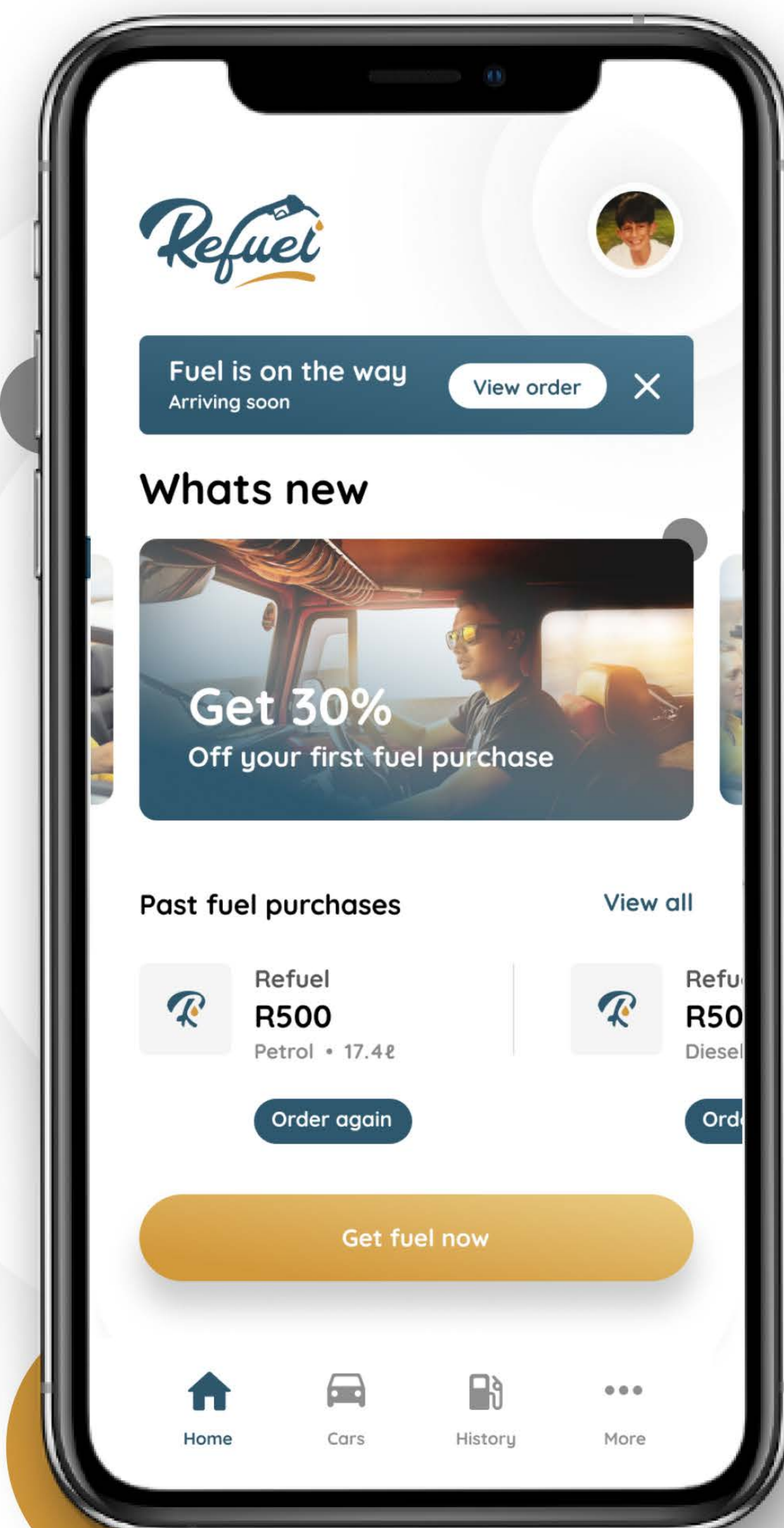




# Refuel FAQs – Employer



## How it works

### 1. What's the benefit of using Refuel?

Finding a convenient petrol station can be very frustrating, especially late at night or when you're running late. We deliver fuel directly to your vehicle, saving you time and money that would otherwise be wasted travelling to and from the petrol station. Additionally, petrol stations have become increasingly dangerous and targeted by criminals and so by bringing the fuel to you, we are able to significantly reduce your risk.

