

This manual was assembled to give you an overall view of the policies and procedures of H. R. Lewis Petroleum Company. It is the result of many years of experience in the wholesale jobber and retail businesses and has been compiled in association with our managing staff.

There is no way any manual can cover every aspect of this business, but we have tried to cover all the main points and have given special attention to certain areas. As an employee, it is your responsibility to completely familiarize yourself with this manual and the policies and procedures outlined therein.

**NOTE: This is a policy manual outlining the policies and procedures of H. R. Lewis Petroleum Company. In no way is this manual implied or stated to be a contract for employment.**

I have read the H. R. Lewis Petroleum Company Policy/Operations Manual and understand the policies and procedures outlined therein. I agree to follow these policies. If I fail to do so, my position with the company could be terminated.

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## **Equal Employment Opportunity**

It is the policy of our company to observe and comply with the Civil Rights Act of 1964, the Federal Equal Pay Act of 1963, and the Age Discrimination Employment Act of 1967. The basic requirements prohibit discrimination against an individual because of race, color, religion, sex, national origin, disability, or age:

- in hiring or firing;
- in compensation or benefits;
- in terms, conditions, privileges, or employment;
- in connection with any opportunity for training or advancement.

We will continue the goal of pursuing equal opportunity for all of our employees for training and advancement.

## **Employment Policy**

The orderly and efficient operation of this distributorship requires that employees maintain discipline and proper personal standards of conduct at all times. Discipline and proper standards are necessary to protect the health and safety of all employees and to protect the company's good name and property. To that end, H. R. Lewis Petroleum Company sets forth its established rules, which together with observing all other proper standards of conduct, employees are required to obey. For certain offenses listed below, H. R. Lewis Petroleum Company may suspend, discharge, or otherwise discipline an employee without notice.

### **Posted Offenses**

#### **I. General**

- A. Committing a crime anywhere punishable by imprisonment.
- B. Damaging company property or the property of others on company time or through negligence or purpose.
- C. Inflicting or attempting to inflict bodily harm on company time or property except in self-defense.
- D. Intimidating or coercing an employee because of religion, race, national descent, age, or sex.
- E. Use of profane or abusive language.
- F. Discussing your pay with another employee, other than your supervisor in private.
- G. The use of company phones to call 976 or 1-900 numbers.

#### **II. Dishonesty**

- A. Stealing from the business or from others on company time or property. This includes:
  - 1. Working on a friend's or your own personal property on company time.
  - 2. Using warehouse/office equipment for personal use without prior consent from management.
  - 3. Placing any inventory item into your personal possession without the prior purchasing of that item.
  - 4. Using company time to complete any personal task or pastime (i.e., placing a phone call, playing a game, or fixing your vehicle or someone else's while on the clock.)
  - 5. Failure to clock out during your scheduled lunch break.
- B. Making false statements to management in connection with employment, medical history, etc.
- C. Making a fraudulent record.
- D. Fraudulent substitution of a product.

#### **III. Insubordination**

- A. Refusing to obey an order to perform assigned work prescribed.
- B. Showing disrespect to a supervisor.

- C. Refusing to answer a question in the investigation of an accident.

#### **IV. Neglect of Duty**

- A. Absence without permission, except for cause beyond employee's control.
- B. Failure to notify supervisor of absence in advance of time scheduled to work.
- C. Excessive absenteeism or tardiness.

#### **Posted Offenses Continued**

#### **V. Disregard of Safety and Health Regulations**

- A. Smoking in any area of the gas pumps, gas trucks, and when serving a customer is strictly forbidden.
- B. Violation of any safety rule.
- C. Failure to immediately report an on the job injury or property damage.
- D. Failure to report a revoked or suspended driver's license.
- E. Failure to wear back support device while on company time.
- F. Conduct which could result in injury to yourself or others
- G. Negligence, recklessness, and carelessness in operating equipment or performing assigned work.

#### **VI. Alcohol and Illegal Drugs**

- A. Possessing, using, or being under the influence of alcohol or illegal drugs on company time or property.
- B. Habitual use of alcohol or an illegal drug.
- C. Failure to pass a mandatory drug test prior to hiring. For drivers, failure to pass a mandatory drug test annually in association with their DOT driver physical cards.

#### **VII. Disorderly Conduct**

- A. Fighting, threatening, quarreling, disorderly or immoral conduct, inciting disorder in any manner, setting off alarms or malicious mischief.
- B. Use of language intended to provoke other individuals.

