

Helios 2014 Retail Brand Standards



 helping build a
better **site experience**

 better fuels.  better sites.  better payment+rewards.

BETTER PERIOD

BP HELIOS PERIOD

BP has a long tradition as a **quality premium brand**. Meeting consumer expectations in a competitive environment is a critical factor in the success of your business.

We conducted research and asked consumers what they expect when choosing a gas station and identified 10 basic items. We call these the Top 10 Musts.* Our research shows that sites that deliver on all Top 10 Musts, on average, may perform better than those that do not.**

- 
-  **MID accurately shows price**
 -  **Canopy is well maintained**
 -  **Site is well lit and safe**
 -  **Dispenser works and pumps at a normal rate**
 -  **Credit card acceptor at dispenser provides a receipt**
 -  **Site elements are clean (dispenser, driveway, canopy, landscaping, trash cans)**
 -  **Windshield washer supplies are available**
 -  **Customer service is attentive, courteous, presentable**
 -  **Restrooms are clean and available**
 -  **C-store is well maintained**

*The Top 10 Musts are based on the results of BP proprietary research and items from the Helios Retail Brand Standards materials.

**Fuel volume growth based on site level volumes from Jan-Oct, 2013. Helios Retail Brand Standards data based on average scores from SP1 and SP2 2013.

This manual sets forth the BP Helios 2014 Retail Brand Standards – which includes both operational and visual brand standards to deliver on Top 10 Musts. All BP branded retail sites are required to comply with BP's Helios 2014 Retail Brand Standards.

Failure to comply with BP's Helios 2014 Retail Brand Standards will result in penalties. Neither BP nor the Helios Retail Brand Standards Team guarantees business results based on your use and/or compliance with this manual and/or BP's Helios 2014 Retail Brand Standards. This manual is provided to you with the understanding that you will not disclose or reproduce any section of the manual without prior written consent from BP.

Participation

All BP branded retail sites are required to comply with BP's Helios 2014 Retail Brand Standards.

Schedule

Helios 2014 Retail Brand Standards will consist of 3 shops conducted during the following periods:

Shop 1: February–April

Shop 2: June–August

Shop 3: October–December

Shop Standards


Helios 2014 Retail Brand Standard shops are conducted by trained Maritz field mystery shoppers. The shop consists of a thirty-two question (100 pt) survey and takes about 30 minutes to complete. A copy of the evaluation will be left behind. Scores are not final until the editing and appeal process is complete.

Scoring

Sites must achieve a minimum of 80% to pass.


Sites will be left with a hard copy of the shop report. Scores are not finalized until they are posted to the Helios website.

Appeal Process

Sites may appeal scoring of individual questions. Sites can appeal questions anytime during the shop period and up to 15 days following the end of the shop period. Questions that are not eligible for appeal will be indicated with the following symbol .

Cure Appeals

Select questions are eligible for Cure Appeals. Cure Appeals are an incentive to fix an infraction and earn back missed points. Cure Appeals are managed on the Helios website. In 2013 over 10,000 questions were "cured" using the program.

The  symbol indicates questions that are eligible for Cure Appeals. Curable questions are shown in this manual and are noted on the shop report.

Management Reports Online

There are various reports that are available on the Online Helios Reporting Tool. Many of these reports provide the capability to drill down to specific site and question level detail. Below is an overview of reports available:

- **Scorecard Report** – individual site scorecard report, missed questions, photos.
- **Site List Report** – view status by location including shop results and links to scorecards.
- **Frequently Missed Questions** – displays which questions have been missed, highest to lowest.
- **Question Compliance** – percentage of sites that met compliance standards for individual questions
- **Results Detail** – summary of overall score, pass rate and performance by section.
- **Jobber Assessment Tool** – provides an overview of customer performance metrics which are driven by key consumer attributes

