

Section 2. Pre-Landfall Guidelines

Hurricane Response Team Guide

Safety of people and operations is paramount in each of these days' activities and will not be sacrificed or compromised

T/minus 5

5 Days Before Landfall

- Hurricane Response Coordinator (HRC) sends email to team to make all aware of storm and path.
- Requests team members to make field aware and begin their internal preparation Day 5 activities
- HRC sends invite to team for start of daily conference call activities (see pre-landfall agenda) if necessary to begin preparation communications
- HRC monitors storm path
- HRC facilitates, directs, communicates conference calls and activities among functions and management

T/minus 4

4 Days Before Landfall

- HRC monitors storm path
- Team confirms
 - a. Begin hurricane inventory level increase (tank top off) activities in impacted markets
 - b. Move delivery assets (trucking), and secure additional, in market to assist with anticipated fuel demand increase
 - c. Communications with local officials
 - d. Retail functions have initiated their Preparedness Guide activities
 - e. Confirm setup (driver carding/certification) at alternate lifting locations
 - f. Schedule shutter / boarding activities in market and review generator mobilization plans
 - g. All team members' critical vendors, contractors and suppliers have been contacted to provide necessary goods to support communities' hurricane preparedness activities (eg. reduce perishable inventory, increase water, battery, deliveries, banking/cash control more frequent pick-ups based on increased demand, secure additional haulers as needed for product delivery)
- HRC facilitates, directs, communicates conference calls and activities among functions and management

T/minus 3

3 Days Before Landfall

- HRC monitors storm path
- Team continues planning activities:
 - a. Retail functions have updated employee/dealer contact lists including evacuation location, and are following outlined T/minus 3 preparation activities
 - b. Retail provides updates on preparation activities within markets
 - c. Prioritized listings of locations for delivery
 - d. Plans for mobilizing additional trucking and driving assets
 - e. Verify setups (driver carding/certification) at alternate lifting locations
 - f. Update on scheduling shutter / boarding activities in market
 - g. In field Command Team identified and confirms command center, logistics and communications plan
 - h. All team members critical vendors, contractors and suppliers have been contacted and are on alert & notified for pre and post hurricane needs/activities
- HRC facilitates, directs, communicates conference calls and activities among functions and management

Section 2. Pre-Landfall Guidelines

T/minus 2

2 Days Before Landfall

- HRC monitors storm path
- Likely State/County Evacuation plans begin (be aware of which retail sites are on evac route)
- Team continues planning activities progress & market condition updates:
 - a. Retail functions are following outlined T/minus 2 preparation activities
 - b. Retail functions provide update on preparation activities within markets
 - c. Retail has prioritized listings of locations for fuel delivery
 - d. Updates on fuel demand and run-outs and driver setups (carding/certification) at alternate lifting locations
 - e. Update on preparations and supply conditions
 - f. Coordinate hotel/command center, supplies, etc for field command team efforts
 - g. Update on shutter / boarding activities and generator mobilization activities
 - h. Updates from local / state authorities, Pursue early contact for any expected local emergency fuel needs for aftermath
 - i. Review with team, sites where Plug-N-Play generators are located
 - j. Review employee recall plan and staffing expectations at Plug-N-Play sites
 - k. All vendors, contractors and suppliers updates on progress.
- HRC facilitates, directs, communicates conference calls and activities among functions and management

T/minus 1

1 Days Before Landfall

- HRC monitors storm path
- Likely State/County Evacuation continue (be aware of which sites are on evac route)
- Team continues planning activities progress & market condition updates:
 - a. Retail implementing T/Minus 1 preparedness and reports any operational issues with personnel related to evacuation activities.
 - b. Retail functions provide update on preparation activities within markets and evacuation calls
 - c. Update on additional available delivery (trucking) assets to meet demand as well as in market evacuation activity traffic route updates
 - d. Update on shutter / boarding activities and generator mobilization activities
 - e. Updates on local / state authorities' activities and evacuation and emergency declaration activities. Continue to pursue early contact for any expected local emergency fuel needs for aftermath.
 - f. If appropriate, updates from HQ Field Command center team members, logistics, plans
 - g. Tight communications among groups on closure plans
 - h. All vendors, contractors and suppliers update on supply progress.
- Team begins Recovery effort preparations
 - a. Recovery Expectations are set
 - b. Retail have communicated plans to employees for recall and expectations on recovery and reopen efforts
- c. Additional drivers and trucks available to recover market
- d. Available product / alternate supply points
- e. Damage assessment team is designated and staged to enter market
- f. Crews at ready for minor damage repairs
- g. Provide assessment team with necessary precautions before entering market
- HRC facilitates, directs, communicates conference calls and activities among functions and management

