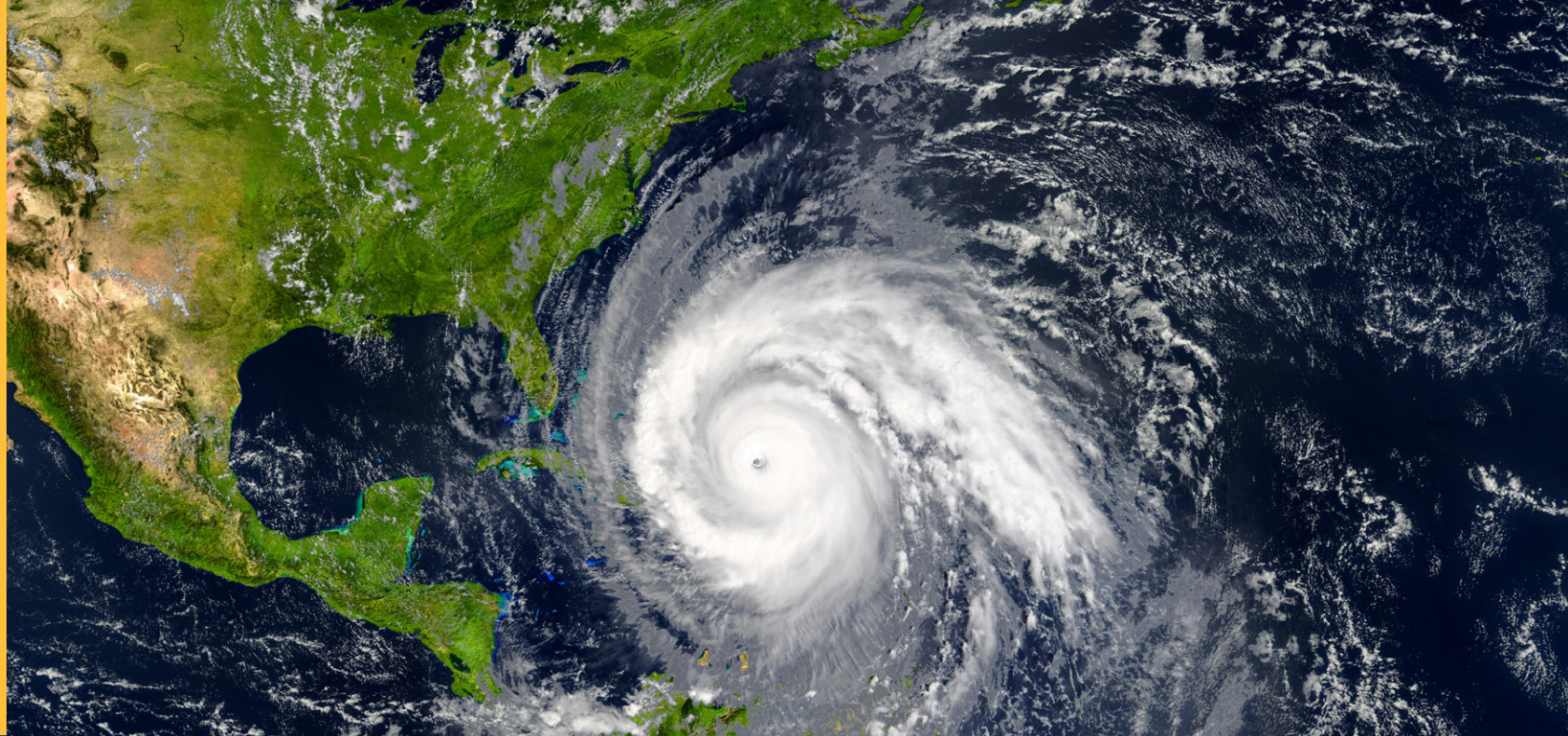




Cary Oil

## Hurricane Preparedness Guide

Summer 2021



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**Hurricanes and tropical storms are a reality of living and working in the Southeastern United States. From June 1st through November 30th, we all need to be prepared for the potential impacts of these storms.**

Emergency preparedness helps ensure the health and safety of employees, reduces downtime, and ultimately minimizes loss of business.

As a reminder, it is unlawful to artificially inflate prices during a State of Emergency. This includes fuel and other commodities sold inside the store. If your store is reported for price gouging, the penalties and fines can be severe. Short-term profits are not worth potential criminal prosecution and loss of reputation.

