



Employee Handbook

Our Commitment to Excellence

It is not exactly a new or original concept, but it is what we as a Company, must strive for in order to continue to grow and prosper. To reach our goal of excellence, each employee must be willing to make a commitment to the one person who can ensure our continued success . . . **Our Customer!**

Being the Best takes more than just saying we want to do it. Hard work, dedication, teamwork, and communication are all necessary to make excellence a reality. As a valued member of the team, you are invited to make a personal “**Commitment to Excellence**” as you begin your employment. The only way to achieve excellence is to accept nothing less than excellence from yourself. It takes each and every employee’s commitment to giving their best every day to satisfy the needs of our customers.

As a retail employee you ARE the Company in the eyes of our customers. You have the ability to bring each customer back again and again through your actions: A friendly smile and a warm greeting means as much, if not more, to a customer than the prices on our products. Think about your own buying experiences. Don’t you prefer to shop at a store where the sales associates are friendly and helpful, and where you feel like your business is appreciated? Our customers expect and deserve nothing less from their shopping experience.

In addition to friendly service, we must make a commitment to presenting our customers with a clean, well-stocked store each time they visit us. Just as you would treat a welcomed guest in your home, you want to offer each customer your best — the best products, facilities, and hospitality. Taking pride in the appearance of your store and property will help you make a good impression on our customers.

In return for your commitment, we will give you the tools necessary for you to succeed. We provide you with New Employee Training, established standards and procedures for operating your unit, and continued communication so that you know what is expected of you. We offer a variety of incentives, recognition programs, and a management bonus system through which your efforts are rewarded. In addition, we continue to upgrade our facilities and stores so that our customers can enjoy an excellent shopping experience. Serving and satisfying our customers must be our **Number One Priority!**

Welcome

Welcome to Ports Petroleum Company, Inc. (the “Company”)! We’re glad to have you join us. We hope that your employment with us will prove to be an enjoyable experience for you. As a Company employee, you will learn people skills and teamwork, which will benefit you in any endeavor you may undertake.

This Handbook provides general information regarding the policies and procedures used to operate your store, and general guidelines for your conduct and relationship with the Company. Please read this Handbook carefully and either save or print it for future reference. At the earliest opportunity, you will be required to read the complete Standard Policies and Procedures Guide.

This Handbook is not a legal document, and it does not create a contract of any kind between you and the Company. Rather, it is intended for informational purposes only. If you have questions concerning the guidelines contained in this Handbook, please consult your manager or supervisor.

About Ports Petroleum

Ports Petroleum Company, Inc. provides fuel distribution services on a regional and national basis, operates Fuel Mart retail stores, and offers transportation and inventory logistics services to public and private entities. The success of Ports Petroleum rests upon its ability to offer its customers high quality at a competitive price, and to provide comprehensive services within the fuel service industry.

Disclaimer

No employee Handbook can anticipate every circumstance or question about policy. The Company reserves the right to revise, supplement, or rescind any policies or portion of the Handbook from time to time as it deems appropriate, in its sole and absolute discretion, and without advance notice. Any subsequent revision to any policy supersedes the prior policy.

This Handbook and the policies or benefits described in it do not create or constitute a contract of employment, a guarantee or promise of employment, or any enforceable undertaking on the part of the Company to any employee. Nothing herein shall be construed as a guarantee of continued employment. Either the Company or the employee can terminate the employment relationship at any time and for any reason. No representative of the Company has the authority to enter into an agreement with an employee that is contrary to the foregoing, except the President, who may do so by writing.

While this Handbook may provide a useful reference, the Standard Policies and Procedures Guide provides important information concerning the Company and your employment that you must know.

Training

As a new employee, you may be asked to complete the New Employee Training Program, which provides you with the basic knowledge and skills to succeed in your job. In this training, you will learn the G.U.E.S.T. approach to customer service, proper safety procedures, your responsibilities for legal alcohol and tobacco sales, how to ring sales transactions, and special training on gasoline and food service.

Employee Benefits and Policies

Career Advancement

Within our retail operations there will be many opportunities for individuals with drive, ambition, and good job performance to advance in the Company, including into management positions. The ability to relocate is



an added plus for advancement. Decisions to promote employees are based on past job performance and the individual's ability to accept new challenges and responsibilities.

