



Astron Energy Manual

**Astron Energy
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CUSTOMERS ARE THE DRIVING FORCE OF OUR BUSINESS

In a highly competitive service industry such as ours, the customer is of paramount importance and outstanding service is critical for business success.

When all else is equal, customers measure service stations by the standard of customer service. Excellent customer service includes identifying your customers' needs and providing the products and services on the forecourt, in the convenience store and in other profit centres of the service station, promptly and respectfully, in a way that lets customers know that they always come first, we understand their needs, and we really care about satisfying them.

The standards contained in this section reflect Astron Energy (Pty) Ltd.'s ("Astron Energy's") commitment to keeping in touch with customers' needs and making it easy for them to purchase the products and services they require.

Specifically, they relate to Forecourt Service, Site Appearance, Staff Appearance, Payment Options, Trading Hours and Restroom Facilities etc. These standards must be consistently and uniformly maintained and adhered to at all outlets.

The standard of training staff receive in customer relations is of prime importance, as it ultimately equips you and your staff to achieve the competitive edge.

CUSTOMER FORECOURT SERVICE

The following are the minimum standards required.

- Immediately acknowledge customers entering the forecourt and direct them to a pump island.
- Welcome the customers by greeting them. Make eye contact and smile, giving a wave or thumbs up. Body Language must be friendly and welcoming.
- Check the fuel type and amount requested before filling the vehicle. Before commencing to dispense the fuel, confirm whether the customer wants petrol or diesel, also confirm the rand value of the fuel, and the octane requested. The petrol cap must be placed carefully on top of the petrol pump NOT on the vehicle or pump island. Fuel must be dispensed without spilling. Any fuel accidentally spilled must be wiped off the body of the vehicle immediately using a clean cloth.
- Offer the customer additional services e.g. clean windscreens, check tyre pressure, check oil, offer coolant, fill the windscreen reservoir and offer to remove rubbish from the customer's vehicle. Use the opportunity to upsell by communicating current C-store promotions to the customer.
- Let the customer know when the fill is complete. Point to the display on the pump and confirm the brand of fuel dispensed and the rand value of the fuel dispensed.
- Pay attention to your customers and serve them promptly. Ensure that payment (cash or card) is made immediately. Make a friendly parting remark to the customer like "See you next time, have a nice day".
- Customers like to know your name, so wear your authorised name badge with your name printed and not handwritten. The name badge must be visible at all times on the outermost garment and not be covered by hair or cover the company logo.
- Keep your uniform neat and tidy. Always check that your uniform is ironed, with no holes, missing buttons or dirty marks. Ensure your uniform is not faded.

STAFF TRAINING AND DEVELOPMENT

Everyone employed at the service station **must be** trained by the retailer, on an ongoing basis. Training is not a once-off event but a continual investment that has to be made by each retailer.

Training new employees is critical to enabling them to perform the new job well towards earning the retailer valuable sales revenue. In the same way, committing existing employees to refresher training or a development programme designed to sharpen their skills and improve their performance is essential to a retailer's continued success.

In most cases, it will be you, our franchisee/ retailer, who will provide staff training. As their employer, staff will look to you for training, including training in specific job tasks and as a role model for their general conduct. Treat training not as a burden but as an opportunity to maximise profitability (through improved employee performance) and to enhance general work environment. Conflict at work and job satisfaction are invariably related to the level of training that an employee has been given. Consequently, a greater level of job satisfaction is generated which will contribute to lower staff turnover and improved staff morale.

Astron Energy Regional Field Trainers will also provide classroom and onsite training from time to time. If circumstances do not allow face-to-face engagement, online training options may become available. Training tools are available from Sapphire, viz. Kiosk Posters, Foam Hand for directional use for approach. Umpetha Training Videos are available from your Territory Manager and Regional Field Trainers.

TRAINING ESSENTIALS

Explain to employees what has to be done:

- show them how you want it done;
- let them do it;
- observe and correct the procedure; and
- compliment them on work well done.

