

# EMPLOYEE HANDBOOK

Effective Date:

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Congratulations and welcome to \_\_\_\_\_, located at \_\_\_\_\_ which is owned and operated by \_\_\_\_\_. You have joined a company that takes pride in its employees. We are glad to have you on our team.

Our commitment to customer satisfaction and quality service is realized through the efforts of hardworking and dedicated employees. Our goal is to provide our customers with pleasant shopping experiences in clean, comfortable stores. We expect you will be an active participant in that process and that you will contribute significantly to the Company. Enthusiastic, courteous, friendly employees are the key to our success.

You are a very important part of our business. As we prosper and grow together, we will support you in your career with training and opportunities.

Once again, welcome to the team!

## PURPOSE OF EMPLOYEE HANDBOOK

This Employee Handbook (“Handbook”) is intended for use by employees of the Company. It provides information on many of the Company’s policies and procedures and is to be used as a helpful guide.

To help you get to know us, it is important that you read this Handbook carefully and completely. It will explain how we do things; what you can expect from us and what we expect from you. The information in this Handbook is not a promise or contract between Company and you and does not change your status as an at-will employee. At-will employment is explained later in this Handbook. Employment with Company is based on mutual consent. Both you and Company have the right to end your employment at will, with or without cause, at any time. If you have any questions after reading the Handbook, please immediately contact your supervisor for clarification.

## EXPECTATIONS OF YOU

Everyone on our management team strives to make our stores the best in the business. The success of our store is built around store employees who care and have pride in themselves and their work. Our employees are the most important points of contact with our customers. As a member of the team, you are expected to share your talents, energy and positive attitude to help us as we grow. In return, we will give you training opportunities and the opportunity for advancement.

You represent the Company to the public. To be a successful representative of the Company, there are certain expectations you must fulfill which include the following:

**ACCOUNTABILITY** – Accept responsibility for everything you do and for which you are accountable.

**DEPENDABILITY** – Your fellow employees depend on you to work your assigned hours and to show up on time. When you are absent or late, someone else must do your job. Employees depend on one another to make the store team successful.

**FLEXIBILITY** – Company is rapidly changing and growing. We need you to be flexible with changes in your schedule or workplace. It is imperative that you be able to adapt to change as the Company’s needs change.

**HONESTY** – Working with limited supervision may be a new experience for you. Make sure that everything you consume is paid for and that all merchandise and cash is accounted for. Your honesty in managing the store’s assets is a key element to your success and the success of your store.

We will do our best to help you learn all the skills you will need to perform your job.

## BUSINESS ETHICS

Company is committed to maintaining a high standard of business ethics. Business ethics means that all of the Company's business dealings are conducted with honesty, integrity and fairness to our customers and vendors. As an employee, it is your obligation to safeguard the Company's reputation as an ethical retailer.

Business ethics include:

1. Charging all customers correctly;
2. Treating customers courteously;
3. Maintaining a positive environment within the community;
4. Following the highest ethical and legal standards while operating the business;
5. Keeping accurate company records using accepted accounting principles, practices and other internal controls;
6. Asking that all employees avoid activities and situation that may create, or even appear to create, conflict with the interest of the company;
7. Accepting gifts from customers, vendors, or suppliers is discouraged. Accepting gifts must never put employees in a comprising or embarrassing position;
8. Protecting the confidentiality of COMPANY'S, employees, customers, and vendors.

Failure to uphold the Company's business ethics may be grounds for disciplinary action, up to and including termination. By practicing Company's business ethics on a daily basis, you help ensure our reputation for fairness and honesty to our customers and the communities we serve.

**TERMINATION OF EMPLOYMENT** – Employees who want to resign are asked to give their manager a written, two-week notice of resignation. Your final paycheck will be paid in accordance with state and/or federal laws. The Company is required by law to deduct from you pay your federal withholding tax, social security tax and any amount for which the Company receives a writ of garnishment, which may include child support you owe. Your year-end tax statement (W-2) will be sent to your last known address. Please notify the HR Department of any changes to your address.

**TRANSFERS** – COMPANY'S allows employees to transfer between locations or territories when it benefits both the employee and the company. A transfer is a change from a position in one location to a position of equal value at another location. Transfers may be company or employee requested. Transfer procedures are as follows:

1. If the company needs you to transfer, your manager or supervisor will talk with you.
2. If you want to transfer, talk to your manager or supervisor. Staffing in your current area can be a reason for denial of your transfer.
3. Transfers must be approved by the Operations Manager.

