
Standard Retail Policies and Procedures Guide

Ports Petroleum Company, Inc.
Fuel Mart

Revised October 2019

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Welcome to Ports Petroleum!

On behalf of everyone at Ports Petroleum, I welcome you to our company and wish you every success here.

We believe that each employee contributes directly to Ports Petroleum's growth and success, and we hope that you will take pride in being a member of our team.

This Guide was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Please familiarize yourself with the contents of this Guide, because it will answer many questions about employment with Ports Petroleum.

We hope that your work experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

Michael Ports, *President*
Ports Petroleum

Standard Retail Policies and Procedures

About Ports Petroleum

Fuel Mart is a division of Ports Petroleum Co., Inc., with corporate offices in Wooster, Ohio. The company has grown from a local home fuel delivery business to become a chain of gas stations, truck stops, convenience stores and restaurants, currently located in four states.



The secret of Fuel Mart's success can be summed up in two words: Price and Service. As an independent retailer, we constantly strive to maintain everyday low prices on fuel and merchandise. Our customers expect value for their dollar, but pricing alone will not keep customers coming back to Fuel Mart. Today's consumers are also interested in customer service, such as a friendly greeting and thank you, clean, well-stocked stores, and clean restrooms. In other words, we want to treat all our customers as our guests – inviting them to a pleasant environment where they are welcome and their business is appreciated.

The senior management of Ports Petroleum:

Mike Ports	President
Joel Teague	Vice President of Retail
Matt Ports	Vice President of Finance/CFO

About This Guide

The purpose of this Standard Policies and Procedures Guide is to provide you with information and explanations associated with your employment and job performance as a Ports Petroleum retail employee.

This Guide was developed to outline the policies, procedures, programs, and benefits available to eligible retail employees. Please familiarize yourself with the contents of this Guide, because it will answer many questions about employment with Ports Petroleum.

Disclaimer

In this document, "Company" means Ports Petroleum Co., Inc. and all of its divisions or affiliates.

No Policy Guide can anticipate every circumstance or question about policy. The Company reserves the right to revise, supplement, or rescind any policies or portion of the Guide from time to time as it deems appropriate, in its sole and absolute discretion. Any subsequent revision to any policy supersedes the prior policy.

This Guide and the policies or benefits described in this Guide do not create or constitute a contract of employment, a guarantee or promise of employment, or any enforceable undertaking on the part of Ports Petroleum to any employee. Nothing herein shall be construed as a guarantee of continued employment. Ports Petroleum Co., Inc. /Fuel Mart employees are employees at will, and 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.

Disciplinary Action

Failure to follow any Company Rule, Policy, Regulation, or Procedure will result in disciplinary action. This action may include written warnings, suspension, or termination. However, based upon the severity of the circumstances, any violations of any Rule, Policy, Regulation, or Procedures may cause immediate termination.

Questions

Employees with questions or concerns about any information presented in this Guide are encouraged to contact their immediate supervisor, manager, or the Ports Petroleum Corporate Office at (800) 562-0373.

Employment Policies

This section of the Standard Retail Policies and Procedures Guide covers legal information (LGL), and employment policy (EP) information.



Equal Employment Opportunity

Policy LGL 1001

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.

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Ports Petroleum will be based on merit, qualifications, and abilities.

Ports Petroleum will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

Disability Accommodation

Policy LGL 1002

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions.

Ports Petroleum is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Employee Benefits

Policy EP 2001

The Company provides eligible employees with a wide range of benefits.

A number of programs, such as Social Security, Workers' Compensation, state disability, and unemployment insurance, cover all employees in the manner prescribed by law.

The following benefit programs are available to eligible employees:

- Medical Insurance
- Dental Insurance
- Life Insurance
- Short Term Disability
- Holidays
- Paid Time Off
- 401(k) Savings Plan

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible. Details of many of these programs are provided in this Policy Guide.

Insurance Benefits

Policy EP 2002

The Company makes medical and life insurance coverage available for all eligible employees.

Medical and Hospitalization

Eligible employees will receive insurance information near the time of their eligibility date.

Life Insurance

Salaried and full-time employees are also offered additional life insurance if they meet the eligibility requirements.

Salaried employees may also be offered short term disability benefits.

Deductions

Employees will be required to contribute the premium by payroll deduction. Employees desiring qualified dependent medical coverage will be required to contribute the premium for that coverage by payroll deduction.

The amount of the weekly deduction will be adjusted periodically to reflect any changes in the premium rate. Insurance premiums are paid in advance; therefore, deductions will begin on the first available paycheck after eligibility. Deductions relate to amount owed for period covered by insurance. The deduction is not related to the pay period covered by the check it is deducted from. The Payroll Department will send information regarding the rates and coverage, as well as application forms. Coverage will begin only after the employee completes and returns all requested information, and the Company processes it.

For a full-time employee on Workers' Compensation or medical leave of absence, Ports Petroleum Company, Inc. will pay the employer's portion of the medical and life insurance premium for a period of 90 days from the first day of leave. The employee contribution for medical coverage will still need to be paid by the employee while he/she is on leave of absence. Contact the Payroll Department to arrange payment options. At the end of the 90 day leave of absence, the employee will be removed from the group insurance program.

For an employee on a non-medical leave of absence, Ports Petroleum Company, Inc. will pay the employer's portion of the medical and life insurance premium for a period of 30 days. The employee contribution for medical coverage will still need to be paid by the employee while he/she is on leave of absence. Contact the Payroll Department to arrange payment options. At the end of the 30 day leave of absence, the employee will be removed from the group insurance program.

When removed from the group insurance program, the former employee insured or insured dependents are in the position to exercise their conversion or continuation rights as described in separate handouts, or as provided for by law.

Holidays

Policy EP 2003

In order to serve our customer, Fuel Mart locations are open on holidays.

Hourly employees, who work any of the holidays listed below, will be paid one and a half times their normal hourly rate:

- New Year's Day (January 1)
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving (fourth Thursday in November)
- Christmas Day (December 25)

To earn holiday pay, employees must actually work the day of the holiday and they must be:

- Regular full-time employees
- Regular part-time employees

Overnight employees must work the day before the holiday to receive holiday pay.

Example: Any overnight employees who begin their shift on or after 10:00 p.m. on 12/24 and work until 7:00 a.m. 12/25 will receive holiday pay.

Managers should enter the exact number of holiday hours each eligible employee worked before they transmit their payroll for that week.

Salaried employees are not paid holiday pay, even if they work on a holiday.

Paid Time Off

Policy EP 2004

The Company provides paid time off for eligible employees.

This Paid Time Off policy is effective 11/1/2010. Employees will be evaluated for Paid Time Off upon the anniversary of their eligibility date. The Paid Time Off eligibility date for any employee hired on or after 5/1/09 will be based on their hire date. The eligibility date for employees hired prior to 5/1/09 will be based on the Vacation Benefits policy in effect at the time of hire.

Full-time employees (including Managers, Assistant Managers, and Shift Managers) will earn 40 hours of paid time off each year after completing 12 consecutive months (1 year) of full-time service. Full-time employees will earn 80 hours of paid time off each year after completing five (5) consecutive years of full-time service.

Managers will earn 120 hours of paid time off each year after completing 10 consecutive years as an active manager.

Regular part-time employees will earn paid time off equal to the average number of hours worked after completing 12 consecutive months of part-time service. The average hours will be calculated based on the previous 52 weeks. The maximum number of hours that a part-time employee can earn per year is 24 hours.

Paid time off can be used in minimum increments of one-half day (four hours minimum). To take paid time off, employees should request advance approval from their supervisors. Requests will be reviewed based upon a number of factors, including business needs and staffing requirements.

Paid time off is paid at the employee's current base pay rate. It does not include overtime or any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials.

Paid time off must be taken before the employee's next anniversary date. Any time not taken prior to that date will be forfeited. Employees may not request pay in lieu of time off.

401(k) Savings Plan

Policy EP 2005

Ports Petroleum's 401(k) savings plan provides employees with the potential for future financial security for retirement. The plan allows eligible employees to elect how much salary to contribute, up to the federal limits.

To be eligible to join the 401(k) savings plan, employees must complete 12 months of service, work at least 1000 hours each year and be 21 years of age or older. Employees may join the plan only during open enrollment periods, which are January 1, April 1, July 1, and October 1. Eligible employees may participate in the 401(k) plan subject to all terms and conditions of the plan.

The plan also allows employees to direct the investment of their plan account, in order to tailor their own retirement package to meet their individual needs. The Company contributes an additional matching amount to each employee's 401(k) contribution. Currently, the Company will make matching contributions equal to 25% of the employee's pre-tax contributions, up to 4% of eligible pay.

Complete details of the 401(k) savings plan are described in the Summary Plan Description that is provided to eligible employees.

Maternity Leave

Policy EP 2006

An employee is required to notify the Company of a pregnancy no later than three (3) months prior to the date that the child is to be born.

Maternity leave will commence not later than one week before the date that the child is to be born. The Company will arrange for coverage of the employee's job during the employee's maternity leave.

Maternity leave will terminate upon notification to the Company by the employee that the employee is ready to return to work. The Company will then have up to five (5) working days to make necessary arrangements for said employee's return to work and will advise the employee of the exact day that the employee is to return. Maternity leave will be treated as a medical leave of absence as defined in the Company policy.

Medical Leave

Policy EP 2007

All employees are eligible to request medical leave.

The Company provides medical leaves of absence without pay to eligible employees who are temporarily unable to work due to a serious health condition or disability. For purposes of this policy, serious health conditions or disabilities include inpatient care in a hospital, hospice, or residential medical care facility; continuing treatment by a health care provider; and temporary disabilities associated with pregnancy, childbirth, and related medical conditions.

Employees should request medical leave through their immediate supervisors at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.

A health care provider's statement must be submitted verifying the need for medical leave and its beginning and expected ending dates. Any changes in this information should be promptly reported to Ports Petroleum.

Employees who sustain work-related injuries are eligible for a medical leave of absence for the period of disability in accordance with all applicable laws covering occupational disabilities.

Benefits accruals, such as Paid Time Off and holiday benefits, will continue during the approved medical leave period.

Employees returning from medical leave must submit a health care provider's verification of their fitness to return to work. To ensure proper work scheduling, an employee on medical leave is requested to provide Ports Petroleum with at least 2 weeks advance notice of the date the employee intends to return to work. When a medical leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to return to work on the agreed upon return date, Ports Petroleum will assume that the employee has resigned.

Family Leave

Policy EP 2008

Regular full-time and regular part-time employees are eligible for family leaves of absence without pay.

The Company provides medical leaves of absence without pay to eligible employees who wish to take time off from work duties to fulfill family obligations relating directly to childbirth, adoption, or placement of a foster child; or to care for a child, spouse, or parent with a serious health condition. A serious health condition means an illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, or residential medical care facility; or continuing treatment by a health care provider.

Eligible employees may request family leave after having completed 364 calendar days of service. Employees should request family leave to their immediate supervisors at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.

Employees requesting family leave related to the serious health condition of a child, spouse, or parent may be required to submit a health care provider's statement verifying the need for a family leave to provide care, its beginning and expected ending dates, and the estimated time required.

