



Security Policy & Procedures



About United Pacific

United Pacific, through its retail convenience locations, has established itself as one of the largest independent owners and operators of gas stations and convenience stores in the Western United States. United Pacific offers motor fuels products under the *76*, *Conoco*, *Shell*, *Chevron*, and *United Oil* flags, and convenience items through the *We Got It! Food Mart*, *My Goods Market*, and *Rocket* brands. United Pacific operates its retail and wholesale businesses in California, Colorado, Oregon, Washington, and Nevada, and includes 455 company operated gas stations and convenience stores.

United Pacific maintains an extremely robust security and crime prevention posture in the communities it serves. Numerous security protocols and policies were developed to incorporate best practices for all age restricted sales at all retail locations. United Pacific's highest priority is to provide a safe and secure environment for Team Members and Customers.

1) Local Management Team

Local management team information will be provided upon location opening.

2) Age Verification for Age Restricted Sales

All point-of-sale equipment is equipped with ID card readers and the system prompts the Team Member to scan ID when alcoholic beverages are scanned for purchase. Each Team Member receives a copy of the Age Restricted Sales Handbook and must review it upon being hired and throughout employment.

3) Operations

All Team Members must complete onboarding training and receive annual retraining in Age Restricted Products. No consumption or open alcoholic beverages will be permitted on the premises. Signs specifically prohibiting this activity will also be placed in conspicuous places on the premises as required.

Team Members are provided training in alcoholic beverage sale rules, laws, and regulations and are required to adhere to the stringent guidelines associated with the control and sale of alcoholic beverages. To avoid a restricted sale to a minor or minors soliciting adults to purchase age restricted products on the minor's behalf, Team Members are trained on the following techniques:

- The legal age for purchasing alcohol, tobacco, and lottery products
- The fines and penalties affiliated with age restricted products
- Acceptable forms of ID
- What to look for on an ID and how to spot an altered ID
- How to verify the Customer's age by properly entering their birthday in the POS

- The legal sale hours for alcohol
- Team Members will ID all persons who appear underage when they attempt to purchase any age restricted product
- What to do if the Customer's ID is expired
- What types of payment are accepted for purchasing Lotto/Lottery
- What to do if a Customer appears intoxicated
- What to do if a Customer attempts to consume alcohol on the property

Upon completion and review of the ABC-299 Clerk's Affidavit Form, Team Members must complete part 2 and the Store Manager must complete part 3.

United Pacific has a zero-tolerance policy for a failed sting by law enforcement. Failure to comply with such laws may constitute grounds for termination. To ensure compliance with laws prohibiting age restrictive product sales to minors, United Pacific uses the BARS Program to perform alcohol and tobacco compliance checks.

Four evaluations are done per calendar year and conducted each quarter. Any Team Member who fails a compliance check, including the Store Manager, may be subject to discipline and remedial training.

4) **Intoxicated and Disorderly Patrons**

Team Members are trained to deal with intoxicated individuals, or individuals attempting to or consuming alcohol on store property. If safe to do so, Team Members will instruct the person(s) to cease and desist consuming the alcoholic beverage and ask the person to leave the premises. If the Team Member deems it unsafe to approach the individual, law enforcement will be promptly called to assist.

5) **Security**

Most United Pacific locations maintain operations 24 hours a day, and are equipped with enhanced lighting, inside and out, that provides a safe environment for Customers, Team Members, and discourages loitering.

The convenience store is designed with full height glass windows to provide clear and unobstructed views from inside and out. All signage affixed to the windows will not obstruct these views.

Loitering & Panhandling

Loitering and panhandling will not be tolerated and United Pacific. "No Loitering" signs will be posted in conspicuous places on the property. All loitering and panhandling issues will be dealt with in a swift and consistent manner by notifying local police, or by use of a Mosquito anti-loitering device.

No consumption or open alcoholic beverages will be permitted on the premises. Signs specifically prohibiting this activity will also be placed in conspicuous places in both Spanish and English.

Team Members are trained and directed to immediately deal with individuals attempting to or consuming alcohol on store property. If safe to do so, Team Members will instruct the person(s) to cease and desist consuming the alcoholic beverage and ask the person to leave the premises. If the Team Member deems it unsafe to approach the subject(s), law enforcement will be promptly called to assist.

Security Equipment and Crime Deterrent

All United Pacific operated stores are equipped with multiple indoor and outdoor cameras with overt camera technology with a 24-hour operational CCTV DVR system. The station cameras are strategically positioned to capture activity at the critical areas of the store, including the alcohol coolers. CCTV maintenance issues are handled with high priority and rectified in an expeditious fashion.

Smart Safes are also used as a crime deterrent. Smart Safes are bolted to the concrete, include a time delay, and only provide access to limited funds. In addition, United Pacific implements a Cash Handling Policy to limit the amount of money in the register. There is also an armored car pick-up based on the cash levels in the safe. ATMs are all bolted to concrete.

Robbery and crime deterrence is a meticulous process where each new hire is provided specific Loss Prevention training and also receives an annual refresher.

Other Standard Security Measures include:

Physical Perimeter Checks to Identify and Repair Burned Out Lighting
Enhanced Exterior Lighting
Intrusion Detection Alarms (with strobe and siren) in non-24 Hour Sites

6) Trash and Graffiti Removal

Any and all trash accumulating on the property and landscape areas will be removed promptly.

To prevent littering and graffiti, Team Members ensure that all inside and outside lights are operational, as required. A Work Order must be submitted to the Facility Maintenance Group anytime lighting is damaged or requires repair or replacement.

Team Members are instructed to immediately notify the Facility Maintenance Group if there is any graffiti found on site. Graffiti will be promptly removed from any wall, fence, building, structure, window, or equipment as needed. A Work Order must be submitted to the Facility Maintenance Group to remove graffiti. All maintenance requests are logged.