4. The manager at the location you are leaving will complete all necessary paperwork. All paperwork approving the transfer must be completed prior to the commencement of the transfer.
5. Any employee requesting a transfer must be in good standing.

FULL-TIME/PART-TIME STATUS – COMPANY’S policy defines a full-time employee as any individual who works an average of thirty (3) or more hours per week.

OUTSIDE EMPLOYMENT – Employees are not permitted to work for any company that is a competitor of COMPANY’S convenience stores. Any kind of involvement with a business similar to COMPANY’S must have prior written approval by the Operations Manager. If an employee has other employment, he/she must notify the Company of the other employer, his/her duties with the other employer and the time of his/her employment. Violation of this policy could result in disciplinary action, up to and including termination.

Other work that affects your job performance, conflicts with your regular working hours, interferes with your responsibilities at Company’s, or involves the use of the Company’s resources is not permitted.

## JOB PERFORMANCE

### JOB.FUNCTIONS.AND.CLASSIFICATIONS

The position of “Store Employee” including Stocker, Sales Associate, Food Service, Maintenance, Assistant Manager and Manager, is a combination of four essential employment functions. They are the cashier, stocking, cleaning, and security functions. The nature of the convenience store business with its limited store-staffing dictates that all employees are flexible in the shifts that they work. In that the evening and midnight shifts may be single person coverage shifts, it is essential that all employees on a store’s staff be able to singly perform all four functions if called upon in the course of scheduling. When performing the duties of this job, the employee is regularly required to stand and walk for the majority of each shift and to remain alert at all times. You must learn to make good, efficient use of your time in between sales and helping customers.

THE SALES ASSOCIATE FUNCTION: The Sales Associate function requires that the employee be able to:

1. Read, write, speak, comprehend and communicate English in the course of providing service, handling problems, or explaining policy.
2. To hear and comprehend what’s being said in the course of providing service, handling problems or explaining policy.
3. Reach to as high as overhead, to as low as ground level.

4. Stand and step at a checkout counter containing manual and electronic equipment used in conducting sales transactions. Store Employees will constantly be standing, bending and reaching.
5. Grasp objects such as writing pens, change, paper currency, multiple carbon set receipts, credit cards and items for sale both behind the counter and while sacking items at the sales counter.
6. See a distance of at least 100 feet, the average distance from the checkout counter to the farthest gasoline island.
7. Understand and operate digital equipment, a cash register, and a gasoline console in the course of conducting business.
8. Read, speak, and comprehend English when conducting business transactions. Some writing in English may also be required for this position.
9. Count. You must demonstrate knowledge of basic math principles including but not limited to subtraction, addition, fractions, and division. You must be able to balance a cash drawer and count the US Dollar currency.

THE STOCKING FUNCTION: The stocking function requires that the employee be able to stand, step, bend, lift, pull, reach, and grasp in the process of stocking and or merchandising items for sale in the store. These items may vary in weight from one ounce to forty pounds and from negligible size to boxes up to 30 inches in length, width, and height. At some locations you will be asked to bag ice in 10 lb. & 20 lb. bags. From time to time, you will be stocking the coolers which are maintained at an average of 38F.

THE CLEANING FUNCTION: The cleaning function requires that the employee be able to:

1. Grasp objects such as a broom, mop, mop bucket handle, toilet brush, dustpan, piece of trash, beverage bottle or can, and water faucet handle.
2. Squeeze (or pour) from a spray trigger container for purposes of dispensing window cleaner or all-purpose cleaner.
3. Wipe with a paper towel or sponge the windows, gondolas, or counters at heights ranging from overhead to floor level.
4. Bend or stoop in order to reach objects on the ground or at ground level.
5. See distances of approximately six feet in order to effectively perform general cleaning and dusting function.
6. Move in a sweeping fashion a broom or mop in an effective manner to accomplish the moving or removing of dirt.

Additional job functions include but are not limited to the following;

1. Being courteous and professional to customers.
2. Reminding customers of special and plus selling.

3. Immediately ring all sales on the cash register.
4. Safeguarding store cash and merchandise.
5. Being courteous and professional with fellow employees.
6. Being aware of customer activities inside and outside the store.
7. Respecting supervisors and following their work directives.
8. Ensuring customer, vendor and employee safety.
9. Controlling inventory.
10. Completing daily paperwork.
11. Following the Company's policies and procedures.

