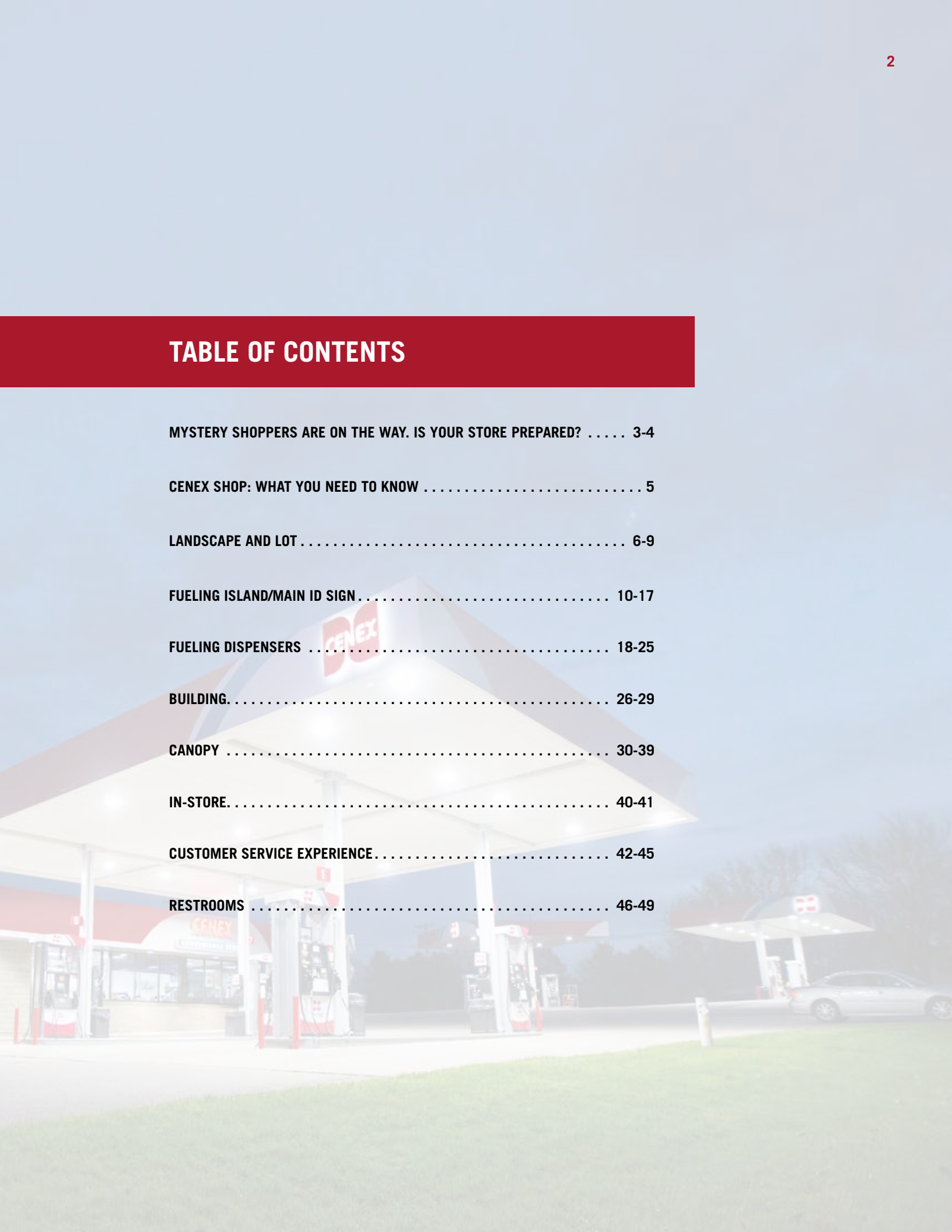




CENEX® RETAIL EXCELLENCE DAILY (RED) MYSTERY SHOP EVALUATION GUIDE



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MYSTERY SHOPPERS ARE ON THE WAY. IS YOUR STORE PREPARED?

The Cenex® Retail Excellence Daily (RED) mystery shop program is vital for ensuring brand integrity and great customer experiences across the entire network of Cenex locations. While the competitive landscape continues to evolve and change, it is more important than ever that we continue to gather information that will help you to better position your business against the competition and improve the overall level of service. As we well know, better customer service leads to satisfied guests and repeat business!



ACCESSING EVALUATION RESULTS

There are two convenient ways to access your mystery shop evaluation results. Both methods are mobile friendly and allow you to easily access evaluation results from your smartphone.

1. EMAIL ATTACHMENT

Within 72 hours of shop completion, an email containing the evaluation results will be sent to the provided email address(es). Simply open the email and double click on the PDF attachment to review the results. Would you like to add an email address to the distribution list? Email all information to refinedfuelsmarketing@chsinc.com.