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MID accurately shows price.....	11
Canopy is well maintained	14
Site is well lit and safe	16
Site elements are clean.....	20
Windshield washer supplies are available	30
Dispenser works.....	31
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Restrooms are clean and available	37
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Item	Points	Response (If No or NA fill out the detail under the question.)
16 When you walk in the store, is the overall store appearance generally neat, clean, well-lit? If No, (✓ which applies) <input type="checkbox"/> Dirty <input type="checkbox"/> Aisles Not Clear <input type="checkbox"/> Transaction Area Cluttered <input type="checkbox"/> Not Well-Lit If NA, (✓ which applies) <input type="checkbox"/> No Store <input type="checkbox"/> Store Closed <input type="checkbox"/> Kiosk Only COMMENTS:	5	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> NA
17 Are site personnel wearing an appropriate, clean uniform and name badge? If Yes, Employee Name (if available): _____ If No, (✓ which applies) <input type="checkbox"/> No Collared Shirt <input type="checkbox"/> No Name Tag <input type="checkbox"/> Uniform Not Neat-Clean Description of Employee: Gender: _____ Hair Color: _____ Type of Shirt Wearing: _____ If NA, (✓ which applies) <input type="checkbox"/> No Store <input type="checkbox"/> Store Closed COMMENTS:	4	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> NA
18 Was the CSR polite and attentive? If NA, (✓ which applies) <input type="checkbox"/> No Store <input type="checkbox"/> Store Closed COMMENTS:	4	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> NA
14 Are all pumps (under the BP branded canopy) fully operational? If No, (✓ which applies) <input type="checkbox"/> More Than 2 Fueling Positions Out of Order <input type="checkbox"/> More Than 2 CRINDS Out of Order If No, (two or more fueling positions or CRINDS out of order), list fueling positions or CRINDS out of order _____ If NA, (✓ which applies) <input type="checkbox"/> Site's Credit Card System Is Down <input type="checkbox"/> All Pumps Were Out of Commission <input type="checkbox"/> Maintenance COMMENTS:	10	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> NA
15 For a credit card transaction, was your receipt received at your pump? List pump # used _____ If No, (✓ which applies) <input type="checkbox"/> No Receipt Was Dispensed <input type="checkbox"/> Receipt Paper Jammed <input type="checkbox"/> "See Cashier" Displayed (after dispenser pumped gas) If NA, (✓ which applies) <input type="checkbox"/> "See Cashier" Displayed Immediately After Card Was Swiped (before dispenser pumped gas) <input type="checkbox"/> No CRIND or Pay At The Pump Available On Dispenser <input type="checkbox"/> Full Service Location COMMENTS:	10	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> NA
15a If NO to Q15, For the second credit card transaction, was your receipt received at your pump? List pump # used _____ If No, (✓ which applies) <input type="checkbox"/> No Receipt Was Dispensed <input type="checkbox"/> Receipt Paper Jammed <input type="checkbox"/> "See Cashier" Displayed (after dispenser pumped gas) If NA, (✓ which applies) <input type="checkbox"/> "See Cashier" Displayed Immediately After Card Was Swiped (before dispenser pumped gas) COMMENTS:	5	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> NA