Eligible employees may request up to a maximum of 12 weeks of family leave within any 12-month period. Any combination of family leave and medical leave may not exceed this maximum limit. Employees will be required to first use any accrued paid leave time before taking unpaid family leave. Married employee couples may be restricted to a combined total of 12 weeks leave within any 12-month period.

Military Family Leave entitlements contain special provisions that allow employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period.

Benefits accruals, such as Paid Time Off and holiday benefits, will continue during the approved family leave period.

To ensure proper work scheduling, an employee on family leave is requested to provide Ports Petroleum with at least 2 weeks advance notice of the date the employee intends to return to work. When a family leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to return to work on the agreed upon return date, Ports Petroleum will assume that the employee has resigned.

Elective Surgery

Policy EP 2009

An employee must notify the Company no later than two (2) weeks prior to requiring medical leave for elective surgery.

If an employee has been off work due to surgery or illness for more than four (4) working days, a written release to return to work must be obtained by the employee from his/her physician or health care provider in order to return to work. The Company will then have up to five (5) full working days to make necessary arrangements for said employee's return to work and will advise the employee of the exact day that he/she is to return.

Workers' Compensation Insurance

Policy EP 2010

The Company provides a comprehensive Workers' Compensation insurance program at no cost to employees.

This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, Workers' Compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses should inform their supervisor or manager immediately and must also report the injury to the Corporate Office. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

Benefits Continuation (COBRA)

Policy EP 2011

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under Ports Petroleum’s health plan when a “qualifying event” would normally result in the loss of eligibility.

Some common qualifying events are resignation, termination of employment, or death of an employee. A reduction in an employee’s hours or a leave of absence; an employee’s divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary pays the full cost of coverage at Ports Petroleum’s group rates plus an administration fee. The Company provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under the Company’s health insurance plan. The notice contains important information about the employee’s rights and obligations.

Paychecks and Direct Deposit

Policy EP 2012

All Fuel Mart employees are paid weekly. It is important that you understand how Fuel Mart's pay periods run, how your pay is deposited, and when you can expect to receive your pay.

Note:

Pay periods run from Monday through Sunday. Payroll deposits are made on Friday of the same week.

This is an overview of how the payroll process works:

- **Pay periods run from Monday through Sunday.** These hours are accumulated in the computer when you clock in.
- Every Monday morning, your manager verifies all station employees' hours and transmits the approved hours to the Payroll Department at the corporate office in Wooster, Ohio. A copy for you to sign will be made available at your location.
- The corporate Payroll Department receives the payroll information from all the stations and begins processing the paychecks.
- Payroll is finalized the next day and deposits are made on Friday.
- The company offers direct deposit into your personal account. A copy of the direct deposit form is available from your manager. If you do not provide your account information you will be issued a pay card.

Bonus Plan

Policy EP 2013

The Company has a Bonus Plan for Fuel Mart employees. This program is designed as a bonus incentive program and is part of the total compensation package for employees in these retail positions.

Each store will have a specified amount of bonus that can be earned each month by meeting certain criteria. If the store meets all criteria, bonus will be paid. If any piece of the criteria is not met, then the bonus for that month will be forfeited.

The following criteria will be used to determine if bonus was earned for the month:

1. Cash shortages, Merchandise shortages, Theft, and Drive Offs must not exceed 1% of total Merchandise sales (inside sales only).
2. Weekly Budget Hours not to exceed 3% of allowed amount.
3. Store must pass all or any inspections from corporate personnel each month.
4. No Negative Customer Comments for the month, including calls or Social media.

Failure to meet the above criteria in any month will result in the loss of bonus to all employees at the location.

For stores that reach criteria and earn bonus for the month, the breakdown of bonus pay will be as follows:

Manager – 40% of total bonus amount.

Assistant Manager – 20% of total bonus amount.

Shift Managers – 10% of total bonus amount.

Full time employee – 5% of total bonus amount.

Part time employee (must work minimum of 40 hours per month) – 5% of total bonus amount.

Employees must be employed at time of pay out or bonus will be lost. They must also be employed for the entire month for which the bonus is being paid. Any employee receiving a written violation during the month for a violation of Company policy will forfeit their portion of the bonus.

Each Store will be notified of the bonus level they will be eligible for under this program. This level is at the sole discretion of the VP Retail.

Safety

Policy EP 2014

The Company has established a workplace safety program to support its commitment to providing a safe and healthful work environment for employees, customers, and visitors.

Employees are responsible for complying with all safety procedures, obeying all safety rules, and exercising caution in all work activities.

Employees may be subject to disciplinary action for any of the following safety-related situations:

- Violating safety standards,
- Causing hazardous or dangerous situations,
- Failing to report hazardous or dangerous situations, and/or
- Where appropriate, failing to remedy hazardous or dangerous situations.

In case of accidents that result in injury, whether serious or minor, employees are required to immediately notify their supervisor and the Corporate Office. Accident reports are necessary to comply with laws and initiate insurance and Workers' Compensation benefits procedures.

Bereavement Leave

Policy EP 2015

The Company may grant time off in the event of the death of an immediate family member. For the purposes of this policy, immediate family members will be defined as: Grandparents, Parents, Siblings, Children, and In-laws of the employee or employee's spouse.

Employees must notify their immediate supervisor as soon as they are made aware of the death. A schedule of time off and a return date must be agreed to by both the employee and manager.

Operations Policies

This section of the Standard Retail Policies and Procedures Guide covers operations policy (OPS) information. Each policy is listed on a separate page with a policy number. Each policy is stated in bold type, followed by additional information or explanations. At the end of each policy description, the consequences for policy violation are stated.



About Violation Warnings

All employees will notify their immediate supervisor if they feel violations of Rules and Regulations are occurring in their station.

Violation warnings are issued any time an employee violates Company rules, regulations, or policies. Any warning is intended to alert the employee of the shortcomings of their job performance, convey the seriousness of the violation, and give them the corrective actions required to improve their work performance.

Use the following instructions to correctly fill out a warning violation form for an employee:

- Fill in the employee's name, station number, the date you are issuing the warning, and the date that the violation occurred.
- Check the appropriate line that specifies the type of violation or list the policy number that the employee violated. If none of these choices apply, check the line marked "OTHER" and explain the violation.
- Fill out the section "COMMENTS & CORRECTIVE ACTION." Give a brief explanation of the violation and the appropriate steps that you want the employee to take in order to improve performance.
- Sign the violation on the line marked "SUPERVISOR."
- After presenting the violation to the employee, the employee may enter his/her comments on the appropriate line.
- The employee must sign the violation on the appropriate line. He/she may not refuse to sign, but can write his/her reason for disagreement under comments. Should an employee refuse to sign a warning, the employee will be discharged for insubordination.

Customer Service

Policy OPS 3001

The number one priority for all employees is to provide excellent service to each customer who visits our retail locations.

Employees must not ignore customers or make them wait when they have a question or are ready to check out.

Employees must not treat customers rudely, use foul language, or show disrespect to customers.

Employees must not argue with customers or engage in any form of loud or angry verbal or physical exchange.

Employees are expected to complete the New Employee Training on Customer Service. Further, employees are expected to use the G.U.E.S.T. approach for customer service.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Tobacco Use / E-Cigarettes

Policy OPS 3002

All Fuel Mart and restaurant locations are tobacco (cigarettes, cigars, pipes, moist smokeless tobacco, snus, vape, vape refills, e-cigarettes, hereafter referred to as tobacco) free facilities for employees, vendors, and customers.

The tobacco free policy applies to all areas inside the store, restrooms, back office, storage rooms, coolers, kitchens, and restaurant areas.

Tobacco use is no longer allowed in locations that have a casino as of 11/10/10.

Employees may use these products outside the building, depending on work requirements. Many states, cities, and towns have imposed limitations on how close to the entrance doors you can be when smoking; check with your immediate supervisor for your store's designated smoking area.

Employees and customers must not smoke near the gas pumps or near where fuel is being delivered into the tanks.

Employees who use tobacco products will be expected to not have longer break times than coworkers who do not use them. Employees are expected to sweep, clean, or change trash while on tobacco use breaks.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Phone Calls

Policy OPS 3003

All telephones at the retail units are for company business, personal business of an urgent nature, or emergency assistance to employees or the public.

Employees may use the telephone to make local personal calls of five minutes or less for the following purposes:

- To arrange for transportation, or
- To check on family situations, such as child care, illness or legal matters.

Employees must not talk on the telephone while waiting on customers.

Employees must ask the caller to hold while taking care of a customer.

Employees must not talk on a personal cell phone while waiting on customers or near the cash register area.

Employees may only call other company locations for business related purposes.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

In addition to disciplinary action, the Company reserves the right to charge an employee for long distance calls or toll calls made by them on company telephones for purposes other than company business.

Personal Electronic Devices

Policy OPS 3004

Personal electronic devices, such as iPods, CD players, bluetooth or any other devices using earbuds or headphones, should be left in the employee's vehicle and may not be used or worn at anytime while on duty.

Employees are prohibited from the use of personal cell phones and pagers while on duty.

Personal cell phones are to remain off while an employee is on duty unless there is a loss of store phone lines. If there is a loss of store phone lines, personal cell phones may only be used to conduct company business.

Employees are prohibited from sending or receiving text messages or email at any time during their scheduled work hours.

Bluetooth earpieces or headsets cannot be used or worn during scheduled work hours.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Hours Worked

Policy OPS 3005

All employees are to clock in for all hours worked.

Employees are expected to clock in before beginning work and clock out immediately upon ending work. No work is to be completed unless you are clocked in.

No employee is to clock another employee in or out, with the exception of management.

Employees are expected to keep their PIN number confidential from other employees.

Employees are required to verify that their weekly hours are correct and sign the weekly time sheets, which are then sent to the corporate office.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Conflict of Interest

Policy OPS 3006

Employees must conduct each and every business transaction without consideration of personal gain.

Employees must not accept cash, gifts, or discounts on products or services from vendors, customers, or any other persons who do business or are seeking to establish a business relationship with the company, without the approval of their supervisor.

Tipping is only acceptable in restaurant locations.

Managers may accept samples of products as part of their decision making process. Employees may accept items that are part of a company recognized rewards or incentive program.

Employees must not accept any position that will result in direct business contact with the company while working for vendors, suppliers, or any other persons who do business, or are seeking to establish a business relationship with the company.

Employees must not accept a position with any competitor or divulge any confidential information while employed by the company.

Management personnel must be available at all times and may not hold any other position with any other company while employed in a management capacity. This policy specifically applies to the following positions: Supervisor, Manager, Assistant Manager, and Shift Manager.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Bank Deposits

Policy OPS 3007

Bank deposits are required to be made daily. A verified copy of the bank deposit ticket must be mailed to the corporate office.

When the bank is closed, deposits should be placed into the night depository. Once the bank has verified the deposits, the deposit tickets will be mailed to the corporate office.

Bank deposits are to be kept in the store safe until taken to the bank. Filing cabinets, offices, or any other location are unacceptable. Bank deposits are never to be left unattended.

Managers and Assistant Managers are the only employees authorized to handle deposits or to do the banking.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Cash Over and Short

Policy OPS 3008

Employees should make every effort to balance their cash drawer to zero (0) at the end of each shift.