#### **VIII. Destruction**

- A. Loss or misuse of company property
- B. Destruction; defacing; deliberate or repeated waste or damage of merchandise, supplies, equipment, or property belonging to the company, its employees, vendors, or customers.

## YOUR FIRST NINETY DAYS

During your first ninety (90) days of employment, both you and the company should have adequate time to make a decision as to whether you meet the requirements of our organization. In turn, you will know whether our company meets your expectations. During this period your supervisor will evaluate your performance, attitude, and your work ethic in general. If there are areas you are weak in they will be discussed with you. During this time you will also be given on-the-job training in certain areas.

We feel the employee-employer relationship must be a two way street. In order for the employee to do a good job, he/she must like the work, enjoy working with fellow employees and must show a mutual respect for fellow workers. On the other hand the company must have the same respect for the employee.

Therefore, your first ninety (90) days are considered a trial period and upon successful completion you will be considered a regular employee of H. R. Lewis Petroleum Co.

A following is a copy of the Probationary Statement:

H R Lewis Petroleum Co.  
1432 Cleveland Street  
Jacksonville, Florida 32209

FACILITY: \_\_\_\_\_

EMPLOYEE'S NAME: \_\_\_\_\_

DATE: \_\_\_\_\_

I agree that I have been hired by H. R. Lewis Petroleum Company on \_\_\_\_\_ and that I have been notified that I am on a probationary period of ninety (90) days. I also agree that I have been notified within seven (7) days of my starting date.

Changes in the Unemployment Compensation Law -- State of Florida. Effective October 1, 1980, an employer can be non-charged when he terminates unsatisfactory employees during a probationary period. The term "probationary period" means: an established probationary period that applies to all employees or a specific group of employees and does not exceed ninety (90) calendar days. The employee must be informed of the probationary period within the first seven (7) work days. There must be conclusive evidence to establish that the individual was separated due to unsatisfactory work

performance and not separated due to lack of work due to temporary, seasonal, casual, or other similar employment not of a regular permanent year-round nature.

\_\_\_\_\_  
EMPLOYEE'S SIGNATURE

\_\_\_\_\_  
MANAGEMENT SIGNATURE for H R Lewis Petroleum Co.

## Employee Standards

### Personal Appearance

Your appearance influences the impression a customer has of your employer. It has been proven that in first 10 seconds a customer determines his or her opinion of a business. That is why a neat personal appearance is vital, as you are one of the first things a customer may notice.

A daily bath, deodorant, and good dental appearance are absolutely essential. Cologne should be light. Hair should always be clean and neatly styled. Males are to be clean shaven every day.

If you have been issued uniforms, you are to wear the official uniform. Your uniforms are to be kept neat and pressed. Caps other than the official oil company caps are not permitted. If you report to work out of uniform you will be asked to return home and come back in your uniform. Your back support device is part of your uniform.

### Work Schedule

Work schedules are posted on a bulletin board or clip board in the office or designated area. All employees are responsible for obtaining their hours from the schedule. Everyone is expected to work the schedule posted. Schedule changes are to be held to a minimum, and are to be handled through your supervisor. At no time are changes to be made without the consent of your supervisor.

Excessive tardiness and absences will not be tolerated. Should you expect to be late, you should call **your supervisor**. If you do not call or do not show up for two consecutive days, it is assumed that you have resigned and you will be terminated.

Your lunch break is a special time of the day. You are encouraged to enjoy it. During this thirty minute time period, you should not perform any work (i.e., pulling orders, answering phones, making deliveries), as this is not company time but personal time. Your lunch break will be staggered among other employees so that others can "watch the store" while you eat. You are to clock out during this time. Upon completion of your break, you may clock in and resume your work day. There possibly might be days that you simply cannot break for lunch. On those days, write in no lunch on your time card and have it initialed by your supervisor. You will be paid for that time and no lunch break will be deducted.

## **Quitting and Termination**

Employees are requested to give a minimum of two weeks notice prior to leaving employment. This notice along with other considerations, is absolutely essential to receive a good recommendation from us to your future employers. This notice needs to be in a hand written form to your supervisor.