19 Is the restroom clean and safe? If No, (✓ which applies) <input type="checkbox"/> Dirty <input type="checkbox"/> Damaged <input type="checkbox"/> Excessive Graffiti <input type="checkbox"/> Openly Stored Cleaning Supplies <input type="checkbox"/> Out of Order If NA, (✓ which applies) <input type="checkbox"/> No Public Restroom Available <input type="checkbox"/> Restroom Occupied During Entire Visit COMMENTS:	3	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> NA
20 Is the restroom functioning and are supplies available? If No, (✓ which applies) <input type="checkbox"/> No Toilet Paper <input type="checkbox"/> No Soap <input type="checkbox"/> No Paper Towels or Functional Handryer <input type="checkbox"/> All Fixtures Not Functioning <input type="checkbox"/> Out of Order If NA, (✓ which applies) <input type="checkbox"/> No Public Restroom Available <input type="checkbox"/> Restroom Occupied During Entire Visit COMMENTS:	3	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> NA
28 Is the site free of pornographic magazines and materials? If No, (✓ which applies) <input type="checkbox"/> Pornographic Materials Present If NA, (✓ which applies) <input type="checkbox"/> No Store <input type="checkbox"/> Store Closed COMMENTS:		<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> NA
29 Are BP gift cards visibly displayed and available in the store? If No, (✓ which applies) <input type="checkbox"/> Not Available For Purchase <input type="checkbox"/> Not Merchandised Correctly <input type="checkbox"/> Cannot Be Located If NA, (✓ which applies) <input type="checkbox"/> No Store <input type="checkbox"/> Store Closed COMMENTS:		<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> NA
10 Are storefront bumper stops, curbs and sidewalks well maintained? If No, (✓ which applies) <input type="checkbox"/> Large Cracks <input type="checkbox"/> Excessive Paint Chips <input type="checkbox"/> Obstructive Walkway <input type="checkbox"/> Crumbling Concrete <input type="checkbox"/> Dirt/Oil <input type="checkbox"/> Rusty COMMENTS:	1	<input type="checkbox"/> YES <input type="checkbox"/> NO
11 Is building clean and free of dents, damage, dirt, missing fixtures/materials and unapproved signs? If No, (✓ which applies) <input type="checkbox"/> Excessive Damage to Building <input type="checkbox"/> Unapproved Signage <input type="checkbox"/> Dirty COMMENTS:	1	<input type="checkbox"/> YES <input type="checkbox"/> NO
5 Are the building windows 50% clear of obstructions and signage and allow for an unobstructed view to the pumps? If No, (✓ which applies) <input type="checkbox"/> More than 50% Window or Door Space Obstructed <input type="checkbox"/> Unapproved Signage <input type="checkbox"/> Attendants direct view obstructed COMMENTS:	2	<input type="checkbox"/> YES <input type="checkbox"/> NO
4 Is the store perimeter free of potholes/excessive cracks, fresh oil puddles and unauthorized vehicles? If No, (✓ which applies) <input type="checkbox"/> Not Well Maintained <input type="checkbox"/> Pothole or Excessive Cracks <input type="checkbox"/> Fresh Oil Puddles <input type="checkbox"/> Unauthorized Vehicle(s) Parked on Site COMMENTS:	2	<input type="checkbox"/> YES <input type="checkbox"/> NO