Management will document any continuous overages or shortages of cash by any employee.

Any shortage of more than \$5.00 will require a written warning be given to the employee responsible.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Cash Register Operation

Policy OPS 3009

Employees are responsible for all company funds in their possession. Therefore, employees should only work out of their assigned cash drawer.

Anytime that an employee leaves the sales counter area, such as for breaks, stocking, cleaning, or other reasons, he or she must log out of the register or remove the key, in order to prevent others from operating out of their assigned register.

Employees must accurately ring all sales and charge customers for all merchandise and fuel.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Restricted Sales of Alcohol

Policy OPS 3010

Alcohol sales are limited to customers 21 years of age or older, who provide an accepted form of current legal identification. In addition, alcohol sales must take place during legal selling hours, which vary based upon each unit's license and legal requirements.

Employees are required to know their unit's legal selling hours for alcohol and to refuse sales at any other times.

Employees are required to check identification for all customers who attempt to purchase alcoholic beverages, regardless of their age or appearance of age. Employees must refuse sales of alcohol to any underage customer or customer who is unable to provide proper identification.

Employees are required to know that proper identification includes a valid driver's license, state issued ID card, passport, or active duty military ID.

Employees are expected to refuse to sell alcohol to a "second party" (someone of legal age buying for underage consumption) or to a customer who appears to be intoxicated.

Employees are expected to complete the New Employee Training, regarding Special Sales of restricted products, including alcohol. Further, employees are expected to use the techniques provided in the training, such as SIR, MAAM, and STOP to avoid illegal sales.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

In addition to Company disciplinary action, an illegal alcohol sale may result in felony charges, fines and possible jail time.

Restricted Sales of Tobacco

Policy OPS 3011

Tobacco (cigarettes, cigars, pipes, moist smokeless tobacco, snus, vape, vape refills, e-cigarettes, hereafter referred to as tobacco) sales are limited to customers of legal age who provide an accepted form of current legal identification.

Employees are required to check identification for all customers who attempt to purchase tobacco products, regardless of their age or appearance of age. Employees must refuse sales of tobacco products to any underage customer or customer who is unable to provide proper identification.

Employees are required to know that proper identification includes a valid driver's license, state issued ID card, passport, or active duty military ID.

Employees are expected to complete the New Employee Training, regarding Special Sales of restricted products, including tobacco. Further, employees are expected to use the techniques provided in the training to avoid illegal sales.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Restricted Sales of Lotto/Lottery/Skill or Casino Gaming

Policy OPS 3012

Lotto/Lottery/Skill or Casino Gaming are limited to customers 18 years of age or older.

Employees are strictly prohibited from playing Lotto/Lottery/Skill or Casino games while on duty or at the location in which they are employed.

Lotto/Lottery/Skill or Casino Gaming is a cash only business. Customers may not write checks or use credit cards for game play.

Employees are required to check identification for all customers who attempt to purchase Lotto/Lottery tickets or use the Skill Games/Casino and who appear to be under 18 years of age.

Employees must refuse Lotto/Lottery sales or Skill/Casino game play to any underage customer or to any customer who appears to be under 18 and is unable to provide proper identification for proof of age.

Children or any person under the age of 18 are not allowed in Casino areas for any reason.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Computers, Electronic Communications, Internet Access

Policy OPS 3013

Computers in units are for business use only. Email communications are for business purposes only.

Computers are provided for record keeping and clocking in/out by employees. Computers should be used for company business only.

Internet access is restricted on company computers and should be used for business related purposes only.

Personal or laptop computers are not permitted on company property at any time and are not to be connected to the company's intranet/network for any reason.

Employees are prohibited from adding or deleting any programming on the computer, without the approval of the corporate IT Director. Flash drives or CDs containing software, games, music, or pictures are prohibited from being installed on any company computer or equivalent device.

Email is restricted to communication between other units and the corporate office staff. These communications should be for business related purposes only.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

In addition to disciplinary action, the company reserves the right to charge an employee for any fees incurred while visiting unauthorized websites on company computers for purposes other than company business.

Record Keeping

Policy OPS 3014

All sales information from any units is considered confidential and is not to be shared with anyone outside the Company.

Any paper records generated in the course of business are to be kept for a period of 90 days, and then destroyed. This includes, but is not limited to, shift reports, payroll records, invoices, and register tapes.

All records, time sheets, sales postings, inventory audits, etc. are to be accurately reported and should not be intentionally falsified or altered in any way. These documents are to be kept in the location at all times and may not be taken home for any reason.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Store Appearance

Policy OPS 3015

It is the responsibility of all employees to assist in keeping our stores clean and well stocked. All employees will be responsible for any cleaning and stocking duties as directed by any supervisor.

Periodic inspections will be completed on each unit. These inspections will require a minimum passing score.

Bonuses/Incentives may be withheld for any unit not obtaining a passing score, at the Company's discretion.

Each shift should be given a duty/cleaning list for them to complete between customers.

Restrooms should be checked /cleaned each hour, and showers should be cleaned after each use.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Opening and Closing

Policy OPS 3016

Units are to be open for business all scheduled hours. No unit is to be closed early without the consent of the corporate office.

In the event that an on-coming Sales Associate does not show up for the scheduled shift, it will be the responsibility of the on-duty employee to keep the unit open until such time as he or she is relieved by another employee.

Employees are required to follow all Opening and Closing procedures to protect company assets.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Completion of Paperwork

Policy OPS 3017

All employees are responsible for accurately completing their assigned paperwork in a timely manner. This includes shift reports, daily reports, and the signing of weekly payroll sheets.

Managers have daily paperwork responsibilities that include merchandise and fuel sales/accounting, as well as fuel and merchandise receiving (invoicing).

Daily paperwork should be mailed each day.

Payroll sheets should be mailed weekly once they have been signed.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Coupons

Policy OPS 3018

Employees are to accept only those coupons authorized to be accepted at their location. Any attempt to defraud the Company through the use of “coupon clipping” will be considered a theft, and will be prosecuted.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Checks

Policy OPS 3019

All personal and business checks will be accepted in accordance with the established Company policy. All checks must be accepted through Telecheck/eclipse or an equivalent device.

Checks are to be accepted for the amount of purchase only.

Casino locations may not accept checks for cash or game play.

Checks cannot be re-used or re-ran through Telechek or any other electronic verification device. Customers must use a new check on each and every transaction.

Paper checks must be deposited daily with the stores deposit. Checks are never to be sold from one day to another.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Credit Cards

Policy OPS 3020

All credit card transactions are to be completed for the proper amount of the customer's purchase. Any other use of the customer's credit card number, or giving out of the customer's credit card number, is strictly prohibited.

Credit cards cannot be taken for payment by telephone. It is the Company's policy that the cardholder must be present with the card he/she intends to use.

It is the employee's responsibility to verify the identity of the customer using the credit card.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

News Media

Policy OPS 3021

Any calls or questions from any news media regarding anything to do with Company property or business practices, including newspapers, magazines, TV, or radio stations, are to be referred to the corporate office.

No filming of any kind may be done on company property without the consent of the President or Vice President of Retail.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Accidents/Injuries/Illnesses

Policy OPS 3022C

Employees are required to report any accident or incident involving themselves, customers, employees, or damage to Company property immediately to their manager or any member of the corporate management team.

Employees who sustain work-related injuries or illnesses must inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is still mandatory to report it to the proper authorities.

An accident report is to be completed and mailed to the Safety Department.

Employees have the right to report a work-related injuries and illnesses, and employers are prohibited from discharging or in any manner discriminating against employees for reporting work-related injuries or illnesses.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Attendance

Policy OPS 3023

Employees are required to report to work promptly at their scheduled starting time.

If an employee is unable to report to work, he or she must call the manager at least four (4) hours prior to their scheduled starting time. The employee is required to make this call personally.

Habitual tardiness or absenteeism is not acceptable.

Any absence of more than four (4) consecutive days will require a doctor's excuse.

If an on-coming sales associate does not report to work, it is the responsibility of the sales associate on duty to keep the unit open until closing time, or until he or she is relieved by another employee.

Salaried employees must notify their supervisor immediately if unable to report to work.

Salaried employees' hours are based on a five and half day work week (50 hours). Failure to work this schedule may result in a decrease in salary for that week.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Contracts

Policy OPS 3024

No employee shall enter into any contract that obligates Ports Petroleum Co., Inc. without the express written approval of the corporate office.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Authorized Merchandise

Policy OPS 3025

Only merchandise authorized by Ports Petroleum Co., Inc. and delivered by authorized vendors is to be sold in any Fuel Mart station.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Vendor Check In

Policy OPS 3026

All employees are to follow the vendor check in procedure each and every time any vendor makes a delivery to the store.

Management personnel should check in vendors whenever possible.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Dress Code

Policy OPS 3027

Employees are required to be clean and neatly dressed when reporting for duty. Because you are representing the Company, we want our customers' impression of you and the Company to be positive.

Managers are required to wear a Company supplied uniform shirt and black or khaki colored Dockers type slacks. All other employees are required to wear a Company supplied uniform shirt and black or khaki colored pants.

All employees on duty must tuck in their shirts and wear a Company-supplied Fuel Mart name badge.

New employees may wear their own shirts until they receive company shirts. These shirts must have collars and sleeves. Tee shirts, shirts with logos, decals, or iron-ons will not be permitted at any time. Managers should order shirts for new employees on the employees first day of work.

Shorts are not permitted at any time at any Fuel Mart, Subway, or restaurant location.

Proper shoes, which totally enclose the foot, must be worn. Sandals and thongs are not permitted. Laces on shoes must be tied. Managers are required to wear black or white shoes.

One (1) small, non-dangling earring may be worn in each ear. Other earrings, or other visible piercings, may not be worn while on duty. If piercings cannot be removed, they must be covered with a bandage.

Tattoos must be covered while an employee is on duty. Every attempt must be made to cover tattoos with clothing, bandages, or makeup, if necessary. Individuals with vulgar or obscene tattoos that cannot be covered may not be hired.

Hats are not permitted at any time while working except for Company-authorized promotions Hats are only permitted to be worn as required by foodservice franchise requirements and are not to be worn backward at any time.

Most hairstyles are acceptable, providing hair is neat and clean. Extreme styles that may not be pleasing to the customer are not permitted. Facial hair is permitted, as long as it is neatly trimmed.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Drugs and Alcohol

Policy OPS 3028

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, operating Company vehicles or machinery, or while representing the Company in any capacity.

In support of this policy, drug (including synthetic drugs) and alcohol testing may be performed at the Company's discretion and under the following circumstances:

- Testing will be required for employees involved in a work-related accident or work-related injury within 24 hours of the event.
- Testing may be required for reasonable suspicion, return to duty, and follow-up circumstances.

Any employee who is taking prescribed medication that may significantly affect his or her performance must notify his or her manager of the medication and its potential effects. Such prescribed medication includes, but is not limited to, pain medication, and medication affecting mood or personality. Such information shall be kept confidential, and the company shall undertake reasonable efforts to accommodate any related disability.

Any employee subject to the substance abuse policy in compliance with DOT regulations will also remain subject to this policy.

