



Cenex® Retail Excellence Daily (RED) Site Assessment Program Brand Standard Audit Evaluation Guide

2024 BRAND STANDARD AUDIT EVALUATION



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CENEX® BRAND STANDARD AUDIT PROGRAM DETAILS:

▶ ANNUAL BRAND STANDARD AUDIT

June 1 – August 31.

▶ EARN POINTS BACK THROUGH CURES

The window to submit cures will close on September 30.

PASSING THRESHOLD



Sites that score 90% or higher will receive a passing score.



Sites that score below 90% will have the opportunity to earn points back via the cure process. Any sites with a score below 90% after the cure window closes will receive a failure fee.

Consecutive failing scores will result in enforcement of contractual rights to ensure compliance with Cenex Retail Image Brand Standards. Enforcement may include, but is not limited to:

- \$250.00 failure fee for the first round.
- \$500.00 failure fee for two or more consecutive rounds.
- Termination of the Branded Petroleum Marketers Agreement (BPMA).



CENEX STAR STORES

Any site(s) that scores a

PERFECT 100%

will receive the honor of becoming a
CENEX STAR STORE

STAR Stores will receive a marketing kit, which will include a plaque to promote their status as a STAR Store, along with gifts to give to their employees.

**Please note, STAR Stores are reserved for locations that receive 100% without cure point adjustments.*



CENEX® BRAND STANDARD AUDIT PROGRAM DETAILS:

STEP 1: PREPARE YOUR STORE

CHS contracts with an independent shopping firm to evaluate Cenex® branded retailers, with the goal of helping you better position yourself against the competition.

SCORED CATEGORIES

- Restroom
- In-Store
- Customer Service
- Canopy
- Fueling Island & Dispensers
- Main ID
- Exterior
- Lighting Audit Score

By giving our valued retailers, like you, a detailed snapshot of these critical areas, CHS is working with you to improve your business and strengthen the power of the Cenex brand.

STEP 2: ACCESS EVALUATION RESULTS

There are two convenient ways to access your mystery shop evaluation results, both are mobile friendly:

EMAIL LINK

Within 72 hours of shop completion, an email containing the evaluation results will be sent to the provided email address(es). Open the email and follow the link to log into the RED Site Assessment Portal to access your evaluation results.

RED SITE ASSESSMENT PORTAL

You can also access your site(s) evaluation results at <http://mymysteryshopresults.cenex.com>.

STEP 3: RETURN POINTS

You have the ability to return points on incorrect questions within the evaluation. Points can be returned by submitting a cure for an incorrect element or if you believe a shopper incorrectly scored a question.

To submit a cure on an incorrectly scored question, please log on to the RED Site Assessment portal, open your evaluation, and click “Submit Cures”.

For each question where you believe shopper error occurred, or you have remedied an incorrect element, provide all necessary details and upload a corrected photo to return points. Photos will be analyzed to determine if points can be returned.

It is important to note all brand standard infraction(s) must be remedied. Neglecting 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.

REQUIRED CENEX RETAIL IMAGE BRAND STANDARDS QUESTIONS

Passing all of these questions is a requirement in order to pass the evaluation. If any questions in the Brand Standard category are answered NO, the evaluation will result in a score below 90%. Please reference pages 6–7 in this guide to review the six Retail Image Brand Standard Questions.

Did you pass the Lightning Audit?

Did all Cenex canopies (including the canopy itself, the underside, and the canopy columns) meet all brand standards (correct colors and logos)?

Did all Cenex fueling islands (including the protector poles, bollards, raised endcaps, and curbs) meet all brand standards (correct colors)?

Did all fuel dispensers at the Cenex fueling island meet all brand standards (correct colors, decals, and logos)?

Did the location have at least two different grades of gasoline (does not include diesel or alternative fuel) available on site?

Did all Cenex ID signs (and/or fuel pricing if on the canopy instead of the Main ID sign) meet all brand standards (correct colors, pricing, and logos)?

STEP 4: KEEP UP THE GOOD WORK!

As the competitive landscape continues to evolve, it is important to gather information that will help you 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!