Paydays

All employees are paid weekly every Friday. Pay periods; run from Monday through Sunday. Pay is electronically distributed on Friday of the following week, which is 5 days after the end of the pay period. If you are an hourly employee, your pay is determined by multiplying your hourly rate times the number of hours you worked in the payroll period. You are responsible for clocking in and out for time worked and you must sign your weekly time sheet to verify that the hours you worked are correct.

We strongly encourage you to sign up for the direct deposit program. If you do not elect direct deposit, your pay will be deposited to a PIN-based pay card, which can be used to make retail purchases or for ATM and check access to your funds.

Pay information is available for online display and printing by Friday (payday).

IMPORTANT NOTICE: Compliance with Wage and Hour Laws

It is the Company's policy to pay all employees fairly and in compliance with state and federal wage laws. Hourly employees must be paid for all time worked, and must be compensated at a rate of one-and-one-half times the hourly wage for all hours worked over 40 in a week (overtime). No hourly employee may ever work without being paid for all hours worked. If you believe that you have been improperly paid or have not been paid for all regular and overtime hours, you must alert your supervisor and/or payroll.

Employment is At-Will

Employment with the Company is at the mutual consent of the Company and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

Benefits

Currently we offer eligible employees a range of benefits, which may include:

- Health and Major Medical Coverage
- Life Insurance
- 401(k) Plan
- Paid Time Off

Benefits eligibility is dependent on a variety of factors, which your manager or supervisor will explain to you. Keep in mind that these programs are subject to change at the discretion of the Company and the employee contribution rates for these programs are also subject to change. The Payroll Department will provide you with information regarding these benefits and your eligibility dates and rates. You will find additional information regarding benefits in the Standard Policies and Procedures Guide.

A number of programs, such as Social Security, workers' compensation, state disability, and unemployment insurance cover all employees as prescribed by law.

Equal Employment Opportunity

Employment decisions at the Company are based on merit, qualifications, and abilities. The



Company does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

Employees with questions or concerns about any type of

discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor and the Corporate Office at 1-800-562-0373.

Harassment Policy

The Company intends to provide a work environment that is pleasant, healthy, comfortable, and free from intimidation, hostility or other offenses, which might interfere with work performance. Harassment of any sort - verbal, physical, and visual - will not be tolerated.

What Is Harassment?

Harassment can take many forms. It may be, but is not limited to words, signs, jokes, pranks, intimidation, physical contact, or violence. Harassment is not necessarily sexual in nature.

Sexually harassing conduct may include unwelcome sexual advances, requests for sexual favors, or any other verbal or physical contact of a sexual nature that prevents an individual from effectively performing the duties of his/her position or creates an intimidating, hostile or offensive working environment, or when such conduct is made a condition of employment or compensation, either implicitly or explicitly.

Responsibility

All Company employees have a responsibility for keeping the work environment free of harassment. Any employee, who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to his or her immediate manager or to payroll. When management becomes aware that harassment might exist, it is obligated by law to take prompt and appropriate action, whether or not the victim wants the company to do so.

Reporting and Procedure

Any incidents of harassment must be immediately reported to a manager or to payroll. Appropriate investigation and disciplinary action will be taken. All reports will be promptly investigated with due regard for the privacy of everyone involved. Any employee found to have harassed another will be subject to severe disciplinary action, including possible discharge. No adverse employment action will be taken against any employee who makes a good faith report of alleged harassment.

Refer to the Standard Policies and Procedures Guide for more information on your rights regarding harassment, family or medical leave, and other employment policies.

Employee Conduct and Work Rules

Personal Appearance and Dress Policy

As a retail employee, we want our customers to have a good impression of you and our Company. You will be provided with uniforms, which you are required to wear when on duty.

When you report to work, you are expected to be neatly groomed, wearing your clean uniform shirt tucked in. Shoes which completely enclose the foot (no sandals or flip flops) must be worn. Shorts are not permitted at any time at self-serve units. Full-serve units may wear shorts from May 1st to September 30th and jeans at any time. Visible piercings are limited to ears. You may wear one non-dangling earring in each ear. Tattoos must be covered while an employee is on duty. Hair, beards, and mustaches should be kept neat, clean, and worn in a fashion that is pleasing to the customers.

