Safety and Security Procedures

Your safety is our number one priority. It is imperative that every team member thoroughly understands not only how to keep themselves safe, but their co-workers and our customers. Likewise, all team members are responsible for protecting the store and its assets by ensuring that all products are paid for and all cash is secure. By staying alert, following protocol and not becoming complacent you send a message that our stores are well managed, safe for shopping and not a target for crime.

General Cash Safety
- Never discuss store sales figures or store cash handling procedures with, or in view of customers or vendors.
- Never mention to a customer, a vendor or anyone on the phone when the manager has left to visit the bank. When the store manager is completing the banking procedures and unavailable you should state that "they have gone to the corporate office," or "they are at the airport."
- All large bills, $20's, $50's and $100's should be marked with a counterfeit pen.
- The company expects that cash drops will be made as often as possible, even in the presence of customers.

Store Safe
- Each store has a time delay safe that can only be opened by a store manager. A sign mentioning this safety measure is posted in view of customers.
- Each store safe can only be opened during approved banking hours.
- Each sales associate has access to coin and change (typically $1's and $5's) from the front dispensing portion of the store safe.
- All change or coin that is taken from the safe must be purchased from your cash till.
- The store safe is balanced each shift and each day to ensure that all store coin is accounted for.

Cash Drawers
- A $100 starting till is allowed for each shift. This amount is made ready in a cash drawer prior to each shift.
- Sales associates working the cash register will be responsible for all money that they have access to, which includes the starting till, coin, safe money and money in the cash drawer.
- Cash drawers are not to be made up any earlier than 30 minutes before the next shift.
- Opening the cash drawer without a sale is not allowed.
- Keep your cash drawers neat and orderly by facing all bills the same direction.
- Never walk away from an open cash drawer.
- Do not exceed the approved cash limits for each shift.

Cash Drops
- All drops must be in the top of the store safe. Some stores have designated chutes.
- Drops must be made in the designated envelope and in the approved order.
- Drops must be made frequently, this includes in front of customers. Demonstrating to customers that we keep our cash levels low is a very effective safety measure.
- All $50 and $100 dollar bills must be marked with a counterfeit pen and dropped immediately.
- Checks must be approved and immediately dropped.
- Cancelled drops are not allowed and considered a means for opening the drawer without approval.
- Drops should be neat with all money facing the same direction and in order by denomination.
- All cash drops are logged into the system and balanced each day by sales associate.
- Cash drops are never to be left out or made accessible for other sales associates.

...continue reading to learn about specific shift procedures.
Day Shift Procedures (6:00 am to 7:30 pm)
- Cash drawers must have less than $250.00 in your cash drawer; with no $50's or $100's at any time.
- Drawers with more than $250.00 (all money including coin) is a violation of company policy and is not allowed.
- Outside maintenance and shift duties must only be done during daylight hours.
- As the seasons change the actual times associated with day and night shift procedures may also change.
- You must make eye contact and greet every customer.

Night Shift Procedures (7:30 pm to 6:00 am)
Being a company who serves the community 24 hours a day means that at any given time a dozen or more team members are working in the evening and early morning. It is not an easy task but our customers have come to appreciate that they can come into a 1-Stop store at any hour and receive great service and great products.

- Cash drawers must have less than $150 in your cash drawer; with no $20's, $50's or $100's at any time.
- Drawers with more than $150.00 (all money including coin) is a violation of company policy and is not allowed.
- Sales associates working nighttime shifts are expected to stay alert and aware of their surroundings.
- All outside lights must be functioning and turned on at dusk.
- Sales associates are not allowed to go outside during a nighttime shift to clean, take out trash, assist customers, reset the carwash, visit car, etc.
- You must remain in view of the transaction counter at all times. Do not loiter in storage rooms or coolers.
- Talking, texting or gaming on a cell phone, reading a newspaper or book or allowing guests to loiter in the store is not allowed while working any shift.
- Sales associates who are working alone can not stock a walk in cooler from the inside. Stocking is allowed from the outside with proper preparation and rotation.
- All doors (backrooms, offices, walk in coolers, restrooms) must be kept closed at all times
- If a store loses power, the doors to the public must be locked and the store manager must be contacted immediately for further instruction.
- You must make eye contact and greet every customer.
- The average transaction inside the store is less then three minutes. The police should be contacted if a customer is loitering inside or outside the store, customers who make several visits within a short time frame, people who appear intoxicated or anyone with suspicious behavior or comments. If at anytime you feel unsafe please do not hesitate to call 9-1-1.
- It is the company's position that smoking should not be done during evening shifts. Please see the company's smoking policy for more information.
- Leaving the store for non-emergency related reasons is not allowed.
- Closing of a store is not allowed without prior approval.
- When taking bathroom breaks while working alone you must lock the doors and use the approved signage.
- Extended breaks or temporary closure of a store is not allowed.

