



COVID-19 Response
March 16, 2020

- We will have a conference call every day at 11 AM, until further notice.
- Reduce hours of operations in select retail stores, and ramp up cleaning efforts with excess payroll.
- 1 eight (8) hour shift at retail stores dedicated solely to cleaning and sanitization—both indoor and at the pump.
- Suspension of proprietary food service program (grab-n-go) at all locations, until further notice.
- All QSRs are on drive thru only until further notice. Push GrubHub and Postmates.
- Do everything in our power to keep fuel open at all locations.
- If 1 store has to close, move available employees from that store to another nearby location.
- Cleaning contractor set to perform enhanced cleaning (1x per week) at select stores, in addition to store-level enhanced cleaning procedures.
- All cleaning supplies at stores to be pulled from the shelf for store use (i.e. Clorox wipes, Lysol, rubbing alcohol, etc.)
- All who can purchase cleaning supplies from other retailers to buy cleaning supplies, do so and store at the office.
- Territory Managers and retail support staff to visit stores only as absolutely necessary.
- Regarding those diagnosed with COVID-19 or quarantined due to COVID-19 exposure, full time employees must use available vacation and sick accruals. Employee would be responsible for requesting that time in Paycom. Say the employee is out for 1 week and 40 hours of sick and vacation is not available, the company will compensate them for scheduled work shifts missed up to a 40 hour work week, for a maximum of 80 hours over a two week period. Part time employees will be paid by HR for up to 40 hour work week for a maximum of 80 hours over a two week period, but the pay will be based on their average hours worked over the last quarter. All situations of pay will require documentation from medical provider.
 - Example- PT employee is scheduled for 24 hours and has no vacation or sick available. If diagnosed and/or quarantined, she would receive up to those hours she was scheduled but could not work and after that point, once schedules are no longer available, she would receive pay based on her average hours worked in the last quarter.
- Essential office team members that must work physically at the office will work on a rotating schedule (M,W,F or T,R,S). All others that can work from home should and come to the office only as necessary to get paperwork, print, etc.
- Suspend office visitors and meetings for 2 weeks. Will reassess afterwards.
- Maintenance technicians to wear gloves while working, take every precaution to keep their distance and avoid contact with people. Deliveries at Maintenance Department can be limited.
- Letter needs to be sent to all wholesalers regarding potential driver shortage and delivery interruptions.
- Restrict all work-related travel until further notice.
- No meetings at the office unless absolutely necessary.

Additional Considerations-

- Request limit increase of credit card transaction that require signature.
- Research Zoom, Skype for Business capabilities to enhance work from home communications.
- Eliminate refills on fountain and coffee to customers and team members
- Potentially going card only (no cash handling).