STAFF MUST UNDERGO THE FOLLOWING BASIC TRAINING PRIOR TO SERVING CUSTOMERS

- utilise the Umpetha Modules, viz. Customer Service, Payment Solutions, Delivery Process and Lubricants
- Site orientation and policies
- customer relations
- pump dispensing equipment
- Point of Sale (POS) / Cash Handling

ON THE JOB TRAINING (OJT) MUST BE ONGOING IN THE FOLLOWING AREAS

- forecourt service

- product knowledge
- handling customer complaints
- safety – how to handle spills, close down the pumps, use a fire extinguisher
- security
- merchandising the forecourt
- site opening and closing procedures
- controlling underground stock
- record keeping applicable to area of responsibility
- up-selling on the forecourt. offering details of promotions that are in place is important as this adds value to the customers overall onsite experience
- use of service station equipment
- dipping procedure
- promotion of other site facilities (FreshStop, car wash, workshop, etc.)

UNIFORM POLICY

Objective:

The objective of the uniform policy is:

- to ensure that Customer Service Attendants (CSAs), our frontline brand ambassadors, represent the brand in a consistent and professional manner to all customer across all forecourts
- to enable customers to easily and safely identify CSAs when visiting our service stations

Responsibility:

Retailers are responsible for:

- ensuring that CSAs and staff members are aware of the approved uniform policy and fully adhere to it at all times
- purchasing at the retailer's own expense, 2 full uniform sets for each CSA, which include safety shoes

Requirements of the Uniform Policy:

- all staff members, including trainees, are required to wear the approved uniform when on duty and on the forecourt. uniforms can only be purchased from Astron Energy approved suppliers (Sapphire)
- staff are not allowed to wear the uniform when off duty, apart from travelling to or from work
- each CSA must be issued with 2 full uniform sets
- staff members must be well presented; clothing must be clean, not faded, ironed, with no holes, missing buttons or obvious marks

- pants must be worn on the hip or waist and no underwear may be visible
- A white t-shirt may be worn underneath a shirt, however:
 - no logos should be visible
 - the undergarment can only be visible at the neck area
 - staff should not wear long sleeved t-shirts under a short-sleeved uniform
- personal grooming and hygiene must be of a high standard

Name Badges:

- all staff must wear the approved name badge when on duty
- name badges must clearly show the name of the CSA or in the case of a trainee CSA, the name badge can state 'Trainee'
- name badges must not be covered by a sweater, jacket or long hair
- name badges must be printed and cannot be handwritten
- name badges must be worn where they are easily visible to the customer, however, wearing the name badge on the sleeve is not acceptable

Footwear:

- safety shoes must be worn at all times
- safety shoes must be cleaned/polished for every shift
- safety shoes must be black with no white or coloured markings
- open-toe shoes or sandals must not be worn under any circumstances

UNIFORM ALLOCATIONS

Uniform Full Set	
Item	Quantity per CSA
Overalls	2
Safety Shoes	1

The entire range of Customer Service Attendant uniforms including prices and ordering instructions can be obtained from Sapphire +27 (21) 530 1220 or at www.caltex.sapplive.co.za

Please note the above uniform policy requirements and obligations are not to be compromised.

Retailers are required to complete the **Uniform Declaration on a quarterly basis** and submit to the Territory Manager.

Failure to comply with the Uniform Policy and submit the Uniform Declaration may result in escalation notification, which will be considered during the renewal of your agreement.

Please ensure that this Standards Manual, the Franchise Agreement and/or the Supply & Operating Agreement and the Uniform Policy are always enforced. **Non-compliance may amount to a breach of your Franchise Agreement.**

STAFF PRESENTATION

Objective:

To ensure professional staff presentation

Frequency:

Daily

Time:

Prior to arrival at work

Person Responsible:

Retailer

Measure Standard:

All staff on duty to be presentable as per these guidelines.

Mandatory Standard:

You must ensure that all staff comply with these guidelines.

How:

All staff, including trainees who wear the approved uniform, need to adhere to the following guidelines for personal grooming and hygiene:

- staff must be well presented - clothing must be clean, not faded, ironed with no holes, missing buttons or obvious marks
- long hair must be neatly tied back in a ponytail or bun, or held away from the face by hair clips
- beards and facial hair are permitted but must be trimmed and neat
- all jewellery, including pierced earrings, should be unobtrusive and appropriate
- nails must be manicured and clean
- make-up should be light, tasteful, and appropriate and coordinated with the staff's clothes
- open-toe shoes or sandals must not be worn under any circumstances, only safety shoes are permitted
- shoes must be cleaned/polished for every shift
- black or grey socks must be worn with safety shoes
- body tattoos in the view of customers or staff must not contain offensive designs or language
- whilst working on the forecourt, smoking and cell phones /mobiles are not permitted

- staff on a shift break shall not be permitted to smoke on the service station premises
- open wounds/injuries must be properly cleaned and covered by a clean bandage or plaster every day

Staff must discuss any religious requirements concerning clothes and/or accessories with the retailer and reach mutual agreement on what will be permissible. When the retailer is unsure, the Territory manager can be contacted for Corporate Guidance. This policy should be attached to employees' contracts of employment.

