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Version History

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Approvals

Name	Signature	Title	Date of Issue	Version
Wayne Norris		Service Deliver Manager		
Christopher Caine		Service Delivery Manager		
Neil Taylor		Operations Manager		

Distribution

Name	Title	Date of Issue	Version
Christopher Caine	Service Delivery Manager		
Neil Taylor	Operations Manager		
Mathew Pates	Regional Emergency Planning Manager		
Wayne Norris	Service Delivery Manager		
Service Provider	Systems IT Engineer		
Service Provider	Facilities Maintenance Coordinator		
Ray George	TMD Business Continuity Operations Manager		

Traffic Officer Service

Emergency Fuel Reserve Process

Area 9

Area 9 Traffic Officer Service Emergency Fuel Reserve Process

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2. Introduction

This process serves as a mechanism to ensure that there is a sufficient fuel reserve in depots of Service Providers within each Traffic Officer Service region for the Traffic Officer Service.

The fuel within these facilities are primarily procured by and utilised by Asset Support Contractors to undertake their own operations on behalf of the Highways Agency. A stock of white diesel and red diesel is held at certain depot locations.

The provision of a reserve stock of white diesel for the Traffic Officer Service is in addition to the normal Service Provider fuel storage regime.

This process is not for the day to day filling of Traffic officer vehicles.

3. Process instigation

The following Members of Traffic Officer Service have the authority to instigate this process.

- Regional Operations Manager
- Operational Manager
- Emergency Planning Manager

Notification will be via email to all authorised fuel holders and to the Service Provider contact.

The Service Provider will ensure fobs are active and confirm to the Process Managers, and authorised fuel holders, the reserve levels available at each location to Traffic Officer Service.

4. Fuel reserves

The table below records the initial fuel stock levels and locations

TOS outstation	Depot location	Fuel Reserve level
Strensham	Strensham	1550 litres
Longbridge	Longbridge	1550 litres
Ansty	Ansty	1550 litres
Hilton park	Hilton park	1550 litres
Quinton	Lydiate Ash	1550 litres

5. Authorised fuel holders

The following staff will receive the necessary training by the Service Provider to enable them to draw fuel on behalf of the Traffic Officers.

5 No. Operations Managers	
Depot	No. of Staff
Ansty	3 No. Team Managers
Longbridge	3 No. Team Managers
Quinton (Lydiate Ash)	3 No. Team Managers
Hilton Park	3 No. Team Managers
Strensham	3 No. Team Managers

These staff have been issued with unique user ID numbers, and PIN codes to enable access to the depot fuel management system.

PIN numbers are confidential and cannot be shared with other staff.

6. Drawing fuel

Only authorised staff will be able to draw fuel from the reserve stocks.

User will enter:

- their ID number,
- PIN number
- Vehicle VRN
- Mileage

Fuel limit per transaction is limited to 100 litres.

In order to ensure that the Traffic Officer Service can use their pre-stocked fuel reserve the Service Provider will ensure that a clear, safe access is provided to the Traffic Officers and their vehicles to the fuel tanks at all times, for use during an emergency or operational disruption.

Additionally Traffic Officer Vehicles will have access to depots 24 hours a day during emergencies or disruptions

When the Traffic Officer Service use fuel from the emergency reserve the amount will be documented and provided to the Service Provider

Use of red diesel must not be seen as an alternative fuel for Traffic Officer Vehicles during disruptions or emergencies.

The fuel is to be only dispensed into Highways Agency's liveried official Traffic Officer Vehicles. The filling of jerry or fuel cans is prohibited.

7. Fuel stock monitoring

The Service Provider will monitor fuel stocks utilising the Fuel management system. The Service Provider will provide regular confirmation on remaining reserve levels.

8. Fuel keys

Fuel keys must be kept in a locked cabinet within the outstation when not in use, and can only be accessed by the authorised fuel holders.

9. Contacts

Service Provider

TBA

Highways Agency Area Team

- Wayne Norris, Service Delivery Manager
0121 678 8095 wayne.norris@highways.gsi.gov.uk
- Matthew Pates, Emergency Planning Manager
0115 8552047 / 07785 740703 matthew.pates@highways.gsi.gov.uk

Highways Agency Traffic Officer Service

- John McTaggart - Head of On Road Operations North
01925 298042 / 07920450949 johnmctaggart@highways.gsi.gov.uk
- Duty Operations Manager – 0121 421 8845 – will divert to Duty Operations Manager mobile.

13. Reporting faults with fuel pumps.

All issues regarding the fuel system are to be directed to either the Service Provider head office, depot locations, and Depot Facilities Management or Out of hours service.
