

Employee Information and Acknowledgement

Welcome to 7-Eleven!

You are an important part of the 7-Eleven team! In order to ensure our continued business success, employees must follow certain policies, procedures and practices. Please read the following information carefully. If you have a question regarding any of the following items, please ask for an explanation prior to signing this form. You will receive a copy of this form, and the original will be placed in your personnel file and can be supplied upon request.

GUEST SERVICE

Our Customers are Guests in our store. In your training, you will learn ways to always treat your Guests by doing what's **R.I.G.H.T.** (Respond quickly with a genuine welcome; Interact in a friendly manner; have a Great appearance; be Helpful; and Thank and invite back). As a representative of 7-Eleven, you must always treat guests **RIGHT**. Your training and your Store Manager will provide examples.

EMPLOYEE RESPONSIBILITIES

All employees have responsibilities. Some important ones are noted below, as examples, but this list is not intended to cover all conduct or work performance situations. New policies, procedures and practices may be instituted at any time. Use good business judgment, and work with your supervisor, to ensure you follow all policies, procedures and practices.

Employee Safety

- 33 You must complete training on 7-Eleven's robbery and violence prevention program, as well as how to work safely. This training will include CBT (Computer Based Training) modules and on-the-job training. All steps of this training must be followed at all times.
- 34 Employees will not possess any type of weapon (e.g. firearm, knife, club, mace) while on company property.
- 34 Only authorized, on-duty employees are permitted to perform any work in or around the store.
- 34 Proper cash control procedures will be followed at all times, including maintaining a maximum of \$50 cash in your register during the daytime, and \$30 after dark. Cash drawers will be kept closed except when ringing up a sale, making change or taking required register readings.

Work Related Injuries - Designated Physicians/Clinics Programs

(not applicable in Washington, West Virginia, and Ohio)

- 34 Your health and well being is important to all of us at 7-Eleven. Should you incur a work-related injury, 7-Eleven, Inc. provides you with Worker's Compensation insurance coverage. This coverage begins on your first day of work.
- 34 The worker's compensation carrier has researched and chosen various physicians/clinics to provide consistent quality medical care to any employee who may experience a work related injury
- 34 If you are injured on the job, **you should call 1-800-243-2336 X 4680** for a listing of physicians/clinics. The only exception to this procedure would be if emergency medical treatment is required at the time of the accident.

Inventory Control

- 34 In the event of cash or inventory variation, employee participation may be required in audit information interviews.
- 34 All sales will be rung up on the cash register and paid for in full at the time of purchase.
- 34 No merchandise will be transferred from one store to another without proper written authorization.
- 34 Free merchandise will not be requested or received from salespeople or vendors.
- 34 There will be no exchange of merchandise or bottles for saleable merchandise with vendors.
- 34 Employees are empowered to provide great Guest Service. If this requires a refund or return of merchandise, or providing a coupon or item such as free coffee, proper procedures will be followed including recording the item. This may include obtaining the guest's signature.
- 34 Bad merchandise, which is to be written off, will be given to the Store Manager for verification. Write-offs are never to be consumed.
- 34 In the event of any theft or attempted theft of store funds, assets, or merchandise, the Company will prosecute the offending employee and regain its losses. This includes, but is not limited to, promissory notes and personal checks held for future deposit or redemption.

_____ Employee Initials

_____ Date

Cash Accountability

- Every 7-Eleven employee must comply with our cash accountability policies and procedures. Employees will be held accountable for cash variation that occurs on their shift.
- Every employee will sign on the P.O.S. register using a code assigned only to you. If you leave your register at any time you will need to sign off the P.O.S register.
- Each employee will be assigned to a specific register. Only the employee assigned to that register may operate it during that shift. Employees may not operate another register without completing a shift change.
- Each sale, regardless of size, must be treated separately and not grouped into a single register recording. Proper control of cash and inventory is critical to the success of you and 7-Eleven.
- When completing a shift change it is mandatory that you double verify funds in the register and safe with the incoming employee. After the completing of shift change, it is mandatory to calculate your cash variation. The goal on each shift should be zero cash variation.
- Financial Services Cards should never be loaded over the phone, this includes but is not limited to Green Dot (phone card scams), Visa Vanilla, Net Spend, Western Union, etc. 7-Eleven personnel and management will never call to request a card be loaded over the phone. Your violation shall subject you to disciplinary action, which may include the termination of your employment with 7-Eleven and civil or criminal liability pursuant to applicable law.