YOU MUST BE ABLE TO READ, WRITE, COMPREHEND AND SPEAK ENGLISH TO PERFORM MANY OF THE CONVENIENCE STORE FUNCTIONS. Company remains committed to the expression of its diversity efforts, which include the use of languages other than English, but realizes that specific business operational requirements necessitate that communication be clear, concise and distinct. Thus, in meeting these operation requirements, the use of English will be required.

YOU MUST ACKNOWLEDGE THAT YOU CAN PERFORM THE FUNCTIONS AS STATED ABOVE DURING YOUR INITIAL APPLICATION PROCESS. YOU UNDERSTAND THAT IN THE EVENT YOU ARE UNABLE TO PERFORM ANY OF THESE FUNCTIONS, YOU MAY CONTACT YOUR SUPERVISOR TO FURTHER DISCUSS YOUR EMPLOYMENT OPPORTUNITIES.

## JOB CLASSIFICATIONS

SALES.ASSOCIATE – Entry level position for most hourly employees.

MAINTENANCE – Entry level non-cashier position with the main function of performance inside and outside of the building.

ASSISTANT.MANAGER – Promotion to Assistant Manager is based on ability and proven performance. Assistant Managers must be able to work evening shifts and Manager's day off.

CERTIFIED.ASSISTANT.MANAGER – When an ASM is being considered for promotion to SM, they will enter a training program to become certified to prepare for the Store Manager role.

STORE.MANAGER – Promotion to Store Manager is a position that requires proven performance and leadership ability.

TRAINER-STORE.MANAGER – The position of a Trainer/Store Manager has the same duties of a Store Manager but have shown to have the ability to share their knowledge of the COMPANY'S way to those wanting to learn.

EMPLOYEE TRAINING – All Company's employees will receive detailed and thorough training in order to better perform their job duties and to be successful. The employee training consists of a computer-based course (Modisoft) and on the job training in the store location. The Territory Manager and/or Training Department may verify with employees their complete understanding of any or all items covered in training.



**TABC CERTIFICATION** – All Company's store employees must obtain and maintain current certification from the Texas Alcoholic Beverage Commission. Certification is mandatory and is to be completed before the first day of employment. Company will provide you with information for the preferred computer training course, or you may attend or access another TABC certified course at your own expense that can be verified with the TABC. Failure to receive TABC certification will result in suspension until such time that proof of certification is given to the Store Manager.

**FOOD HANDLING CERTIFICATIONS** – Where required by local government, you must obtain and maintain a current certification in Food Handling. Where required your certification must be obtained within 60 days of your hire date. Company will provide you information for the preferred computer training course, or you may be asked to attend class room training.

**WORK HOURS** – Our business requires all employees to be flexible in order to meet the needs of our customers. Whenever possible, we will try to arrange a work schedule convenient to both the employee and the Company. The following are guidelines regarding your work schedule:

1. Customer services comes first in deciding what schedule will be assigned.
2. Fixed work schedules are not guaranteed.
3. Both you and your manager need to have a clear understanding of the dates and time you will be expected to work.
4. You are responsible for checking the schedule to know the days and hours you are scheduled to work.
5. You are responsible for making arrangements necessary to get to work on time.
6. Requests for days off or special scheduling requests need to be given to the manager at least 2 weeks before the requested date(s).

**OVERTIME** – Sometimes we may need you to work overtime. All overtime must be pre-approved for non-exempt employees by the manager on duty. Our overtime pay is time and one-half of an employee's regular rate pay for hours worked in excess of 40 hours in a workweek and is paid to all non-exempt employees following federal and state wage and hour restrictions. Overtime pay is based on actual time worked. Personal time off or any leave of absence will not be counted as hours worked when calculating overtime. If you have any questions concerning overtime pay, contact the Supervisor.

**PAYDAYS** – Our payroll week begins with hours worked on Monday and ends at the close of the business day on Sunday. Payroll is paid bi-weekly, one week behind. Employees may choose direct deposit in order to receive their pay. Payroll will generally be available on Wednesday mornings unless scheduled on varying payroll cycles, as applicable.

