



FEDERATION OF PETROLEUM SUPPLIERS LTD

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CODE OF PRACTICE FOR FPS MEMBERS DURING ABNORMAL WEATHER/SUPPLY CONDITIONS

CODE OF PRACTICE

In addition to undertaking to comply with legal requirements and the FPS Code of Conduct, all companies active in the oil distribution industry, which are Members of the Federation of Petroleum Suppliers, in abnormal weather and/or supply conditions are requested to:

Prioritise orders on the basis of need, asking the customer

- How many days' supply they have left/how much oil remains in their tank
- If they have anyone vulnerable in the household
- If they are in a position to come into the depot to collect some product to tide them over until a full delivery can be made
- If they have run out/are about to run out, have they any other form of heating or any relatives who could help
- If they have already placed an order with another company
- If there are any difficulties with access to the property or tank

Inform the local authority of any vulnerable customers they are unable to help

Encourage customers to be responsible when ordering:

- Be patient and trust their regular supplier
- Be honest about their circumstances
- Tell the distributor if they are vulnerable or are in difficult circumstances
- Explain any problems there might be accessing the property and/or tank due to adverse weather