1. Email attachment: Sample PDF report.



2. WEBSITE



To access your site(s) evaluation results via the website, visit mymysteryshopresults.com. You will need to enter your email address and your password in order to log in.

Once in the site, the results can be found by clicking on the **Evaluations** icon at the top of the screen.

2. Website: After logging in, click the **Evaluations** icon to view results.



MYSTERY SHOPPERS ARE ON THE WAY. IS YOUR STORE PREPARED? (CONTINUED)

VIEWING THE EVALUATION RESULTS

When viewing the evaluation results, you will first find two summary charts calling out the site's overall score as well as a breakdown showing how the site performed by section.

Below the summary charts is a more detailed view of the evaluation at the question level. With the evaluation's easy-to-read format, you can easily determine question scoring and infraction rationale (if applicable).

Below: Sample summary charts on the website.



CORRECTIVE ACTION

When a site fails a brand image question, they will see the following message in a yellow box on their evaluation.

By failing this question, you are in breach of Cenex® Retail Image Brand Standards. It is important that you resolve this issue immediately. Once resolved, please notify your Cenex District Manager so all required documentation can be completed on your behalf.

It is important to note that these infraction(s) must be remedied. Please provide documentation to your Cenex District Manager showing the infraction has been fixed to ensure it is documented on the website. The corrective action process will be open the entire shopping round plus 30 days after the last shop.

Completing the corrective action process will not award points back to the question. Failure to complete corrective actions may result in termination of the BPMA between CHS and your company, in accordance with the provisions of the Petroleum Marketing Practices Act.

APPEALS

In the event of shopper error, an appeal can be submitted for the incorrectly scored question. To submit an appeal, please click the **Request for Action** icon at the top of the evaluation results and follow the instructions on the page.

Please note, the icon link to file an appeal will be available the entire shopping round plus 30 days after the last shop. Upon appeal review, should it be determined that the shopper scored the question in error, points will be awarded back for that question.

*Below: Click the **Request for Action** icon to submit an appeal.*



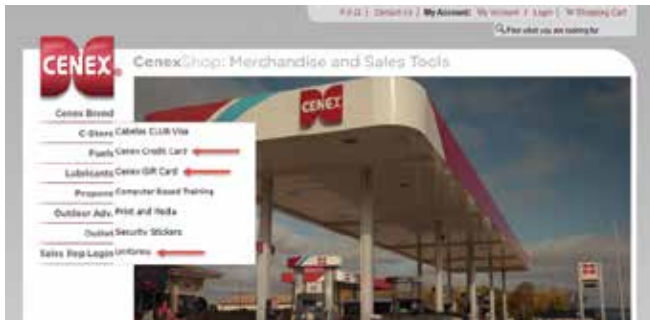
MYSTERY SHOP EVALUATION GUIDE

The following guide outlines each question the mystery shopper will be evaluating. Prepare your store, and your store team, for the upcoming round of shops by carefully going through each question. If you need help or have any questions along the way, contact your Cenex Representative.

CENEX SHOP: WHAT YOU NEED TO KNOW

To adopt new customers and maintain loyal ones, it's essential to provide your customers with a satisfying c-store experience. It all starts by making sure your image is professional and up-to-date. Cenex Shop at cenexshop.com is your one-stop online destination for current Cenex assets to keep your advertising, store and products enticing and relevant.

Website: cenexshop.com



Cenex Shop offers approved uniforms and name badges, credit card applications, and gift cards all conveniently located under the C-Store category. Keep in mind, these items qualify for up to 75% Retail Ad Share reimbursement.



GETTING STARTED

- 1. Visit cenexshop.com.** Immediately begin shopping for your advertising and promotional items without the hassle of having to log in before browsing.
- 2. Check out, and create an account.** Once all your items are added to the Shopping Cart, you will need to log in to your account to complete the ordering process. Don't have a Cenex Shop account? No problem, it is easy to create your own account and will only take a couple minutes! And, don't forget to record your username and password for future reference.
- 3. Have questions?** If you need help, view the FAQs located at the top of cenexshop.com, or contact your Cenex Representative.

SECTION 1: LANDSCAPE AND LOT



POINTS 3

Were the perimeter areas, including in front of the store, clean, unobstructed and well-maintained?

NOTES

- YES. All standards were met.
- There was excessive trash.
- Weeds visible from more than 5 feet away.
- Perimeter walkways/curbs had damaged concrete which could cause a tripping hazard.
- Perimeter walkways/curbs had chipped/peeling paint.
- There was an outdoor display or other object obstructing entry into or out of the store.