It is regrettable, but on occasion we must terminate an employee. This is done with ample consideration by our management team and is for the good of the whole operation. Our managers have been put in their positions because we have confidence in their abilities. They have the backing of our entire management team and should be treated with the respect that their job position entitles them. At no time will insubordination be tolerated. The use of alcohol or drugs on the job or employee theft is grounds for immediate dismissal. For additional offenses that may result in dismissal or disciplinary action, refer to the Employment Policy section of this manual found on pages' 5-6.

## **Phone Calls**

Phone calls are not to be placed or received at the plant unless they are of an emergency nature. No long distance calls are ever to be made. Do not use directory assistance. These calls cost money. The use of any 976 or 1-900 numbers on company phones will be grounds for dismissal.

## **Non H R Lewis Personnel**

Individuals other than those employed by H. R. Lewis Petroleum Company are **never** allowed to be in company trucks, company forklifts, or operate company equipment. Due to the nature of our business and the dangers presented therein, non employees (friends, families, acquaintances or otherwise) are **never** allowed in H. R. Lewis Petroleum Company working areas unless they are a contracted agent performing work related to our business. Our insurance will simply not allow for any possible safety related accidents involving non employees.

## **Company Vehicles**

Company vehicles are **only** to be used for company business. Any other use without prior management approval is **strictly prohibited**. Our insurance will not allow our employees to use them for personal transportation. Exceptions to this must have prior management approval.

## **Company Warehouses and Locations**

The warehouses at H. R. Lewis Petroleum Company carry expensive liability insurance. This insurance is there to guard against loss or damage to company vehicles, equipment, property, and inventory. This insurance does not cover any damage that occurs to employee personal items. The warehouses are not a storage facility, and must be used to store only company related materials. Storage of personal property is not permitted in the warehouses or offices.

## Procedures

H. R. Lewis Petroleum Company payment policy is to pay rates that are competitive with the marketplace and offer you the opportunity to better your standard of living.

### Pay Rates

Pay rates will be determined by the job position. Also taken into consideration are previous job experience, appearance, education, and overall impression at the time of the job interview. Any pay increases will be determined by your supervisor and will be based on your job performance, periodic evaluations, and overall attitude; not on how long you have been with H. R. Lewis Petroleum Company.

### Pay Checks

Your pay check will include a statement of your total earnings, the amount deducted for social security, the amount deducted for federal income tax, and any other authorized deductions. Pay checks will not be written prior to a scheduled payroll day. The pay period begins on Wednesday and ends on Tuesday. Payroll day is every other Friday. **Payroll checks will not be distributed until Friday.** If you will be off on Friday, you can make arrangements to pick up your check on Friday. Otherwise, it will be held until your next scheduled work day.

### Overtime Pay

Overtime pay is calculated at 1 1/2 your regular hourly rate. Overtime is paid on all hours worked (excluding vacation and holiday pay) over 40 hours per week.

### Time Clocks

The time clock is used to determine the working hours of an employee. You will be given a time card for each pay period. It is your sole responsibility to punch in and out on your time card. Allowing someone else to do so or punching in for someone else is grounds for

discharge. You are to punch in and out as scheduled. **You are not to clock in before you are scheduled to work and you are not to clock out late, unless authorized by your supervisor.** Time cards must have the machine imprint on them. Hand written times will not be accepted without approval of your supervisor and only under certain conditions. For proper approval you must have your supervisor put their initials beside any written in times.

### **Advances**

Advances are given only in the case of extreme emergencies and must have the approval of Harry Lewis, Sr. or Harry Lewis, Jr.

### **Your Pay**

Your pay is a private matter. Under no circumstances are you to show your pay stub or discuss your pay with anyone other than Brian Lewis or your supervisor in private. Failure to follow this policy may result in dismissal.

## **Benefits**

### **Insurance**

Group health insurance is available for all full-time employees after they have successfully completed the 90 day probationary period. You will have the option to accept or reject coverage. If you accept coverage, H. R. Lewis Petroleum Company will pay a portion of the premium. The remainder of the premium will be deducted from your pay prior to taxation. Our health insurance is a HMO Health Plan and is designed to cover any major illnesses or hospitalization you may require. Our company provides optional dental insurance, but does not pay any portion of the premium. For more information or current rates, see your supervisor.

H. R. Lewis Petroleum Company also offers employees the opportunity to participate in a 401K plan. After 12 months of full-time employment, enrollment begins either January 1 or July 1. You must be 21 years of age to participate.