Note: The Company will provide reasonable accommodation for employees' religious observations and requirements. If your religion requires you to wear clothing that is otherwise in violation of the Dress Code, you must discuss the matter with your manager. If you need

further assistance, you may discuss the issue with payroll.

Reporting To Work

You are expected to begin work promptly at your assigned starting time. If, for any reason, you cannot report on time, you must personally contact your manager. Being habitually late to work will not be tolerated.



Once you arrive at work, you are required to personally clock in at the beginning of your shift and clock out at the end of your shift, using the computer time and attendance program. You will be asked to verify all time worked and sign off on the weekly payroll report.

Reporting Off Work

You are vital to the operation of your unit. If you are not at work, it creates a hardship for the other employees who have to cover for you. If you absolutely must miss work due to illness or emergency, you must notify your manager at least four hours before your scheduled starting time. You are also required to personally make this call yourself. Failure to properly call in to your manager to report off work is considered a violation of Company policy and could cost you your job.

Selling Alcohol

Your unit may sell alcoholic beverages. If so, it is important for you to know that Company policy requires you to check the ID of every customer attempting to purchase alcohol...regardless of the customer's age. A customer must be 21 years of age to purchase alcoholic beverages. As an employee, you can be fined and given jail time if you make an alcohol sale to a minor. You will also lose your job. In addition, it is illegal to sell alcohol to any customer who appears to be intoxicated.

Selling Tobacco

It is against the law to sell tobacco products to anyone under the legal age. Company policy requires you to check the ID of every customer attempting to purchase tobacco products. Tobacco products include cigarettes, cigars, electronic cigarettes, chewing tobacco and smokeless tobacco.

Work Rules

Important Note: The rules set forth below, as well as the more complete rules and policies found in the Standard Policies and Procedures Guide, are intended to provide guidance in specific and important areas of our business. But it is neither possible nor necessary to set forth a comprehensive list of “dos and don’ts” with respect to your employment.

Rather, our business is built upon core values that we expect all employees to embrace. These include: honesty, customer service, respect for co-workers and management, competence, and willingness to learn about our business.

In addition to the specific guidelines found elsewhere in this document, the Company expects its employees to incorporate these values into their work at all times.

To ensure orderly operations and provide the best possible work environment, the Company expects employees to follow rules of conduct that will protect the interests and safety of all employees and the Company. The following are examples of violations of rules that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property
- Falsification of any company records

- Working under the influence of alcohol, synthetic drugs or illegal drugs
- Fighting or threatening violence in the workplace
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Sexual or other unlawful or unwelcome harassment
- Excessive absenteeism or any absence without notice
- Violation of personnel policies

Friends and Loitering

Some of the most difficult situations you may have to deal with involve your personal friends. While we welcome their business, they are not permitted to loiter in the store or distract you from your duties. Please treat them the same as you would any other customer. If they continue to loiter, politely ask them to leave and explain that their presence may reflect poorly on you. If they are your friends, they will understand.

Off duty employees are expected to observe the same conduct as customers. Only employees on duty are permitted behind the counter. Please do not loiter in the unit when not working so that employees on duty can concentrate on serving our customers.

Phones and Mail

Telephones in your unit are intended for business use only. Please answer the phone in a friendly and professional manner, identifying your store and your name. An example might be: "Good afternoon, Fuel Mart, John speaking. How may I help you?" Making a good impression over the phone is part of providing excellent customer service.

Personal use of telephones for outgoing calls, including local calls, is not permitted unless it is an emergency. You may be required to reimburse the Company for any charges resulting from personal use of the phone. Personal electronic devices could interfere with business communications and customer service. Therefore, the use of any personal electronic device is prohibited while at work. You may not use company issued or personal hand-held or hands-free electronic devices while driving a company vehicle or while driving your personal vehicle on company business. Refer to the Use of Electronic Equipment While Driving document for further information on this policy.

The mail system is reserved for business purposes only. Employees should not send or receive personal mail at the workplace.

