**TERMS OF REFERENCE FOR HIRING SAFETY WARDENS FOR THE ELIMINATION OF BIKE/RIKSHAW STRADDLING AT MOBILTY SITS**

**Background**

Shell Pakistan desires to eliminate bike/rikshaw straddling with an objective to ensure safe fueling process at Mobility sites. The transition would entail the changes in customer’s service steps to provide safer customer experience. The transformation is expected to take place in fast pace only to make the customers habitual to get off bike/rikshaw not just with Shell but other OMC’s as well, by realizing the repercussions of dismounting. Shell Pakistan needs to augment its capacity for this transformation to keep pace with implementation of the new maneuver. Accordingly, it is required that on a short-term basis.

The terms of reference for hiring the services of the short-term Safety Wardens are as under;

**Educational Attainment**

* Must be at least Intermediate
* A short course diploma in computer or operating Mobile application is a plus.

**Experience**

At least 2-3 years’ experience in handling or dealing with the customers at forecourt.

**Knowledge and Skills**

* Be polite, helpful and enjoy dealing with people.
* Work quickly and accurately at busy times.
* Be aware of, and closely follow HSSE standards.
* Work as part of a team.
* Be patience and the ability to remain calm in stressful situations
* The ability to accept criticism and work well under pressure
* Customer Service and active listening skills
* Be able to carry out basic tasks on a mobile application

**Work Hours**

Safety wardens work for a minimum of 8 hour (with Lunch breaks) in 6 days per week. They are entitled to 1 day off per week. 

**The Safety Wardens will undertake the following tasks in a period of 6 months:**

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| **Sr. No.** | **Scope of Work** |
| 1 | Interact, aware and engage the customers about the consequences of biker straddling |
| 2 | Trained the site staff and make them all eligible, capable to ask the customer to get off the bike, intervene when the customer get resist and shows aggression. |
| 3 | Responsible about the purpose of the elimination of bike/rikshaw and stay motivated in reducing the number of bike/rikshaw straddling day by day. |
| 4 | Ensure compliance with the established standards in accordance with the vision of the company. |
| 5 | Make use of various types of communication channels such as verbal, handwritten, digital with the purpose of awareness and sensitization among the customers on bike/rikshaw straddling. |
| 6 | Responsible to arrange daily safety hurdles at site. |
| 7 | Prepare and make up regular reports every two hours on the number of customers interception, compliant customers and provide customers details who arise conflict and refuse to get off the bike/rikshaw straddling on digital tool. |
| 8 | Assist site staff in making cooperative efforts to eliminate bike/rikshaw straddling from the sites. |
| 9 | Maintain timekeeping and ensure to submit daily before leaving the site. |
| 10 | Achieve targets for and monitor performance to minimize bike/rikshaw straddling and in liaison with the Supervisors. Responsible to perform any other task assign by supervisors. |

**Deliverables:**

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| 1. | Assurance of safe fueling process and minimize the bike straddling | 90% |
| 2. | Submission of daily/weekly reporting | 100% |
| 3. | Participate in Safety Hurdles | 100% |
| 4. | Achieve the assigned targets | 90% |
| 5. | Maintain time keeping | 100% |