© Questions subject to CURE appeal (CURE appeal: fix and appeal to earn points back.)

This form does not indicate a pass/fail score. Final scoring is included in the site scorecard on bpconnection.com

Station Representative Signature: _____ Date/time: _____ Visit ID# _____ SVB# _____
Version Revised 11/23/2013

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Item	Points	Response (If No or NA fill out the detail under the question.)
8 Are the landscaping, grass and paved areas well maintained and free of trash, debris and weeds? If No, (✓ which applies) <input type="checkbox"/> Landscaped Areas Not Mowed or Maintained <input type="checkbox"/> Excessive Weeds are Present <input type="checkbox"/> Accumulated Trash/Debris COMMENTS:	1	<input type="checkbox"/> YES <input type="checkbox"/> NO
1 Are the MID price or optional panels free of any missing numbers or letters? If No, (✓ which applies) <input type="checkbox"/> Letters Missing <input type="checkbox"/> Numbers Missing <input type="checkbox"/> No MID Present COMMENTS:	8	<input type="checkbox"/> YES <input type="checkbox"/> NO
2 Is the MID well maintained, clean, and free of damage? If No, (✓ which applies) <input type="checkbox"/> Dirty <input type="checkbox"/> Dented <input type="checkbox"/> Peeling <input type="checkbox"/> Column Pole <input type="checkbox"/> Dented <input type="checkbox"/> No MID Present <input type="checkbox"/> Cracked/Holes <input type="checkbox"/> Rusty <input type="checkbox"/> Paint <input type="checkbox"/> Peeling <input type="checkbox"/> Rusty <input type="checkbox"/> Present COMMENTS:	3	<input type="checkbox"/> YES <input type="checkbox"/> NO
21 Are the MID color and messages as per the visual standards? If No, (✓ which applies) <input type="checkbox"/> No Helios Logo <input type="checkbox"/> Helios Logo Wrong Color <input type="checkbox"/> Pricing Section Wrong Color <input type="checkbox"/> Product or Price Font Wrong Color <input type="checkbox"/> Unapproved Messages or Panel on MID <input type="checkbox"/> No Fuel Price Present <input type="checkbox"/> Support Pole Wrong Color <input type="checkbox"/> No MID Present COMMENTS:	2	<input type="checkbox"/> YES <input type="checkbox"/> NO
22 Is the MID free of temporary signs or other items attached, directly underneath or within 5 feet AND is it clearly visible and free from obstructions? If No, (✓ which applies) <input type="checkbox"/> Signage Attached To MID <input type="checkbox"/> Signage Directly Under MID <input type="checkbox"/> Signage Within 5' of MID <input type="checkbox"/> MID Obstructed by Trees or Landscaping <input type="checkbox"/> Other Item Under or Within 5' of MID <input type="checkbox"/> No MID Present COMMENTS:	1	<input type="checkbox"/> YES <input type="checkbox"/> NO
3 Is the canopy well maintained and free of dirt, peeling paint, dents, rust, and other damage? If No, (✓ which applies) <input type="checkbox"/> Dirty <input type="checkbox"/> Columns <input type="checkbox"/> Light Covers <input type="checkbox"/> Fascia, Helios & Decal Strip <input type="checkbox"/> No Canopy Present <input type="checkbox"/> Peeling Paint <input type="checkbox"/> Peeling Paint <input type="checkbox"/> More than 2 Covers Dirty <input type="checkbox"/> Dirty <input type="checkbox"/> Peeling Paint <input type="checkbox"/> Rusty <input type="checkbox"/> Present <input type="checkbox"/> Rusty <input