



STRASGLOBAL

RETAIL RESULTS

STRASGLOBAL

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Emergency Preparedness Plan



HURRICANE

August 2020



What to do to PREPARE the station

Hurricane Season:

Hurricane Season is between the months of June and September

- Keep the Emergency Phone List up to date, with revisions provided to each employee and district manager.
- Learn location of shutoff valves for gas, water, and electrical utilities. Learn how to turn them off.
- Verify that all employees know how to shutdown the fuel pumps.
- All employees need to know the stores' evacuation routes in case evacuation is ordered.
- Verify that the first-aid kit is stocked, and fire extinguishers are charged.
- District managers ensure they possess keys to all entry doors, managers' offices, safes and POS systems.



To track hurricane activity
www.nhc.noaa.gov



What to do to PREPARE the station

Hurricane Season *cont'd*:

- District managers ensure all sites have the proper supplies for preparing for a hurricane. These include the following.
 - Shrink-wrap for pumps.
 - Duct tape to secure shrink wrap on pumps.
 - Waterproof container for environmental records and lottery tickets.
 - Battery powered radio with extra batteries.
 - Flashlights with extra batteries.
 - Chain and lock for entry doors.
 - Signs stating, “Closed Due To Hurricane”, 8½ x 11 (1 per door)
 - Sign with manager, district manager, and operations manager contact phone numbers, 8½ x 11 (1 per door)



What to do to PREPARE the station

When a Hurricane warning is issued:

- Hurricane kits should be brought to the front sales counter and unsealed.
- Place environmental records and back-stock lottery tickets in waterproof containers, which are placed immediately in the safe.
- Keep battery-operated radio and flashlights at front counter to use if power goes out; radios are approved to be kept in the sales area during this emergency.
- Managers leave to secure their homes.
- As staffing permits, all employees begin securing their homes.
- If the store runs out of fuel, managers are to follow procedures of shutting down pumps at the breakers.



What to do to PREPARE the station

24 hours before a Hurricane lands:

- Exterior –
 - If station is not out of gas, shut pumps down and ensure submerged pumps are turned off. Take down or turn off gas price sign.
 - Stick tanks for reading and water; call stick readings into district manager.
 - Shrink-wrap pumps with nozzles in cradles, ensuring card readers are covered. Secure with duct tape, including the hoses.
 - Cover all windows and glass doors with plywood.
 - Close car wash, if applicable.
 - Collect and bring all trash cans, fire extinguishers, squeegees, water hoses and other equipment inside the store.



What to do to PREPARE the station

24 hours before a Hurricane lands:

- Interior –
 - Manager lock front doors and put up “Closed Due To Hurricane” sign.
 - Post the emergency phone number sign on inside of front door facing out.
 - Perform a Day Close on the register, lottery and all peripheral equipment. Process paperwork including deposit. Ensure payroll is up to date.
 - When all paperwork is completed and submitted, shut down the computer, monitor, SonicWall and internet modem. Shrink-wrap all and secure with duct tape.
 - Take money out of cash registers, drop all safe tubes and store in waterproof containers, placing immediately inside the safe.
 - Place dispenser lottery tickets in waterproof containers and place immediately in safe
 - Turn off register system and shrink-wrap.



What to do AFTER a Hurricane

- District managers will contact managers and store employees to check on their welfare and to see if they are able to get back to the store.
- When it is allowed by authorities and when it is possible to do so safely, managers will go to the store.
- Stay away from downed power lines and harmful debris/glass. Be aware of any loose glass or materials that could fall.
- Verify that the electricity is working. If not, leave building secured, inform district manager and leave the property until further notice.
- If there is electricity, the manager will check the site for structural damage and use caution when entering.
- Managers will call employees to return to the store.



What to do AFTER a Hurricane

- When possible to do so, district managers will travel to each site to assess damage and determine if any additional resources are necessary.
- District managers will provide an update to the operations director on site status and when stores will be re-opened.
- Do not use candles, lighters, matches, or other open flames as there is a possibility of damaged gas lines.
- Stick fuel tanks and check for water levels. If water is above 2 inches, report this to the district manager. Do not turn on the pumps.
- Do not order or accept delivery of fuel until you have determined that there are no leaks or damage to the underground storage tanks. Verify pumps are operational and not in alarm. Once this is done, and if there are no leaks, then a fuel delivery can be made.
- Managers open pumps when a fuel delivery is made by unwrapping equipment and putting up or turning on signage.



What to do AFTER a Hurricane

- Return trash cans and outside equipment to their normal areas.
- Do not flush toilets until sewer lines are checked.
- Record any retail items that have been damaged or spoiled and take off the sales floor.
- Once the inside of the store is back in working order, including registers, safe and back office computer are up and operational, the manager will notify the district manager the store is being reopened.
- If registers or safe are not in working order, the store cannot be reopened. Call the district manager for further instructions.
- If everything is operational, pull waterproof container out of safe. Verify change fund and lottery.
- Monitor fuel levels daily by manually sticking the tanks. Check for water daily.

Note: If situations at your store are beyond your control or become life threatening (flash flood, riots, looting) secure the station as much as possible, leave the area, find shelter and notify your district manager



STRASGLOBAL Our Mission

*To make life better –
for our team, our customers, and our clients.*