MARKETING

Know your customer.

Marketing is about knowing our markets, communicating with them, responding to their needs and assessing the effectiveness of our strategies in achieving this.

The market in which we operate is characterised by strong competition and increasingly sophisticated and discriminating customers. In such a market, it is essential that our franchisees see themselves as "Retailers" in every sense of the word – as marketers of products and services.

The standards in this section have been formulated with one main objective in mind – to stimulate customers' buying decisions.

Two key factors in the customers' decision making process must be influenced:

- **perception of value**
- **convenience of the purchase**

This can be achieved through promotional, merchandising and pricing techniques. The promotions standards in this section are designed to establish Astron Energy Retailers as sellers of particular products. National promotions provide a consistency of message and communication across the network and establish an expectation that particular goods can be purchased whenever a customer enters our service stations.

SITE IMAGE STEWARDSHIP

First impressions are lasting

The visual message we communicate with the "appearance" of our service station is more often than not the first the motorist receives.

First impressions are important as they can influence motorists' decisions to drive onto our forecourts rather than those of our competitors.

Service stations are designed to attract the motorist by providing a strong visual image and well-presented facilities and equipment.

The standards in this section define the minimum requirements that must be met in order to maintain that image.

Housekeeping describes how specific items must be maintained and presented to preserve the appearance standards of the outlet.

It is vitally important that all equipment and facilities on site are in good working condition and presented in a manner that does not detract from the strong, uncluttered, attractive, professional impact.

Signage

- Prior approval from Astron Energy **must** be obtained before any signage is installed or displayed at the service station.
- Installation of any approved signage must be to Astron Energy's specifications.
- It is your responsibility to ensure that all signage is kept clean.

Housekeeping and Maintenance

The forecourt must be clean, uncluttered and allow unobstructed access to the pumps at all times.

Forecourt Areas

Forecourt surfaces:

- the surface must be clear of rubbish and oil-free
- the surface must be swept daily and degreased weekly
- spillages must be cleaned immediately
- the forecourt must be kept free of obstructions and, particularly, clear of cars that may be parked only in designated parking areas

Pump Islands:

- must be swept daily and degreased weekly
- spillages must be cleaned immediately
- do not use high pressure washers
- do not use hose pipes to clean on the pump islands
- must be kept free of litter
- must be checked daily for any damage, scrapes and chips and the necessary calls must be logged with Pragma (Pty) Ltd

Pumps:

- pumps must be cleaned each shift
- identification decals must be kept clean, clear and in good repair
- no other advertising or decals may be applied to pumps
- calls must be logged for any scrapes or chips
- any faults detected in pumps and nozzles must be reported immediately on detection to appointed

pump service/repair agent (Pragma in S.A.)

- pump toppers must be correctly placed, be in good condition and must display the correct message
- pump displays must be clear and operating correctly
- hoses must be properly coiled
- outdated POP must be removed promptly

Advice on suitable cleaning agents and suppliers may be obtained through your Territory Manager, and from your CORE Cleaning System manual.

Waste Management

- Used oil, and other hazardous waste material may only be removed/transported from the premises by an approved hazardous waste removal company/transporter and disposed of at an approved waste disposal site.
- Waste Manifest and Safe Disposal certificates must be kept on site for a period of at least 5 years.
- The type of hazardous waste generated at a service station may include:
 - used oil
 - empty oil containers
 - oily rags
 - used gloves
 - oil contaminated paper towel
 - and/or contaminated soil
 - contaminated spill kit material
- Hazardous waste may not be commingled and disposed of with general waste.
- Reasonable steps are to be taken to ensure that the containers where waste is stored are intact and not corroded and are fit for the storage of waste.
- For waste storage, there must be:
 - a dedicated waste bin/container for each type of waste
 - the waste bin/container must have a lid and be lined with a leak proof plastic bag to avoid environmental pollution
 - The waste bin must be properly labelled to indicate the type of waste stored e.g. “empty oil containers”, “hazardous waste”, “general waste”
- Adequate measures must be taken to prevent:
 - Accidental spillage or leaking
 - Waste from blowing away
 - Nuisances such as foul odour; visual impact
 - The pollution of the environment and harm to health
- The area where hazardous waste is stored must be kept clean.