...continue reading to learn more about the safety of you and your store.
Security Glass
Security glass is installed at some of our stores for added security. However it is only effective if properly used, as always the best way to prevent crime is by staying alert and following all safety procedures.

- The transaction area behind the glass is known as the cage.
- Security glass should be closed from dusk to dawn regardless if you are working alone. Each store may have more specific times for when the glass should be closed and reopened so please consult your store manager.
- You will need to speak loud enough so that our customers can hear you and you them.
- Once closed the glass may not be opened. This includes for items that will not scan or items that might not fit under the glass.
- The cage door must remain locked at all times while the security glass is closed.
- A magnetic lock is available at all stores with security glass that allows you to remotely secure the front door.
- You must remain within the cage while customers are in the store or at the pumps.
- When leaving the cage to complete shift duties or use the restroom you must use the magnetic lock to secure the front door. Likewise, you must not unlock the magnetic lock until you have secured yourself behind the security glass.

As an employee of DMJ Corporation, I have read and understand the company’s safety and security policies and procedures. Furthermore I understand that I hold a responsibility for maintaining the safety of the store, its assets, customers and team members.

Safety and Security – Customer and Employee Injury Prevention and Investigation

The safety of our team members and our customers is our top priority. Taking the necessary steps to prevent an injury at the workplace is the responsibility of every team member, at all times. From seasonal hazards such as snow and ice, to chemical hazards dealing with fuel, we must make every effort and enforce every policy in preventing, investigating and dealing with an injury situation. Please read and fully understand the information provided below.

Prevention
Here are a few key ways that each team member can help to prevent any injury from occurring at our stores:

- Standing on milk crates, chairs, boxes, totes, etc. is not allowed.
- When climbing use only approved ladders and stools that are properly functioning and set up.
- Using a box cutter, razorblade or knife for any reason is not allowed.
- Stretch before lifting anything heavy and do not lift more than you can handle at one time. Ask for help.
- Mop all standing water and/or spills on the floor immediately.
- Use the “Slippery When Wet” signs anytime that the floor is wet/ has been mopped.
- Diligently apply salt to snow and ice in all commonly traveled areas around the store.
- Maintain paper towel at the gas pumps for customer use during a spill or splash.
- Wear gloves and use caution when handling broken glass, sharp debris, etc.
- Handle hot liquids such as coffee and mop water with caution.
- Use caution when dealing with equipment, wires, plugs. Do not run extension cords in traffic areas.
- Report any lighting that is not working to avoid dark spots outside and inside the store.
- Know where to find the spill recovery kits and chemical absorbent.
- Watch for open flames and/or smoke near gas pumps. Lit cigarettes may be thrown into trash cans.
- Do not smoke within 8 feet of a gas pump.

...continue reading to learn more about how to handle a customer or team member who has been injured.
Investigation
In the event that a team member or customer is injured you must follow these guidelines closely. Remember to stay calm and gather as much detailed information about the situation as possible. Do not make any statements on behalf of the company and **never apologize for an injury or accident**. Apologizing can be likened to admitting fault, and until the situation can be thoroughly investigated our stance on any injury situation is neutral. Let the injured person know that you will do everything you can to help and to report the situation.

Customer Injury
Apologizing can be likened to admitting fault, and until the situation can be thoroughly investigated our stance on any injury situation is neutral. Let them know that you will do everything you can to help and to report the situation.

1. With **ANY** injury a store occurrence form must be filled out by a team member in as much factual detail as possible. Time of day, weather at time of event, area where event occurred for example.
2. If possible ask the injured person to provide as much information as they can and to fill out a store occurrence report.
3. Ask the injured person what they need.
4. Assist the injured person as much as possible without compromising the security of the store.
5. Depending on the severity of the injury an ambulance may need to be called. The injured person may request an ambulance at which time you can call.
6. Employees are not allowed to drive an injured person to a medical facility
7. Immediately call your manager for further instructions.
8. If possible take pictures of where the injury occurred.
9. Get a statement from any witnesses to include on the store occurrence report.
10. All documents and information must be submitted to the corporate office within 24 hours of the injury occurring.