**PAYCHECK DEDUCTIONS** – The Company is required by law to make certain deductions from your paycheck each pay period. Such deductions typically include federal, state, and local taxes and Social Security (FICA) taxes.

Depending on the state in which you are employed and the benefits you choose, there may be additional deductions. All deductions and the amount of the deduction are listed on your pay stub. These deductions are totaled each year for you on your Form W-2, Wage and Tax Statement.

**CHECK CASHING/USE POLICY** – Employees, as well as managers, are not allowed to cash checks for any reason using the cash register, petty cash or any other available cash on hand at any store. Employees may purchase merchandise and/or gas with cash, credit card or debit card only in the presence of another employee.

## **WORKPLACE PRACTICES**

**PARKING** – If you drive to work, please park your car in the employee parking area not at pumps. We have employee areas to free up parking spaces for our customers. Please check with your manager to find out where you are allowed to park.

**SMOKING POLICY** – Smoking of any kind is prohibited at any time by employees or customers inside our facilities. E-cigarettes are treated as cigarettes and subject to the same policies. Designated smoking areas will be assigned to each location by your Territory Manager and Store Manager. Under no circumstance should you smoke near the entrance of your store or close to our customers' transactions.

Designated smoking areas will be a minimum of 25 feet from the entrances to locations and at least 50 feet from fuel dispensers.

Smoking is only allowed during designated break times. Breaks may be taken only with your supervisor's approval and should not be taken in conjunction with another employee's break. See break policy for more details.

**VISITORS AND TELEPHONE CALLS** – The telephone is for business and emergency use only. Personal use of the telephone is strictly prohibited. If your schedule changes while on duty, you may use the phone to arrange for transportation. Personal visits by friends or family members are not allowed. If a friend or family member comes in as a customer, treat them as a customer. Only on duty COMPANY'S employees are allowed behind the counter, in backrooms, in coolers or any other areas designated as "Employees Only". Vendors are allowed into some of these areas with permission from the Manager or accompanied by a Manager.

**CELL PHONES** – Only the District Managers, Territory Managers, and Store Managers are allowed to carry a cell phone into the stores. All other employees are to refrain from bringing a cell phone into the store. The store phone may be used for emergencies only. Employees are also prohibited from the use of tablets, Bluetooth devices, MP3 players, iPod or another type of electronic devices. In addition, employees are not allowed to charge personal cellphones and/or any available electronic equipment in the POS area. That includes: the backup battery, USB ports, and all electrical outlets.

**TELEPHONE COURTESY** – Telephone courtesy is very important and represents part of our commitment to providing the best shopping experience available in the retail industry. The image of COMPANY’S and the franchisers we represent is reflected by the manner in which we conduct our telephone transactions. Here are some tips for answering calls:

1. Answer all calls by the third ring.
2. Calls should be answered, “Thank you for calling (Your Store Name). This is (Your Name), how may I help you?”
3. If you are working alone and are busy with customers, answer the phone and give the caller the option of holding or receiving a call back. If they choose to hold, check back with them every 30-60 seconds.
4. If you are taking a business call when a customer comes to the register, acknowledge the customer’s presence and quickly finish the call, politely interrupt the call or make arrangements to call back. Never allow a paying customer to wait on you.
5. While on the telephone, answer another incoming call on a second line only after explaining the interruption to the first party and placing that person on hold.
6. Always end a telephone conversation with “Thank you for calling (Your Store Name)”.

**UNIFORMS** – You must wear your uniform. Your uniform consists of a shirt and a name badge. The specific uniform style will depend on the location for which you are employed. Convenience store employees may be given a smock to wear until they receive their uniforms. Employees receive their first 1 shirt from the company.

Damaged, torn or worn uniforms will be replaced free of charge by the Company. Additional shirts can be purchased by the employee at any time for \$30 for each shirt. If you quit working or get terminated for any reason, you will be required to return the name tag and uniform shirts. In any case you fail to return the shirts \$30 for each shirt will be deducted from your final paycheck. Please see your manager for more information.

You are required to wear your complete uniform, including your name badge, while on duty. All uniforms must be worn properly with shirts tucked in, and a belt worn when pants have belt loops, in colder weather, you are permitted to wear a second layer of clothing under your uniform shirt; you are not allowed to wear a jacket or sweater over the uniform shirt. It is the employees’ responsibility to make sure the uniform is clean and neat when reporting to work. If you report to work out of uniform

you may be asked to leave and only return when properly attired, receive written counseling or be given additional consequences as your manager deems appropriate.

