PROPOSED UNMANNED 24 HR PETROL FILLING STATION,
LOCATED OFF CHESTER ROAD
STRETFORD MANCHESTER

Operations Procedure

Sep 2026

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Site Management:

Please note the following points below, which are applicable to all new 'Go' branded unmanned petrol filling stations (PFS):

Before any new PFS opens to the public, Go recruits 2 No. new local representatives.

These new recruits ideally will live in the local area. We have never had any problems recruiting local staff to act as a local representative.

Go is well equipped to service their existing filling stations and the proposed new filling station on Chester Road and surrounding area.

Roles & Responsibilities of Go Representatives:

At the opening of each site, a Go Representative attends site every day for 6-8 weeks to assist people with the pump operation and any other issues they may experience with a new site.

Following the opening period, the Go Representatives attend site daily to complete cleaning of the site.

This can include Pumps, Fuel Fill Points, Checks on Cameras and audio equipment including site intercoms at each pump.

These representatives' role also includes the responsibility to deal with site breakdowns and any call assistance required by the public.

Site Operation:



1. The Site is automatically operated. The site is well lit with easy one-way ingress and egress with directional signs in place.









2. Every Pump Island has Fuel Grade Signs indicating which fuel are available at the Pump Dispenser



3. Each Pump Dispenser has Instructions displayed on the screen fitted on the Pump Dispenser for ease of use once you drive to each Pump.



4. You can either use Card or Cash or Vouchers to fill fuel.

   a. Card Filling:

   - Once you Tap your card and enter your pin on the keypad, you select your fuel type i.e, Diesel, Petrol etc. on the screen.
   - An amount of £100 will be blocked on your card.
   - You then lift the Fuel Nozzle and fill your vehicle.
   - Once filled, the exact amount for fuel will be displayed on the screen and the amount will then be deducted from your account.
   - Put the Fuel Nozzle back to the pump dispenser.
   - Collect your receipt.



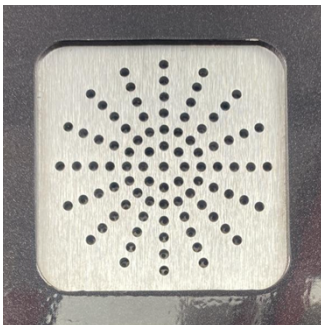
   b. Cash Filling:

   - Once insert Cash in the Cash Slot, you select your fuel type i.e, Diesel, Petrol etc.
   - You then lift the fuel Nozzle and fill your vehicle.
   - Once filled, the exact amount for fuel will be displayed on the screen and you receive a voucher if you have any remainder balance which you can use for your next purchase.
   - Put the Fuel Nozzle back to the pump dispenser.
   - Collect your receipt.



5. In case of emergency and if a local representative is needed, the public can contact the independent 24-hour monitoring centre via intercom by just pressing the button and talking into the microphone. The Go representative can attend site within a target time 10 - 20 minutes for non-emergencies. The target response time on site will always be 5-10 minutes for an emergency. To further assist any members of the public who do not wish to use the intercom, we can provide a phone number for the independent monitoring centre to side of pumps.







6. This site will operate in an unmanned mode 24 hours a day. The site will be constantly monitored by the company's 'Independent Central Monitoring Station' and in the event of a representative attendance being required Go should have a response within in a target time of 10 – 20 minutes for non-emergencies and within a target time of 5-10 minutes for emergencies. The site will be operated in accordance with the unmanned mode 4 (UMS4) of the Red Guide.