type="checkbox"/> Rusty <input type="checkbox"/> of Excessive Bugs <input type="checkbox"/> Rusty <input type="checkbox"/> Cracked <input type="checkbox"/> Cracked <input type="checkbox"/> More than 2 Covers Damaged <input type="checkbox"/> Cracked <input type="checkbox"/> Damaged <input type="checkbox"/> Damaged <input type="checkbox"/> More than 2 Covers Missing <input type="checkbox"/> Damaged If NA, (✓ which applies) <input type="checkbox"/> Canopy Being Remodeled COMMENTS:	6	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> NA
6 Are canopy lights operational, including LED strip (if available) and the Helios logo (if available)? Specify the Number of Lights Not Functioning _____ If No, (✓ which applies) <input type="checkbox"/> More than 2 Lights Were Out <input type="checkbox"/> Helios Logo (If Available) Was Out <input type="checkbox"/> More than One 10' Section of LED Strip Was Not Working <input type="checkbox"/> No Canopy Present If NA, (✓ which applies) <input type="checkbox"/> Lights On Timer <input type="checkbox"/> Canopy Being Remodeled COMMENTS:	3	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> NA
23 Does the canopy meet visual standards? If No, (✓ which applies) <input type="checkbox"/> No Bullnose <input type="checkbox"/> No Helios <input type="checkbox"/> Unapproved Color On Canopy Columns <input type="checkbox"/> No Canopy Present <input type="checkbox"/> Unapproved Color On Underside of Canopy Deck If NA, (✓ which applies) <input type="checkbox"/> Canopy Being Remodeled COMMENTS:	1	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> NA
24 Are the canopy, fascia and columns clear of banners or other obstructions? If No, (✓ which applies) <input type="checkbox"/> Unapproved Signage <input type="checkbox"/> Unapproved Banners <input type="checkbox"/> Unapproved Column Attachment <input type="checkbox"/> No Canopy Present If NA, (✓ which applies) <input type="checkbox"/> Canopy Being Remodeled COMMENTS:	1	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> NA
9 Are the pump island curbs and bollards well maintained and painted in accordance with visual standards? If No, (✓ which applies) <input type="checkbox"/> Wrong Color <input type="checkbox"/> Dirt/Oil <input type="checkbox"/> Wrong Color Scheme <input type="checkbox"/> Rusty <input type="checkbox"/> Excessive Paint Chips <input type="checkbox"/> Rusty <input type="checkbox"/> Excessive Paint Chips <input type="checkbox"/> Damaged <input type="checkbox"/> Paint Chips <input type="checkbox"/> Damaged <input type="checkbox"/> Excessive Scratches/Scuffs COMMENTS:	5	<input type="checkbox"/> YES <input type="checkbox"/> NO
12 Are trash containers available at each pump island, and are they generally clean, not damaged, not overflowing and BP approved in color and type? If No, (✓ which applies) <input type="checkbox"/> Unapproved Type <input type="checkbox"/> Unapproved Color <input type="checkbox"/> Not Available <input type="checkbox"/> Dirty <input type="checkbox"/> Overflowing <input type="checkbox"/> Damaged COMMENTS:	2	<input type="checkbox"/> YES <input type="checkbox"/> NO
13 Are windshield washing supplies available at each pump island? If No, (✓ which applies) <input type="checkbox"/> No Towel(s) <input type="checkbox"/> No Squeegee(s) <input type="checkbox"/> No Fluid COMMENTS:	5	<input type="checkbox"/> YES <input type="checkbox"/> NO

