

PARTNER UNDERSTANDING SHEET

The guidelines below are meant to help you positively influence your customers and partners, making the job easier and more enjoyable for everyone.

Professionalism/Respect – your appearance and language help to establish a positive atmosphere for both the customers and the partners.

So you get the respect you deserve from your customers and partners you should be in a neat and clean uniform, including a Stewart's shirt, sweater, hat, pendant, name tag, appropriate pants (no blue jeans, sweatpants or shorts), proper footwear (no sandals, open toe or high heel shoes), maintain good personal hygiene and wear only appropriate jewelry.

To avoid any doubt about your being fair and objective in your job, we would like you to have approval from your department head, or manager and log in with the personnel department, any gifts, entertainment, services, products, considerations. This does not preclude you from receiving these, but if we don't want to report it, you already know you should not be doing it. This also applies if you use one of our vendors to do work for you at home.

The use of profanity, talking or texting on cell phones or eating behind the counter hurts our reputation / atmosphere.

In fairness to your customers and partners, if you cannot work or are going to be late due to illness or an emergency you must make a reasonable attempt to find a replacement and call the manager. If you cannot get a hold of the manager please call another partner who is on duty. No Call No Show will result in disciplinary action / termination.

So that everyone is paid accurately we ask each partner to change the schedule to reflect the hours they actually worked.

Security - The best way to ensure a safe environment for everyone is by prevention and awareness.

We use an accurate accounting system, partner reports, shopper programs, key checks, audit programs, and cameras to prevent someone from temptation and having to identify, arrest, and prosecute individuals who are dishonest.

For the customers and the partner's safety, security pendants are to be worn at all times and the safe is to be locked.

Unauthorized people are not allowed in the backroom, office, behind the counter when the shop is open, or anywhere in the shop when it is closed. Off duty partners should not be behind the counter, in the office or performing any work duties.

All deposits are to be taken to the bank according to the shop/district policy.

Register Procedures - Help to ensure accuracy for our customers and the shop operation.

All customer and personal transactions are to be immediately scanned /or rung into the register so there are no misunderstandings and no one forgets to pay. You may not cash personal checks for partners or customers.

Not scanning, or ringing sales or deliberately miss-ringing/scanning is considered falsification of business records and can be a Class E felony.

To establish accountability, the partner number is to be used only by the person that it's assigned to. Partner reports should be reviewed and signed by you and another partner and saved and register void receipt slips and discount slips should be saved and not destroyed or tampered with.

You may not purchase or use Lotto or Lottery while you are working.

ID'ing – Due to the serious social and legal issues with selling tobacco, alcohol, and lotto/lottery we have to ID consistently.

Stewart's requires you to ID everyone under 30 consistently, so we do not sell alcohol to anyone under the age of 21, or tobacco, Lottery and Lotto to anyone under the age of 18.

Government and company sting operations are conducted with penalties that can result in your arrest and prosecution; and a fine and loss of license for the company.

Our registers record the number of times a birth date is entered and the day, month and year so we can ensure each partner is ID'ing properly.

I have read, understand and will follow the guidelines outlined above and in the Stewart's Shops personnel manual. I also understand that failure to do so can result in disciplinary action up to and including termination.

Name _____

Witness _____

Date _____

8/09

PARTNER PRODUCT DISCOUNT

In an effort to clarify our Partner Discount program so it is understandable and fair for everyone we have created the policy below. The Partner Discount Program is designed to provide a discount for our partners who want to have something to eat or drink while on break or when they are in their shop making purchases. It hurts not only your shop, but also the rest of the company if someone takes advantage of this benefit and starts to abuse it. This often starts out small and grows and we hope this policy and our controls will prevent someone from starting down that slippery slope. The product discount program is explained below.

50 % Discount on the Stewart's products listed below when **immediately consumed in the shop by on duty shop partners, drivers, corporate and district personnel working** in the shop.

The 50% Stewart's discount is only on:

Dip - All products

Food to Go - All products

Dairy - Stewart's Milk Refresher

Beverage - Stewart's 20 oz. Soda, 1 liter Seltzer
and any 16 oz, 20oz, or ½ gallon Refresher
(excluding ½ gallon apple and orange juice)

Due to the fees the shop pays on credit card transactions the 50% employee discount is only given on cash, or Stewart's My Money Card transactions. (partners can use the ATM/HTM to get cash)

All personal transactions must be paid for at the time of purchase/consumption and be made through another partner who is on duty. If you are working alone ring up the sale and tape the receipt to the product.

10 % Discount on most products at your shop.

Excluding: Entertainment, Lottery, Lotto, Gasoline, Gift Certificates, All Promotional Items, 2 tier priced product, cartons of tobacco, and Milk Club purchases.

The 10% discount is given on a cash or a credit / debit card transaction.

To be able to administer the program fairly and efficiently, discounts are for active employees only.

Family members or friends are not eligible for either discount.

Use 50% (C/Disc) or 10% (Disc) key – no M/D needed

To avoid the perception of dishonesty, partners are not to be eating or taking home out of code product, any out of code or damaged product is to be thrown out, donated to a Food Pantry or returned to the Plant.

No eating or drinking behind the register.

Register receipts should be signed by the partner who is purchasing the product and placed in the register or designated envelope.

Receipts will be reviewed to see that guidelines are followed.

Failure to follow the guidelines of this program could lead to disciplinary action that could include termination, arrest, and prosecution that could permanently damage your reputation. **When you think about the negative impact on you and the rest of the shop is it worth the risk involved?**

NAME _____

08/09

DATE _____