PHOTO EXAMPLES

✓ COMPLIANT



✗ NON-COMPLIANT



More than two cracks 1" deep and 12" in length



Weeds visible from more than 5' away



Excessive trash/litter

The photos provided are for example purposes only and do not cover every possible instance. Please use your best judgment to ensure your site is in compliance with Cenex® Retail Image Brand Standards.

3 POINTS

Was the lot, including ingress/egress as well as the area under the canopy paved (in concrete or asphalt) and in good condition?

- YES. All standards were met.
- Ingress/egress not paved in concrete or asphalt.
- Ingress/egress areas had cracks or potholes large enough to present a tripping hazard for customers.
- Area under the canopy not paved in concrete or asphalt.
- Other paved areas had cracks or potholes large enough to present a tripping hazard for customers.
- The paved areas contained excessive spills or stains.

NOTES

PHOTO EXAMPLES

✓ COMPLIANT



✗ NON-COMPLIANT



Tripping hazard



Pothole



Excessive cracks

The photos provided are for example purposes only and do not cover every possible instance. Please use your best judgment to ensure your site is in compliance with Cenex® Retail Image Brand Standards.

POINTS 3

Did all exterior perimeter lights (not including canopy lights) appear operational with no signs of damage or dirt?

NOTES

- YES. All standards were met.
- At least one or more lights appear to be burnt out and/or not working.
- At least one light did not have a covering.
- At least one light was dirty, cracked or damaged.

PHOTO EXAMPLES

✓ COMPLIANT



✗ NON-COMPLIANT



Missing covering



Burnt out bulb

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SECTION 2: FUELING ISLAND/MAIN ID SIGN



POINTS

5

Were all Cenex logos clean and well-maintained?

NOTES

- YES. All standards were met.
- The MID had a Cenex logo that was not clean or well-maintained.
- The canopy had a Cenex logo that was not clean or well-maintained.
- The building had a Cenex logo that was not clean or well-maintained.
- Secondary ID sign (possibly a hi-rise) had a Cenex logo that was not clean or well-maintained.

PHOTO EXAMPLES

COMPLIANT



NON-COMPLIANT



Faded logo

The photos provided are for example purposes only and do not cover every possible instance. Please use your best judgment to ensure your site is in compliance with Cenex® Retail Image Brand Standards.

5 POINTS

Were the fueling island curbs clean, in good condition and the correct color?

NOTES

Horizontal lines for notes

- YES. All standards were met.
- Curbs were not the correct color. The correct color is SW Haze Gray; does not apply to stainless steel or unpainted curbs.
- Curbs had chipped, scuffed or peeling paint.
- Curbs were rusty.
- Curbs were excessively dirty and/or had more than minimal old oil build-up.
- Curbs were not free of litter and debris.
- Curbs were damaged (crumbling concrete, cracked or broken).

PHOTO EXAMPLES

COMPLIANT



Natural concrete



Painted correct color



Stainless steel

NON-COMPLIANT



Chipped paint



Excessive rust

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POINTS 5

Were the fueling island bollards clean, in good condition and the correct color?

NOTES

- YES. All standards were met.
- Bollards had chipped, scuffed or peeling paint.
- Bollards were rusty.
- One or more bollards were broken or excessively damaged.
- Bollards were not the correct color. The correct color is SW Safety Red; does not apply to stainless steel bollards.
- Bollards were excessively dirty.
- Bollards were not free of promotional, offer-based signage.

PHOTO EXAMPLES

✓ COMPLIANT



Painted consistent red



Stainless steel

✗ NON-COMPLIANT



Damaged



Incorrect color



Rusty, chipped

The photos provided are for example purposes only and do not cover every possible instance. Please use your best judgment to ensure your site is in compliance with Cenex® Retail Image Brand Standards.

3 POINTS

Was a usable trash container available at each fueling island?

NOTES

- YES. All standards were met.
- There was not at least one trash container available.
- The trash container was excessively dirty.
- There was graffiti on the trash container.
- The trash container was overflowing.
- The trash container was not an approved container.

PHOTO EXAMPLES

✓ COMPLIANT



✗ NON-COMPLIANT



Dirty



Overflowing

The photos provided are for example purposes only and do not cover every possible instance. Please use your best judgment to ensure your site is in compliance with Cenex® Retail Image Brand Standards.

POINTS **3**

Were usable windshield service units available to each fueling island?

NOTES

- YES. All standards were met.
- There was no windshield wash liquid, squeegee in usable condition, or paper towels available.
- The exterior of the windshield service unit was excessively dirty or damaged.
- If Cenex logo was present, it was excessively damaged or faded.
- There was not at least one windshield service unit available.