Section 2. Pre-Landfall Guidelines

Landfall

- Take all precautions for personal safety. No action during this event

Day 1

Post Landfall

- Team begins Recovery efforts to return business to normal operations
 - a. Mobilize damage assessment teams
 - b. Mobilize HQ field command center team (if appropriate)
 - c. Retail begins locating and determining status of employees and personnel in market and communicating recall plans
 - d. Determine status of drivers and trucks to prepare for delivery plans
 - e. Determine available product / diversion points
 - f. Determine power situation / which sites may be opened

Day 2 thru Recovery

Post Landfall

- Team conducts continuous recovery efforts to return business to normal operations after an all clear from Damage Assessment team
 - a. Each function begins mobilizing efforts in market for recovery
 - b. Each function provides updates on existing conditions and status of re-start plans and expected implementation
 - c. Tight communications and coordination of efforts
 - d. Coordinate relocation/remobilization efforts as necessary for generators
- HRC facilitates, directs, communicates conference calls and activities among functions and management

Section 2. Pre-Landfall Guidelines

Hurricane Daily Preparedness Guide T/minus 5 (5 Days Before Landfall)

- A. Be attentive to Radio/TV reports and directions by authorized authorities.
- B. Check your fuel supply, if you are out or you anticipate running low/out, contact Supply Management Support Line (1 855 LOADGAS) .

Preparation:

- 1. Locate your Hurricane Preparedness Guide. Have employees read and review the guide.
- 2. Have employees complete or update Emergency Contact Telephone list.
- 3. Conduct a site inspection of facility noting potential problems or situations that could result in damage, impede evacuation or be a safety hazard.
- 4. Begin to meet with store employees to discuss availability, procedures, and delegation of responsibilities.
- 5. Develop and communicate a new work schedule for extra help to handle the rush of business and possible close-down and evacuation of station, if necessary.
- 6. Plan ahead to secure cash, or make deposits.
- 7. Have a radio available and tuned to local weather reports for current status and updates.
- 8. Maintain daily communication with your store employees and report events as necessary.
- 9. If you have an opportunity to place an order, order additional: water, ice, beverages, batteries, flashlights, bread, cigarettes, etc.

If your store is in an Evacuation Zone, you may be ordered to leave the vicinity by a particular time. These time/procedures guidelines will need to be adjusted to. If your store is ordered to immediate shutdown and evacuate, follow the order / recommendations and directions by local authorities.

Section 2. Pre-Landfall Guidelines

Hurricane Daily Preparedness Guide T/minus 4 (4 Days Before Landfall)

- A. Be attentive to Radio/TV reports and directions by authorized authorities.
- B. Check your fuel supply, if you are out or you anticipate running low/out, contact Supply Management Support Line (1 855 LOADGAS) .

Preparation:

- 1. Continue to follow the procedures in the Hurricane Preparedness Guide. Practice or conduct dry run-throughs in anticipation.
- 2. Review and update Employee / Store / Emergency Contact Telephone lists with current phone #s.
- 3. Conduct a site inspection of facility noting potential problems or situations that could result in damage, impede evacuation or be a safety hazard.
- 4. Begin to meet with store employees to discuss availability, procedures, and delegation of responsibilities.
- 5. Develop and communicate a new work schedule for extra help to handle the rush of business and possible close-down and evacuation of station, if necessary.
- 6. Verify that cash will be secure, or make deposits.
- 7. Have a radio available and tuned to local weather reports for current status and updates.
- 8. Maintain daily communication with your store employees and report events as necessary.
- 9. If you have an opportunity to place an order, order additional: water, ice, beverages, batteries, flashlights, bread, cigarettes, etc.

If your store is in an Evacuation Zone, you may be ordered to leave the vicinity by a particular time. These time/procedures guidelines will need to be adjusted to. If your store is ordered to immediate shutdown and evacuate, follow the order / recommendations and directions by local authorities.

Section 2. Pre-Landfall Guidelines

Hurricane Daily Preparedness Guide T/minus 3 (3 Days Before Landfall)

- A. Be attentive to Radio/TV reports and directions by authorized authorities.
- B. Check your fuel supply, if you are out or you anticipate running low/out, contact Supply Management Support Line (1 855 LOADGAS) .