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## Pre-Season Preparation (April/May)

**Take pictures of the store and forecourt. This includes but is not limited to:**

- » Inside equipment (POS, coffee machine, coolers, etc.)
- » Outside equipment (pumps, Air Vac, gas price sign, etc.)
- » Canopy
- » Storefront
- » Ceiling and roof (if possible)

**Make back-up copies of all station keys and store off-site.**

**Make and distribute a list of important phone numbers, including:**

- » Security company
- » Vendors
- » Employees and their Emergency Contacts
- » Equipment repairmen
- » Disaster remediation company

**Prepare an Emergency Kit, including:**

- » First Aid Kit
- » Portable, battery-powered radio with extra batteries
- » Flashlight with extra batteries
- » Wrench, pliers, screwdrivers, and other essential tools
- » Duct tape and scissors
- » Plastic trash bags
- » Large tarps
- » Shrink wrap (commercial heavy duty)
- » Work gloves
- » Raincoats
- » Hard hats
- » Safety vests
- » Safety glasses
- » Plastic wire/zip ties
- » Rope
- » Caution tape
- » Cell phone chargers





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### T-Minus 5 (5 Days Before Landfall)

- » Be attentive to online, radio, and tv reports and directions from official authorities.
- » Discuss availability, procedures, and delegation of responsibilities with employees.
- » Maintain higher than normal inventory levels on both fuel and in-demand retail items, including water, ice, beverages, batteries, flashlights, bread, cigarettes, etc.
- » Develop and communicate a new work schedule to handle the rush of business and possible shutdown and evacuation of station, if necessary.
- » Communicate any fluctuations in petroleum sales to your Wholesale Account Manager or Corporate Account Manager.
- » Plan to ensure proper operating cash reserves.
- » Ensure that all petroleum delivery points are sealed and maintained properly. Place repair service orders if necessary.
- » Have employees complete or update an Emergency Contact Telephone list.
- » Conduct a site inspection of your facility noting potential problems or situations that could result in damage, impede evacuation, or be a safety hazard. Report findings to your Wholesale Account Manager or Corporate Account Manager.



**If your store is in an Evacuation Zone, you may be ordered to leave the vicinity by a particular time. These guidelines will need to be adjusted to accommodate all official directives. If your store is required to shut down and evacuate, follow all recommendations and directions from local authorities.**



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## T-Minus 3 (3 Days Before Landfall)

- » Diligently monitor your fuel supply. If you are running low, or anticipate running out, notify your Wholesale Account Manager or Corporate Account Manager.
- » Practice or conduct dry run-throughs in anticipation of potential atypical situations.
- » Finalize availability and procedures with store employees, including delegation of responsibilities. Encourage employees to be personally prepared for landfall.
- » Review the work schedule so all employees are aware of expectations.
- » Consider additional staffing to expedite sales during anticipated rush.
- » Maintain daily communication with your store employees.
- » Verify that cash will be secure.
- » Prepare to secure windows with hurricane shutters or plywood if applicable.



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### T-Minus 1 (1 Day Before Landfall)

- » Communicate with your Wholesale Account Manager or Corporate Account Manager any fluctuations in petroleum sales and plan accordingly.
- » Develop and communicate a new work schedule for extra help to handle the rush of business and possible shutdown and evacuation of station, if necessary.
- » Have a radio available and tuned to local weather reports for status updates.
- » Locate and make sure you know the proper procedure to turn off main water services, natural gas, and/or propane valves.
- » Remind employees to fuel their car(s) and make necessary purchases.
- » If you have been notified the store will possibly be closed and evacuated, begin the preliminary store preparation for closure and evacuation.
- » Begin moving non-essential items (pump toppers, banners, master blaster, tent cards, plastic holders, displays, signs, etc.) from the gas island and the exterior of store. If items cannot be removed from the pump, make sure they are included when you shrink wrap the pump. Store outside moveable materials in a secure environment (e.g., dumpster area).
- » For car washes with brushes, move the brush unit to the middle or the opposite direction from where the storm is coming.
- » Ensure hurricane shutters are operational (if equipped) or board up windows.
- » Remove the gas price numbers from the street id sign.