PHOTO EXAMPLES

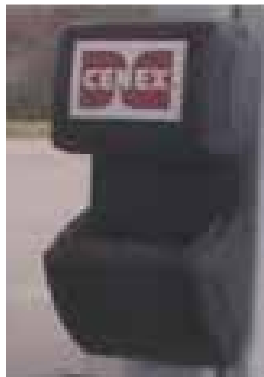
✔ COMPLIANT



✘ NON-COMPLIANT



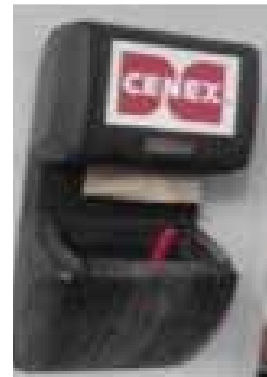
Faded logo



No paper towels or squeegee



Unit damaged



Unit dirty

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5 POINTS

Does the fuel pricing (can be located anywhere on the site) meet all image standards?

NOTES

- YES. All standards were met.
- Gasoline price/product panels were not red with white lettering.
- Diesel price/product panels were not red or green with white lettering.
- Alternative fuel price product panels were not blue or red with white lettering.
- At least one grade of gasoline was not posted at the top of all fuel grades.
- E-85 logo was present.
- Product and/or price inserts were missing, damaged, broken and/or disorganized.
- Prices on LED sign not readable.
- No gasoline pricing present (diesel or alternative fuel pricing only).
- No pricing present.

PHOTO EXAMPLES

✓ COMPLIANT



Monument



Double pole



Single pole

✗ NON-COMPLIANT



No gas prices present



Diesel product panel not red or green



Metal flip price sign



E-85 logo present

The photos provided are for example purposes only and do not cover every possible instance. Please use your best judgment to ensure your site is in compliance with Cenex® Retail Image Brand Standards.

POINTS 5

Does the MID meet all image standards?

NOTES

- YES. All standards were met.
- The MID was not painted the correct color. The correct color is SW Haze Gray.
- Board messaging was unprofessional.
- The Cenex logo was not at the top most point on the pole sign.
- The Cenex logo was not on the left or right of the price panels on a monument sign.
- The MID was excessively damaged.
- The MID paint was peeling or rust was present.
- Temporary signage was displayed on the price sign.