Specific testing criteria and procedures are available upon request from the Safety Department.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

In addition, failure to cooperate or comply with testing procedures may result in determination of a positive result for administrative or regulatory purposes, which may further result in loss of workers' compensation or unemployment compensation benefits.

Insubordination

Policy OPS 3029

All employees shall follow the directions of any supervisory staff member, unless such directive is in conflict with any written Company policy. Refusal to do so will result in immediate termination.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Life-Threatening Illness

Policy OPS 3030

As long as employees with life-threatening illnesses are able to meet acceptable performance and attendance standards, and medical evidence indicates that their condition and actions pose no threat to the health and safety of themselves or others, efforts will be made to treat them consistently with other employees.

The Company recognizes that employees with life-threatening illnesses may wish to continue to engage in as many of their normal pursuits as their condition allows.

If special provisions, ongoing scheduling changes, or restrictions need met/made, employees with a life-threatening illness must contact the payroll department at the office and notify them of the illness or condition.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Sexual Harassment / Discrimination

Policy OPS 3031

No form of sexual harassment or discrimination will be tolerated in our locations. Those found to be engaging in these types of activities would be immediately terminated. Any employee with knowledge of this type of activity, and who fails to report it to management will also be terminated.

All forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment are strictly prohibited.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or picture, cartoons, or posters.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.
- Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: 1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; 2) submission or rejection of the conduct is used as a basis for making employment decisions; or 3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your supervisor or contact the Corporate Office at (800) 562-0373 or any other member of Ports' management.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately report it to the Corporate Office or any member of Ports' management.

Consequences of Policy Violation

Failure to comply with this policy will result in termination.

Solicitation

Policy OPS 3032

Employees shall not allow any type of solicitation on Company property without the approval of the corporate office.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Reference Checks

Policy OPS 3033

Any employee who is contacted about a reference check on a past or current employee is to refer that call to the Payroll department at the corporate office. No employee is to give any information concerning the employment history of anyone.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Weapons

Policy OPS 3034

Firearms or weapons of any kind are strictly prohibited in our units or on Company property.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Loitering

Policy OPS 3035

Loitering in the units is strictly prohibited.

Allowing friends, relatives, or other off-duty employees to loiter in the unit will distract the on-duty employee and may keep them from serving other customers promptly.

Off-duty employees are not to remain in the unit for more than 10 minutes after the completion of their shift.

Off duty employees are not allowed in the register area, backrooms, or offices unless accompanied by the store manager.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Employee Violence

Policy OPS 3036

Employee violence of any kind will not be tolerated.

Physical or verbal threats of intimidation between employees or employees and customers are strictly prohibited.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Borrowing of Funds

Policy OPS 3037

No employee is to borrow funds from the store for any reason.

This includes post-dated checks that may be written and rolled from day to day. Any action of this sort will be considered theft of Company funds and will be prosecuted.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Employee Purchases

Policy OPS 3038

All employees will pay for their purchases immediately.

There is to be no “charging” of purchases with the intent to pay for it later. No tabs or IOUs for merchandise are to be accepted at any time.

Employees on duty with another employee should have the other employee ring up their purchase and receive a receipt. An employee on duty alone may ring his or her own purchase if it will be immediately consumed. Employees must print and retain a receipt, showing it to any management person if requested.

Employees purchasing items to be taken home must purchase them at the end of their shift from the oncoming employee.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Securing of Funds

Policy OPS 3039

All Company funds are to remain in the registers or safe. No funds are to be hidden anywhere.

Accumulated monies from the shift must be dropped into the safe frequently. Keeping a large amount of cash on hand could increase the risk of robbery, and possible injury to you and customers.

Accumulated monies from the shift are never to be put under the register drawer or any place other than the store safe.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Robbery

Policy OPS 3040

No employee is to perform any act during an armed robbery, which could endanger the employee or any other person in the store. Every attempt is to be made to cooperate with the perpetrator to ensure that they get what they want and quickly leave the premises.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Access to Restricted Areas

Policy OPS 3041

Every effort should be made to secure office areas and backrooms.

Office doors should remain closed at all time and must be locked when Company funds are being counted or processed. No one, except authorized employees, is to be in the office area when money is being counted. This includes family members, friends, or vendors who may be at the store at the time.

All storage room doors must remain closed and locked to prevent loss of product.

All deliveries are to be made through the main entrance doors of the store. No back door deliveries are allowed without the approval of the corporate office.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Covering Inventory Shrink

Policy OPS 3042

No employee shall knowingly allow or permit fraudulent acts to cover any loss of Company funds and/or merchandise. Falsely reporting inventory numbers, or submitting false documents to the Company will be cause for immediate termination.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Removal of Company Merchandise, Supplies, or Property

Policy OPS 3043

No employee will remove or allow others to remove any Company merchandise, supplies, or property from the units at any time.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Extending Credit

Policy OPS 3044

No employee is to extend credit to any individual or company for any reason without the express approval of the corporate office.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Alarm Systems and Surveillance Systems

Policy OPS 3045

Employees are not permitted to remove, change, or tamper with any security camera or alarm system without the express approval of the corporate office. Employees are required to engage alarm systems at any store so equipped when closing the store for the night.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Hiring of Family / Personal Relationships

Policy OPS 3047

Family may not be hired at, work at, or transferred to any location where another family member is currently employed.

For the purposes of this policy, family is defined as: a blood relative, a relative occurring as a result of marriage, or anyone residing with an employee.

Should a personal relationship develop between employees, one of the employees must be transferred to another location or be asked to resign their position due to a conflict of interest.

If at any time it is disclosed that an employee has knowingly given inaccurate information concerning family ties or ongoing relationships, it will result in immediate termination of the employee.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Controlling Company Assets

Policy OPS 3048

It is the responsibility of all employees to protect company assets at all times. Locations are given funds with which to operate the units. These funds are to be verified daily and replenished as necessary.

Employees are responsible for their starting and ending funds, and any moneys accumulated during their shifts.

Employees are responsible for all merchandise and fuel during their shift.

Employees are responsible for accurately processing and ringing all charges on all devices.

Managers are responsible for change funds, ATM funds, bank deposits, and all monies accumulated throughout the course of business.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Skip Level Termination

Policy OPS 3049

All levels of management must discuss with and get approval from their immediate supervisor prior to terminating an employee.

Employees should be coached on performance issues whenever possible. Termination should only occur as a last resort.

Management personnel should document and discuss an employee's performance opportunities or deficiencies with them prior to contacting their supervisor to discuss termination.

Whenever possible, management should check with the payroll department to ensure proper steps have been taken, including having all supporting documentation on file, before a termination occurs.

Once an employee has been terminated, management should immediately notify the payroll department and submit a status change.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Use of Electronic Equipment While Driving

Policy OPS 3050

It is the policy of Ports Petroleum Company, Inc. that no employee will use company issued or personal hand held or hands-free electronic devices which includes but is not limited to mobile telephones, bluetooth, PDA's, two-way radios, CB radios, navigational systems (refer to navigational device exception) or other personal electronic devices, while driving a company vehicle or while driving their personal vehicle on company business.

This includes but is not limited to making calls, answering calls, listening to voice mail, manually entering alphanumeric text, reading text, a command or request to access a World Wide Web page, short message service, e-mailing or instant messaging from any hand held or hands-free electronic device.

Driving means operating a vehicle on a highway, including while temporarily stationary because of traffic, traffic control devices, or other momentary delays.

Navigational systems strictly for quick referencing are permitted while driving as long as their location does not obstruct the driver's view or impede the driver's ability to safely operate the vehicle.

Before operating company issued or personal two-way communication devices or navigational systems, the driver must move the vehicle to the side of, or off, a highway and have the vehicle halted (vehicle must be placed in the park position or neutral position with the emergency brake set) in a location where the vehicle can safely remain stationary.

Reaching for items located on the passenger seat, under the driver's seat, into the sleeper berth or other locations that distracts the driver is prohibited.

Emergency Calls

Before the driver makes an emergency call or an emergency text (911, Corporate Offices, etc.) the driver should move the vehicle to the side of, or off, a highway and have the vehicle halted (vehicle placed in the park position or neutral position with the emergency brake set) in a location where the vehicle can safely remain stationary.

Consequences of Policy Violation

Failure to comply with this policy will result in disciplinary action, up to and including termination.

Job Descriptions

Sales Associate



Job Summary

The Sales Associate position at Fuel Mart is responsible for servicing customers, processing fuel and merchandise sales, and performing all the essential job duties associated with station and/store operations as described in the next section.

Job Duties and Responsibilities

The job duties of the Sales Associate position at Fuel Mart include, but are not limited to, the following:

General

- Follow Company policies and procedures.

Customer Service

- Provide excellent customer service using the GUEST approach; Greet customers, Understand their needs, make Eye contact, offer Speedy service, and Thank customers.

Customer Transactions

- Operate a cash register, fuel console, and credit card machine to complete retail sales accurately and efficiently.
- Operate lottery machine, if applicable.
- Operate Trendar equipment, if applicable.
- Adhere to all laws and regulations regarding restricted products, such as alcohol and tobacco.

Administrative

- Accurately account for all Company funds and inventory during your shift.
- Complete shift reports and paperwork accurately and on time.
- Properly report all hours worked by clocking in and out and signing time sheets to verify all hours worked.

Security

- Control inventory, inside and outside the store/station.
- Follow Company policy for cash and merchandise handling.
- Follow vendor check-in procedures as directed by unit manager.
- Follow robbery deterrence guidelines.

Merchandising

- Keep coolers, shelves, and displays fully stocked at all times.
- Use correct pricing as provided by unit manager or price book.
- Prepare products, such as coffee, fountain, and roller items.

Maintenance

- Change prices.
- Perform various activities to keep the station, store, and premises clean and orderly.
- Properly clean and maintain fuel equipment.
- Verify fuel pump readings and fuel quality.
- Check unit refrigeration and cooler equipment at least once a shift.
- Report equipment failures or malfunctions.

Requirements for the Job

Fuel Mart Sales Associates must be able to demonstrate the following skills and competencies, as required by the essential functions of the position:

General

- Follow Company policies and procedures for:
 - Money handling.
 - Vendor deliveries.
 - Cigarette and lottery inventory counts.
 - Cleaning and stocking.
 - Store and station operations.
 - Shift paperwork.
 - Labor hours.
 - Any other written documentation provided to employees.
 - Respond to instructions from Managers, Supervisors, and other management personnel.

Customer Service

- Provide excellent customer service using the GUEST approach; Greet customers, Understand their needs, make Eye contact, offer Speedy service, and Thank customers.

Customer Transactions

- Operate a cash register and console to complete retail sales.
- Stand or walk for majority of work day.
- Operate cash register with speed and accuracy.
- Identify merchandise based upon predetermined categories.
- Read price stickers or scan merchandise.
- Remember layout of designated keys on register.
- Ring all merchandise on designated register keys. *Note: Units that do not have cash registers will use pump readings and inventories to compute sales. Your Manager will explain the proper procedures.*
- Accept customers' money across counter and place in register drawer.
- Accept customer checks, only as outlined in the Cash and Merchandise Procedures Guide.
- Count money accurately.
- Operate credit card processing equipment.
- Process all credit cards and fleet cards per manuals.