**EMERGENCY SITUATIONS AND CLOSINGS** – At times, emergencies such as severe weather, natural disasters, fires, power failures, bomb threats, robberies or burglaries can interrupt business. These types of situations may call for the temporary closing of the location. Company has the sole discretion in determining if its stores will be closed in the event of inclement weather, power or other utility failure, fire, flood, earthquake, or some other emergency. Unless you are notified by management that your worksite will be closed, you are expected to show up for work at your regular scheduled time. If you have problems arriving at work at your regularly scheduled time; in the event of an emergency situation, please contact your supervisor as soon as possible.

In case of a power outage at night, customers should be asked to exit the building and the doors to the location are to be locked until the power is restored. Each location should have a flashlight conveniently located for such situations as well as the Power Company's name and phone number.

No location should ever be closed or left unattended unless a mandatory evacuation is conducted by emergency or law enforcement personnel. In these situations, the building should be made secure and management notified immediately.

**RELEASE OF INFORMATION** – there may be times when you are asked for information or to make a statement about another employee. **UNDER NO CIRCUMSTANCE SHOULD EMPLOYEE GIVE OUT ANY PERSONAL INFORMATION ABOUT ANY FELLOW OR FORMER EMPLOYEE INCLUDING BUT NOT LIMITED TO WORK SCHEDULE, PHONE NUMBER, MEDICAL CONDITION OR RESIDENTIAL ADDRESS TO ANYONE.** Company subscribes to both Federal and State privacy laws and will enforce them. A Violation of individual privacy may result in immediate termination.

**CONSUMPTION OF MERCHANDISE** – Company encourages employee purchases of merchandise. It is important that you fully understand the following policies regarding employee merchandise:

1. Employees are allowed to purchase any merchandise but (Alcohol) for sale in our stores unless prohibited by law.
2. Purchases are to be paid at the current retail price posted in the store price book.
3. Employees are not exempt from paying sales tax. If an item purchased is a taxable item, sales tax is to be paid on the merchandise.
4. No merchandise for sale is free or discounted to employees.
5. Employees that choose to bring and use their own personal cups will not be charged for refills on coffee and fountain beverages.
6. Any merchandise removed from stock because of damage, discontinuation or spoilage is not available for consumption or purchase by employees.
7. If you are working with another employee, have him or her ring up your purchase.

8. If you are working alone, make your purchase before your shift begins or ring your merchandise in clear view of the camera and save your receipt.
9. Employees are not allowed to purchase lottery or lotto or play/scratch lottery tickets while on duty or off duty. (Violators will be terminated.)
10. Employees may purchase merchandise or gas with cash, debit or credit cards. No personal check can be used or cashed for any reason.

Employee violation of this policy, regardless of the dollar value or type of merchandise consumed, will result in termination on the first offense.

**SALE OF ALCHOLIC BEVERAGES** – The sale of alcoholic beverages to minors (minimum age in Texas is 21) is absolutely forbidden by state law and Company's policy. As responsible corporate citizens, it is our duty to prohibit the sale of alcohol to minors. If your position involves the sale of alcoholic beverages, you have the following responsibilities:

1. You must determine that a customer is of legal age to purchase alcoholic beverages. You must ask for proof of age. Always check the I.D. Check the birth year for alterations. Compare the photo to the customer; there should be a reasonable match. Make sure physical characteristics such as eye color, height and weight on the I.D. match the customer.
2. Only accept a current, valid Driver's License, or state I.D. issued by the Department of Public Safety.
3. Do not accept identification that appears to be altered or tampered with in any way.
4. Do not sell alcoholic beverages to an obviously intoxicated individual.
5. You cannot knowingly sell alcohol to an adult whose intent is to give or sell alcoholic beverage to someone under age.
6. State law prohibits the consumption of alcoholic beverages on the premises of your location. Do not allow them to be opened or consumed on the property of your store.
7. Only sell alcoholic beverages during legal hours of sale:  
Monday-Friday      7:00 am to 12:00 midnight  
Saturday              7:00 am to 1:00 am  
Sunday                12:00 noon to 12:00 midnight
8. If the customer cannot or will not provide proper proof of age and identification once you have asked for it or if for any reason the identification is not satisfactory, **DO NOT MAKE THE SALE.** Remove the product from the counter and return the I.D.
9. Do not let the customer pressure you into a sale without proper proof of age.
10. If the customer argues with you when asked for identification, simply explain that it is company policy and the law. Offer to let them speak to your store manager or supervisor as soon as possible.
11. Use the age verification equipment available at your store to verify age.