Preparation:

- 1. Continue to follow the procedures in the Hurricane Preparedness Guide. Practice or conduct dry run-throughs in anticipation.
- 2. Remind all employees to update their Employee Contact information.
- 3. Conduct a site inspection of facility noting potential problems or situations that could result in damage, impede evacuation or be a safety hazard.
- 4. Meet with store employees to discuss availability, procedures, and delegation of responsibilities.
- 5. Review and communicate the work schedule for extra help to handle the rush of business and possible close down, and any other anticipated actions.
- 6. Have a radio available and tuned to local weather reports for current status and updates.
- 7. Consider additional manning, security, and traffic control to expedite sales during anticipated rush.
- 8. Maintain daily communication with your store employees and report events as necessary.
- 9. If you will be receiving a merchandise delivery or anticipate running out of certain products prior to the Hurricane, place an order. Items that will be in high demand, water, ice, beverages, batteries, flashlights, bread, cigarettes, and fuel.
- 10. Check with your employees on their personal preparation and timetable of completion.
- 11. Prepare to secure windows with hurricane shutters or plywood if applicable.

If your store is in an Evacuation Zone, you may be ordered to leave the vicinity by a particular time. These time/procedures guidelines will need to be adjusted to. If your store is ordered to immediate shutdown and evacuate, follow the order / recommendations and directions by local authorities.

Section 2. Pre-Landfall Guidelines

Hurricane Daily Preparedness Guide T/minus 2 (2 Days Before Landfall)

- A. Be attentive to Radio/TV reports and directions by authorized authorities.
- B. Check your fuel supply, if you are out or you anticipate running low/out, contact Supply Management Support Line (1 855 LOADGAS) .

Preparation:

- 1. Continue to follow the procedures in the Hurricane Preparedness Guide. Practice or conduct dry run-throughs in anticipation.
- 2. Employees should update their information on the Emergency Contact Telephone list.
- 3. Conduct a site inspection of facility noting potential problems or situations that could result in damage, impede evacuation or be a safety hazard.
- 4. Develop and communicate a new work schedule for extra help to handle the rush of business and possible close-down and evacuation of station, if necessary.
- 5. Consider additional manning, security, and traffic control to expedite sales during anticipated rush as well as prepare for shut-down. Notify associates that they are on 24 hour call.
- 6. Have a radio available and tuned to local weather reports for current status and updates.
- 7. Maintain daily communication with your store employees and report events as necessary.
- 8. Check with your employees on their personal preparation and timetable of completion
- 9. If you will be receiving a merchandise delivery or anticipate running out of certain products prior to the Hurricane, place an order. Items that will be in high demand are water, ice, beverages, batteries, flashlights, bread, cigarettes, and fuel.
- 10. Prepare to secure windows with hurricane shutters or plywood if applicable.
- 11. Locate and make sure you know the proper procedure to turn off main water services.
- 12. Locate and make sure you know the proper procedure to close natural gas and/or propane valves.
- 13. Remind employees, if they need to fuel their car(s) and if product is available, they need to make their purchase.

If your store is in an Evacuation Zone, you may be ordered to leave the vicinity by a particular time. These time/procedures guidelines will need to be adjusted to. If your store is ordered to immediate shutdown and evacuate, follow the order / recommendations and directions by local authorities.

Section 2. Pre-Landfall Guidelines

Hurricane Daily Preparedness Guide T/minus 1 (1 Day Before Landfall)

- A. Be attentive to radio reports and directions by authorized authorities.
- B. Distribute to employees updated employee contact list.
- C. If you have been notified of a possible evacuation, begin the Preliminary store preparation for closure and evacuation if necessary.
- D. Check your fuel supply, if you are out or you anticipate running out today, contact the Supply Management Support Line (1 855 LOADGAS).

Preparation:

- 1. Begin moving non-essential items (pump toppers, banners, masterblaster, tent cards, plastic holders for SpeedPass, displays, signs, etc.) from the gas island and exterior of store. If items cannot be removed off the pump, make sure they are included when you shrink wrap the pump. Items to remain unless they become a safety hazard (outside trash cans, window squeegee, paper towels, etc.) Store outside movable materials into a secure environment (in dumpsite area and lock dumpsite area, remove pump toppers, outside racks, displays, signs, etc.). Car Wash with brushes - move the brush unit to the middle or opposite direction the storm is coming from.
- 2. Continue to follow the procedures in the Hurricane Preparedness Guide. Practice or conduct dry run-throughs in anticipation.
- 3. Check if Employee Emergency Contact list has been updated by every employee. If not, contact remaining employees and record their information.
- 4. Re-confirm with store employees to discuss availability, procedures, and delegation of responsibilities.
- 5. Update and communicate the work schedule(s) to handle the remaining days and the day of re-opening if closing is ordered.
- 6. Have a radio available and tuned to local weather reports for current status and updates
- 7. Consider additional manning, security, and traffic control to expedite sales during anticipated rush as well as store preparation.
- 8. Maintain daily communication with your store employees and report events as necessary.
- 9. Hopefully by this time your employees have had discussions with family members and relatives for their personal preparation, and actions. Check with your employees where they are on their personal preparation.
- 10. If you will be receiving a merchandise delivery or anticipate running out of certain products prior to the hurricane, place an order. Items that will be in high demand are water, ice, beverages, batteries, flashlights, bread, cigarettes, and fuel.
- 11. Ensure hurricane shutters are operational if equipped or prepare to board up windows.
- 12. Remind employees, if they need to fuel their car(s) and if product is available, they need to make their purchase
- 13. Remove the gas price numbers from the street id sign.