### **Uniforms**

Uniforms are provided by the company. This may include shirts, pants, hats, and any other equipment such as back braces, beepers, phones, box cutter, etc. Upon leaving the employment of H. R. Lewis Petroleum Company, you must return your uniforms and loaned equipment. If you fail to turn in the things that were assigned to you, the amount of the uniforms or equipment missing will be deducted from your last pay check. If your pay check does not cover the cost of the uniforms and equipment, you will be billed at the replacement cost.

Uniforms, cell phones, beepers, etc... are expensive items for our company, and we want for you to take pride in the condition that these things kept and returned.

### **Holiday Pay**

The company observes the following holidays for which regular full-time employees are eligible to be paid:

**NEW YEARS DAY  
4TH of JULY  
LABOR DAY  
THANKSGIVING  
CHRISTMAS**

You must be working 90 days to be considered a full-time employee in order to qualify for holiday pay. The following holiday policy applies:

- Full-time over 90 days-You will be paid regular time for the holiday.
- Part-time over 90 days-You will not be paid if you do not work. If you work, then you will receive time and a half for that day.
- If you do work on an established company holiday, you will be paid your regular rate in addition to your holiday pay.
- In order to be paid for these holidays, a regular scheduled employee must have worked the operating day before and after the holiday. If a holiday falls during your vacation you will receive off an extra day.

### **Benefits Continued**

#### **Vacation Pay**

You must be a full-time employee averaging at least 35 hours per week and must be employed for one year in order for you to qualify for vacation pay.

Vacations are scheduled on a seniority basis. It is our policy to recognize seniority in practical ways, so therefore first choice on a date comes to those with the most seniority.

In all cases, regular full-time employees will receive pay for a 40 hour work week for the week they are on vacation. Vacations must be scheduled at least 4 weeks in advance and must be approved by your supervisor. The activity of the plant and the time period requested will be taken into consideration before giving approval.

Vacations will be limited to one week increments without special approval.

Vacation eligibility (uninterrupted employment):

One Year

One Week

Two Years & over

Two weeks

It is our feeling that everyone needs a vacation each year, and we are happy to offer you this benefit. Therefore, we discourage anyone requesting pay instead of vacation and will only consider this under special circumstances.

Vacation pay is not a required obligation of the company. It is given as a benefit, which we hope everyone appreciates. If you leave the employment of the company for any reason, you will forfeit any vacation time for which you were previously eligible.

## **Policy**

### **Open Door Policy**

Even with open communication, your immediate supervisor may not be able to solve all concerns or problems. If your Department Supervisor or Manager cannot help you, the problem should be taken to Brian Lewis, Harry Lewis, Jr. or Harry Lewis, Sr.

### **Customer Relations**

Our customers are to be treated as you would a guest in your home. You want them to feel welcome. They are the single most important part of our business!

No employee is ever to argue with or in front of a customer. Nor is any employee to ever make derogatory remarks or use abusive language within hearing distance of a customer.

Eating, drinking, and smoking is never allowed in plain view of the customers. Food and drinks should never be left on the service counter or setting area where the customer might

be. All food and drink containers are to be cleaned up and disposed of immediately after eating. Under no circumstances is anyone allowed to smoke behind the sales counter.

Should a customer ever complain, he should be treated with the utmost courtesy. Remember staying calm is the best way to take the wind out of person's sails. If you are unable to help the customer, immediately seek the help of your supervisor.

### **Clean-Up Policy**

It is very important for all of us to keep our personal work areas as clean as possible. This not only helps us work better. It allows us greater organization, and there is something that just feels good about being in a clean environment. This holds true in the lavatories as well.

Therefore, posted along with the schedule, will be a clean-up detail. This detail will assign various duties from emptying garbage cans and vacuuming to cleaning the restrooms as well. We will all take our turn in making this jobbership a brighter, cleaner place.

### **Inspections**

From time to time, you will receive an unannounced inspection. Each of you will be made aware, well in advance of the inspection, of what will be on your specific inspection list. These inspections will go into your personnel file, and will be reviewed when you are considered for pay increases. These inspections carry a lot of weight.

### **Employee Evaluations**

You will receive quarterly employee evaluations. These evaluations will be based on your work ethic, attitude, and inspection scores. Your evaluations will be very important. They are a reflection of you and show how valuable you are to H. R. Lewis Petroleum Company. They are also the basis for all merit increases. So look sharp and let's make this the best jobbership it can be... **together!**