EVALUATION

SHOPPING DETAILS:

Shoppers will arrive dependent upon your store configuration. Please see below for mystery shopper arrival details:

- C-Store Locations:
Monday - Saturday 8:00am - 6:00pm
- Unattended Locations:
Monday - Sunday 8:00am - 6:00pm
- Fueling Center Locations:
Monday - Friday 8:00am - 5:00pm

Once the shopper arrives on-site at your location, they will follow the steps below:

- Enter the store and evaluate the restroom and store interior.
- Make a store purchase. Alcohol, tobacco, and lottery tickets should not be purchased.
- Present a letter of authorization
- Evaluate the interior and exterior and take all required photos.

If the location is partially closed but still open for business, shopper will evaluate all available areas. If the location will not be open for business or if areas are under construction, please contact your Cenex representative.

Please note, the Cenex RED Site Assessment Program is not optional. All shoppers must be provided with the ability to complete the steps above.

REQUIRED PHOTOS:

1. Overall photo of the location
2. Overall fueling area
3. Front of building
4. Gasoline fuel dispenser top to bottom
5. Gasoline fuel dispenser close-up of octane stickers
6. Diesel fuel dispenser top to bottom
7. Alternative fuel dispenser top to bottom (if present)
8. Main ID sign front
9. Main ID sign back
10. Overall restroom
11. Canopy photo showing two sides
12. Canopy photo showing the other two sides
13. Gift card display or front sales counter showing its absence
14. Credit card display or front sales counter showing its absence
15. Secondary canopy showing two sides (if present)
16. Secondary canopy showing other two sides (if present)
17. Unbranded or third party canopy showing two sides (if present)
18. Unbranded or third party canopy showing other two sides (if present)
19. Secondary main ID sign front (if present)
20. Secondary main ID sign back (if present)

*** Additionally, photos of any issues found—noted in the questionnaire.

Did you pass the Lighting Audit?

- a. Yes
- b. No

Did all Cenex canopies (including the canopy itself, the underside, and the canopy columns) meet all brand standards (correct colors and logos)?

- a. At least one canopy did not have minimum of two Cenex logos
- b. Incorrect Cenex logos present
- c. Cenex logo damaged, faded, chipped, scuffed, or had peeling paint or rust
- d. One or more sides had missing or incorrect Cenex fascia
- e. Additional signage or logos on Cenex canopy
- f. Canopy columns not light gray (Galvano gray)
- g. All Cenex canopies met all the brand standards

Did all Cenex fueling islands (including the protector poles, bollards, raised endcaps, and curbs) meet all brand standards (correct colors)?

- a. Protector poles not the correct color (red or stainless steel)
- b. Bollards not the correct color (red with or without white stripes at top or stainless steel)
- c. Raised endcaps not the correct color (red or stainless steel)
- d. Curbs not the correct color: dark gray (haze gray), stainless steel, or unpainted
- e. Cenex fueling islands met all brand standards

Did all fuel dispensers at the Cenex fueling island meet all brand standards (correct colors, decals, and logos)?

- a. Pump skirt had missing graphics
- b. Pump skirt had incorrect graphics or faded/incorrect color
- c. Valance had missing graphics
- d. Valance had incorrect graphics or faded/incorrect colors
- e. Missing, octane/product identification decal
- f. Incorrect octane/product identification decal
- g. Faded or damaged octane/product identification decal
- h. Missing pump number decal
- i. Incorrect pump number decal
- j. Faded or damaged pump number decal
- k. Nozzle(s) not black for gasoline, green or red for diesel, red for kerosene, and/or yellow for E-85, E-40, etc.
- l. Fuel dispensers met all brand standards

Did the location have at least two different grades of gasoline (does not include diesel or alternative fuel) available on site?

- a. Yes
- b. No

Did all Cenex ID signs (and/or fuel pricing if on the canopy instead of the Main ID sign) meet all brand standards (correct colors, pricing, and logos)?

- a. Cenex logo not at top of the Cenex ID sign (no logo at all or additional panel above Cenex logo)
- b. Cenex ID sign missing or incorrect Cenex logo
- c. Cenex ID cabinet and/or sign poles not dark gray (haze gray)
- d. Gasoline panel not red with white lettering or red LED prices
- e. Diesel panel not red or green with white lettering or red or green LED prices
- f. Alternative fuel price panel not blue or red with white lettering or red or blue LED prices
- g. At least one grade of gasoline was not posted at the top of all fuel grades
- h. Only diesel or alternative fuel pricing present
- i. Service messages not red panel with white lettering
- j. Product and/or price inserts contained unapproved Cenex graphics
- k. Metal flip price sign present
- l. No fuel pricing present on Cenex ID sign, secondary sign, or canopy
- m. Cenex logo or sign facing dirty, faded, or damaged (on Main ID or secondary Main ID)
- n. Cenex ID sign(s) met all brand standards

Example of Compliance



BRAND STANDARD QUESTIONNAIRE

Was a restroom available and open to customers?