Records of all hazardous waste removals are to be kept by the Retailer, and made available on demand.

Equipment

- Watering cans and windscreen cleaning equipment must be available at each pump island. (The 20/20 sites have these built in.)
- Watering cans (black only) must be clean and in good condition.
- Windscreen cleaning equipment must be in good condition.
- All bulletins must be firmly attached and in good condition

Canopy columns:

- must be cleaned daily
- no unauthorised posters/signs are permitted
- authorised signage must be neat, in good condition and straight
- no equipment is to be mounted on columns

Canopy ceiling:

- must be clean and in good repair
- lights must be free of dust and dirt and in working condition

Canopy fascia and signage:

- must be kept clean and in good repair
- lights must be working
- signs must be in good state of repair

Attendant's kiosk, change rooms and toilets:

- must be clean, odour free and clear of food and debris
- internal walls, floor and ceiling must be clean and painted
- external surface must be touched up when necessary

Air gauges:

- must be clean, stored neatly and in correct working condition

Ingress/Egress:

- must be clear of any rubbish, oil or parked cars

- for any maintenance a call must be logged

Landscaping:

- must be kept free of litter and weeds
- Must be mowed regularly and edges neatly trimmed
- kerbing must be checked for damage and damage repaired
- shrubs must be pruned so that they do not obscure signs and facilities
- pot plants must not be placed on or between pump islands, and are permitted elsewhere on the forecourt only in very exceptional circumstances, with Astron Energy specific approval required in every case

Where specific approval has been granted for pot plant holders and/or flower boxes, these must be painted in approved brand colours and must be repainted when necessary. They must have adequate plants, be kept weed-free and dead plants must be replaced.

Signage

Pylon/Flag:

- must be kept clear of obstruction at all times
- must be kept clean and in good repair
- paint work must be in good repair
- all lights must be working and switched on between dusk and dawn and also during poor light conditions

Safety Signage

- The location of all fire equipment and emergency equipment including the First Aid Kit should be clearly indicated using signage.
- Inside buildings, emergency escape routes and exits must be clearly identified using signage, where applicable.
- “No smoking”, “no naked flame”, “no cell phone” and “switch off engine” signs must be posted on the pump islands, vents.
- At sites where LPG is sold, signs indicating the maximum volume of gas to be stored at the facility must be posted at the gate of the gas cage or gas storage area.
- All compressors and generators must have the following signs displayed:
 - “Caution this equipment starts and stops automatically”; and
 - “Noise zone and ear protection”.
- The Emergency Assembly Point/s should be clearly identified using signage.

Directional

- Entry/Exit signs must be clean and clear of obstructions.

- Lane and product identify signs must be clean, visible and in good repair.

Promotional

- All Point of Purchase signage (POP) must be kept current and installed as per the instructions in the Trade Presenter which accompanies the delivery of POP packs.
- All outdated, faded and damaged messages / POP must be removed promptly and replacements requested via your Territory Manager.

Other

- Toilet/restroom/convenience store and lube bay/work bay/workshop signs must be clean and in good repair.

Buildings

Exterior:

- windows and doors must be cleaned daily
- windows must be unbroken and clear of posters
- automatic doors must be working
- roller shutter doors must be clean
- doors must be clean
- paint work must be in good repair
- gutters and down pipes must be in good repair and clear of debris

Interior:

- furniture must be attractive and in good repair
- entrance must be uncluttered
- floor must be vacuumed daily and washed and polished regularly
- walls and ceilings must be cleaned regularly
- the counter must be cleaned daily and be uncluttered
- pos equipment must be clean, operating and accessible
- shelving must be clean and dust free
- cooler units must be clean and doors free of fingerprints and extraneous signs
- pelmet fascia's must be clean and dust free
- windows must be clean and unbroken
- doors must be clean and in good repair
- lights and light switches must be clean and in good order

Stock /Store Rooms

The Retailer must:

- ensure that stacking of material is executed in a manner that the base is level and capable of sustaining the stack load
- ensure that stacks are stable and do not overhang
- store heavy items at a lower level
- ensure that the housekeeping is checked
- ensure the area is regularly inspected for no leaks or spills

Chemicals must be segregated as follows:

- corrosives
- flammables
- oxidizers

It is the Retailer's responsibility to ensure that materials and chemicals are properly segregated, labelled and stored. There must be SDS's available for all stored chemicals.