- Determine the correct amount of change for customer sales.
- Lift merchandise and place it in carry bag.
- Speak English clearly to customers, employees, over the intercom, or on the telephone.
- Hear and understand English when spoken inside the station, at the fuel island, over the intercom, or on the telephone.
- Observe customers, other people, and/or vehicles at the fuel island and inside the station.
- Make money drops promptly and periodically throughout his/her shift.

Administrative

- Complete reports, paperwork, and procedures accurately and on time.
- Read and interpret company paperwork and printed material, vendor invoices, and related documents.
- Write legibly with a pencil or pen.
- Operate a standard ten key calculator, with speed and accuracy.
- Maintain an organized work area, including filing system for station documents.
- Apply math skills, including counting, addition, subtraction, multiplication, division, and percent calculation.
- Read and record pump or console readings at the beginning and ending of your shift.
- Verify change fund before beginning your shift and prepare change fund for next shift.
- Accurately account for all Company funds and inventory during your shift.
- Complete and sign shift paperwork.
- Keep all sales and gallonage information confidential.
- Report your hours worked each day and sign your time sheet at the end of the week.
- Contact your immediate supervisor at any time that you believe Company Policy and/or Company Rules and Regulations are being violated.

Security

- Watch for theft, inside and outside the store/station.
- Observe people and/or vehicles at any location on Company property from the store.
- Identify Company merchandise clearly when viewed from any location within the store.
- Be alert and aware of the drive, islands, and customers in the store to prevent drive-offs and shoplifting.
- Immediately pay for any items eaten or used during your shift.

Merchandising

- Stock and front coolers and merchandise on shelves or displays.
- Make coffee, fill roller grill, and fill fountain machines.
- Restock fountain cups, lids, and other supplies.
- Lift 60 pounds, carry for 50 feet, and place on a shelf located 5 feet above the floor.
- Walk into coolers for intervals of 5 minutes in duration.
- Count items accurately by predetermined category or product code, and record inventory count on sheets using a pencil or pen, as instructed by your Manager.
- Read and understand inventory forms and other paperwork.
- Follow procedures for checking in vendor deliveries, as needed.

Maintenance

- Change prices.
- Change prices on the outside sign(s).
- Carry a step ladder or extension ladder weighting 60 pounds for 300 feet.
- Climb a ladder while carrying sign numbers, letter, or words.
- Operate cable or pole to change sign numbers.
- Walk to fuel islands, in order to perform maintenance or service customers,
- Operate fuel dispensing equipment and remove auto fill caps.
- Use hand tools, such as screwdriver, pliers, wrench, and hammer.
- Read and interpret instruction manuals.
- Verify that tank covers are painted the proper colors and repaint as necessary.
- Visually determine whether a fuel nozzle or pump hose is leaking or needs replaced.
- Change fuel nozzle or pump hose using a pipe wrench and adjustable wrench.
- Turn off pumps and completely secure station at closing, if applicable.
- Verify pump readings and fuel quality,
- Read pump totalizers (counters) and record the readings.
- Hold tank stick and manually measure fuel tanks.
- Read tank stick measurements and record inch readings from stick.
- Visually determine the presence of water in fuel tank using a tank stick with bottom sampler attached.
- Perform various activities during each shift to keep the station and premises clean and orderly, including

Restrooms

- ✓ Check restrooms hourly for cleanliness and supplies.
- ✓ Clean counters, sinks, and toilets.
- ✓ Mop floors.
- ✓ Fill supply items, such as paper towels, toilet paper, and soap.
- ✓ Empty trash.

Sales area

- ✓ Inspect floors for cleanliness.
- ✓ Hold and properly use a broom and mop to clean floors.
- ✓ Inspect merchandise and shelves for cleanliness.
- ✓ Use a feather duster and rag to clean merchandise and shelves.
- ✓ Tolerate exposure to cleaning products.
- ✓ Clean, stock, and front coolers.
- ✓ Climb a step ladder to clean windows.
- ✓ Empty trash.
- ✓ Clean fountain dispensers.

Fuel islands and station property

- ✓ Inspect grounds for litter or trash and pick it up.
- ✓ Fill outside towel racks and windshield washer buckets, as needed.
- ✓ Clean outside of pumps and hoses, as needed.
- ✓ Pick up litter and empty trash.
- ✓ Determine when the grass is approximately 3 inches high, and safely use a power mower to cut the grass.
- ✓ React to a fire by lifting a fire extinguisher weighting 25 pounds, move it to the fire area, and discharge it.
- ✓ Shovel snow and put salt on walks and lot, as needed.

Shift Manager

Job Summary

The Shift Manager position at Fuel Mart is responsible for servicing customers, processing fuel and merchandise sales, and performing all the essential job duties associated with station and/store operations and the Sales Associate position. In addition, the Shift Manager works closely with the store/station Manager and Assistant Manager and is responsible for overseeing that Company policies and procedures are followed.

Job Duties and Responsibilities

The Shift Manager position at Fuel Mart includes all of the duties of the Sales Associate position. In addition, the Shift Manager position also includes the following additional duties, as required by the Assistant Manager or Manager:

The Shift Manager position also includes the following additional duties:

- Ensure that policies and procedures are followed by all shift employees.

Requirements for the Job

Fuel Mart Shift Managers must be able to demonstrate the skills and competencies of the Sales Associate position. In addition, Shift Managers must demonstrate the following skills and competencies, as required by the essential functions of the position:

Ensure that all shift employees follow policies and procedures

- Oversee money handling procedures.
- Accept vendor deliveries, as requested by Manager.
- Supervise cigarette and lottery inventory counts.
- Perform cleaning and stocking and see that it is completed.
- Oversee shift and station operations, including training new employees.
- Change prices.
- Enter invoices on the PC.
- Prepare shift paperwork and see that it is completed properly.
- Adjust shift labor hours, as needed.
- Report any violations to the Manager.
- Provide a telephone number where he or she can be reached.

Assistant Manager

Job Summary

The Assistant Manager position at Fuel Mart is responsible for servicing customers, processing fuel and merchandise sales, and performing all the essential job duties associated with station and/store operations, as well as duties of the Sales Associate and Shift Manager positions. In addition, the Assistant Manager works closely with the unit Manager, is responsible for overseeing that Company policies and procedures are followed, and is able to perform all operational functions of the Manager, as needed.

Job Duties and Responsibilities

The Assistant Manager position at Fuel Mart includes all of the duties of the Sales Associate and Shift Manager positions. In addition, the Assistant Manager position also includes the following additional duties, as required by the Manager:

The Assistant Manager position also includes the following additional duties:

- Ensure that policies and procedures are followed by all shift employees.
- Possess a valid driver's license and provide a phone number where he or she can be reached.
- Perform all operational functions of the Manager, as needed.
- Work evening, night shifts or opposite the manager.

Requirements for the Job

Fuel Mart Assistant Managers must be able to demonstrate the skills and competencies of the Sales Associate and Shift Manager positions. In addition, Assistant Managers must demonstrate the following skills and competencies, as required by the essential functions of the position:

Ensure that all shift employees follow policies and procedures

- Oversee money handling procedures.
- Accept vendor deliveries, as requested by Manager.
- Supervise cigarette and lottery inventory counts.
- Perform cleaning and stocking and see that it is completed.
- Oversee shift and station operations, including training new employees.
- Change prices.
- Enter invoice on the PC.
- Prepare shift paperwork and see that it is completed properly.
- Adjust shift labor hours, as needed.
- Report any violations to the Manager.
- Provide a telephone number where he or she can be reached.

Possess a valid driver's license and telephone at all times

- Drive to the bank and check competitor's pricing.
- Be able to be reached by telephone to ensure station coverage and for emergencies is an essential part of all management positions.

Perform all operational functions of the Manager, as needed

- Serve as backup for the Manager in the Manager's absence or at his or her request (generally not scheduled to work the same shift as the Manager).
- Perform all daily unit operations and reporting functions, including:
 - ✓ Completing shift, daily, and weekly paperwork and reports,
 - ✓ Completing morning call-in accurately,
 - ✓ Surveying competitors and reporting prices to the Corporate office properly,
 - ✓ Completing price changes as directed by the Corporate office,
 - ✓ Taking deposits to the bank on a daily basis,
 - ✓ Ordering product from vendors and properly stocking unit, and
 - ✓ Completing any tasks as assigned by the Manager, Supervisor, or the corporate office.
- Has limited personnel responsibility for hiring, termination, or discipline of employees.
- All employee-related actions must have approval of Manager, Supervisor, or corporate office.
- May refuse to allow any employee to work under the influence of drugs or alcohol, or when not properly dressed for work, per Company policy.

Store Manager

Job Description

The Manager position at Fuel Mart is responsible for operating and managing the unit, servicing customers, performing all the essential job duties associated with station and/store business operations, hiring, training, and terminating employees, reporting sales results to the Corporate office, and communicating with Supervisor and Corporate management.

Job Duties

The Manager position at Fuel Mart includes all of the duties of the Sales Associate, Shift Manager, and Assistant Manager positions. In addition, the Manager position also includes the following additional duties:

- Ensure that policies and procedures are followed by all shift employees and Assistant Manager.
- Hire, train, evaluate, and terminate employees and manage all personnel issues.
- Perform all business operations of the unit.
- Maintain unit to corporate guidelines and pass periodic inspections.
- Merchandise, pricing, display, and marketing.
- A typical manager schedule is Monday through Friday 7:30 am to 4:30 pm and 7:30 am till Noon on Saturday. Other hours may be necessary as business dictates. Any deviations to this schedule must be approved prior to scheduling.

Requirements for the Job

Fuel Mart Managers must be able to demonstrate the skills and competencies of the Sales Associate, Shift Manager, and Assistant Manager positions. In addition, Managers must demonstrate the following skills and competencies, as required by the essential functions of the position:

Ensure that all shift employees follow policies and procedures

- Oversee money handling procedures.
- Accept vendor deliveries.
- Supervise cigarette and lottery inventory counts.
- Perform cleaning and stocking and see that it is completed.
- Oversee shift and station operations, including training new employees.
- Change prices.
- Enter invoice on the PC.
- Prepare shift paperwork and see that it is completed properly.
- Adjust shift labor hours, as needed.
- Report any violations to the Supervisor.
- Provide a telephone number where he or she can be reached.
- Be available at all hours to provide support to the unit.

Recruit, hire, train, evaluate, and terminate employees and manage all personnel issues

- Contact supervisor for a purchase order number before placing Help Wanted ads in any newspaper.
- Hire and train competent employees who are 18 years of age or older, using the guidelines established by the Company. Obtain approval prior to rehiring a former employee.
- Fully complete a hiring packet on each new employee and mail to the Payroll Department before an employee begins work.
- Verify that all employees read and understand the Station Manual and the Company rules and regulations.
- Plan and post the employees' work schedule for all employees to see a minimum of seven days in advance.
- Complete a Status Change Report and mail to Payroll Department for any employee who:
 - ✓ Quits or is terminated,
 - ✓ Is promoted, demoted, or who has a pay rate change, or
 - ✓ Is taking a leave of absence. *Note: Contact the Corporate Office for Transitional Return to Work program availability and requirements.*
- Issue violation warnings to any employee who violates Company rules or policies, a copy of which must be sent to the Payroll Department.
- Evaluate employees' job performance and recommend promotions to Supervisor.
- Terminate unsatisfactory employees, after notifying your Supervisor.
- Schedule and approve employee Paid Time Off. Consult the Payroll Department before approving time off to ensure that the employee is eligible for Paid Time Off time.
- Obtain Supervisor's approval 30 days in advance for your own Paid Time Off time. Ensure that the unit is covered and that normal operations will continue during your absence. *Note: Your Supervisor is NOT available to cover your unit while you are on Paid Time Off.*
- Ensure that employees fill in their hours worked DAILY, including Managers, and complete and sign their Payroll time sheets. Explain how to enter overtime and training time. Mail Payroll time sheets to the corporate office on Wednesdays.
- Check that unit phone is used for business calls only.
- Update Station Manual with changes from corporate office. Notify employees of policy or procedure changes.