Computer and Email Usage

Computers, computer files, email, internet, and any software furnished to employees are the



property of the Company and intended strictly for business use. Employees are strictly prohibited from loading any software, browsers, files, or programs to the unit's computer. In addition, sending or receiving personal email, jokes, or attachments is prohibited. To ensure compliance with this policy, computer and email usage may be monitored. Any violation of the computer policy is grounds for disciplinary action, up to and including termination.

Employee Purchases

As with any customer, when you take merchandise from your unit you are expected to pay for it. No employee is to "charge" anything and pay for it later. If you are aware of this practice at your unit, inform your manager or area supervisor immediately. It is Company policy to

prosecute incidents of employee theft.

Money Handling Procedures

As an important part of your job, you are responsible for the proper handling of Company money and merchandise. The term “money” includes cash, checks, service card, and credit card invoices. Your unit has a specific starting fund for each shift and it is your responsibility to verify the starting fund for your shift. In addition, you are accountable for all monies and merchandise for your shift. Your manager will explain the proper procedure for making safe drops, processing credit card transactions, and for accepting personal or company checks. No one is to accept money or to demand money from another employee to cover shortages.

Safety Policy

It is important that you follow all company policies regarding emergency evacuations, equipment lockouts, fire extinguisher use, and personal protective equipment. Wearing safety glasses, vests and gloves when performing routine tasks such as sticking tanks, charging hoses, or cleaning the restrooms, is mandatory. Employees are required to report any accident or incident involving themselves, customers, employees or property damage immediately to the corporate office.

Smoking

All Company locations are smoke-free facilities for employees, vendors, and customers. The no smoking policy applies to all areas inside the building, including service counters, restrooms, back office, storage areas, coolers, kitchens, and restaurant dining rooms. Employees may smoke outside the building, unless prohibited by local or state law. Employees who smoke will be expected to have no longer or more frequent break times than co-workers who do not smoke. Refer to the Standard Policies and Procedures Guide for further clarification of the smoking policy.

Drugs and Alcohol

The Company prohibits the personal possession, use, manufacturing, buying, selling, or transferring of illegal drugs, synthetic drugs and/or alcohol while working, on Company property, or operating Company vehicles or machinery or while representing the Company in any capacity. Drug and alcohol testing may be performed at the Company’s discretion. Testing will be required for employees involved in work-related accidents or injuries and may be required for reasonable suspicion, return to duty, or follow-up circumstances.

Employee Discipline

In order to ensure smooth operations, it is important that all employees follow the Company policies, rules and regulations as outlined in this Handbook and in the Standard Policies and Procedures Guide. Your manager, along with your area supervisor, is responsible for enforcement. If your behavior violates Company policy and rules, the following types of disciplinary actions may be taken:

- Verbal warning
- Performance Action Plan
- Written warning
- Suspension from work
- Termination of employment

With good work habits, common sense, and willingness to ask questions, you should be able to avoid situations where disciplinary actions are required.

Who to Contact with Problems

Your store manager and area supervisor are responsible for seeing that Company rules and

regulations are followed by all employees. Your manager is responsible for the day-to-day operation of your unit, which includes hiring and training new employees, scheduling shifts, disciplining employees, and overall unit cleanliness. Direct any question or problem regarding unit procedures first to your manager. Direct any pay related questions to the Payroll Department at the Corporate Office.

If you experience any serious operating problems, such as a power outage, robbery, mechanical problem, fuel spill, and so on, immediately call the Corporate Office for assistance at 1-800-562-0373. Corporate phones are manned 24 hours- a-day, 7 days-a-week and you will be directed as to what action to take.

In Conclusion

As stated in the beginning, this Handbook is intended to be general in nature. We have only attempted to cover the situations which arise most often. As part of your training, you will be required to read the Standard Policies and Procedures Guide and the other manuals provided by the Company. You will be responsible to see that all rules, regulations, and policies in those manuals are followed. As policies change, updates will be sent out. Please review these manuals periodically to keep abreast of these changes. Review of the manuals will also keep your job skills sharpened and make you a more valuable employee.

Once again, welcome to our team! We hope your time with us will be a pleasant and rewarding experience.

REV 05/2014







**Corporate Office
1337 Blachleyville Road
PO Box 1046
Wooster, OH 44691
1-800-562-0373**