2 pts

- a. Sign posted stating no public restroom
- b. Employee said restroom was not available for public use
- c. Sign posted stating restroom was Out of Order
- d. Employee said restroom was Out of Order
- e. Employee could not find the key
- f. Restroom was occupied, or in the process of being cleaned or repaired, during entire visit
- g. Restroom was available and open to customers

Were the restroom fixtures in good condition?

2 pts

- a. Toilet(s)/urinal(s) out of order or damaged
- b. Sink clogged or damaged
- c. Door or stall lock(s) missing or broken
- d. No water available at all
- e. Light(s) did not work
- f. Mirror cracked
- g. Graffiti present
- h. Restroom fixtures were in good condition

Did the restroom appear to be clean?

2 pts

- a. Trash can overflowing
- b. More than one piece of litter on the floor
- c. Fixtures did not appear to be cleaned on a regular basis
- d. Walls and/or floor excessively dirty
- e. Sink(s) excessively dirty
- f. Toilet(s)/urinals excessively dirty
- g. Door(s) excessively dirty
- h. Mirror dirty
- i. Standing water present on floor
- j. Restroom was clean

Example of Compliance



BRAND STANDARD QUESTIONNAIRE

Was the restroom properly stocked?

2 pts

- a. Toilet paper was not available in the stall I checked
- b. No soap available
- c. Paper towels were not available AND hand dryer was not functioning
- d. Restroom was property stocked

Example of Compliance



Were the floors and aisles of the store interior unobstructed and free of hazards?

2 pts

- a. Trip hazards present
- b. Slip hazards or spills present without a “wet floor” warning sign
- c. Aisles or areas of the store blocked
- d. Floors and Aisles were unobstructed

Did the store interior appear to be clean?

2 pts

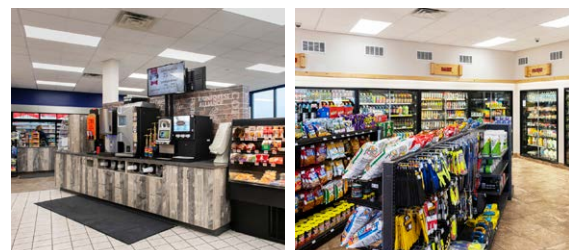
- a. Shelves or fixtures excessively dirty/dusty/had trash
- b. Floor/carpet excessively dirty or stained
- c. Walls excessively dirty or stained
- d. Ceilings excessively dirty or stained
- e. Lights excessively dirty or stained
- f. Transaction area surface had spills, dirt, food residue, or litter
- g. Store interior was clean

Did the store interior appear to be in a good condition?

2 pts

- a. Shelves or fixtures were broken or damaged
- b. Floor/carpet damaged
- c. Walls damaged or have chipped or peeling paint
- d. Ceiling tiles, paint, or vents missing or damaged
- e. Lights were not working, damaged, or in need of repair
- f. Store interior was in good condition

Examples of Compliance



BRAND STANDARD QUESTIONNAIRE

Were the merchandise displays, coolers, coffee bar, fountain drink, fresh food/deli, and roller grill areas (if applicable) clean?

2 pts

- a. Cooler littered, excessively dirty, or stained
- b. Coffee bar or fountain drink area littered, excessively dirty, or stained
- c. Fresh food/deli or roller grill area littered, excessively dirty, or stained
- d. Microwave excessively dirty or out of order
- e. Cleaning supplies or dirty rags on the counter
- f. Merchandise displays, coolers, coffee bar, fountain drink, fresh food/deli, and roller grill areas (if applicable) were clean

Were the merchandise displays, coolers, coffee bar, fountain drink, fresh food/deli, and roller grill areas (if applicable) functioning?