PHOTO EXAMPLES

COMPLIANT



Monument



Double pole



Single pole



High rise

NON-COMPLIANT



Cenex logo not at top



Damaged



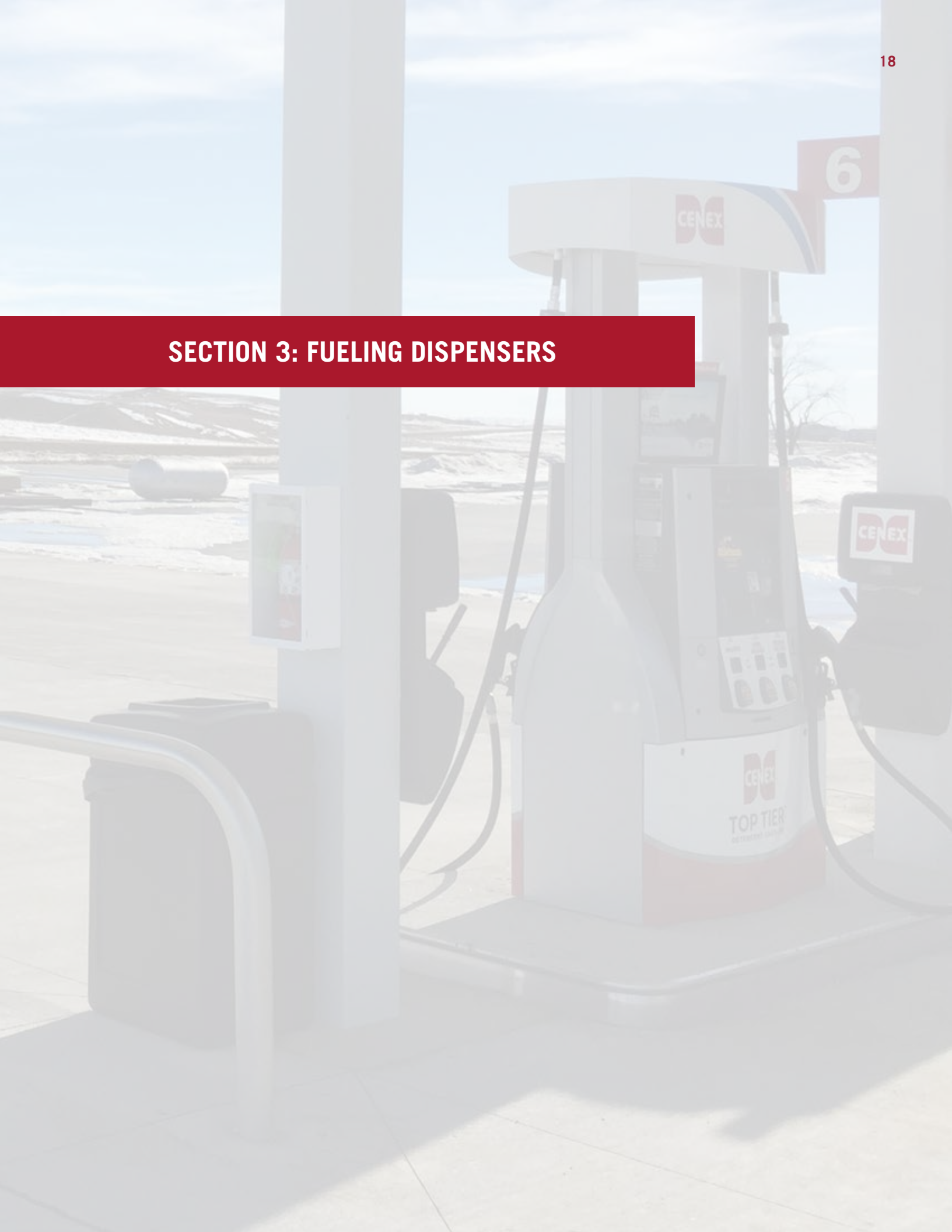
Temporary signage



Rust, peeling paint

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SECTION 3: FUELING DISPENSERS



POINTS 5

Did the location have at least the minimum number of grades of gasoline marked with octane stickers per brand standards?

NOTES

Yes.

No.

Examples of various Ethanol decals:



Examples of various decals indicating Clear fuels:



PHOTO EXAMPLES

COMPLIANT



TOP TIER decals near the octane stickers



87 and 89



87 and 91

NON-COMPLIANT



87 only



Both 87 (same product)

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5 POINTS

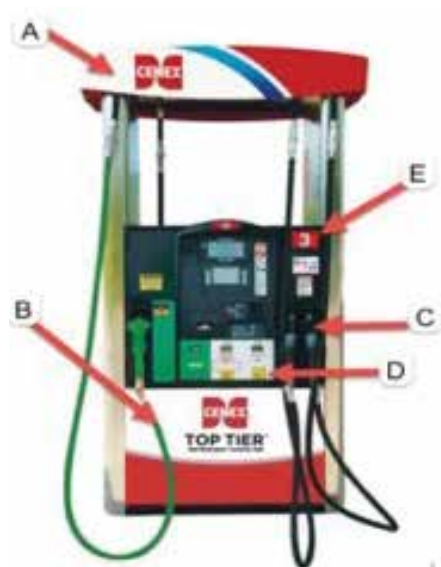
Were all gas dispensers in good condition and showing current and properly displayed graphics? This question relates to any red Cenex dispensers, whether it is gas only, gas and diesel or gas and alternative fuels.

NOTES

- YES. All standards were met.
- There was unauthorized or handwritten signs/decals on dispensers.
- One or more dispensers were damaged or excessively dirty.
- The graphics on one or more dispensers were damaged/faded and/or mismatched (color).
- The dispenser was missing an approved pump number, or an octane/product identification decal.
- The dispenser was missing a Cenex logo.
- Dispenser nozzle(s) were the incorrect color.
- The diesel products or alternative fuel products were not clearly labeled and easily identifiable as such.
- The graphics were not aligned across the aisle.
- The dispenser contained unapproved Cenex graphics.

PHOTO EXAMPLES

COMPLIANT



Standards:

- A. **Valance** - A valance is required on all multi-product dispensers (MPD). The Cenex logo will be placed on the side with the white, the other end will be red with a blue arc on white.
- B. **Pump Skirt** - The Cenex logo and TOP TIER™ Detergent Gasoline is the only graphic on the dispenser doors (skirt) and must appear only in the white section.
- C. **Nozzles** - All gasoline nozzle scuff guards must be black. All diesel scuff guards must be green or red. All alternative fuel nozzle scuff guards must be yellow.
- D. **Octane Stickers** - Appropriate octane stickers are required for all gasoline products.
- E. **Pump Number** - Red with white numerals is always required.