Employee Grocery Bill

7-Eleven procedure allows store employees to pay via payroll deduction for products consumed while on duty (unless prohibited by local law, for example, the State of New York).

- The "Grocery Bill" is the amount owed by an employee for products consumed on duty during a pay period, paid by payroll deduction from the paycheck for that pay period.
- The Grocery Bill may only be used to purchase products that are consumed while on duty (no take home items or gasoline). Items must be rung or scanned prior to consumption, by another employee if more than one employee is on duty. If working alone, the employee must ring his/her own items. Items are rung / scanned by selecting "Other Media" and "Payroll Deduction".
- The employee making the purchase must sign his/her name on the receipt. The employee ringing the purchase must initial the receipt and place it in the shift pouch. The Store Manager will maintain the receipt until the grocery bill has been deducted from the employee's payroll.
- The Grocery Bill may not exceed \$40.00 weekly (or a maximum \$80.00 payroll deduction for employees paid bi-weekly).

Employee Responsibility

- Alcoholic beverages or tobacco products will not be sold to guests of illegal age (age will be verified), will not be sold during non-sale hours and will not be sold in violation of any law, ordinance or policy.
- Money Orders will only be sold up to \$2,900 (in aggregate) to any one customer in the same day. 7-Eleven requires that a Suspicious Activity Report be completed when, for any reason, an employee suspects that the money order is being purchased for illegal activities.
- Consumption and/or possession of alcoholic beverages or illegal drugs by an employee while on Company property is not permitted. Employees shall not be under the influence of drugs or alcohol while on duty.
- All merchandise consumed or taken home by an employee will be recorded on appropriate store records and paid for in full.
- Employees will not purchase or play any lottery games while on duty.
- Employees will be in uniform, properly dressed and ready to work at the scheduled time (see uniform policy).
- Each employee is responsible for the accurate documentation of his/her time on the store time sheet or the ISP.
- An employee's failure to notify the Store Manager or Field Consultant of absence continuing for three (3) consecutive days will be considered by the Company as the employee's voluntary resignation.
- Employees will not leave, close or lock the store for any unauthorized reason, after reporting to work.
- Employees will not make false statements, misrepresentations or fraud in completing any Company record.
- Any employee aware of or suspecting another employee of violating a company policy shall report that possible violation to the Store Manager, Field Consultant, or Human Resources representative as soon as possible.
- Employees are required to work as scheduled. In the event you cannot work as scheduled, you must verbally contact your supervisor by phone 4 hours before the start of your shift.

_____ Employee Initials

_____ Date

Confidentiality Statement (the "Statement")

Your position with 7-Eleven, Inc. ("7-Eleven") is one of trust and confidence by reason of your access to, and contact with, 7-Eleven's trade secrets and confidential and proprietary business information (the "Confidential Data"). 7-Eleven expects you to use every effort, and to exercise your utmost diligence, to protect and safeguard the Confidential Data. The following, by way of inclusion but not limitation, describes 7-Eleven's expectations of you regarding Confidential Data:

- 7-Eleven has substantial proprietary interest in its computer hardware, software, data and associated documentation. Any use of 7-Eleven's computer hardware, software, data or associated documentation for other than 7-Eleven business purposes, or in a manner contrary to 7-Eleven's security procedure, is prohibited.
- 7-Eleven expects you to prevent any unauthorized individuals from gaining access to, or knowledge of, any assigned password access codes, computer room access numbers or computer access telephone numbers.
- You shall not, either during your employment with 7-Eleven or thereafter, directly or indirectly, use for your benefit or for the benefit of another, or disclose to another, any Confidential Data (whether or not required, learned, obtained or developed by yourself alone or in conjunction with others) or any confidential or proprietary business information belonging to 7-Eleven's guests, contractors or others with whom 7-Eleven has a business relationship.
- All memoranda, notes, records, drawings or other documents made or compiled by you or made available to you while employed by 7-Eleven concerning any process, apparatus or products manufactured, used, developed, investigated or considered by 7-Eleven or concerning any other 7-Eleven activity shall be the property of 7-Eleven and shall be delivered to 7-Eleven upon termination of your employment or, at any time, upon 7-Eleven's request.
- In no case should an employee consent to an interview or provide any information to the media without prior consent from 7-Eleven, Inc. Many times after a critical incident, the media will contact the store (s). Franchisees, Store Operators and sales associates are not allowed to provide quotes, agree to interviews, or allow media to film inside the store under any circumstances. You must refer all media inquiries to 7-Eleven, Inc.'s Corporate Communications Department (800) 255-0711. This includes, but is not limited to: Lawyers, Media Reporters, Insurance Adjustors, Private Investigators, Insurance Investigators.
- Your violation of this Statement shall subject you to disciplinary action, which may include the termination of your employment with 7-Eleven and civil or criminal liability pursuant to applicable law.

Eliminating Harassment and Discrimination

7-Eleven believes that all employees have a right to work in an environment free from any form of illegal discrimination. 7-Eleven's Policy on Harassment and Discrimination:

- Prohibits harassment and discrimination against its employees, in any form. These prohibitions are strictly enforced, and such conduct may result in disciplinary action up to and including immediate dismissal.
- Strives to make our work environment free from harassment, discrimination and intimidation. If you have any questions about 7-Eleven's policy, talk to your Human Resources representative. 7-Eleven considers this subject important and serious. So should you.
 - Sexual harassment is unwanted and unwelcome sexual conduct - verbal or physical - that interferes with a person's work or job opportunities.
 - Discrimination happens when someone's job is negatively affected because of their race, color, religion, sex, national origin, age, sexual orientation, or disability. These categories are called "protected classes."
 - Prohibited harassment can be based on sex (with or without sexual conduct), race, color, religion, national origin, age, disability, sexual orientation and protected activity (i.e., opposition to prohibited discrimination or participation in the statutory complaint process).

- What do you do if you feel you are being harassed or discriminated against? If you feel that you are able to do so, tell the person that you don't like what he or she is saying or doing. Ask him or her to stop the harassment and/or discrimination. Do not give in to sexual advances or discriminatory actions, even if you are threatened with losing a promotion, a shift, a project or your job. Remember that harassment and discrimination are against 7-Eleven's policy, and against the law. If you do not feel comfortable asking the person to stop, tell your supervisor about your concerns.

If you do not feel comfortable talking to your supervisor, or if your supervisor is the person about whom you have a complaint, talk to the Human Resources Department or any 7-Eleven management employee to whom you feel comfortable speaking. Write down when the incident(s) happened so you don't forget. Be prepared to tell exactly what happened, when it happened, and whether there were any witnesses to the incident. Your complaint will be handled discreetly and confidentially to the extent possible, and discussed only with those who have a need to know. 7-Eleven will quickly and thoroughly investigate complaints under this policy, and prompt remedial action will be

____ Employee Initials

____ Date

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Cash Accountability Policy and Procedures

All 7-Eleven, Inc. store employees will comply with 7-Eleven's cash accountability policies and procedures. All 7-Eleven, Inc. store employees will be held accountable for cash variations that occur during their shift.