Employee Injury
1. With **ANY** injury a store occurrence form must be filled out by a team member in as much factual detail as possible. Time of day, weather at time of event, area where event occurred for example.
2. Determine the severity of the injury
3. If working alone it may be necessary to secure the store in order to care for an injury.
4. Immediately contact your manager for further instructions.
5. If possible take pictures of where the injury occurred.
6. Get a statement from any witnesses to include on the store occurrence report.
7. All documents and information must be submitted to the corporate office within 24 hours of the injury occurring.

...continue reading to learn about loss prevention (this is important stuff.)
Safety and Security Procedures - Loss Prevention and Crime Control

Controlling losses at your store is a very important role that each of our team members play a crucial part in. Many times you will be responsible for managing, controlling and protecting thousands of dollars worth of products, equipment and store assets. In this business you must stay alert, be aware of your surroundings and take every precaution to prevent and control crime such as:

- Robberies
- Shoplifting
- Counterfeit Money
- Fake or Stolen Checks / Credit Cards
- Quick Change Artists

Before we talk about each of these in detail, there is one key thing that you can do to help prevent a crime from occurring - watching and reacting to a customer’s behavior. Crimes are often associated with suspicious behavior, not suspicious people. It is your responsibility to take every threat seriously and act on your instincts because most times if something seems wrong, it probably is. These are the signs of possibly suspicious behavior:

- Parking for an unusual length of time in or near the parking lot.
- Coming into the store, but does not make a purchase.
- Asking an employee personal or store related questions.
- Returning to the store after having been in there earlier.
- Seeming agitated or raising their voice.
- Making inflammatory or derogatory remarks.
- Verbally or physically threatening employees or customers.

Robberies

Knowing the proper techniques to ensure the safety of our customers and our team members is critical

- **Make sure your store is well lit, both inside and out.** If you have burnt out bulbs, make sure they are getting replaced as soon as possible. If you can change them, then change them. If you cannot, make sure maintenance is aware of it. The brighter it is around your store, the better.

- **Keep your cash in the register down to the minimum level at all times.** Make drops often and do not be afraid to let your customers see you dropping the money into the safe. Immediately drop all 50$ and 100$ and keep your drawer below $250 during the day and $125 after dark, no exceptions. Do not leave drops out for change and make sure the safe is locked at all times. If you do need to get in it for change, do it when there are no customers in the building.

- **Greet every person that walks in the door and make eye contact with them.** This will let them know you have seen them. Also, if they are walking around, ask them if you can help them find something. Just talking to them can make them change their mind.

- **Pay close attention to what is happening around you.** If you see something that looks odd, call the police immediately. They do not have a problem checking on this.

- **Keep the windows clean and free from being blocked by product and signage.** This will help you to see what is going on around you, as well as allow others to see inside the building. Also, keep your counter area neat and clean so you have a clear line of sight through your entire store.

...continue reading to learn ways to stay safe on the job.
• **Stay out front and keep busy.** Do not spend time in the back rooms as this can allow individuals to sneak in on you. If you need to use the rest room, lock the door and put up a sign that say you will be right back.

• **Stores that have security glass, use it!** Lock yourself in after dark and be sure the windows are closed and locked. Use the magnetic lock on your front door whenever you need to leave the enclosure. Do not open it for any reason while customers are in the store. Doing this will keep you safe.

• **Managers MUST make sure their video system is working at all times.**

What to Do If a Robbery Occurs - **DO NOT BE A HERO!**

• **Stay calm.** Getting excited may threaten the criminal or escalate the situation. It is a fact that most people that are committing a crime do not want to hurt anyone, and they do not want to get hurt themselves.

• **If there are 2 people working, let them know there is someone else in the store.** We do not want them to be surprised and it tells them you are willing to cooperate.

• **Do exactly as they tell you.** Give them what they want and get them out of there. **Pay close attention.** Try to get a description of the person, the car, a license plate number, etc. Try to observe their height, weight and any markings such as tattoos or scars. This will help afterwards when giving information to the police.

• **Immediately after they leave, lock the door and call the police.**

• **Call your manager.** Do not touch anything and do not open the door for anyone other than the police and your manager or DTL. If possible, begin filling out an occurrence report.

• **NEVER tell the amount stolen to police, news reporters or witnesses.** Always use and undetermined amount so we are not advertising ourselves to other criminals or untrustworthy people.

• **If there are any witnesses, have them wait for the police and/or fill out an occurrence report.**

Shoplifting/Grab and Go

In some cases this is an everyday crime, our number one cause for shrink and the easiest to prevent.

• **Greet every person as they enter the store and make eye contact.** Talk to guests as they are walking around if possible and ask them if you can help them find something. This again will let them know you are paying attention to them.