Perform all business operations of the unit

- Ensure that the unit is open for business at all scheduled hours, unless otherwise instructed by the Supervisor or Corporate office
- Verify that employees properly cover all shifts. In case of illness or emergencies, the Manager is responsible for taking the necessary steps to cover the unit, including working the shift yourself.
- Possess a valid driver's license, because driving to the bank and checking competitor's pricing are essential functions.
- Provide a telephone number and address where you can be reached to ensure station coverage, for problems or questions, and for emergencies. Must immediately notify Payroll anytime there is a change.
- Maintain and organize the unit's Resource Center and ensure it contains all required manuals, guides, information, and other documentation.

- Operate unit within budget hours and keeping overtime below 1% of budgeted hours, as outlined by the Corporate Operations office. Supervisor must approve all budget hour overages.
- Responsible for accurate accounting of all Company funds and inventory at assigned unit
 - ✓ Make bank deposits daily,
 - ✓ Mail a bank-validated deposit slip to the corporate office daily, and
 - ✓ Place a second copy of the daily deposit in the Resource Center.
 - ✓ Remove monies from outside vendors' daily and properly account for it.
 - ✓ Settle credit card transactions daily and mail copies of report to the corporate office.
 - ✓ Settle all fleet card transactions daily or as instructed.
 - ✓ Ensure that guidelines are followed for accepting checks, as outlined in the Cash and Merchandise Procedures.
- Perform all daily unit operations and reporting functions, including:
 - ✓ Complete shift and daily paperwork and reports accurately.
 - ✓ Review all shift or daily paperwork completed by other employees for accuracy. Address any problems with the employee.
 - ✓ Complete the daily reports and communicate to the corporate office by designated time.
 - ✓ Survey competitor's fuel prices, immediately report changes to the corporate office.
 - ✓ Change gas and fuel prices immediately, as directed by the corporate office. If Manager, Assistant Manager, or Shift Manager, is unable to do so, you must notify the corporate office immediately.
 - ✓ Complete daily and end-of-month reports accurately, as scheduled by the corporate office
 - ✓ Complete additional tasks as assigned by the Supervisor or the corporate office.
 - ✓ Compare pump totalizer to console readings every 24 hours, where applicable, to verify that equipment is functioning properly.
 - ✓ Check for fuel variances before making daily call-in report to corporate office.
 - ✓ Solve any fuel variances on a daily basis.
 - ✓ Promptly respond to any requests from the corporate office to validate pump, automatic tank gauging reports, or manual tank readings.

Maintain unit properly

- Secure the premises and buildings at all times. Keep tank fills and storage buildings locked. Keep office doors closed. Secure money drops and deposits in the safe. Notify the Supervisor when an employee quits or is terminated so that the locks can be changed.
- Ensure that unit exterior is clean, grass is mowed, weeds pulled, lot free of trash, snow removed, and salt applied, as needed.
- Ensure that unit interior is clean, floor scrubbed, shelves and merchandise dusted, fountain area is stocked and clean, and restrooms are clean and functioning properly.
- Check fuel tanks for water and phase separation once a day, using water paste and bottom sampler. Notify Maintenance Department immediately with any problems.
- Handle minor maintenance problems at the unit:

- ✓ Change hoses and nozzles.
- ✓ Change inside lights.
- ✓ Replace furnace filters.
- ✓ Change cartridges on printers.
- Report any major maintenance problems to the Maintenance Department.
- Do not hire any outside company to repair any equipment, unless instructed by the corporate office.
- Do not sign any documents or contracts which would obligate the Company to payment in any way, unless instructed to do so in writing by the corporate office.
- Do not allow any changes to vendor supplied equipment unless authorized by the corporate office, including, but not limited to: pay phones, air machines, restroom, vending machines, and long distance phone companies. Direct any questions to the corporate office.
- Do not place any ads in phone books or any trade publications without the approval of the corporate office. Company policy is that you do not place ads or listings in the yellow pages of the phone book; only in the white pages listing, which is no charge.
- Do not make or promise any donations to any charitable organization or group without prior approval from the corporate office.

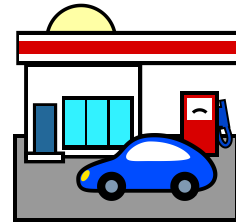
Manage merchandise pricing, display, vendor relations, product inventories, and marketing responsibilities

- Order product from vendors appropriately.
- Order cigarettes and merchandise from Grocery Wholesaler weekly, using the cigarette par book as directed by Supervisor or Corporate office.
- Check in or verify all vendor deliveries. Note product or pricing discrepancies and correct errors.
- Check costs from D.S.D. vendors to the suggested retails on every invoice.
- Stock merchandise as directed by the corporate office using authorized planograms in the unit in proper quantity and variety to keep shelves and coolers stocked adequately.
- Assemble and display shippers in a visible, high-traffic area with the price clearly marked. If shipper is not selling after four weeks, notify Corporate Marketing office for price reduction, especially after the holiday "theme" products.
- Disassemble shippers when they are nearly empty and place merchandise on another shipper or near the counter.
- Notify corporate office of any special deals offered by vendors or new products available, both of which require corporate authorization before ordering.
- Report any special prices on merchandise offered by our competitors.
- Price all merchandise accurately.
- Check that shelves and display areas are kept clean and stocked.
- Use Vendor Log and ensure that vendors keep their area(s) and merchandise clean and that they remove stale or out-of-date product.
- Train Sales Associates, Shift Managers, and Assistant Manager on product knowledge in order to ensure they can provide good customer service and answer customer questions.

Unit Operating Procedures

Customer Service

Wait on customers promptly. Customers should be served promptly. In no case, should the customer have to wait to be served.



Greet customers, assist them in finding merchandise, and thank them for their business. Employees are required to provide prompt, cheerful service to our customers. This includes greeting the customer when they arrive, and thanking them for their business.

Assist handicapped customers. It is the policy of Ports Petroleum Company, Inc. /FUEL MART employees to assist the handicapped person at our retail locations, as long as it does not breach the security of the unit. This policy will include ALL units, including self-serve. Handicapped customers should be advised that we will serve them as time and normal business allows.

Station or Store Operation

Follow scheduled business hours. Stations are to be open for business all scheduled hours. No station may be closed early without the express approval of the corporate office.

Inspect premises for cleanliness, safety, and appearance. Station premises are to be kept clean and neat at all times. This includes the drive, office, and restrooms. Employees should be constantly looking for something to clean or stock, when not serving customers.

Complete the Fuel Mart New Employee Training program. Each new Fuel Mart employee, regardless of position, is required to complete the three-day training program, all of the computer-based training CD-ROM lessons and learning activities, and pass each evaluation with a score of 90% or better.

Read and be familiar with all training guides and manuals. Read and be familiar with the Cash and Merchandise Procedures Guide. If your station has Trendar equipment, read and be familiar with the Trendar Procedures Guide. If you are part of the management team, also read and be familiar with the PDI Enterprise Procedures Guide.

Keep doors closed. All storage rooms, office doors, and cigarette storage cabinets must be kept closed and secured at all times.

Report all emergencies or accidents. All employees are required to immediately notify the corporate office of any emergency (i.e. robbery, fuel spill, power outage, accident, etc.). Employees must also immediately notify the Maintenance Department of any equipment problems. The employee will be advised of any action to be taken.

Shower Program

For stations with shower stalls, showers are free with a fuel purchase. There is a \$5.00 charge for customers without a fuel purchase.

- Fuel Mart provides small bars of soap at no charge.
- For a \$5.00 deposit, the customer has free use of one towel and one washcloth from a towel rental service. The \$5.00 deposit is refunded in full when the towel and washcloth are returned.
- Showers must be cleaned after each use.

Legal Regulations and Compliance

Dispense or sell gasoline only in approved containers. Federal regulations prohibit the filling of any container with gasoline, other than a metal or plastic approved container with a tight seal and painted red with the word "Gasoline" on the container.

Check ID for tobacco sales. Employees will not sell cigarettes or any tobacco product to any person under the age of 18. Employee must ask for, and examine, valid ID from any person who appears under the age of 27 prior to making a sale of cigarettes.

Check ID for alcohol sales. Employees will check I.D. before making each and every alcoholic beverage sale. No one under the age of 21 may purchase these beverages.

Station Cleanliness

From a customer viewpoint, cleanliness is as important as pricing when it comes to choosing a place to shop. Even if you have the lowest prices around, people will not choose to shop at a station or store that is dirty. Fuel Mart strives to present a clean and attractive appearance to our customers. Outlined below are the required cleaning duties, which must be constantly maintained.

Station Interior Cleaning Duties

Clean the restrooms. Clean the restroom sinks, toilets, walls, doors, mirrors, and floors each shift. Replace the toilet paper, paper towels, and soap as needed. Check the restrooms for cleanliness on an hourly basis.

Clean the coolers and shelves. Stock and front the coolers and shelves each shift. Dust merchandise as needed. Once a week, remove the merchandise from the shelves, clean the shelves, and replace the merchandise neatly.

Clean the floors. Sweep and mop the floors on each shift. Pay special attention to the edges of the floor to prevent build-up. Scrub these areas as needed.

Clean the windows and doors. Clean the glass on the doors every day. Wash the windows, inside and out, once a week. Use a mild detergent (dish soap) on tinted glass.

Empty the trash. Empty the inside trash cans each shift and take trash to the dumpster. Combine partially full trash bags to minimize the number of bags you use. Break down boxes so that they fit flat in the dumpster.

Clean the office and storage areas. Keep the back office and storage areas clean and organized at all times, just as you would your sales area.

Clean the shower stalls. For stations with showers, inspect and clean the shower stalls at each shift change.

Station Exterior Cleaning Duties

Clean the pumps. Clean the pumps once a week, or more often if necessary. Scrub off any build-up on the metal parts.

Check the hoses and nozzles. Periodically, check the hoses and nozzles for wear. Replace any cracked hoses with spares you should have in inventory. Clean nozzle handles regularly. Replace any broken splash guards, which are required on all nozzles.

Check the windshield washing supplies. Check that the water (or washer fluid during cold weather) is kept clean and full. Replace worn window squeegees as necessary. Keep the towel dispensers filled at all times.

Clean the lot for trash. Inspect the lot frequently and pick up any trash. Empty the trash containers at least once a day. Clean and sweep the sidewalks and curb areas daily.