NON-COMPLIANT



No Cenex logo on valance or door



No Cenex branding on pump



Unapproved graphics



Unapproved gas valance

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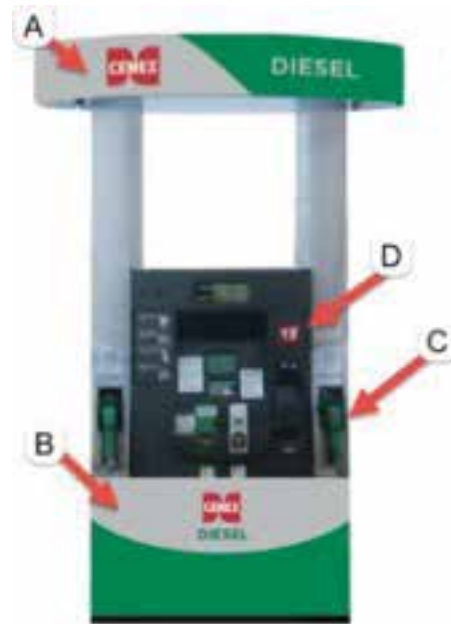
POINTS **5**

NOTES

Were all the diesel-dedicated dispensers showing current and properly displayed graphics? This question relates to any green or green and gray Cenex dispensers.

- YES. All standards were met.
- There was unauthorized or handwritten signs/decals on dispensers.
- One or more dispensers were damaged, or excessively dirty.
- The graphics on one or more dispensers were damaged, faded and/or mismatched (color).
- The dispenser was missing an approved pump number or product identification decal.
- The dispenser was missing a Cenex logo.
- Dispenser nozzle(s) were the incorrect color.
- The dispenser contained unapproved Cenex graphics.

PHOTO EXAMPLES



Standards:

- A. **Valance** – A valance is required on all multi-product dispensers (MPD). The Cenex logo will be placed on the side with the gray, the other end will be green with the word DIESEL.
- B. **Pump Skirt** – The Cenex logo and Diesel is the only graphic on the dispenser doors (skirt) and must appear only in the gray section.
- C. **Nozzles** - All diesel scuff guards must be green or red.
- D. **Pump Number** – Red with white numerals is always required.

✓ COMPLIANT



✗ NON-COMPLIANT



The photos provided are for example purposes only and do not cover every possible instance. Please use your best judgment to ensure your site is in compliance with Cenex® Retail Image Brand Standards.

5 POINTS

Were all the alternative dedicated fuel dispensers in good condition and showing current and properly displayed graphics? This question relates only to dispensers that dispense ONLY alternative fuels.

NOTES

- YES. All standards were met.
- The dispenser was not white in color or displayed unapproved Cenex graphics.
- A yellow-orange 'Stop Not Gasoline' sticker is not present on the dispenser.
- The dispenser did not display the white 'E-85' or 'Flex Fuel' logo decal and/or the appropriate blend rate decal.
- Nozzle cover was not the correct color. Flex Fuels and/or nozzle covers must be yellow. Kerosene nozzles should be red.
- There was unauthorized or handwritten signs on the dispenser.
- The dispenser graphics on one or more dispensers were damaged, missing or faded.
- One or more dispensers were damaged.

Standards

- A- Valance-** Overall pump color is white. No Cenex logo present on pump. Should have the E-85 sticker in middle of valance.
- B- Pump Skirt-** The E-85 OR Flex Fuel logo is the only graphic that should be on the doors (skirt). The logo on the doors (skirt) should be in alignment with the logo on the Valance.
- C- Nozzles-** E-85 nozzle will be yellow with E-85 insert.
- D- Product Identification -** The products available are clearly labeled and easily identifiable as alternative fuels.
- E- STOP sticker-** A yellow "Stop Not Gasoline" sticker must be present on the dispenser.
- F - Pump Number-** Red with white numerals, always required

The styles of pumps pictured below are compliant, in addition to the above mentioned requirements

PHOTO EXAMPLES

✓ COMPLIANT



✗ NON-COMPLIANT



Shows E-85 on valance, not on skirt

No "STOP! Not Gas" sticker present

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POINTS **3**

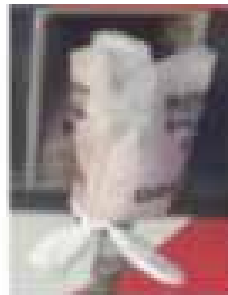
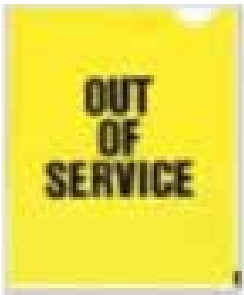
Were all dispensers functional? No more than two nozzles may be out of order.

NOTES

- YES. All standards were met.
- More than two nozzles were out of order.
- One or more nozzles were out of order but were not properly bagged.

PHOTO EXAMPLES

✔ COMPLIANT



✘ NON-COMPLIANT



Unapproved bag

The photos provided are for example purposes only and do not cover every possible instance. Please use your best judgment to ensure your site is in compliance with Cenex® Retail Image Brand Standards.