• **Stay out front and keep busy at all times.** Never leave a customer out on the floor alone.

• **Never hand customers cigarettes, lottery, Lotto, phone cards, gift cards, etc. until they are paid for.** Keep them behind the counter or somewhere the customer cannot reach them. If they ask for more items, take them with you while you are getting the other products. Likewise, do not bag the items or let them inspect the product to verify that they are the right ones until they are paid for.

• **Keep the windows clean and free from being blocked by product and signage.** This will help you to see what is going on around you, as well as allow others to see inside the building. Also, keep your counter area neat and clean so you have a clear line of sight through your entire store.

...continue reading about ways of preventing losses that stem from crime.
• **Do not get distracted by a team of criminals.** For example, if 2 people walk in together, one may come to the counter and begin talking to you or asking a lot of questions, do not forget about the person walking around. Make it clear that you are watching everyone in the store and if possible interrupt any conversation that is distracting to see if they need help finding anything.

• **Do not offer a bag or box to customers until after their products are paid for.** If a customer is purchasing multiple items then they will need to make multiple trips to the register in order to carry the product.

• **No more than two students are allowed in our stores at one time.** Backpacks and school bags are not allowed and must be left at the front door or with a team member.

**What to Do If you See Shoplifting or Are Involved in a Grab and Go**

• Make 100% sure that something took and hid something before saying something to them.

• If you are 100% sure, be polite, but ask them about it. For example: "Is there anything else you would like to pay for?" or "I think you forgot to pay for that candy bar." These are polite non aggressive ways to let them know you seen them stealing. In many cases they will either give it back or pay for it.

• If they do not pay for it and walk out, get a description the car, a plate number and a description of the person and call the police.

• Call your manager and immediately fill out an occurrence report.

**Counterfeit Money**

Below are some things to watch for and things you can do to prevent counterfeit money from being accepted.

• Use the counterfeit pens to check your bills. These should be used on all $20, $50 and $100 bills. If the marking turns dark then it is counterfeit, if it stays light then it is probably real.

• Hold large bills up to the light. You should look for water marks or pictures that normally are not visible of the presidents. You will also see the security strip whose denomination should match that of the bill.

• Feel the money as counterfeit money usually has a different thickness or texture. Professional counterfeit bills have been known to be printed on bleached $1 bills so the paper is real and will mark proper but the security strip denomination does not match that of the bills.

• Make sure the correct president’s face is on the bill and matches the denomination.

…still more to know, keep reading to learn about stolen credit cards and quick change artists.
Fake or Stolen Checks / Credit Cards

Please reference the Check Payment Policy for detailed information of properly accepting checks. Additionally there are ways of preventing the use of fraudulent checks and stolen credit cards.

- The name on the check must match the driver's license.

- Checks may only be written once per day per customer and must not exceed $125.00 without manager authorization.

- Checks must be filled out at the time of purchase and must be taken directly from a check book.

- Watch for repeat purchases by repeat customers. Often stolen credit cards are first tested; where as a small purchase will be attempted in the store or at the pump. If the test purchase is successful, in most cases a larger transaction or several more transactions will follow, all by the same customer.

- Credit card purchases for merchandise cannot exceed $125.00 without manager authorization.

- Never complete a credit card transaction over the phone.

Quick Change Artists

They are those that will try to confuse you when you are making change or completing a transaction. They may ask you to give different change than what you are offering for example, they may have a $50 dollar bill and ask for (2) $20’s and a $10 and then instead ask for (4) $5’s and a $20 and so on. This technique is used to create confusion and ultimately have you issue more money than what they started with and it works! Another technique involves customers who claim to have received the wrong amount of change. They may state that they paid with a $100 but only received change for a $20. Although this may be the case we do not offer money back to customers until the drawers have been balanced by the manager the following day.

- Complete only one transaction at a time.

- If they begin asking for different change first make change for the original sale and close the register.

- If a customer claims that you did not give them the correct amount of change after a transaction do not give them money from the drawer. Get the name and number of the customer and inform them that once your manager balances your shift they will contact them to return any cash that is found to be over.

- Avoid allowing yourself to be bullied or put into a situation where you are making poor decisions. When in doubt contact your manager or DTL.

The best thing you can do to avoid any of the above from happening is to pay attention and use common sense. Anytime you are uncomfortable or fear for your safety call the police. Most times they will visit the store and/or patrol the area as a precaution.

Your safety is our number one priority, if it seems too good to be true, or if something seems wrong - it probably is.