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Station Representative Signature: _____ Date/time: _____ Visit ID# _____ SVB# _____
Version Revised 11/23/2013

Helios 2014 RETAIL BRAND STANDARDS

Item	Points	Response (If No or NA fill out the detail under the question.)																											
7 Are the gasoline and diesel dispensers and nozzles clean and free of dents and damage (under the branded BP gasoline canopy only)? Are they also clear of unapproved signage, and torn or peeling decals? If No, (✓ which applies) <table border="0"> <tr> <td>Dispenser, Valance and Skirt</td> <td>Nozzle Cover</td> <td>Panel</td> </tr> <tr> <td><input type="checkbox"/> Dirty</td> <td><input type="checkbox"/> Dirty</td> <td><input type="checkbox"/> Torn or Peeling Decals</td> </tr> <tr> <td><input type="checkbox"/> Rusty</td> <td><input type="checkbox"/> Graffiti</td> <td><input type="checkbox"/> Gas/Oil Residue</td> </tr> <tr> <td><input type="checkbox"/> Damaged</td> <td><input type="checkbox"/> Unapproved Signage</td> <td><input type="checkbox"/> Excessive Adhesive Residue</td> </tr> <tr> <td></td> <td></td> <td><input type="checkbox"/> Unapproved Signage</td> </tr> <tr> <td></td> <td></td> <td><input type="checkbox"/> Damaged</td> </tr> <tr> <td></td> <td></td> <td><input type="checkbox"/> Keypad Buttons Damaged/Missing</td> </tr> <tr> <td></td> <td></td> <td><input type="checkbox"/> Glass Scratched/Cracked</td> </tr> <tr> <td></td> <td></td> <td><input type="checkbox"/> Graffiti</td> </tr> </table> If NA, (✓ which applies) <input type="checkbox"/> Dispensers Are Being Remodeled COMMENTS:	Dispenser, Valance and Skirt	Nozzle Cover	Panel	<input type="checkbox"/> Dirty	<input type="checkbox"/> Dirty	<input type="checkbox"/> Torn or Peeling Decals	<input type="checkbox"/> Rusty	<input type="checkbox"/> Graffiti	<input type="checkbox"/> Gas/Oil Residue	<input type="checkbox"/> Damaged	<input type="checkbox"/> Unapproved Signage	<input type="checkbox"/> Excessive Adhesive Residue			<input type="checkbox"/> Unapproved Signage			<input type="checkbox"/> Damaged			<input type="checkbox"/> Keypad Buttons Damaged/Missing			<input type="checkbox"/> Glass Scratched/Cracked			<input type="checkbox"/> Graffiti	10	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> NA
Dispenser, Valance and Skirt	Nozzle Cover	Panel																											
<input type="checkbox"/> Dirty	<input type="checkbox"/> Dirty	<input type="checkbox"/> Torn or Peeling Decals																											
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		<input type="checkbox"/> Damaged																											
		<input type="checkbox"/> Keypad Buttons Damaged/Missing																											
		<input type="checkbox"/> Glass Scratched/Cracked																											
		<input type="checkbox"/> Graffiti																											
25 For gasoline only, does the dispenser meet visual standards including valance, pump number, nozzle covers, panel, and skirt (under the BP branded gasoline canopy only)? If No, (✓ which applies) <table border="0"> <tr> <td>Unapproved Valance</td> <td>Nozzle Covers</td> <td>Nozzle Covers</td> </tr> <tr> <td><input type="checkbox"/> No Valance</td> <td>Multi-Hose Dispenser</td> <td>Gasoline Single-Hose</td> </tr> <tr> <td><input type="checkbox"/> Unapproved Skirt</td> <td><input type="checkbox"/> Regular Not Green</td> <td><input type="checkbox"/> Not Green or Gold</td> </tr> <tr> <td><input type="checkbox"/> No Skirt</td> <td><input type="checkbox"/> Silver Not Silver</td> <td></td> </tr> <tr> <td><input type="checkbox"/> Valance & Skirt Not Aligned</td> <td><input type="checkbox"/> Ultimate Not Gold</td> <td></td> </tr> <tr> <td><input type="checkbox"/> Panel Wrong Color</td> <td><input type="checkbox"/> E85 Not Yellow</td> <td></td> </tr> <tr> <td><input type="checkbox"/> No Pump Number</td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/> Pump Number Wrong Color</td> <td></td> <td></td> </tr> </table> If NA, (✓ which applies) <input type="checkbox"/> Dispensers Are Being Remodeled COMMENTS:	Unapproved Valance	Nozzle Covers	Nozzle Covers	<input type="checkbox"/> No Valance	Multi-Hose Dispenser	Gasoline Single-Hose	<input type="checkbox"/> Unapproved Skirt	<input type="checkbox"/> Regular Not Green	<input type="checkbox"/> Not Green or Gold	<input type="checkbox"/> No Skirt	<input type="checkbox"/> Silver Not Silver		<input type="checkbox"/> Valance & Skirt Not Aligned	<input type="checkbox"/> Ultimate Not Gold		<input type="checkbox"/> Panel Wrong Color	<input type="checkbox"/> E85 Not Yellow		<input type="checkbox"/> No Pump Number			<input type="checkbox"/> Pump Number Wrong Color			2	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> NA			