### 2. Is the service disruptive to my staff or visitors?

By leveraging the latest technological advancements in efficient pump systems and fuel metering software, our highly trained drivers are capable of refuelling a vehicle within a few minutes, meaning our service will have no disruption to daily operations.

### 3. How big are your fuel trucks?

Our custom built fuel trucks have been designed with efficiency in mind. They are the same size as a standard two-tonne truck and just as manoeuvrable! In most cases, our fuel truck will be the smallest service vehicle delivering goods to your building!

### 4. This is incredible! How do I get my business registered?

We're constantly growing our network of clients and would love to have your company on board! Get in touch with us and we will start the onboarding process at the soonest.

## Ordering

### 1. How do our staff order?

Ordering is quick and easy! Simply download our iOS or Android App from the relevant App store. Register your profile including your vehicle and location and place your order.





## Delivery

### 1. When can you deliver to my business?

Fuel deliveries have been divided into 3 time slots, available Monday – Friday:

- 09:00 – 11:00
- 12:00 – 14:00
- 15:00 – 17:00

### 2. Do staff need to be at their vehicle in order to refuel?

No! Provided the vehicle's fuel cap is left unlocked and open, our driver will locate the vehicle and fulfill the order without needing to contact the staff member.

### 3. How do you access our parking garage and find our staff vehicles?

Our fuel truck has been custom built with efficiency and access in mind and in most cases is no bigger than any other delivery trucks entering your premises. Once inside, we offer employers 3 options depending on their preference as well as taking into account factors such as building layout, demand and number of available parking bays:

1. Dedicated section of the parking garage/basement that will be cordoned off for Refuel
2. Cordoned off section of your outside parking lot / delivery area should you prefer this
3. Map out your full parking garage and allow staff to order to their unique parking spot

## Price

### 1. What price do you charge for fuel?

The price paid for petrol through Refuel is the same price as going to your local petrol station. We charge a nominal delivery fee over and above this, a small price for the convenience and safety offered!

### 2. Can I offer this as a staff benefit?

Absolutely, our solution has been designed with this in mind. If you would also like to discuss the added staff benefit of offering no delivery fee, please get in touch with us.

## Our Fuel

### 1. Is it quality fuel?

Refuel brings you the same quality petrol and diesel you would find at any Shell fuel station. The fuel that we sell and deliver is the same fuel that we use in our own fleet.





## Safety

### 1. Is Refuel safe?

We have taken every precaution necessary to ensure that Refuel meets industry standards. Safety is our number one priority and we make sure that is communicated to everyone working at Refuel. Our drivers are fully trained and certified in the transportation of dangerous goods, and have the required Pr-DP-D license code nationally. Our fuel tanks are SANS certified and well within both the local and municipal guidelines for the safe storage and transportation of fuel. On top of all of this, we also have in place, comprehensive public liability insurance for those unforeseen incidents.

### 2. Is it safe to drive around with so much fuel?

We meet and exceed all safety regulations and requirements. All of our tanks are fully certified by SANS as well as being certified by the City of Johannesburg fire department. In addition to this, all of our drivers are certified and hold both Commercial and Dangerous Goods Licenses.

### 3. What happens if you have a spill or leakage?

In the unlikely event of a fuel spill or leakage occurring, our certified drivers are trained with the right procedures and carry all of the necessary equipment (including fire extinguishers) to minimize the damage and quell any situation. In addition, we have a specialist spill response provider in place should the need arise.

### 4. What happens if damage is caused to my car or property?

All of our drivers are certified and trained extensively on fuelling vehicles and operating these special refuel trucks. In addition, our drivers all wear portable cameras on their person at all times so if, on the odd chance an incident occurs and damage is caused, we will know about it and be able to investigate the circumstances surrounding the damage. In the unfortunate event that a vehicle is damaged in the refuelling process, we carry multiple comprehensive insurance policies to cover any damages incurred.

### 5. How much fuel does Refuel carry?

Our Refuel vehicles carry a maximum of 1000l of Petrol and 1000l of Diesel at any given point, which is a fraction of the size of a normal fuel tanker that carries up to 45 000l.