Rear of building:

- gates must be in good repair
- entrances must be clean and clear of all rubbish or other obstructions
- surfaces must be clean and clear of any spilt oil or debris
- there must be no old cars, scrap, tyres or old oil stored or placed here - ensure that this area is clear of any fire hazards, including spilt petroleum products and drums of inflammable material
- cars must be parked only in the areas allocated
- rubbish bins must be kept clean and emptied regularly
- all water taps must be clean, working and drip free

Property boundary walls:

- the repair of boundary walls is not the retailer's responsibility, unless the damage is a result of the retailer's negligence
- the walls must be kept clean

Workshop

Floors:

- must be swept daily
- must be washed and degreased regularly
- must be kept free of standing water

Walls:

- must be cleaned regularly
- paint work must be kept in good repair

Doors:

- must be kept clean and in good repair
- all locks must be in good working order

Lights:

- all lights and light switches must be in working order

Equipment:

- hoist and compressor must be clean and operating correctly
- the greater and drain-o-matic must be clean and operating correctly
- Maintenance Registers must be visible and updated
- air-lines and hoses must be well maintained and in good condition
- oil storing and dispensing equipment must be clean, correctly labelled and in good repair
- oil water separator to be cleaned as specified

Working area and benches:

- must be uncluttered and tidy
- rubbish must be properly disposed of
- waste oil must be properly stored
- no unauthorised posters/signs permitted

Car wash:

- interior must be litter free
- interior walls must be stain free
- entrance/exit must be uncluttered and debris free
- equipment must be in working order and in good repair
- wash materials must be replenished regularly
- operating instructions must be clean and visible
- vacuum must be clean and in good working order
- separators must be kept clean

Underground storage:

- manhole covers must be in place and unbroken
- retailers are not responsible for replacing manhole covers unless broken/damaged by retailers or their staff
- identification marks on the manholes surrounds and collars on the filler pipes must be in position
- filler and dip caps must be in place, and unbroken, locked and sealed correctly
- check daily that fill/dip points are correctly tagged/legible/free of water/padlocked
- check daily that manhole covers are in place and in good repair
- check tanks daily for water
- check daily that dipsticks are in good repair and correctly tagged
- vent pipes must be clean, free of blockage and obstruction
- separators must be kept clean

FORECOURT SERVICE EQUIPMENT

The following accessories must be available at all times on each pump island:

- windscreen cleaning unit (water bucket and squeegee)
- water can
- rubbish bin

These accessories must be serviced during and/or at the end of each shift as follows:

- water buckets filled with clean water and cleaning agent
- squeegee buckets cleaned and freed of grit
- water cans filled with clean water

AIR FACILITIES

Tyre inflation service must be available to motorist at all times.

Air hose stand and retractable hose reel must be maintained as follows:

- air gauges must be inspected and cleaned daily.
- if they are not operating accurately, they must be repaired immediately - the retailer is responsible for affecting any necessary repairs at his/her own cost.
- air hoses must be inspected daily
- air hoses must be coiled properly
- air compressors must be maintained as follows:
- daily inspection and water drained off
- serviced in accordance with manufacturer's recommendation

- annual inspection of pressure vessel by approved authority and records maintained

PUBLIC TOILETS

If the site offers the use of a public toilet facility, it must be kept available to all customers at all times during which the premises are open for business.

Below are some examples of solutions that can be investigated by Territory Managers, Retailers and Sales Managers and adopted by sites that need to employ additional measures in managing restroom facilities.

Vandalism / Theft in restrooms:

Site to supply keys to customers at retailer's discretion. In cases where a full time staff member is not employed to manage the restrooms and where theft of soap and toilet paper is a continual issue, Territory Managers and Retailer shall investigate issuing toilet supplies to customers at the time of supplying keys, e.g. hand drying towels, toilet paper and soap sachets. Alternatively, at this stage consider employing a full time staff member to manage restrooms.

High Traffic Areas:

Having a restroom in high traffic areas may be a huge advantage and the retailer could consider employing a full time staff member to man restroom facilities to ensure stocks are replenished, controlled and restrooms are kept clean at all times.