2 pts

- a. Cooler broken or damaged
- b. Freezer broken or damaged
- c. No ice for fountain drinks
- d. One or more fountain flavors out of service
- e. Coffee machine out of service
- f. Merchandise displays, coolers, coffee bar, fountain drink, fresh food/deli, and roller grill areas (if applicable) were functioning

Did the location have any drug paraphernalia or signage promoting the sale of illegal drugs, synthetic drugs, or drug paraphernalia?

0 pts

- a. Illegal drugs
- b. Bath salts
- c. Synthetic urine
- d. Bongs/Drug pipes
- e. Drug scales
- f. Signage promoting the sale of illegal drugs, synthetic drugs, or drug paraphernalia
- g. Ashtrays, lighters, or any other merchandise with a marijuana leaf/logo on it (not including product labels)
- h. No drug paraphernalia or signage promoting the sale of illegal drugs, synthetic drugs, or drug paraphernalia
- f. Merchandise displays, coolers, coffee bar, fountain drink, fresh food/deli, and roller grill areas (if applicable) were functioning

BRAND STANDARD QUESTIONNAIRE

Did the location have sexually explicit materials displayed in plain view?

2 pts

- a. Yes
- b. No

Were the products clearly labelled with accurate pricing or pricing noted nearby?

2 pts

- a. Candy was not labelled or noted with a price nearby
- b. Snacks were not labelled or noted with a price nearby
- c. Cooler drinks were not labelled or noted with a price nearby
- d. Other cooler items were not labelled or noted with a price nearby
- e. Fresh food items were not labelled or noted with a price nearby
- f. Coffee or fountain drinks were not labelled or noted with a price nearby
- g. Frozen items were not labelled or noted with a price nearby
- h. General merchandise was not labelled or noted with a price nearby
- i. Other type of item was not labelled or noted with a price nearby
- j. All products were clearly labelled with accurate pricing or pricing noted nearby

Were current Cenex gift cards properly displayed in the transaction area?

Extra 2 pts

- a. No Cenex gift cards available at all
- b. Not displayed in the transaction area
- c. Not displayed in an acrylic gift card holder
- d. Non-Cenex branded items included in the display
- e. Display did not look full/fully stocked or did not have the correct inserts
- f. Cenex gift cards properly displayed in transaction area

Example of Compliance



BRAND STANDARD QUESTIONNAIRE

Were current Cenex credit card applications, including current Cabela's/Bass Pro Shops CLUB applications, properly displayed in the transaction area?

Extra 2 pts

- a. No Cenex credit card applications available at all
- b. Not displayed in the transaction area or easily accessible
- c. Not displayed in an organized manner
- d. Non-Cenex branded items included in the display
- e. Outdated credit card applications present
- f. Missing one or more types of applications
- g. Display did not look full/fully stocked
- h. Current Cenex credit card applications were properly displayed in transaction area

Example of Compliance



Was your cashier wearing a Cenex or store brand logo on their name tag, shirt, jacket, or apron?

2 pts

- a. Yes
- b. No

Were all employees behaving professionally and courteously during your visit?

2 pts

- a. Cashier did not greet me
- b. Cashier did not thank me or give a friendly closing
- c. Cashier was talking to someone else during my transaction
- d. One or more employees were rude or unprofessional to another customer
- e. Other unprofessional behavior observed
- f. Employees behaved professionally and courteously during the visit

Did the lot, fueling area, driveways, walkways, and landscaping appear to be clean and well-maintained?

2 pts

- a. Excessive spills/stains present on pavement
- b. More than five pieces of litter present in the overall exterior
- c. Overgrown grass present
- d. Excessive weeds or dead plants/bushes present
- e. Lot, fueling area, driveways, walkways, and landscaping were clean and well-maintained

BRAND STANDARD QUESTIONNAIRE

Was the lot, fueling area, driveways, and walkways functioning and not damaged?

2 pts

- a. Area under canopy not fully paved
- b. Sidewalks surrounding the building excessively damaged - potholes (at least 2 inches deep and 6 inches wide) or missing concrete
- c. Parking lot surface surrounding the building excessively damaged - potholes (at least 2 inches deep and 6 inches wide) or missing concrete
- d. Painted parking lines or handicap area faded or difficult to distinguish
- e. Other hazards present on paved surfaces
- f. Lot, fueling area, driveways, walkways were functioning and not damaged

Did the exterior of the building/convenience store and signage appear to be clean?