Check the lawn. Mow the lawn or arrange for it to be mowed as often as needed to keep grass under 2 ½ inches long. Cut or pull weeds along fencerows, around posts and poles, along the building and curbs, and in the tank beds. Trim the bushes as needed. Be sure to pull the weeds before applying chemical spray to the area.

Paint the tank fill lids. Periodically, paint the lids on the tanks. You must paint the covers using the following colors by fuel type:

Fuel Type	Paint Color
Unleaded (87 Octane)	White
Super Regular (89 Octane)	Blue
Premium Unleaded (92 Octane)	Red
Diesel Fuel	Yellow
K-1 Kerosene	Brown
ULSD Diesel Fuel	Dark Blue or Black with a U on the lid
Premium Diesel Fuel	Yellow with a Blue or Black UP

Vapor Recovery (may have a separate lid at some locations)	Orange <i>Caution: Do not paint to match the product.</i>
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Clean the spill containment. Regularly wipe the tank I.D. tags and clean the spill containment areas. Spill containment buckets should be kept empty at all times.

Robbery Deterrence Procedures

A robbery is never a pleasant experience, but by observing the following procedures, we can lessen the chances of these occurrences.

Keep available money to a minimum. Make smaller and more frequent drops into the safe. Keep no more than \$100 over your starting register fund in your register at all times.

Do not discuss business with customers or in the store. Customers may be sizing you up for a later robbery.

Be alert to people or activity outside your store. Be wary of individuals hanging around your station or acting suspicious. If an individual is "casing" the station, the best thing that you can do is to greet them, acknowledge them, and ask if you can help them find something. Most potential robbers do not want attention drawn to themselves.

Watch the parking lot. Keep an eye out for vehicles parked on your lot with an individual inside. If he/she stays there for any period of time, write down a description of the vehicle and the license number, if possible.

In the Event of a Robbery Procedures

Keep your cool. Remain calm. This is the hardest thing to do, but it is the most important.

Don't be a hero! Cooperate fully with the robber(s). Most of the individuals want to get in and out as fast as possible. We can replace anything in the station, except you.

Be observant. Pay attention to details. Make a note of the type and color of clothes the person is wearing. Look for distinguishing physical marks, such as scars, tattoos, beard, mustache, etc. These details can be extremely important in identifying a suspect later on.

Call the police. As soon as the suspect leaves, contact the police, and then immediately call your supervisor. You will be advised on what action to take.

Policy Governing Exempt Sales of Diesel Fuel at Retail Locations

This policy establishes specific guidelines that must be strictly followed. These guidelines are applicable to excise tax exempt sales of #1 diesel, #2 diesel, and premium diesel sold from a retail dispenser. The corporate tax department will monitor compliance with this policy, and any deviations will be reported to retail management. Any errors will be charged against station shortage. No exempt sales are allowed in the following states:

- Illinois
- Indiana
- Ohio
- South Dakota

Off Road Tax Deductions Procedures

Collect the pump price for all diesel and gasoline purchases. Fuel Mart does not deduct any taxes off of the pump price, whether or not the fuel is for farm or off road use.

Fill out a cash receipt invoice for customers. You will complete a Cash Receipt and include following information:

- Gallons purchased
- Price per gallon (pump price)
- Total purchase amount

Give the customer a copy of the Cash Receipt and keep one copy with your daily report. The customer is responsible for completing a 4-A form and filing for a refund.

Tax Rates

Fuel Mart's Corporate Tax Department notifies each station when there is a tax rate change going into effect.

Fuel Handling Procedures

Follow the daily tank procedures.

- Print inventory report from automatic tank gauging (ATG) system.
- Take meter readings (also called totalizer readings) from individual pumps.
- Using bottom sampler sticks and paste, take manual readings of all tanks to compare to the ATG inventory and check for water in the tanks daily.
- Clean tank ID plate and spill containment area daily.
- Report any problems to the corporate office.

Follow the fuel delivery procedures.

- Verify that carrier drops fuel in correct tank.
- Repaint tank covers periodically to make deliveries easier.

- Be aware that two hoses are connected to the tank truck during delivery; one for fuel and one for vapor recovery.
 - Be aware that the carrier driver should remain by the hoses and truck during delivery.
- Report any problems to the corporate office.

Follow the dispensing equipment maintenance procedures.

- Inspect exterior of pumps for hoses, nozzles, or splash guards that may need repaired or replaced.
- Inspect interior of pumps for leaks or drips.
- Clean fuel screens regularly and replace filters as needed.
- Be able to reset the impact release mechanism.

Follow the customer fueling procedures.

- Check fuel islands for supplies, such as towels, squeegees, clean water, and clean pump handles.
- Remind customers not to smoke or leave vehicles running while fueling.
- Clean up small spills or oil leaks on pavement.
- Report any spill to the corporate office immediately for instructions on proper clean-up procedures.
- Locate the emergency Shut Off for fuel pumps.

Follow the leak detection procedures.

- With the onset of winter, you may experience problems with slow running pumps. The majority of these problems are due to leak detectors going into slow flow mode.

If your pumps are running slow, follow these procedures:

- Make sure that there are no customers pumping on any other hose of the same product.
- Turn the pump on.
- Wait 30 seconds to allow the leak detector to reset.
- Dispense fuel as usual. If pump still runs slow, release the nozzle handle, wait another 30 seconds, and then attempt to dispense fuel again. If the problem persists, shut down that product and immediately report the problem to the Maintenance Department at the corporate office.
- If you have this problem and you are not open 24 hours, turn the pumps on 5 to 10 minutes before opening to allow the system to reset.

If nozzles continually shut off when dispensing, follow these procedures:

- The problem may be due to snow or ice plugging the automatic shut off. To correct this, pour a small amount of dry gas into the nozzle spout. If the problem continues, replace the nozzle.

Spill Prevention Procedures

The prevention of spills will be accomplished by a combination of fail-safe equipment and standard operating procedures.

Fail Safe Equipment Includes:

- Venting capacity is sufficient for the fill and withdrawal rates being used.
- Tank connections are tight fill liquid and vapor fittings.
- An emergency impact valve is installed under each pump at the island.
- Consoles located in the Fuel Desk Area have emergency shut-off switches that can be activated by the station operator.
- All pressurized lines are equipped with line leak detectors.
- All tanks are equipped with a Stage One, Single Point or a Stage One, Two Point overfill prevention device, set restrict fuel flow at 90% capacity of the tank.
- All tanks are equipped with spill containment devices to protect against the loss of fuel from overfills or hose spillage.

The Standard Operating Procedures Are:

Prior to receiving a fuel delivery, the transport driver should obtain an inventory reading from the automatic tank gauging to determine if the fuel on the truck will fit into the storage tanks. If there is not room for the delivery, CALL THE OFFICE FOR INSTRUCTIONS. Do not let the driver drop the fuel.

Drivers unloading transports must stand by the vehicle ready to shut down the operation in case of overflow or malfunction.

Daily inventory records are maintained and reconciled on the product in the underground storage tanks for the indication of possible leakage from the tanks or piping. The manager will record daily tank product inventory readings, daily recording of dispenser totalizer readings, and include delivery receipts to make a daily computation of any gain or loss of product.

The manager is responsible for and will make all arrangements for cleaning up minor spills of ten (10) gallons or less with absorbent materials.

Absorbent materials will be stored on the site for clean up of minor spills.

The manager will ensure that all employees are trained on these procedures so that everyone is aware of the plans, conditions, and requirements.

Emergency Procedures in the Event of a Spill or Leak

1. Determine the cause, source, and extent of the spill.
2. If the spill is coming from a pump or transport, immediately shut off the flow anyway possible.
3. Make every attempt to contain the fluid.
4. Do everything possible to prevent the fluid from getting into waterways and sewer systems.
5. Call the Corporate Office in Wooster, Ohio, and speak with Phillip Le Claire, Joel Teague, Barry Henderson or Mike Ports. The Corporate Office will provide you with assistance in contacting the proper authorities and a clean-up contractor in the event of a large spill.
6. Small spills, like overfilling a car or truck, should be cleaned up with absorbent pads, oil dry, sand, etc. The pads should be wrung out into a container and re-used. The container of fluid should be kept for your supervisor. The Office will dispose of this fluid properly for you.

EMERGENCY PHONE LIST

Ports Petroleum Company, Inc. Corporate Office 800-562-0373
(24 hours a day/365 days a year)

Please Note: All information on major spills must be reported to the corporate office immediately!

EMERGENCY BACKUP NUMBERS

Phillip Le Claire	330-317-6475
Joel Teague	330-466-4154
Haley Ahrendt	330-465-6360
Barry Henderson	330-466-4152
Mike Ports	330-347-3638

NATIONAL AGENCIES

National Response Center	800-424-8802
Federal EPA or Coast Guard (all areas)	800-424-8802

STATE AGENCIES

Illinois EPA	217-782-7860
Indiana (Office of Environmental Response)	317-241-4336
Ohio	
EPA	614-644-3020
USTR	614-752-7938
U.S. Coast Guard (if into any waterway)	216-522-4404
South Dakota	
Contact local fire department	

SUNPRO REGIONAL OFFICE LOCATIONS

24 Hour Emergency Response Line (all locations)

1-800-488-0910

Corporate Office
7640 Whipple Ave. NW
North Canton, OH 44720
330-966-0910
330-966-1954 (general fax)
330-966-1071 (accounting fax)

*Services all of Ohio, Northern West Virginia,
and Western Pennsylvania.*
(OH, WV, PA)
Contact: Todd Hollis, ER Operations
Coordinator.

Michiana/Indiana Regional Office
53971 North Park

*Services Northern & Eastern Indiana,
Southern Michigan, and Western Ohio.*

Elkhart, IN 46514
574-262-3556
574-262-9780 (fax)

(IN, MI, OH)
Contact: John Bamber, Regional Manager

Chicago Regional Office
500 Kennedy Ave.
Schererville, IN 46375
219-322-9054
219-322-1054 (fax)

*Services North and Western Indiana, and
Eastern Illinois and Southern Wisconsin.*
(IN, IL, WI)
Contact: Chris Curtis, Regional Manager

Pittsburgh Regional Office
700 Millers Run Road
P.O. Box 442
Cuddy, PA 15031
412-220-4429
412-220-4433 (fax)

*Services Southeastern Ohio, Western
Pennsylvania, and Northern West Virginia.*
(PA, OH, WV)
Contact: Ernie Miller, PG Operations
Manager.

Northwest Ohio Regional Office
6915 Commodore Drive
Walbridge, OH 43465
734-660-8127

*Services Michigan, Northwest Ohio,
Northeast Indiana.*
(MI, OH, IN)
Contact: Mike David Sr., North Ohio Regional Mgr.