Unapproved Valance	Nozzle Covers	Nozzle Covers																											
<input type="checkbox"/> No Valance	Multi-Hose Dispenser	Gasoline Single-Hose																											
<input type="checkbox"/> Unapproved Skirt	<input type="checkbox"/> Regular Not Green	<input type="checkbox"/> Not Green or Gold																											
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<input type="checkbox"/> Valance & Skirt Not Aligned	<input type="checkbox"/> Ultimate Not Gold																												
<input type="checkbox"/> Panel Wrong Color	<input type="checkbox"/> E85 Not Yellow																												
<input type="checkbox"/> No Pump Number																													
<input type="checkbox"/> Pump Number Wrong Color																													
26a Are there diesel dispensers under the branded gasoline canopy or near the branded canopy (this includes diesel in a multiple product dispenser)? <input type="checkbox"/> Yes, proceed with 26b <input type="checkbox"/> No, proceed with 27																													
26b Evaluate the diesel labels on the dispenser to determine if branded, unbranded or neither branded or unbranded. <input type="checkbox"/> Branded, proceed with 26c <input type="checkbox"/> Unbranded, proceed with 26d <input type="checkbox"/> Neither Branded nor Unbranded, proceed with 27																													
26c Do the branded diesel dispensers meet visual standards, including valance, pump number, nozzle covers, panel, diesel label, nozzle graphic and skirt? (✓ which applies) <table border="0"> <tr> <td><input type="checkbox"/> Unapproved Valance</td> <td><input type="checkbox"/> No Valance</td> <td><input type="checkbox"/> Unapproved Skirt</td> <td><input type="checkbox"/> No Skirt</td> </tr> <tr> <td><input type="checkbox"/> Valance & Skirt Not Aligned</td> <td><input type="checkbox"/> No Pump Number</td> <td><input type="checkbox"/> Pump Number Wrong Color</td> <td></td> </tr> <tr> <td><input type="checkbox"/> Panel Wrong Color</td> <td><input type="checkbox"/> Unapproved Diesel Label</td> <td><input type="checkbox"/> Unapproved Nozzle Graphic</td> <td></td> </tr> <tr> <td><input type="checkbox"/> Nozzle Cover Color Not Black</td> <td></td> <td></td> <td></td> </tr> </table> If NA, (✓ which applies) <input type="checkbox"/> Dispensers Are Being Remodeled COMMENTS:	<input type="checkbox"/> Unapproved Valance	<input type="checkbox"/> No Valance	<input type="checkbox"/> Unapproved Skirt	<input type="checkbox"/> No Skirt	<input type="checkbox"/> Valance & Skirt Not Aligned	<input type="checkbox"/> No Pump Number	<input type="checkbox"/> Pump Number Wrong Color		<input type="checkbox"/> Panel Wrong Color	<input type="checkbox"/> Unapproved Diesel Label	<input type="checkbox"/> Unapproved Nozzle Graphic		<input type="checkbox"/> Nozzle Cover Color Not Black				1	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> NA											
<input type="checkbox"/> Unapproved Valance	<input type="checkbox"/> No Valance	<input type="checkbox"/> Unapproved Skirt	<input type="checkbox"/> No Skirt																										
<input type="checkbox"/> Valance & Skirt Not Aligned	<input type="checkbox"/> No Pump Number	<input type="checkbox"/> Pump Number Wrong Color																											
<input type="checkbox"/> Panel Wrong Color	<input type="checkbox"/> Unapproved Diesel Label	<input type="checkbox"/> Unapproved Nozzle Graphic																											
<input type="checkbox"/> Nozzle Cover Color Not Black																													
26d Do the unbranded diesel dispensers meet visual standards, including valance, pump number, nozzle cover color, panel, diesel label and skirt? (✓ which applies) <table border="0"> <tr> <td><input type="checkbox"/> Unapproved Valance</td> <td><input type="checkbox"/> No Valance</td> <td><input type="checkbox"/> Unapproved Skirt</td> <td><input type="checkbox"/> No Skirt</td> </tr> <tr> <td><input type="checkbox"/> Valance & Skirt Not Aligned</td> <td><input type="checkbox"/> No Pump Number</td> <td><input type="checkbox"/> Pump Number Wrong Color</td> <td></td> </tr> <tr> <td><input type="checkbox"/> Panel Wrong Color</td> <td><input type="checkbox"/> Unapproved Diesel Label</td> <td><input