2 pts

- a. Building exterior excessively dirty
- b. Doors or windows excessively dirty
- c. Building exterior excessively dirty or faded
- d. Signs on the building exterior or in windows excessively dirty or faded
- e. Cenex logo (if present) excessively dirty or faded
- f. Exterior of the building/convenience store and signage was clean

Were the exterior of the building/convenience store and signage functioning and in good condition?

2 pts

- a. Doors or windows cracked/broken
- b. Building exterior damaged or had graffiti
- c. Signs on the building exterior or in windows damaged
- d. Handwritten signs present on building, windows, or doors
- e. Cenex logo (if present) damaged
- f. Building displayed Cenex signage but was not a Cenex Convenience Store or a Cenex Zip Trip® branded location
- g. Exterior of the building/convenience store and signage was functioning and in good condition

BRAND STANDARD QUESTIONNAIRE

Did all Cenex canopies (including the canopy itself, the underside and lights, and the canopy columns) appear to be clean?

2 pts

- a. Excessive dirt, mold, or mildew present
- b. Bird or wasp nests present
- c. Cenex logo on canopy excessively dirty
- d. Canopy excessively dirty
- e. Canopy underside excessively dirty
- f. Columns excessively dirty
- g. Lights excessively dirty
- h. All Cenex canopies were clean

Were all Cenex canopies (including the canopy itself, the underside and lights, and the canopy columns) functioning and in good condition?

2 pts

- a. Canopy faded or damaged
- b. Canopy underside damaged, faded, chipped, scuffed, or had peeling paint or rust
- c. Columns damaged, faded, chipped, scuffed, had peeling paint or rust
- d. Lights cracked, damaged, or appeared to be burnt out/not working
- e. All Cenex canopies were functioning and in good condition

Example of Compliance



BRAND STANDARD QUESTIONNAIRE

Did all Cenex fueling islands (including the protector poles, bollards, raised endcaps, and curbs) appear to be clean?

2 pts

- a. Bollards or protector poles were excessively dirty
- b. Raised endcaps were excessively dirty
- c. Curbs were excessively dirty or had more than minimal old oil build-up
- d. Cenex fueling islands were clean

Were all Cenex fueling islands (including the protector poles, bollards, raised endcaps, and curbs) functioning, in good condition, and free of advertising signage?

2 pts

- a. Bollards or protector poles were not free of advertising signage
- b. Bollards or protector poles were damaged, chipped, scuffed, had peeling paint or rust
- c. One or more bollards or protector poles were broken or noticeably damaged
- d. Raised endcaps were damaged, chipped, scuffed, had peeling paint or rust
- e. Curbs were damaged, chipped, scuffed, had peeling paint or rust
- f. Cenex fueling islands were functioning, in good condition, and free of advertising signage

Was at least one trash container present at each Cenex dispenser island, and were all exterior trash containers clean and well-maintained?

2 pts

- a. Did not have a trash container for each dispenser island
- b. Trash containers full or overflowing
- c. Trash containers excessively dirty
- d. Trash containers damaged or had graffiti
- e. Trash container was present, clean, and well-maintained

Was at least one windshield service unit present at each Cenex dispenser island, and were all windshield service units clean and well-maintained?

2 pts

- a. Did not have a windshield service unit for each dispenser island
- b. No water/cleaning solution in the unit
- c. Dirty water/solution
- d. Squeegee not well-maintained
- e. No squeegee and not found nearby
- f. Empty paper towel dispenser
- g. Windshield service units excessively dirty
- h. Windshield service units damaged or had graffiti
- i. Cenex logo (if present) excessively dirty, faded, or damaged
- j. Windshield service unit was present, clean, and well-maintained

BRAND STANDARD QUESTIONNAIRE

Did all the fuel dispensers at the Cenex fueling island appear to be clean?

2 pts

- a. One or more dispensers excessively dirty
- b. Pump toppers (if frames present) excessively dirty
- c. Warning/regulatory decals excessively dirty
- d. Fuel dispensers were clean

Were all fuel dispensers at the Cenex fueling island functioning, in good condition, displaying the correct regulatory decals, and free of advertising signage?

