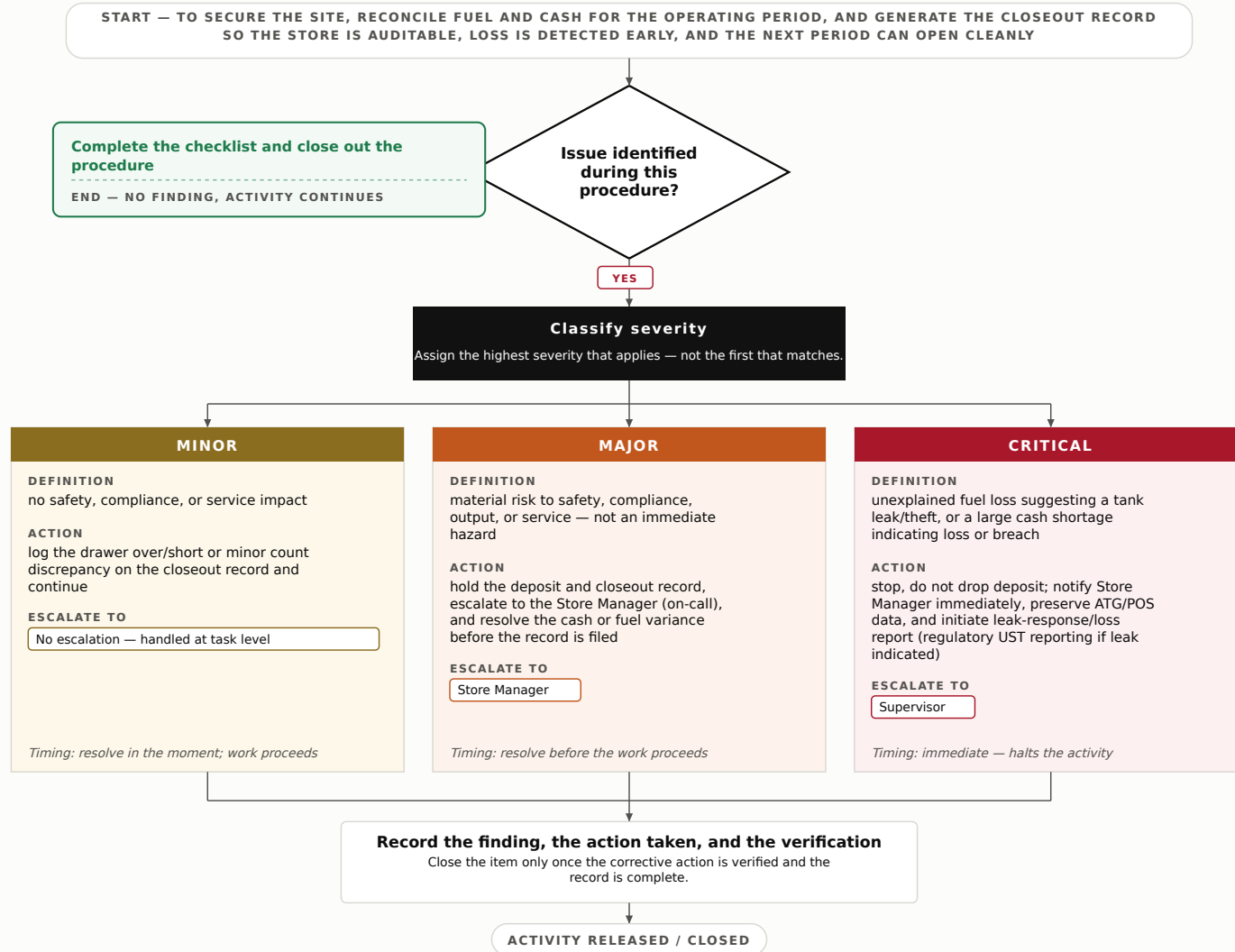


7. Step-by-Step Procedure

1. Confirm all pumps show no active transaction; close the POS to new sales for the period and print the shift/day summary (fuel gallons, merchandise, tender breakdown).
2. Record each dispenser electronic totalizer reading and the automatic tank gauge (ATG) console volume for every product grade.
3. Count each cashier drawer, record cash/check/card/EBT totals, and compare against POS tender totals; note over/short per drawer.
4. Compute fuel book-to-physical variance: (prior book volume + deliveries received per 424720 wholesaler tickets – dispensed gallons) vs. ATG reading; flag any variance beyond the site threshold.
5. Reconcile lottery, money-order, and prepaid card settlements; account for drive-off and refund logs.
6. Prepare the deposit: separate operating float from deposit, bag deposit media, and log the deposit slip number; secure card batch settlement.
7. Secure the safe, lock coolers/back office/canopy lights per site checklist, arm alarm, and confirm forecourt is clear.
8. Complete and file the closeout record (POS summary, drawer counts, fuel variance sheet, deposit slip); retain per policy and stage for next open.

8. Decision Tree

Decision Tree — End-of-Shift / End-of-Day Operations Closeout



READING THIS TREE

No finding

Activity stands. Complete the checklist and continue.

Minor

Handled in place at task level; no escalation.

Major

Supervisory decision required before the next stage.

Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- POS shift/day totals reconcile to counted tender within site tolerance.
- Every dispenser totalizer and ATG grade reading captured and legible.
- Fuel book-to-physical variance computed and within threshold or escalated.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
POS closed and shift/day summary printed		
All dispenser totalizers recorded		
ATG console readings recorded, all grades		
Drawers counted, over/short logged		
Fuel variance computed and within threshold		
Deposit prepared and slip number logged		
Safe, doors, canopy secured and alarm armed		

11. KPIs

- Cash over/short per period: within $\pm$ \$5.00 per drawer.
- Closeout completed within 60 minutes of last sale: $\geq$ 95% of periods.
- Fuel reconciliation variance: within $\pm$ 0.5% of throughput.

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for RETAIL_GASOLINE.	Archetype Content Team