

PARTNER UNDERSTANDING SHEET

The positive, friendly personalities of our partners and shops make the job easier and more enjoyable for everyone.

Professionalism-To make our jobs easier and to get respect from our customers, remember that your appearance and language help establish a positive atmosphere for both our customers and partners.

First impressions in a food business like ours mean everything. A neat and clean company provided uniform, including a Stewart's issued shirt, fleece, hat or visor, name badge, ribbon, pendant, appropriate pants (no jeans, capris, sweatpants, or shorts), proper footwear (no open toe shoes), good personal hygiene, and appropriate jewelry help create a positive first impression. The use of profanity, talking or texting on cell phones, wearing earbuds or eating behind the counter, when the customers can see you, are not permitted because it hurts your/our reputation and shop atmosphere.

We work in small groups of only 1 or 2 people, where fairness and cooperation are essential and where everybody knows who is helping or hurting our shops' personality. In fairness to our 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, **not text**, the manager. If you cannot get a hold of the manager, please call, **not text**, another partner who is on duty. A no call / no show is unfair to your partners and customers and will lead to disciplinary action up to and including termination.

To ensure you are paid accurately each week, please punch in and out of timeSHARE for all time worked and let your manager know of any changes.

To avoid any confusion or frustration in your job, we would like you to have approval from your manager, and report in the shop communication log, any gifts, entertainment, services, or products you receive while working. This does not stop you from receiving these items, but if you are hesitant to report something, then you know you should not be accepting it.

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

We have a lot of systems in place to accurately measure our marketing and sales progress and to prevent theft. We use an accurate accounting system, partner reports, shopper programs, key checks, audit programs, and cameras. We ask all partners to take some personal responsibility and be a part of this program. Unfortunately, when you fail to adhere to the program, you put your job at risk and create temptation that could lead to someone else's termination. This personal responsibility is what makes your job more interesting and rewarding.

You will **NOT** be asked to perform any transactions over the telephone (i.e. money cards, phone cards) by anyone, including a Stewart's representative. If someone calls the shop, claiming to be a Stewart's partner, asking you to perform a transaction over the telephone, hang up and contact your Shop Manager/District Manager immediately.

For the customers' and the partners' safety, security pendants are to be worn at all times and remain visible to the customer. The safe should be locked.

To protect yourself, partners, and customers, unauthorized people are not allowed in the backroom, office, or 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 and are to be verified by 2 partners. Partners will be reimbursed for mileage if they need to drive their personal vehicle to the bank.

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

To avoid any confusion and to prevent any problems, all customer and personal transactions are to be immediately scanned /or rung into the register. 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, a partner number is to be used only by the partner that it's assigned to. Partner reports should be reviewed and signed by you and another partner and saved. Register void receipt slips and discount slips should be saved, not destroyed, or tampered with.

To avoid any misperception of honesty by partners or customers, you may not purchase or use Lotto or Lottery while you are working.

ID'ing - To keep alcohol, tobacco and lotto/lottery out of the hands of any minors in our communities we have to ID consistently.

Stewart's requires you to ID everyone under 30 **consistently** (even if you know they are of legal age to purchase) so we do not sell alcohol or tobacco to anyone under the age of 21 and Lottery and Lotto to anyone under the age of 18. In fairness to all partners, many customers shop in more than one store where the partners may not know them. By training our customers to have their ID ready, it will avoid putting the customer and another partner in an uncomfortable situation.

Government and company sting operations are conducted with penalties that can result in your arrest and prosecution, in addition to a fine and loss of license for the company. Our registers record the number of times a birth date is entered (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.

Print Name _____

Signature _____

District/Shop _____

Date _____

PARTNER PRODUCT DISCOUNT

This program is designed to give our partners a discount on items in their shop that they wish to consume while on break or when they are off duty. The discount program encourages our partners to try various food and drink options at a fair price. It is much easier to sell products to customers that you have tried.

Most partners prefer picking their own break times rather than a specified time off the clock. NYS has granted Stewart's a permit for shorter 20-minute meal periods for partners working over 6 hours. Similarly, Vermont partners are given a reasonable opportunity to eat and use the restroom. This allows you to be paid during your break as well as have the flexibility to break up the day, while still providing good customer service.

The 50% discount applies to the products listed below when they are **consumed immediately** in the shop by on duty shop partners, drivers as well as corporate and district personnel working in the shop.

The 50% discount is only given on the following products:

Dip - All products

Coffee – All products

Food to Go - All products (excluding “2 for” promos)

Dairy - Stewart's 16 oz. Milk Refreshers, and Parfaits

Beverage - Stewart's 20 oz. Soda, 1-liter Seltzer, X-treme, Impact, and any 16 oz., 20 oz., or ½ gallon Refreshers (Excluding apple and orange juice ½ gallon)

NOT all Stewart's branded items are discounted 50%, here are some common items that are not eligible:

Stewart's bag candy, Stewart's candy bars, Stewart's butter, Stewart's s-cups and grocery coffee, Stewart's apparel.

****NOT SURE? ASK YOUR SUPERVISOR****

***Due to the fees that 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 to get cash or a credit card to purchase a My Money Card)

All other eligible items are a 10% discount.

By purchasing products in your shop, not only do you get a 10% discount, but you add to your shop's growth incentive. The 10% discount is given on cash/credit/debit card transactions, or EBT. Discounts are for partners only, not for family and friends.

Due to the low Gross Profit dollars, we cannot allow a discount on:

Newspapers, lottery, lotto, gasoline, gift certificates, all promotional items, “2 for” priced product, tobacco (including smokeless), Milk Club and Scoop Club purchases.

All personal transactions must be paid prior to consumption and made through another partner who is on duty. If you are working alone, ring up the sale and tape the receipt to the product.

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

Because we strive to provide a professional and enjoyable experience for our customers, it is important to avoid eating or drinking when you are running the register or assisting a customer.

Register receipts should be signed by the partner who is purchasing the product and attached to their partner report. A second copy of the receipt should be attached to the product. Receipts will be reviewed to see that the guidelines have been followed.

Failure to follow the guidelines of this program has a negative impact on our shop's profitability and growth sharing. It can also lead to disciplinary action including termination, arrest, and prosecution, which 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?

Print Name _____

Signature _____

District/Shop _____

Date _____