2 pts

- a. Handwritten signs on dispenser
- b. One or more dispensers damaged or had graffiti
- c. Side of one or more dispensers is damaged or had graffiti
- d. Unauthorized signage or advertisement
- e. Pump toppers (if frames present) damaged, faded, unprofessional, empty or obviously outdated
- f. Missing warning/regulatory decals
- g. Incorrect warning/regulatory decals
- h. Damaged or faded warning/regulatory decals
- i. All fuel dispensers were functioning, displaying correct regulatory decals, and free of advertising signage

Were all fuel dispensers at the Cenex fueling island functioning, in good condition, displaying the correct regulatory decals, and free of advertising signage?

2 pts

- a. More than two nozzles excessively dirty
- b. All nozzles were clean

Example of Compliance



Were all nozzles in working order, and if not, no more than two out of order and all properly bagged?

2 pts

- a. More than two nozzles out of order
- b. One or more nozzles not bagged properly
- c. All nozzles were in working order

BRAND STANDARD QUESTIONNAIRE

Did the location offer any alternative fuels?

0 pts

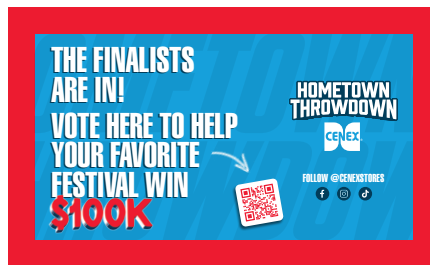
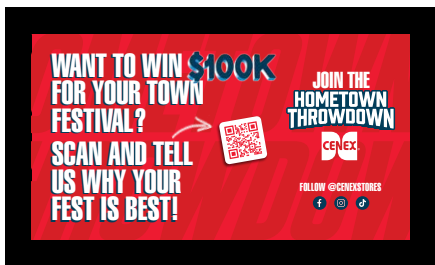
- a. E-85
- b. E-20
- c. E-30
- d. E-40
- e. E-15
- f. Propane dispenser (does not include cylinders, portable tanks, etc.)
- g. Kerosene
- h. DEF
- i. CNG
- j. EV (Electric Vehicle) Charging Stations
- k. Other
- l. Location didn't offer any alternative fuels

Is one of these pump toppers displayed on any of the fuel dispensers?

2 pts

- a. Yes
- b. No

Examples



Did all Cenex ID signs appear to be clean?

2 pts

- a. Cenex ID sign(s) excessively dirty
- b. Product and/or price panels or digits excessively dirty
- c. Reader board excessively dirty
- d. Sign poles excessively dirty
- e. Cenex ID signs were clean

BRAND STANDARD QUESTIONNAIRE

Were all Cenex ID signs functioning, in good condition and free of temporary advertising signage?

2 pts

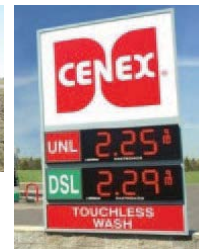
- a. Product and/or price panels or digits damaged, missing, or disorganized
- b. Prices on LED burnt out or not readable
- c. Reader board missing letters or numbers
- d. Reader board excessively faded or damaged
- e. Noticeably damaged or had peeling paint or rust
- f. Sign poles not free of temporary advertising signage
- g. Sign poles damaged, faded, dented, scratched, or chipped
- h. Electronic message center (if present) not working
- i. No Cenex ID sign at the location
- j. Cenex ID signs were functioning, in good condition, and free of temporary advertising signage

If the location had sign structures pertaining to the c-store or gas station without a Cenex ID, was it clean?

2 pts

- a. Sign structure excessively dirty
- b. Product and/or price panels or digits excessively dirty
- c. Reader board excessively dirty
- d. Sign poles excessively dirty
- e. Frames and poles excessively dirty
- f. Sign structures were clean
- g. N/A - No sign structures pertaining to the c-store or gas station without a Cenex ID

Examples of Compliance



If the location had sign structures pertaining to the c-store or gas station without a Cenex ID, were they functioning and in good condition?

