

PROTEST & CIVIL DISTURBANCE STRATEGIES

The potential presence of protest activity at Retail Sites increases the potential for risk to site workers, customers, property and the protestors themselves. In the event of a Protest or general Civil Unrest, major brands suggest the following guidelines:

Planned Protests

- Notify Local Law Enforcement of potential protest day
- Contact your Jobber/Supplier/RAE/FBC/RBC
- Review this guideline with site workers
- Review Security Systems to ensure functional
- Consider securing external stock
- Lock up waste bins if possible
- Review deliveries scheduled the day of the protest and consider re-scheduling
- Consider utilizing pass-through window

Unplanned Protests:

- Notify Local Law Enforcement of activity
- Contact your Jobber/Supplier/RAE/FBC/RBC

During the protest: Peaceful protesters should remain on public property, e.g. sidewalks. The protesters are pedestrians and may occupy public property within the guidelines of reasonable activity, e.g. not creating a safety hazard.

Safety: Site Workers and Customers should be careful when walking across the site and be aware of vehicle traffic.

Prevent Escalation: Site Workers should avoid confrontation with the protesters by not engaging or confronting the protesters. Monitor the protest via security cameras discreetly, do not use cell phone to photograph or video the protesters.

Media: If media arrives on site and asks questions please do not respond but notify your brand representative. Please advise your site workers to not post to social media about the protest (including video or photos of the protest).

If the Protest escalates or there is general Civil Unrest in the area affecting the forecourt or store:

- Ensure Local Law Enforcement is notified (if not already on site)
- Shutdown the fuel dispensers and secure site (lock doors)
- Follow Local Law Enforcement guidelines for allowing customers to leave for their safety
- Re-open only after given clearance by Local Law Enforcement to do so

After an incident:

Complete a check of the following for rubbish, graffiti and/or general property damage:

- Forecourt General Area
- Fire extinguishers
- Pump dispensers
- Car Wash
- Area Security Cameras
- External Stock Ensure your brand representative is notified of the incident

Additional measures for consideration during temporary shutdowns:

The safety of site workers, the surrounding community and the environment should be prioritized. In the event a site opts to shut-down due to safety concerns or local government regulations, here are some additional steps noted as best practices:

Notifications:

- Notify Local Law Enforcement and Fire Departments of intent to shutdown
- Notify Logistics teams to suspend deliveries
- Notify vendors (ATM/Lotto/Lottery/Coke/Pepsi, etc) to suspend deliveries
- Notify your brand representative of intent to shut down the site

Forecourt:

- Shut down Fueling Systems per site procedures
- Post Signs indicating site is Temporarily Closed
- Secure pumps and Fill Tanks (locks)
- Tape off Fuel Islands
- Lock Dumpster area if applicable
- Shut down digital MID sign/Remove prices from manual MID Signs
- Lock Down Maintenance Bays if applicable

Backcourt:

- Armor Pick Up - If possible secure special pick up
- Ensure Security System is working and recording
- Ensure Emergency exit bars are working and locked
- Pull monies out of tills, leave open and empty and interior lights on
- Pull Scratcher tickets and secure in safe
- Remove/Cover cigarettes (recommend at least securing cartons in back office)
- Secure back office before leaving

- Board Up Exterior Glass windows if possible (lights should be on even if boarded for CCTV systems)

NOTICE: This information is provided by the brands as a service to its customers and is not intended to represent expert advice and should not be relied upon as such. We will continue to share best practices and we encourage you to do the same.