Did all card readers/pay-at-pump units appear functional?

3 POINTS

NOTES

- YES. All standards were met.
- No, two or more dispensers displayed signage indicated pay-at-pump was out of order.

PHOTO EXAMPLES

✓ COMPLIANT



✗ NON-COMPLIANT



Card reader not working

The photos provided are for example purposes only and do not cover every possible instance. Please use your best judgment to ensure your site is in compliance with Cenex® Retail Image Brand Standards.

SECTION 4: BUILDING



POINTS 5

Did the building meet brand image standards?

NOTES

- YES. All standards were met.
- The building displayed unapproved signage.
- The building fascia was damaged or missing.
- The building displayed Cenex signage but this was not a Cenex Convenience Store or Cenex Zip Trip location.

PHOTO EXAMPLES

COMPLIANT



Signage against white background



Signage against plain background



Cenex Zip Trip branded location



Building is not Cenex branded, or is a proprietary name

NON-COMPLIANT



Cenex logo on building



Cenex logo on building and additional signage



Cenex logo on fascia



The photos provided are for example purposes only and do not cover every possible instance. Please use your best judgment to ensure your site is in compliance with Cenex® Retail Image Brand Standards.

Was the building exterior clean and free of visible damage?

5 POINTS

NOTES

- YES. All standards were met.
- The building exterior was not clean.
- The building exterior had graffiti on it.
- The building exterior had obvious damage.
- The building exterior was faded.
- The signs on the building exterior or windows were damaged.
- The signs on the building exterior or windows were dirty.
- The signs on the building exterior or windows were handwritten.

PHOTO EXAMPLES

COMPLIANT



NON-COMPLIANT



Obvious damage



Sign damaged



Graffiti



Handwritten sign



Dirty exterior

The photos provided are for example purposes only and do not cover every possible instance. Please use your best judgment to ensure your site is in compliance with Cenex® Retail Image Brand Standards.

POINTS 3

Were doors and windows at least 50% free of signage, allowing visibility of the lots/dispensers for customers and the cashier?

NOTES

YES.

No.

PHOTO EXAMPLES

✓ COMPLIANT



Window 50% free

✗ NON-COMPLIANT



More than 50% coverage

The photos provided are for example purposes only and do not cover every possible instance. Please use your best judgment to ensure your site is in compliance with Cenex® Retail Image Brand Standards.

SECTION 5: CANOPY



POINTS 3

Were all canopy fascias free of unapproved signage?

NOTES

- YES, all canopy fascias were free of unapproved signage.
- No, at least one canopy fascia displayed unapproved signage.

PHOTO EXAMPLES

✓ COMPLIANT



Compliant informational signage on a canopy

✗ NON-COMPLIANT



Unapproved signage on canopy

The photos provided are for example purposes only and do not cover every possible instance. Please use your best judgment to ensure your site is in compliance with Cenex® Retail Image Brand Standards.

3 POINTS

Did all canopy lights appear operational with no signs of damage or dirt?

- YES. All standards were met.
- At least one or more lights were or appear to be burnt out/not working.
- At least one light did not have a covering.
- At least one light was dirty, cracked or damaged.

NOTES

PHOTO EXAMPLES

COMPLIANT



NON-COMPLIANT



Covering cracked

The photos provided are for example purposes only and do not cover every possible instance. Please use your best judgment to ensure your site is in compliance with Cenex® Retail Image Brand Standards.

POINTS 5

Were the canopy columns well-maintained while meeting image standards?

NOTES

- YES. All standards were met.
- The canopy columns had chipped, scuffed or peeling paint.
- The canopy columns had excessive rust, dents or dirt.
- The canopy columns were not the correct color SW Galvano Gray.
- The canopy columns displayed promotional, offer-based signage.
- Pump number flag signs not present on canopy columns for each dispenser.

PHOTO EXAMPLES

COMPLIANT



Painted with Flag



Brick column



Correct colors



Decorative column

NON-COMPLIANT



Excessive rust



Peeling paint



Excessive rust



Wrong color

The photos provided are for example purposes only and do not cover every possible instance. Please use your best judgment to ensure your site is in compliance with Cenex® Retail Image Brand Standards.

Was the canopy fascia well-maintained and free of damage?

3 POINTS

NOTES

- YES. All standards were met.
- Canopy fascia was excessively dirty.
- Canopy fascia had damage.
- Canopy fascia had fading.
- Canopy fascia panels were missing.

PHOTO EXAMPLES

✓ COMPLIANT



✗ NON-COMPLIANT



Damaged



Fading

The photos provided are for example purposes only and do not cover every possible instance. Please use your best judgment to ensure your site is in compliance with Cenex® Retail Image Brand Standards.