1. All sales must be rung up on the POS Register and paid for at the time of purchase.
2. Each employee will be assigned to a specific POS Register. Only the employee assigned to a specific register can operate that register. Employees may not operate another register without completing a shift change.
3. The POS Register must be kept closed except when ringing up a sale, making change, or taking the required register readings.
4. Every 7-Eleven, Inc. store employees will sign on the POS Register using a code assigned only to that employee. If an employee leaves a register at any time the employee must sign off the POS Register.
5. When an employee is designated as the "banker" that employee is be accountable for the assigned POS Register and the safe. If the employee leaves the sales area for any reason, the employee must sign off the POS Register and turn the safe off. At the time the employee returns to the sales area, he/she will need to log back on.
6. Each transaction must be fully completed before the next guest is served. This includes subtotalling, receiving payment, issuing the guest's change and receipt, placing money in the drawer or safe, and closing the drawer.
7. Each sale, regardless of size, must be treated separately and not grouped into a single register recording.
8. Employees cannot overprice or overcharge for guests' merchandise.
9. No credits or discounts can be given without written authorization from the Zone Manager.
10. Merchandise cannot be transferred from one store to another store without written authorization and using the Store-to-Store Transfer process.
11. Merchandise purchased from a vendor will be charged on an invoice and not purchased with cash.
12. Employees cannot exchange merchandise or bottles for saleable merchandise with vendors. A credit slip for returned merchandise must be obtained.
13. Employees cannot request or receive free merchandise from salespeople or vendors.
14. Bad merchandise, which is to be written off, will be given to the Store Operator for verification. The merchandise is not to be consumed.
15. When completing a shift changes, it is mandatory that you double verify funds in the POS Register and safe with the incoming employee.
16. After completing the shift change, it is mandatory to calculate your variation. This will be verified the next day when the paperwork is completed. The goal on each shift is

zero cash variation. It will be considered a performance issue for any variation +/- \$, or any trend of variation of any amount.

17. In the event of a cash or inventory variation, employees may be required to participate in an audit information interview.
18. In the event of embezzlement or attempted embezzlement of store funds, 7-Eleven, Inc. will prosecute the offending employee to regain 7-Eleven's losses. Embezzlement includes IOU's and personal checks held for future deposit or redemption.
19. It is critical to maintain a safe level of cash for the safety and security of all store employees. In your store, the cash level requirements are:

\$ Maximum in bills during daylight hours

\$ Maximum in bills during after dark

Employee's Signature

Date

Employee's Name

Employee Store Number

I have received, read and understand the Cash Accountability Policy and Procedures. I agree to comply with the Cash Accountability Policy and Procedures. I understand that if I do not comply with the Cash Accountability Policy and Procedures, I will be subject to disciplinary action up to and including termination of employment.

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Employee Health Procedures

2005 Food Code - Person in Charge

What Every Employee Needs to Know

Our Goal: To give our Guests a positive, healthy and safe shopping experience while providing Store Team members a safe, healthy, work environment.

To meet this goal, the following procedures will be followed by **ALL** employees.

Requirements: If any employee **SHOWS SYMPTOMS** of vomiting, diarrhea, they cannot work in the store until they are without symptoms for 24 hours. This means the employee cannot work in any area of the store until symptom free. If symptoms persist the employee should seek medical attention.

If an employee is **DIAGNOSED** with Norovirus, Shigella, E-Coli infection, Salmonella, Hepatitis A, or has a sore throat with fever, or appears jaundiced (yellow color of the skin and whites of the eyes), the employee cannot work until released with a note from their health care provider. This means a Store Team member cannot be scheduled to work until a health care provider gives a written release for the employee to return to work.

If an employee is **EXPOSED** to Norovirus, Shigella, E-Coli infection, Salmonella, or Hepatitis A through a **diagnosed household member, an outbreak, a household member attending or working in a setting with an outbreak**, they must report to the store manager. The store manager will contact the local health department for further guidance.

What the employee should do:

- If the employee is showing the symptoms of being sick: Contact the Store Manager and let them know they will not be able to work until the symptoms are gone.
- If the employee is diagnosed to any of the above illnesses: Contact the Store Manager and let them know they will not be at work. Get a release from the doctor or health care provider before returning to work. Provide note to the Store Manager.

I have read and will follow the procedures above to help provide our guests and the store team a safe, healthy work environment. I understand if I am sick I cannot work.