Consequences of not complying with the laws and company policy:

Store – Fine and/or loss of license.

Company – Possibility of store closure if license is lost.

Employee – Fine, criminal charges & criminal record, jail, community service, suspension or termination. Employee may lose the ability to obtain TABC licensing and will not be eligible for re-hire at any Company's entity.

Please familiarize yourself with the following Company's policy which is posted in every store\*

## COMPANY'S RESPONSIBLE ALCOHOL BEVERAGE SALES POLICY

Company is committed to the responsible service of alcoholic beverages in accordance to this policy. All employees are REQUIRED to follow the procedures listed below:

1. No employee will sell an alcoholic beverage to anyone under the age of 21.
2. All employees will carefully check the identification of anyone who appears to be under 30 years of age.
  - a. Acceptable documentation is a valid Texas driver's license with a photo or photo ID issued by the state of Texas.
  - b. The employee will carefully check the identification to determine its authenticity.
  - c. In the absence of authentic identification, or in case of doubt, the employee will refuse the sale of alcoholic beverages to the customer.
3. No employee will sell alcoholic beverages to anyone who is intoxicated.
4. No employee will drink alcoholic beverages while working.
5. All employees who sell alcoholic beverages will successfully complete a Texas Alcoholic Beverage Commission Certified Seller/Server training course when beginning employment.

THE MANAGEMENT FULLY SUPPORTS THESE POLICIES AND WILL STAND BEHIND OUR  
EMPLOYEES IN THEIR DECISIONS TO PROMOTE RESPONSIBLE SERVICE.

SALE OF TOBACCO PRODUCTS – State and Federal laws and company policy govern the sale of tobacco products to minors:

1. Persons must be 18 or older to purchase cigarettes and/or tobacco products.
2. You must request proof of age from anyone less than 30 years of age who attempts to purchase tobacco products.
3. Customers cannot have direct access to tobacco products. Counter displays must be non-self-service.
4. Retailers and employees are subject to fines and criminal charges.

**LOTTO/LOTTERY SALES** – Lotto and Lottery ticket purchase have minimum age requirements also. Persons must be 18 or older to purchase Lotto or Lottery tickets. You should request proof of age if you have reason to suspect a customer may not meet minimum age requirement. Parents purchasing tickets for underage children must keep the tickets in their possession until they leave the store.

**CASH AND MERCHANDISE HANDLING** – Careful handling of company cash and merchandise is one of the most important parts of COMPANY’S business. You must know the cash handling and security procedures of your location. If you do not understand any of these procedures, ask your Manager for an explanation. Some examples of mishandling cash or merchandise are:

1. Cash shortages (overages)
2. Cash drawer and safe violations
3. Giving away or using a product without permission

Immediate disciplinary action will be taken, which could include termination and repayment of shortage, in cases of cash or merchandise mishandling.

**CREDIT CARDS** – You will be expected to follow all proper COMPANY’S and/or Oil Company policies and procedures regarding credit card verification and acceptance.

**INVENTORY CONTROL** – In the convenience store industry, inventory control is of major importance. Inventory control involves the minimizing of cash and merchandise loss. During training, you will learn how to help control inventory losses through correct pricing, vendor check-in and awareness. Your ability to correctly record sales, prepare reports and control cash in the stores has a direct bearing on store inventory losses.

At Least once a month, each location is audited to determine the amount of inventory loss. We are striving for an acceptable inventory result. When losses are deemed unacceptable, we know that a serious problem exists in the control of the store’s assets.

After an unacceptable inventory loss, store employees are required to attend a security interview. When requested, you are required to attend this interview and meet with the Supervisor or Auditor. Attending the security interview is mandatory, and employees will be subject to termination for failing to attend or cooperate with an investigation.

The best policy for you, the employee, in the security interview, is to be honest and share information you know with the investigator.