If your store is in an Evacuation Zone, you may be ordered to leave the vicinity by a particular time. These time/procedures guidelines will need to be adjusted to. If your store is ordered to immediate shutdown and evacuate, follow the order / recommendations and directions by local authorities.

Section 3. Landfall and Post Landfall

Hurricane Daily Preparedness Guide t/minus 0 (Day of Landfall)

Exxon Mobil Corporation assumes no responsibility or liability for the inaction or action taken by any service station owner/operator based on the contents of this checklist.

- A.** Be attentive to radio reports and directions by authorized authorities.
- B.** Notify employees scheduled to close the store to report if it is safe to do so.
- C.** Begin store preparation for closure and evacuation if necessary.
- D.** Check your fuel supply, if you are out or you anticipate running out today, contact the Supply Management Support Line (1 855 LOADGAS).
- E.** Remind on-duty employees if they need to fuel their car(s), they need to make their purchase if product is available.

Hurricane Close Down / Evacuation:

If your store is in an EVACUATION ZONE, you may be ordered to leave the vicinity by a particular time. These time/procedures guidelines will need to be adjusted to. If your store is ordered to immediate shutdown and evacuate, follow the order / recommendations and directions by local authorities.

- 1. If not previously done, store outside movable materials inside in a secure environment (Trash cans-secure trash cans in dumpsite area and lock dumpsite area. Remove pump toppers, outside racks, displays, signs, etc.).
- 2. If not previously done, shrink wrap all pumps, car wash reader, tire inflation equipment, car vacuum equipment and gas island fire extinguishers if not removable from case.
- 3. Car Wash with brushes - move the brush unit to the middle or opposite direction the storm is coming from.
- 4. Bring into building: fill cap lids (dome type) and gas stick. Do not lock fill cap.
- 5. If you have an outside ice box, do not lock the doors.
- 6. Remove and discard all meat products in the cooler, ice cream, milk, cheese, eggs and any other items that will be spoiled if not kept refrigerated (make sure to inventory the items and keep for your records/charge offs)
- 7. Close all lids/doors to trash dumpster. If lids/doors are lockable, secure them with appropriate lock. Secure any objects in the dumpster area, close gate and if lockable, lock gate enclosure.

Section 3. Landfall and Post Landfall

Hurricane Daily Preparedness Guide t/minus 0 (Day of Landfall) continued

- 8. Check your gaskets on the fill caps for the motor fuel tanks, to make sure they are in good condition. Use grease to improve the seal, if needed. Do not lock fill caps.
- 9. Secure gas nozzles and hoses; use shrink-wrap to go completely around nozzles, hoses, pump topper and MPD as one unit. Remove and store fill cover lids.
- 10. Place and wrap in plastic bags all phone cards, Cash/Gift cards, lottery tickets, money orders and lock in the bottom of the safe. Put all permits and licenses in plastic bag in the safe.
- 11. Make sure your computer systems are backed up, store computer discs and store records in a safe and dry place.
- 12. Shut off the breakers to the STP pumps to avoid burning out the pumps, if suction is broken.
- 13. Use plastic trash bags or an 8 foot plastic tarp to cover the POS, computers, printers, FAX machines, copiers and calculators
- 14. Cover money order, lottery, safe and all other electronic/sensitive machines/equipment.
- 15. Cover security cameras, VCR/DVR, TV, or any important electronic device with plastic bags/ plastic tarp. Cover file cabinets, computers, phones, and backroom cigarettes with plastic bags/tarps.
- 16. Wrap Daily Reports, environmental records, and employee files in plastic.
- 17. Cover all cigarettes with plastic bags (pack rack, overhead, storage/backroom/office areas).
- 18. Secure all cash.
- 19. Turn off all electric equipment except POS, PEZ (if not connected to POS), freezers and coolers.
- 20. Turn off main water services if possible.
- 21. Close natural gas and/or propane valves.
- 22. Close all interior doors.
- 23. Lock cashiers cage.
- 24. Turn lights off.
- 25. Lock all exterior doors (chain front door) and post front door sign indicating closing and emergency numbers to call if notification is required.