Steubenville Regional Office
235 N. 3rd St.
Steubenville, OH 43952
740-314-8498
740-792-4163 (fax)

*Services Southeastern Ohio, Western
Pennsylvania, and Northern West Virginia.*
(PA, OH, WV)
Contact: Dave Radabaugh, ER Manager

Cleveland Regional Office
6511 Eastland Rd.
Unit 110
Brook Park, OH 44142
440-973-4707
440-973-4709 (fax)

*Services Northeast Ohio, Northwest
Pennsylvania*
(OH, PA)
Contact: Mike David Sr., North Ohio
Regional Manager

Galesburg Regional Office
945 Monmouth Blvd.
Galesburg, IL 61401
309-337-6481

*Services Western Illinois, Iowa, and
Missouri*

Indianapolis Regional Office
9251 E. US Hwy 36 Suite 9
Avon, IN 46123
800-488-0910

*Services Mid and Southern Indiana,
Southwest Ohio, Southern Illinois, North
Kentucky*

Operating Procedures for Managers

Overview

This section is primarily for managers, assistant managers, and shift managers who are responsible for fuel and sales reporting.

Daily Procedures

Please refer to the Enterprise Procedures Guide for complete instructions on preparing and entering fuel and sales information into the Enterprise computer system. The Guide also includes instructions for running your Daily Reports.

Manual Call-in Procedures

Whenever you are not able to communicate to send your daily report files to the corporate office through Enterprise, you will need to call the corporate Dispatch department and give them your daily numbers manually. Have your Gallon Reconciliation Report and your Daily Recap report ready.

- *Call in daily report information.* Please cooperate fully with the Dispatch or corporate office staff when they alert you to a problem with your daily report or your manual call-in numbers. We are required by law to keep a record of this information, and it must be accurate. Dispatch will ask you for the following information.

From the Gallon Reconciliation Report (lower part of screen), you will provide the following information for each type of fuel:

- Total gallons received (Received column)
- Total gallons in inventory (Current Close column)
- Total gallons sold (Meter Sold column)

Sample Gallon Reconciliation Report from Enterprise

	Previous Close	Received	Total	Current Close	Calculated Sold	Meter Sold	Variance
S. Regular	1863	0	1863	1792	71	74	3
No Lead	7183	0	7183	6122	1061	1037	-24
Premium NL	2930	0	2930	2877	53	54	1
#2 Diesel	20561	7500	28061	18862	9199	9215	16
Prm Diesel	2532	0	2532	2238	294	296	2

From the Daily Recap Report Monies Received (F. Deposit section), you will provide the following information:

- Daily Deposit Total
- Special Deposit
- Scale Deposit

Sample Daily Recap Report Monies Received from Enterprise

Monies Received:		
	1st Deposit	\$3,359.96
F. Deposit	2nd Deposit	\$5,587.04
	3rd Deposit	\$3,581.99
	Special Deposit	\$39.19
	Scale Deposit	\$49.00

Any corrections to deposits must be called in to the corporate office.

Interviewing & Hiring

Direct anyone requesting an application to the Fuel Mart website under the Careers tab to apply online. We will not accept paper applications. If someone asks why they were not contacted or hired, your response should be “All hiring decisions are made at the corporate level.” Do not discuss the assessments or any criteria with anyone, including the candidate.

Discuss your hiring needs with the Supervisor. This includes why you are hiring and which candidates (from your candidate list) you are considering and the reason.

Review PeopleMatter daily for new candidates even if you are not currently hiring. You can only interview from the candidate list. Only managers should be reviewing applications/assessments and conducting interviews. Make notes in the candidate's file during the process. For example, “Called for interview.”

Once you decide who to interview, call the candidate and schedule the interview. Call one of the managers from the hiring team to attend the interview via web cam. If none of the hiring team managers are available, contact your Supervisor.

You must complete an Interview Guide each time you interview someone, whether you hire them or not. This packet includes an essential job function and job skill questionnaire to be completed by the candidate during the interview. Do not interpret the questions for the candidate; they should be self-explanatory. Do not distribute Interview Guides, they are company property. You can only consider candidates for hire who can perform all of the essential job functions.

Call your Supervisor if you are unsure about how to handle any issues that arise or if anyone asks about an accommodation to allow them to be hired.

It is illegal to ask if a person has a handicap, about their medical history, or about their Workers' Compensation record. For example, never ask questions such as:

- “Are you blind?”
- “Is your foot permanently damaged?”
- Have you ever filed a Workers’ Compensation Claim?”
- “Are you in good health?”

Do not discuss your intentions, a job offer, or your opinions as to their chance of employment with the candidate.

After the interview, the hiring team manager will contact Payroll to continue the screening process. Upload the completed Interview Guide to PeopleMatter.

You will be notified once your candidate has been approved for hire. You can then contact them with a job offer and instruct them to complete the onboarding. You will move them to hire status and send the email through PeopleMatter to complete the onboarding.

Once they complete the onboarding, you will contact them to confirm their start date. They cannot start unless their onboarding is complete. On their start date, they must bring two forms of ID, so that you can complete the I9 through PeopleMatter.

Complete the Class C training and certificate for all Fuel Mart employees, and scan it to Payroll. The new employee should immediately be trained and complete all required certifications of training through PeopleMatter.

The new employee should spend time with the Manager for orientation before being trained on the cash register and all other devices and equipment. The amount of training time given may vary by location and should be approved by your immediate Supervisor prior to scheduling.

Rehiring Employees

Call your supervisor for approval before interviewing potential rehires.

Employment Verification Requests

Direct all employment and wage verification requests to the Payroll Department. If it is a telephone request, give them the (330) 264-1885 number for the Office. If it is a request by mail, forward it directly to the Payroll Department. If you receive a request for separation information from the Unemployment Office, you should call the Payroll Department immediately for further instructions.

Budge Hours And Scheduling

Monitor labor hours closely. One of the biggest expenses we incur as a company is labor. It is also an area we must closely monitor. Each of our stations has been evaluated and assigned budget hours. These are the number of hours within which you are expected to properly operate your station. Your Area Supervisor will explain your individual station’s budget hours to you.

Schedule within your labor hours. As a Manager, you will be expected to schedule yourself and your employees within these hours. When making out your work schedules, you will also observe the following rules.

- No full time sales associate is to be scheduled to work more than 40 hours per week.
- No employee is to be promised any set schedule or every weekend or holiday off.
- Assistant Managers are to be scheduled to work no more than 45 hours per week.
- Assistant Managers may not be scheduled to work more than one day shift a week with the Manager.
- Work schedules are to be posted a minimum of one week in advance.

Overtime

Avoid scheduling overtime for hourly employees. Overtime should never be scheduled for an hourly employee, with the exception of the five hours possible for Assistant Managers. In the event you are forced to work an employee overtime (i.e.; illness, shortage of help, training a new employee), you must contact your Supervisor for approval. In addition, you are to explain any overtime on your Payroll Time Sheets. Every effort must be made to keep overtime to a minimum.

No employee is to be promised overtime for any reason.

Part- and Full-Time Employees

For the purpose of determining eligibility for benefits, the following guideline will be used: In order to be considered full-time, an employee must work a minimum of 32 hours each payroll period for 12 weeks. All employees not meeting these criteria will be considered part time.

It is imperative that you follow this guideline when classifying your employees on a Status Change or on the Time Sheet. If you move an employee from part-time to full-time (or vice versa), you must send a Status Change to Payroll showing the move.

Guidelines for Issues Related to Assisting Employees with a Life Threatening Illness

Ports Petroleum Company, Inc. recognizes that employees with life threatening illnesses, including but not limited to cancer, heart disease, and AIDS, may wish to continue to engage in as many of their normal pursuits as their condition allows, including work. As long as employees with life threatening illnesses are able to meet acceptable performance and attendance standards, and medical evidence indicates that their condition and actions pose no threat to the health and safety of themselves or others, efforts should be made to treat them consistently with other employees.

Ports Petroleum Company, Inc. also recognizes that it has the responsibility to provide a reasonable work environment for all employees and customers. Based upon the most current information and regulations available to the Company, every precaution should be taken to ensure an employee's illness or condition does not present a health and/or safety threat to other employees or customers.

Consistent with these concerns, the following guidelines should be used throughout the Company for dealing with illness-related employment issues:

1. Recognize that medical information is personal and confidential, and take all reasonable steps to assure strict confidentiality.
2. Be sensitive to employee concerns about life threatening illnesses, and make educational material on these conditions readily available to them. Contact the Human Resources Department for available educational materials, if you believe that you or other employees need information.
3. Contact the Human Resources Department if you become aware that an employee has or may have a life threatening illness. The Human Resources Department will obtain the necessary medical information to determine if the employee is able to continue working without being a threat to the health and safety of the employee, co-workers, or customers.
4. Remember, when dealing with employees with life threatening illnesses, laws and/or regulations that protect handicapped people against discrimination may apply. The Human Resources Department should be consulted before making any employment decisions regarding an employee with a life threatening illness.
5. Be sensitive to the fact that employment for an individual with a life threatening illness can be an important factor in determining the quality of life for that individual.
6. Advise employees who are known to have a life threatening illness that information to assist them in managing their situation is available through the Human Resources Department.

Month End Inventory Responsibilities

Managers are responsible for completing a full count of all store merchandise and funds at the end of each month. Your Supervisor will explain the month end procedures to you.

Vendor Delivery Procedures

Follow these guidelines for accepting vendor deliveries and doing business with vendors.

Set time frames. Do not accept deliveries before 7:00 a.m. or after 4:30 p.m. Monday through Friday. Saturday delivery hours are 7:00 a.m. to 12:00 p.m.

Only the manager or assistant manager can check in vendors. Do not accept deliveries unless the manager or assistant manager is available to check in the vendor.

Establish a designated check in area. Set a designated area of the store for checking in vendors and inform vendors that you will not accept deliveries elsewhere. This should be a neutral area away from the vendors' product area.

Inform vendors of the proper check in procedures.

- Check in only one vendor at a time.
- Vendors must park in designated delivery areas.
- Vendors must deliver merchandise to the designated delivery area for check in.
- Vendors must neatly stack all merchandise, from top to bottom, as listed on the ticket. To minimize confusion and error, vendors must not skip around on the ticket.
- Vendors must open all boxes for check in.
- Before the vendor leaves, make sure all merchandise is checked in and all boxes are broken down flat.
- Vendors must sign in and out on the Vendor Log Sheet, printing legibly and including the time in and out.
- There are no exceptions to this policy.

Vendor business requirements:

- Vendors must pull all credits and issue a credit invoice before a new order may be delivered. Once issued, the credited merchandise must remain at the front counter until the vendor leaves the store.
- Vendor must pick up and credit all damaged product on each delivery. Product swapping is not permitted.
- Only printed invoices made out to Fuel Mart will be accepted. If there are any scratch outs or math corrections on an invoice, it will not be accepted, and the vendor must make out a new one.
- If there are any count or math errors on any vendor ticket, the Manager or Assistant Manager must contact their supervisor. If this occurs more than twice in one week, the vendor will not be allowed to return to the store unless accompanied by his or her supervisor to observe the check in process.
- The vendor is required to clean all shelves and sections, including the cooler, on each visit. There are no exceptions to this policy.
- The Manager or Assistant Manager doing the check in must sign the vendor invoice.
- Vendors are never to be left alone in the sales area, offices, backrooms or cooler areas.
- Fuel Mart reserves the right to search any tote, box, bag, briefcase, purse, or coat in a vendor's possession, if there is a valid suspicion of theft.

Use drafts for all paid outs. Use drafts for paid outs, such as snow plowing or mowing. Make sure that you list the detail of your purchase on the back of the receipt, if it is not detailed on the front.

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