**LOSS PREVENTION** – Inventory loss usually occurs because of a combination of factors. The most common causes of inventory loss and preventative measure are as follows:

1. **EMPLOYEE THEFT** – All items in the store and facilities belong to COMPANY’S. Employees who steal will lose their jobs and may be prosecuted. Do not give anyone any reason to suspect you or accuse you of theft. If another employee is stealing, it is unfair to you and the company. Inform your manager or supervisor.

The following are guidelines employees should follow:

- Always pay for merchandise.
  - Have another employee ring up your merchandise when possible. If you must ring up your own purchase(s), do so promptly, in clear view of camera and save your receipt.
  - Always verify your cash drawer, safe/change fund and security counts at the beginning and the end of your shift.
  - Do not take the trash to the dumpster without the manager’s knowledge and permission. Your manager can tell you where to leave the trash inside the store until it can be inspected.
  - Never let anyone pressure you into stealing or letting someone else steal. Always inform your manager or supervisor if you know or even suspect that another employee is stealing.
2. **CUSTOMER THEFT** – Inventory loss can occur through shoplifting. By promptly greeting and acknowledging customers, offering your assistance and being constantly aware of your customers’ presence in the store, you will not only guarantee good customer service but also prevent theft.

Shoplifters often:

- Are more concerned with watching you than with shopping;
- Dislike attention; do not want help;
- Linger in or return to the same spot; and
- Conceal the merchandise in coats, purses, baby strollers or other containers.

To prevent loss by customer theft, always:

- Acknowledge each customer; say hello and smile; let them know you know they are there;
- Make eye contact with people entering the building;
- Inform management whenever you leave an area unattended; and
- Make sure your register is closed if you leave or turn your back on it.

Drive-offs result in a cash and inventory loss. The following will help prevent drive-offs:

- When you authorize a gas pump, ALWAYS look to get a description of the vehicle and customer... even when you are busy;
- If you are busy or have reason to suspect a customer, get a license plate number. If you are working with someone else, ask him or her to help you keep an eye on the pumps;



- Never leave the front area after authorizing a pump;
- After authorizing a pump, be alert and watch your gas pumps; and
- Ask each customer “Did you get fuel?” Use the intercom system.

3. CARELESSNESS AND FAILURE TO FOLLOW COMPANY POLICIES AND PROCEDURES – A portion of inventory losses can be attributed to carelessness, such as giving the wrong change back to customers. Failing to follow company policies and procedures, such as allowing another employee to be on your register, can also contribute to inventory loss. Everything we do, we do for a reason. Every policy and procedure have a purpose it is your responsibility to follow all company policies and procedures carefully and exactly. While your manager will train you thoroughly in all policies and procedures, some are listed below:

- Never allow anyone but management personnel to ring on your register or be in your register drawer. You are accountable for your drawer and sales;
- Personally, complete all areas of the shift report; sign the shift report;
- Initial all transactions you process (credit cards, local charges, etc.);
- Personally, verify all security counts, safe funds and cash drawer at the beginning and end of your shift;
- Do not skip procedure or take short cuts;
- Count change back to customers. Be suspicious of customers wanting bill changed more than one time. They may be a quick-change artist;
- Always check \$20, \$50 and \$100 bills with the counterfeit pen, before pressing cash tendered key and while customer is in the store;
- Count safe drops twice for accuracy; use pre-numbered drop envelopes where needed, drop immediately, ring into register and document and initial on shift report;
- Never leave money or drops on ledges or anywhere else. Money belongs in the register or safe only;
- Lotto and lottery tickets are not winning tickets unless you have validation from the lotto machine. Lotto and lottery tickets cannot be paid out as winners or tickets exchanged without validation from the Lotto machine verifying the ticket to be a winner. Remember you cannot have Lottery payouts on third shifts. If you have a validated winning ticket, first pay the customer their winnings. The customer can purchase more tickets after you have completed the pay out;
- Always use PLUs (price lookups) for merchandise assigned a PLU number; and
- Scan all items except those requiring PLU’s. If an item does not scan or scans at the wrong price notify your manager.
- Any shortages in an employee’s shift will be deducted the following pay period from their payroll checks.