In areas where abovementioned solutions have shown little success in solving the problem and the restrooms continue to be vandalised and used for crimes, *inter alia*, but not limited to, prostitution and drug dealing, the Territory Manager may be engaged to investigate and motivate for the public toilet facility to be changed to a coin operated facility or closed and no longer offered by site, for the safety of our customers and staff at that site.

Cleaning must be carried out in accordance with the CORE Cleaning System:

- Spot Checks, in conjunction with Travel Path and Daily Task Sheet
- Restroom, Daily and Monthly CORE Cleaning System Guides

As per the “daily site checklist” and “CORE cleaning system guides” the following must be carried out, and spot-checks done:

Daily:

- sweep debris from floors
- clean toilets, urinals and surrounding areas
- wipe doors, handles, dispensers and hand rails
- clean mirrors, basins, counter tops and splash backs
- empty and clean rubbish and sanitary bins
- restock toilet paper, soap and towels
- mop floor

Monthly:

- wipe down ceiling, vents and walls
- scrub soil build up from floor / wall corners

Cleaning Roster:

The cleaning roster must be placed in the bathroom facility at all times.

TRADING HOURS

Unless otherwise agreed to in writing by Astron Energy, the forecourt at the service station must be open for business and operational for the sale of fuels to the public 24 hours a day, 7 days a week.

PAYMENT OPTIONS

You must accept well-recognised card payment mechanisms for fuel and store purchases. The retailer must always take the necessary precautions to protect themselves against potential card fraud.

Fuel and oil must be sold for cash or its equivalent.

The following bank cards may be used for fuel purchases:

- garage card
- fleet card
- debit, credit and cheque cards
- American Express (Amex) and Diners Club Cards – Retailer must sign separate agreements for these two card issuers to accept these cards
- local account cards: Retailer may have their own local account system to manage their local accounts. An advance payment is required for local accounts before the customer can make any purchases on the account. Purchases should never exceed the balance available on the account. Retailers to carry the **risk** of any credit given on these accounts

BUSINESS MANAGEMENT

Increasingly sophisticated and competitive service station retail marketing and good management is essential to achieve a profitable return on investment and to protect and increase the value of the assets employed.

It is critical that you use management systems that provide accurate and up-to-date information. Only with such information will you be able to make good business decisions and increase the profitability of your business.

The standards in this section reflect the importance of establishing and maintaining such systems.

Specifically, they are:

Business Planning

- Setting realistic goals
- Establishing specific objectives
- Planning strategies

Financial Management

- Money management
- Financial analyses
- Inventory control

Staff Management

- Staff training
- Clear job definitions
- Trading rules enforcement
- Motivation and encouragement

Inventory Control

- Reconciliation of fuel stocks
- Maintaining adequate stocks
- Records

Business Planning

You must:

- establish your business goal for the year
- break down your overall goal into specific objectives for each profit centre
- define strategies and plans to achieve these objectives
- in conjunction with your Retail Territory Manager, prepare the following twelve-month business plans:
 - Marketing plan
 - Sales and expense budget
 - Cash flow forecast
- regularly compare your actual position with the business plan objectives
- make any changes needed to bring your business into line with your plans

Financial Management

You must:

Use a complete and proven financial management system encompassing the following:

- basic bookkeeping and accurate financial records
- money management
- controlling cash, accounts receivable/payable and expenses
- financial analysis
- daily financial summary, business performance analysis
- inventory control
- identify slow moving items, shrinkages and monitor product mix

It is strongly recommended that you make use of the services of a professional accountant to assist and advise you on the financial aspects of your business on a regular basis.

Staff Management

You must:

- develop a set of outlet trading rules.
- fully brief staff and ensure full understanding and compliance with trading rules at all times
- display the outlet trading rules where they are visible to staff
- ensure forecourt staff has the opportunity for promotion/advancement through an appropriate staffing structure
- link staff remuneration to performance - develop an evaluation checklist and scoreboard to monitor staff performance in key customer service areas
- ensure all staff members are in possession of a job description and fully understand its requirements.
- a job description must include:
 - job title
 - who the position reports to
 - purpose of job
 - main tasks and duties
 - standards of performance expected
- ensure compliance with all applicable legislation, including:
 - Unemployment Insurance Act (30 of 1966)
 - Occupational Health and Safety Act (85 of 1993)
 - Compensation for Occupational Injuries and Diseases Act (130 of 1993)
 - Labour Relations Act (66 of 1995) / MIBCO Agreement
 - Basic Conditions of Employment (Act 75 of 1997)
- register with any necessary authorities in terms of prevailing legislation

Inventory Control – Fuel

In line with the Wet Stock Management (WSM) Process and SHEQ Book of Rules, fuel product cumulative monthly tolerances should not exceed +/- 0.50%, there are no five consecutive days of loss/gain; no 18 days of unexplained loss/gain over a period of 1 month; no sudden increase in water levels; and water levels not higher than 2.5 cm.