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## T-Minus 0 (Day of Landfall)

- » Notify employees scheduled to close the store to report if it is safe to do so.
- » Begin store preparation for closure and evacuation if necessary.
- » Shut off pumps and dispensers.
- » Remove remaining loose items and secure them either inside the store or in a contained area such as an enclosed dumpster area:
  - » Trash cans
  - » Squeegees and paper towels
  - » Outside racks
- » If not previously done, shrink wrap all pumps (nozzles, hoses, pump topper, and MPD as one unit), car wash reader, tire inflation equipment, car vacuum equipment and gas island fire extinguishers (if not removable from case).
- » Ensure all petroleum storage tanks are properly closed and sealed.
- » If you have an outside ice box, lock the doors.
- » Close all lids/doors to trash dumpster. If lids/doors are lockable, secure them with appropriate lock. Secure any objects in the dumpster area, close gate and if lockable, lock gate enclosure.
- » Check your gaskets on the fill caps for the fuel tanks, to make sure they are in good condition. Do not lock fill caps.
- » Place and wrap in plastic bags all phone cards, GO Cards/Driver Cash cards, lottery tickets, and money orders and lock in the bottom of the safe. Put all permits and licenses in plastic bags in the safe.



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### T-Minus 0 (Day of Landfall, cont'd)

- » Make sure your computer systems are backed up and store computer discs and records are in a safe and dry place.
- » Shut off the breakers to the STP pumps to avoid burning out the pumps if suction is broken.
- » Use plastic trash bags or tarps to cover cash registers, security cameras, lottery terminals, computers, printers, FAX machines, copiers, filing cabinets, and calculators.
- » Wrap Daily Reports, environmental records, and employee files in plastic.
- » Cover all cigarettes with plastic bags (pack rack, overhead, storage/backroom/office areas).
- » Secure all cash.
- » Turn off all electric equipment except POS, PEZ (if not connected to POS), freezers, and coolers.
- » Turn off main water services.
- » Close natural gas and/or propane valves.
- » Close all interior doors.
- » Lock cashiers cage.
- » Turn lights off.
- » Lock all exterior doors (chain front door) and post front door sign indicating closing and emergency contact numbers.



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## T-Plus 1 (The Day After Landfall)

- » Using the Hurricane Emergency Employee Contact List, contact employees to assess their health, safety, and availability.
- » When it is safe to do so, visit your store for an assessment. Take pictures of any damage.
- » If your store will be reopening, contact employees to let them know the schedule for that day.
- » Check your fuel supply availability.

### If your store does have power:

- » Check for water damage prior to turning on electricity.
- » Turn main power on and then turn on breakers individually checking to see if the equipment is working, and it is okay to safely proceed activating electricity to the store.
- » Wait to check product in tanks until fill well covers can be opened (no standing water on top).
- » If you have gas, unwrap your pumps.
- » If spill basin contains water, pump it out before removing cap on drop tube—water must not be released into the tank.
- » Check tanks for water or phase separation using proper ethanol water finding paste.



### If water is not detected:

- » Pump 15 gallons of each grade from dispenser that is closest to the tanks.
- » Ensure dispenser flow rate is > 5 gpm.
- » Check that fuel from dispenser is clean and bright and a single phase.
- » If all is OK and a new delivery is made, driver should wait at least 15 minutes and then stick tank again (down the fill tube) with paste.
- » If no water is found, sales can resume.
- » Station personnel should monitor dispenser flow rate to ensure it remains > 5 gpm.





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### T-Plus 1 (The Day After Landfall, cont'd)

- » Put up gas price numbers on price sign for grades you have.
  - » If it can be done safely, clean up debris.
  - » Check for anything on the ground that people can trip over or slip on.
  - » Contact suppliers for emergency items and deliveries needed (e.g., ice, water, beverages, bread, and other non-perishable foods). However, expect supply delays or shortages on these items, as your vendors also may have been affected (damage or lost power).
  - » Check with local authorities concerning curfews and “boil water” orders. If there is a “boil water” in effect, coffee, fountain drinks and ice machines need to be turned off and a sign put up to inform your customers. Any ice produced in ice machines must not be used and must be destroyed.
  - » Put out towels, dispensers, squeegees, squeegee buckets, and trash cans.
  - » Un-cover inside electrical equipment slowly as to not disturb cords and plugs.
  - » Put up cigarettes and displays.
  - » Discuss and review with your employees all your operating/business procedures and practices they are to follow. Customers’ emotions will be high but remember to continue to check identification for customers purchasing alcoholic beverages and tobacco products.
  - » Take a safety inspection walk of your facility. If it is safe for your employees and customers, reopen the station.
- If your store does not have power, is unsafe, or condemned:**
- » Do not enter the store and do not open.
- If your store is to remain closed:**
- » Continue to visit your station and check on it.
  - » Work with other stores that are open to schedule and utilize your available employees until your store opens.