2 pts

- a. Product and/or price panels or digits damaged, missing, or disorganized
- b. Prices on LED burnt out or not readable
- c. Reader board missing letters or numbers
- d. Reader board excessively faded or damaged
- e. Noticeably damaged or had peeling paint or rust
- f. Sign poles damaged, faded, dented, scratched, or chipped
- g. Electronic message center (if present) not working
- h. Obvious damage
- i. Graffiti present
- j. Secondary sign or high-rise sign cabinet not dark gray (haze gray)
- k. Sign structures were functioning and in good condition
- l. N/A - No sign structures pertaining to the c-store or gas station without a Cenex ID

UNBRANDED THIRD PARTY QUESTIONS (IF APPLICABLE)

Did all NON- Cenex canopies (including the canopy itself, the underside and lights, and the canopy columns) appear to be clean?

2 pts

- a. Excessive dirt, mold, or mildew present
- b. Bird or wasp nests present
- c. Canopy excessively dirty
- d. Canopy underside excessively dirty
- e. Columns excessively dirty
- f. Lights excessively dirty
- g. All NON-Cenex canopies were clean

Were all NON-Cenex canopies (including the canopy itself, the underside and lights, and the canopy columns) functioning and in good condition?

2 pts

- a. Canopy faded or damaged
- b. Canopy underside damaged, faded, chipped, scuffed, or had peeling paint or rust
- c. Columns damaged, faded, chipped, scuffed, had peeling paint or rust
- d. Lights cracked, damaged, or appeared to be burnt out/not working
- e. All NON-Cenex canopies were functioning and in good condition

Was there any Cenex branding underneath the NON-Cenex canopy?

2 pts

- a. Yes
- b. No

Did all NON-Cenex fueling islands (including the protector poles, bollards, raised endcaps, and curbs) appear to be clean?

2 pts

- a. Bollards or protector poles were excessively dirty
- b. Raised endcaps were excessively dirty
- c. Curbs were excessively dirty or had more than minimal old oil build-up
- d. NON-Cenex fueling islands were clean

UNBRANDED THIRD PARTY QUESTIONS (IF APPLICABLE)

Were all NON-Cenex fueling islands (including the protector poles, bollards, raised endcaps, and curbs) functioning and in good condition?

2 pts

- a. Bollards or protector poles were damaged, chipped, scuffed, had peeling paint or rust
- b. One or more bollards or protector poles were broken or noticeably damaged
- c. Raised endcaps were damaged, chipped, scuffed, had peeling paint or rust
- d. Curbs were damaged, chipped, scuffed, had peeling paint or rust
- e. NON-Cenex fueling islands were functioning and in good condition

Was at least one trash container present at each NON-Cenex fueling island, and were all exterior trash containers clean and well-maintained?

2 pts

- a. No trash can present
- b. Trash containers full or overflowing
- c. Trash containers excessively dirty
- d. Trash containers damaged or had graffiti
- e. Trash container was clean and well-maintained

Was at least one windshield service unit present at each NON-Cenex dispenser island, and were all windshield service units clean and well-maintained?

2 pts

- a. Did not have a windshield service unit for each dispenser island
- b. No water/cleaning solution in the unit
- c. Dirty water/solution
- d. Squeegee not well-maintained
- e. No squeegee and not found nearby
- f. Empty paper towel dispenser
- g. Windshield service units excessively dirty
- h. Windshield service units damaged or had graffiti
- i. Windshield service unit was clean and well-maintained

UNBRANDED THIRD PARTY QUESTIONS (IF APPLICABLE)

Did all the fuel dispensers in the NON-Cenex fueling island appear to be clean?

2 pts

- a. One or more dispensers excessively dirty
- b. Pump toppers (if frames present) excessively dirty
- c. Warning/regulatory decals excessively dirty
- d. Fuel dispensers were clean

Were all fuel dispensers at the NON-Cenex fueling island functioning, in good condition, displaying the correct regulatory decals, and free of advertising signage?

2 pts

- a. Handwritten signs on dispenser
- b. One or more dispensers damaged or had graffiti
- c. Side of one or more dispensers is damaged or had graffiti
- d. Unauthorized signage or advertisement
- e. Pump toppers (if frames present) damaged, faded, unprofessional, empty or obviously outdated
- f. Missing warning/regulatory decals
- g. Incorrect warning/regulatory decals
- h. Damaged or faded warning/regulatory decals
- i. Missing ineligibility decal
- j. All fuel dispensers were functioning, in good condition, displaying correct regulatory decals, and free of advertising signage

Were any Cenex-branded fuel dispensers in the NON-Cenex fueling island?

2 pts

- a. Yes
- b. No