You must:

- dip all underground tanks daily and complete full fuel reconciliations in accordance with Astron Energy's guidelines
- compare physical dip readings with computer output
- keep records of these readings on file and make them available for inspection upon request
- keep cumulative totals of daily discrepancies
- report timeously to Astron Energy any significant loss/gain in accordance with guidelines specified (14 days)
- ensure stocks never fall below minimum levels specified in the Franchise Agreement
- record water-finding paste tests / water readings daily as well as before and after fuel deliveries
- ensure that filler and dip points are locked at all times
- adhere to the Statistical Inventory Reconciliation Analysis (SIRA):
 - Statistical Inventory Reconciliation Analysis (SIRA) is an approved Astron Energy monitoring method, managed by a third party, that provides an additional early warning solution to identify leaks and control product integrity, on a daily basis at selected sites

It is incumbent on the Retailer to provide the required data in the prescribed format and timeline to the third party.

Any investigation requests must be dealt with promptly.

OCCUPATIONAL HEALTH, SAFETY AND ENVIRONMENT

Responsibility

The Retailer is responsible for ensuring compliance with all existing and future applicable legislation, which may, from time to time, be amended and published.

Applicable Rules & Legislation

Astron Energy has prepared the SHEQ Book of Rules to assist the Retailer in complying with Astron Energy's SHEQ requirements and including, but without limiting the generality thereof, applicable legislative requirements. It is the Retailer's responsibility to obtain copies of applicable legislation, and to ensure that such legislation is complied with.

CODE OF CONDUCT AND BUSINESS ETHICS

Astron Energy has a reputation for conducting its business in accordance with the highest international business and ethical standards.

The purpose of this Code of Conduct is to promote standards of conduct to which Astron Energy subscribes, which includes good faith, ordinary business decency, integrity, honesty, diligence and

competence in all the business dealings between the parties, both vis-à-vis the world at large and with each other. This Code of Conduct is a guideline as to the minimum levels of conduct expected of the Franchisees / Retailers for the duration of the applicable Retail / Franchise agreements, as the case may be.

Franchisees / Retailers' Relationship with Astron Energy's Employees and/or Sub-contractors and/or Agents and/or other Service Providers:

In all their interactions, dealings or communications, of whatsoever nature, with Astron Energy employees, sub-contractors, agents, suppliers, and service providers, Franchisees / Retailers shall at all times act in good faith, and in accordance with ordinary business decency, ethics, professionalism, integrity, honesty, diligence and competence, and shall in particular:

- treat them politely and with courtesy, showing due respect to each individual's dignity;
- refrain from using abusive, vulgar or derogatory language; and
- refrain from making racist, sexist or defamatory comments.

Franchisees / Retailers Obligations to Customers:

The highest degree of integrity in dealing with our customers is a prerequisite to building sound long-term business relations. All Franchisees / Retailers shall accordingly at all times act in good faith, and in accordance with ordinary business decency, ethics, professionalism, integrity, honesty, diligence and competence, and shall in particular:

- treat all Astron Energy companies and their customers with dignity, fairness and respect;
- not belittle, laugh at, mock, ridicule, sneer at, or criticise customers;
- except where compelled otherwise by law, ensure that customer and Astron Energy information which comes into their possession remains confidential;
- never deliberately or negligently give inadequate or misleading descriptions of our company's products or services; and
- conduct themselves in a manner that upholds the reputation of Astron Energy at all times.

LEGAL AND REGULATORY COMPLIANCE

All Parties shall:

- conduct their business in compliance with the law, including consumer protection and/or fair competition laws, that applies in South Africa from time to time;
- without limiting the generality of the foregoing, in the conduct of their business, comply with all applicable anti-corruption laws, including the Prevention and Combating Corrupt Activities Act 12 of 2004; and
- comply with the government regulations and laws pertaining to COVID-19 that apply in South Africa – the regulations and laws referring, *inter alia*, but not limited to, social distancing, wearing of masks, supplying hand sanitiser and sanitising payment terminals and/or all other equipment being used

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