POINTS **3**

Was the canopy under decking well-maintained and free of damage?

NOTES

- YES. All standards were met.
- Canopy under decking was excessively dirty.
- Canopy under decking had damage.
- Canopy under decking was excessively rusty.

PHOTO EXAMPLES

✔ COMPLIANT



✘ NON-COMPLIANT



The photos provided are for example purposes only and do not cover every possible instance. Please use your best judgment to ensure your site is in compliance with Cenex® Retail Image Brand Standards.

Did at least one canopy have at least two Cenex logos?

5 POINTS

YES.

No.

NOTES

PHOTO EXAMPLES

COMPLIANT



NON-COMPLIANT



One Cenex logo

The photos provided are for example purposes only and do not cover every possible instance. Please use your best judgment to ensure your site is in compliance with Cenex® Retail Image Brand Standards.

POINTS **0**

Were there any Cenex branded dispensers under a non-Cenex logo (third-party) canopy?

NOTES

- YES.
- No.

PHOTO EXAMPLES

✔ COMPLIANT



✘ NON-COMPLIANT



Cenex dispensers under third-party canopy

The photos provided are for example purposes only and do not cover every possible instance. Please use your best judgment to ensure your site is in compliance with Cenex® Retail Image Brand Standards.

Were there any Cenex branded dispensers under an unbranded canopy?

0 POINTS

- YES.
- No.

NOTES

PHOTO EXAMPLES

✓ COMPLIANT



✗ NON-COMPLIANT



Cenex dispensers under unbranded canopy

The photos provided are for example purposes only and do not cover every possible instance. Please use your best judgment to ensure your site is in compliance with Cenex® Retail Image Brand Standards.

SECTION 6: IN-STORE



POINTS vary per question

In-store questions are for informational purposes only.
Point values are noted next to each question below.

NOTES

(Points)

1. (0) Were the ceiling components (paint, tiles, vents, etc.) clean and in good condition with all the lights working?
2. (3) Were the floors and aisles unobstructed and free of hazards?
3. (0) Were the interior food areas, including coffee, fountain and deli areas clean, stocked and functional?
4. (0) Was the location free of drug paraphernalia for sale and/or sexually explicit materials present in plain view?
5. (0) Were the shelves properly stocked, clean, in good repair and clearly priced?
6. (0) Were the coolers properly stocked, clean and in good repair?

SECTION 7: CUSTOMER SERVICE



POINTS **3**

Were all employees easily identifiable with a professional appearance?

NOTES

- YES. All standards were met.
- Employees were not easily identifiable with a name tag or branded uniform.
- Employees not well-groomed.

 COMPLIANT



Compliant images are a representation of Cenex branded uniforms available on CenexShop.com

3 POINTS

Did the employee(s) behave professionally and with courtesy during your visit including greeting and thanking you?

- YES. All standards were met.
- The employee did not make eye contact with me.
- The employee did not greet me.
- The employee did not offer me a farewell.
- The employee did not thank me.
- The employee was talking with another associate during the transaction.
- One or more employees were rude or unprofessional to another customer.
- The employee was on the phone during the transaction.

NOTES

SECTION 8: RESTROOMS



POINTS

3

Where was the location of the restroom on the property?

NOTES

- Inside only.
- Outside only.
- Inside and outside.
- The location does not have a public restroom.

Was the restroom in good condition?

3 POINTS

NOTES

- YES. All standards were met.
- The sink fixtures were not working or excessively damaged.
- The toilet or urinal was damaged or out of order.
- The toilet paper dispenser was damaged or not working.
- The towel dispenser and/or hand dryer was damaged or not working.
- The soap dispenser was damaged or not working.
- The light fixtures were broken or a light bulb was not working/missing.
- Restroom was out of order.

PHOTO EXAMPLES

✓ COMPLIANT



✗ NON-COMPLIANT



Urinal out of order



Sink damaged

The photos provided are for example purposes only and do not cover every possible instance. Please use your best judgment to ensure your site is in compliance with Cenex® Retail Image Brand Standards.

POINTS 3

Was the restroom clean and stocked?

NOTES

- YES. All standards were met.
- There was graffiti in the restroom.
- The restroom floor was dirty/stained.
- There was excessive amounts of trash/paper on the floor.
- The restroom mirror was dirty, cracked or damaged.
- The toilet or urinal was dirty.
- The sink and/or countertop was dirty.
- The trash can was overflowing or dirty.
- The walls were dirty or stained.
- The restroom presented a lasting foul or offensive odor.
- Toilet paper, paper towels and/or soap was not available.

PHOTO EXAMPLES

COMPLIANT



NON-COMPLIANT



Trash overflowing



Dirty sink



Floor dirty

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