## STATEMENT OF HONESTY AND INTEGRITY

We believe that our employees want to conduct themselves with honesty and integrity. In this regard, we provide the following information concerning the Company's assets, so you can make informed decisions about their use and prevent dishonest acts from occurring:

ALL OF THE COMPANY'S ASSETS (PROPERTY, PRODUCT, EQUIPMENT AND SERVICES) ARE TO BE USED IN A MANNER THAT CONTRIBUTES TO SALES, PROFIT AND CUSTOMER SATISFACTION. USING, DIVERTING, DAMAGING OR TAKING OF A COMPANY ASSET BY AN EMPLOYEE FOR PERSONAL BENEFIT IS MISUSE OF THAT ASSET. ACCURACY OF PAPERWORK IS AN ASSET; THEREFORE, THE INTENTIONAL FALSIFICATION OF PAPERWORK ALSO IS MISUSE OF THAT ASSET.

Violation of this policy will result in appropriate disciplinary action. Specific offenses for which an employee may be terminated (and possibly prosecuted) include, but are not limited to the following:

1. Theft of asset from Company's or property from another employee;
2. Committing a dishonest act or complicity in a dishonest act;
3. Willful damage of Company's property or property of another employee;
4. Falsification of Company's paperwork
5. Falsification of time worked or payroll summary;
6. Intentionally overcharging or undercharging a customer or directing a store employee to overcharge or undercharge;
7. Failing to ring up a sale at time of occurrence;
8. Failing to pay for personal purchases or product consumed; and
9. Removal of Company's records or release of confidential information.

Our employees are proud of their personal integrity and Company's reputation for high standards. To maintain these standards for all, we expect and encourage our employees to report dishonest acts, and we will take steps to investigate and administer appropriate disciplinary actions including suspension, dismissal and prosecution to the full extent of the law.

Through the honest efforts and conduct of Company's employees, we will succeed in our business goals.

## COMPANY'S RESPONSIBLE ALCOHOL BEVERAGE SALES POLICY

Company is committed to the responsible service of alcoholic beverages in accordance to this policy; all employees are REQUIRED to follow the procedures listed below:

1. No employee will sell an alcoholic beverage to anyone under the age of 21.
  - a. All employees will carefully check the identification of anyone who appears to be under 30 years of age.
  - b. Acceptable documentation is a valid Texas driver's license with a photo or photo ID issued by the state of Texas.
  - c. The employee will carefully check the identification to determine its authenticity.
  - d. In the absence of authentic identification, or in case of doubt, the employee will refuse the sale of alcoholic beverages to the customer.
2. No employee will sell alcoholic beverages to anyone who is intoxicated.
3. No employee will drink alcoholic beverages while working.
4. All employees who sell alcoholic beverages will successfully complete a Texas Alcoholic Beverage Commission Certified Seller/Server training course when beginning employment.

THE MANAGEMENT FULLY SUPPORTS THESE POLICIES AND WILL STAND BEHIND OUR  
EMPLOYEES IN THEIR DECISIONS TO PROMOTE RESPONSIBLE SERVICE.

## EMPLOYEE CERTIFICATION

I, \_\_\_\_\_, as Employee hereby represent that I have reviewed the following:

1. SNAP Retail Training Guide
2. Texas Alcoholic Beverage Code
3. Texas Lottery Retailer and Best Practices Guide

and that I will follow and comply with all the terms set forth in those documents while performing my job duties.

\_\_\_\_\_  
Name: \_\_\_\_\_  
Date: \_\_\_\_\_

**EMPLOYEE HANDBOOK**  
**RECEIPT AND ACKNOWLEDGMENT**

Please read the following statements and sign below to record that you have received Company's Employee Handbook. This original receipt and acknowledgement must be given to your manager for placement in your employee personnel file.

"I know that it is my responsibility to read the Employee Handbook and to ask questions if I need further explanation. I understand that the policies, procedures, rules and benefits described in the Handbook may change at the sole discretion of the Company's at any time. I understand my employment is at-will and no contractual representations have been made to me either in the Employee Handbook or elsewhere. I understand I must follow all Company's policies and procedures as well as those prescribed by the TABC and other state and federal laws governing my employment activities. I have read and understand the Company's Responsible Alcohol Beverage Service Policy."

"I understand that my signature below indicates that I have received a copy of the COMPANY'S Employee Handbook and that I have read and understood its contents."

Employee's Printed Name

Position

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Employee's Signature

Date

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Manager's Printed Name

Position

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Manager's Signature

Date

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