Employee signature: _____



Age-Restricted Products Sales Acknowledgement Form

Store # _____

This form is to be read, discussed, signed, and placed in the Associate's personnel file.

- The minimum age to purchase tobacco is _____
- The minimum age to purchase alcoholic beverages is _____
- The minimum age to purchase lottery tickets is _____
- Identification: Customers must present a photo ID ONLY when purchasing age-restricted products. Associates will require and accept only a valid government-issued photo identification as proof of age. If it is an out-of-state license, the Franchisee should be called to verify. Any questionable cards must be brought to management's attention.
- Associates will not be permitted to over-ride the system procedures.
- Associates must check anyone who looks 27 years or younger. When checking ID's, both the birth date (month, day, year) and the picture will be verified. In a group, the person buying the age-restricted product will be ID'd, and money taken only from that person. If another person hands money to that person, they must also show proof of identification.
- A conviction for the illegal sale of age-restricted products could result in a fine for the Associate. An Associate who sells age-restricted products without proper checking of ID will be subject to disciplinary action up to and including termination of employment.
- Any Associate who knowingly sells age-restricted products to a minor will be terminated. Any under-age associate that attempts to purchase alcohol, tobacco or other age-restricted products will be terminated.

Government regulations govern the use and sale of age-restricted products. 7-Eleven's and this store's policy is outlined above. Violation of this policy will result in disciplinary action up to and including termination of employment

I have read the above statement, understand what it means, and will comply with all store policies, as well as all federal, state and local laws.

Franchisee Employee Signature

Franchisee Signature

Franchisee Employee Name (Printed)

Franchisee Name (Printed)

Date

Date

ATTENTION ALL EMPLOYEES

(YOU MUST FOLLOW THESE PROCEDURES)

1. DO NOT TAKE ANY COUPONS FOR CIGARETTES FOR MORE THAN \$5.00 !
2. DO NOT SALE CARTONS OF CIGARETTES AFTER 6:00 P.M.
3. DO NOT SALE LOTTO OR LOTTERY MORE THAN \$50.00 AFTER 6:00 P.M.
4. IF ANY TRANSACTION LOOKS OR FEELS SUSPICIOUS , THAN ASK FOR ADDITIONAL IDENTIFICATION, (ID)
5. ANY TIME YOU RECEIVE \$50.00 BILLS OR \$100 DOLLAR BILLS ... YOU MUST DROP IN THE SAFE FIRST TO MAKE SURE IT IS NOT COUNTERFEIT "NOT FAKE MONEY " BEFORE YOU GIVE CHANGE.
6. IF ANYONE CALLS THE STORE SAYING THAT THEY ARE 7/ELEVEN CORPORATE OFFICES OR ANY COMPANY ASKING YOU TO DO ANYTHING. YOU JUST ASK FOR THEIR PHONE NUMBER AND TELL THEM YOU WILL HAVE THE APPROPRIATE PERSON CALL THEM BACK AS SOON AS POSSIBLE .

LOTTO AND LOTTERY PROCEDURES

ASSOCIATES: NO CREDIT CARD PURCHASE AT ANY TIME FOR ANY REASON EVER Int. _____

1. The inventory of Lotto and Lottery must be accurate; discrepancies must be ZERO, in the shift report and EOD counting.
2. Due to Customers not having any access to Lottery the shortage tolerance is ZERO. If you are short \$1.00 in lottery it will result in a corrective action
3. Each Sales Associate must print a Beginning and Ending Lotto report for each shift. Failure to do this will result in a corrective action.
4. Lotto & Lottery can be sold with Cash & Debit only, and you must get the money before print any ticket or cut any scratcher.
5. If the customer hand you a written paper slip you must count the amount and collect the money before pass the paper slip in the lotto POS. Extremely careful with "advance play" that will multiply the amount several times.
6. Don't press "OK" in the POS when a warning sign appeared, READ and WARN the customer.
7. Don't use the Quick Pick buttons in the screen, use the arrows if available.
8. Mega Millions & Power Ball CANNOT be canceled. Power ball cost is \$2.
9. Must do a payout immediately per winner ticket. Don't leave it for later or combine prizes.
10. Employee cannot play Lotto or Lottery while on the clock.
11. Discard all non-winning tickets or give back to customer.

Print Employee name

Signature

Date:



California Store Awareness Form

ATTENDANCE

All employees are expected to report to work at their scheduled time. It is the responsibility of the Store Manager to schedule hours worked. No store employee may decrease or increase their scheduled hours, or swap shifts with others, without the prior permission of the Store Manager or Certified Assistant Store Manager. Inability to work an assigned shift must be reported to the Store Manager or the Certified Assistant Store Manager at least four (4) hours prior to the scheduled work assignment, or as soon as possible. Proper notification should be made directly by telephone, or in person. Notification from someone other than the employee is permitted only when the employee is physically unable to do so. Employees who fail to notify the proper authority of an absence from work for three (3) consecutive days will be considered to have voluntarily resigned from 7-Eleven, Inc.

TIME KEEPING

It is the responsibility of each individual to properly and correctly record his or her own time worked. Non-exempt (hourly) employees are responsible for the accurate documentation of time worked on the In Store Processor (ISP). Employees are to be paid for all hours worked. If you forget or make a mistake clocking in or out on the ISP or if you believe your time records are not accurate, you must notify your Store Manager immediately so that your work time can be correctly recorded and you can be appropriately paid for all hours worked.

For non-exempt hourly employees, overtime (1.5 times regular rate of pay) must be paid for all hours worked in excess of 8 hours per workday or on the seventh consecutive day of work in a workweek, and double time (2 times regular rate of pay) for all hours in excess of 12 hours per workday or in excess of 8 hours on the seventh consecutive day in a workweek. In addition, overtime must be paid (1.5 times regular rate of pay) for all hours worked beyond 40 straight time hours in a workweek. A workweek is defined as any seven-day consecutive 24-hour hour period, starting on the same calendar day each week. 7-Eleven Inc's workweek is Friday through Thursday.

Hours paid but not worked (example: sick pay, jury duty, bereavement leave pay) will not be considered as part of that employee's hours for purposes of overtime calculation. Since overtime pay should occur only as an exception, employees must obtain prior approval from their supervisor before working overtime hours.

If you work at a store location away from your "home store," sign in and out at that store. No matter what store you work in, all hours worked within a single payroll cycle will accumulate to a grand total and be calculated for payment (including overtime) through the automated payroll system. Accumulated hours worked, whether at a "home store" or "away" will be paid with a single paycheck and received at your "home store" location.

All hourly paid employees are hereby notified that "volunteer" time is not permissible under any circumstances. Employees **must** be paid for all time worked. Any time spent on activities of a business nature conducted on behalf of the Company (i.e. making bank deposits, court appearances, security

Disclosure

We (7-Eleven Corporation) will obtain one or more consumer reports or investigative consumer reports (or both) about you for employment purposes. These purposes may include hiring, contract, assignment, promotion, re-assignment, and termination. The reports will include information about your character, general reputation, personal characteristics, and mode of living.

We will obtain these reports through a consumer reporting agency. Our consumer reporting agency is General Information Services, Inc. GIS's address is P.O. Box 353, Chapin, SC 29036. GIS's telephone number is (866) 265-4917. GIS's website is at www.geninfo.com.

To prepare the reports, GIS may investigate your education, work history, professional licenses and credentials, references, address history, social security number validity, right to work, criminal record, lawsuits, driving record, credit history, and any other information with public or private information sources.

You may inspect GIS's files about you (in person, by mail, or by phone) by providing identification to GIS. If you do, GIS will provide you help to understand the files, including trained personnel and an explanation of any codes. Another person may accompany you by providing identification.

If GIS obtains any information by interview, you have the right to obtain a complete and accurate disclosure of the scope and nature of the investigation performed.

The Federal Trade Commission provides a summary statement of your rights on its website at www.ftc.gov/credit.

Please sign below to acknowledge your receipt of this disclosure.

Signature

Date

Printed name