type="checkbox"/> Nozzle Cover Color Not Black</td> <td></td> </tr> </table> If NA, (✓ which applies) <input type="checkbox"/> Dispensers Are Being Remodeled COMMENTS:	<input type="checkbox"/> Unapproved Valance	<input type="checkbox"/> No Valance	<input type="checkbox"/> Unapproved Skirt	<input type="checkbox"/> No Skirt	<input type="checkbox"/> Valance & Skirt Not Aligned	<input type="checkbox"/> No Pump Number	<input type="checkbox"/> Pump Number Wrong Color		<input type="checkbox"/> Panel Wrong Color	<input type="checkbox"/> Unapproved Diesel Label	<input type="checkbox"/> Nozzle Cover Color Not Black			<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> NA															
<input type="checkbox"/> Unapproved Valance	<input type="checkbox"/> No Valance	<input type="checkbox"/> Unapproved Skirt	<input type="checkbox"/> No Skirt																										
<input type="checkbox"/> Valance & Skirt Not Aligned	<input type="checkbox"/> No Pump Number	<input type="checkbox"/> Pump Number Wrong Color																											
<input type="checkbox"/> Panel Wrong Color	<input type="checkbox"/> Unapproved Diesel Label	<input type="checkbox"/> Nozzle Cover Color Not Black																											
27 Is current fueling position POP posted in accordance with program requirements? List # of non-compliant fueling positions _____ If No, (✓ which applies) <input type="checkbox"/> No POP <input type="checkbox"/> Current & Expired <input type="checkbox"/> All Expired <input type="checkbox"/> Current BP POP Not Displayed At All Fueling Positions If NA, (✓ which applies) <input type="checkbox"/> Dispensers Are Being Remodeled COMMENTS:	2	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> NA																											
30 Is the current Payment Acceptance decal displayed at all fueling positions? If No, (✓ which applies) <input type="checkbox"/> Not Displayed At Each Fueling Position <input type="checkbox"/> Not Current <input type="checkbox"/> Both Current & Expired Displayed If NA, (✓ which applies) <input type="checkbox"/> Dispensers Are Being Remodeled COMMENTS:		<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> NA																											
31 Are the current consumer credit card applications clearly visible and available in a BP-approved canister at each BP Branded fueling position? If No, (✓ which applies) <input type="checkbox"/> Not Current <input type="checkbox"/> Both Current & Expired <input type="checkbox"/> Canister Empty <input type="checkbox"/> Canister Missing <input type="checkbox"/> Canister Not BP Approved <input type="checkbox"/> Not Clearly Visible If Na, (✓ Which Applies) <input type="checkbox"/> Dispensers Are Being Remodeled COMMENTS:		<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> NA																											
32 Are the current Driver Rewards brochures and cards available and in a canister attached to the front face of each BP Branded dispenser?? If No, (✓ which applies) <input type="checkbox"/> Not Current <input type="checkbox"/> Both Current & Expired <input type="checkbox"/> Canister Empty <input type="checkbox"/> Canister Missing <input type="checkbox"/> Canister Not BP Approved <input type="checkbox"/> Not Clearly Visible COMMENTS:		<input type="checkbox"/> YES <input type="checkbox"/> NO																											

Ⓢ Questions subject to CURE appeal (CURE appeal: fix and appeal to earn points back.)

CURE Appeal Items

Question Number	Item	Contact
2	MID must be well maintained, clean and free of damage.	
3	Canopy deck, light covers, columns and fascia must be clean and free of damage. Canopy replacement parts are available from BP Parts.	BP Parts 877-277-2781
5	All windows must be 50% clear of obstructions/signage.	
7	Dispenser valance, skirt, nozzles and panel must be clean and free of damage. Replacement parts can be ordered through BP Parts.	BP Parts 877-277-2781
9	Bollards must be free of damage and painted in accordance to visual standards. Paint color standards are available in the Helios 100 guide book.	
11	Building must be clean and free of damage and signs that are handwritten/damaged.	
21	All locations are required to have an MID that meets visual standards. MID replacement parts are available from BP Parts.	BP Parts 877-277-2781
22	MID must be clearly visible and free of obstructions. No temporary signs can be attached or objects within 5 feet. Overgrown trees and landscaping must be maintained if blocking prices or messages.	
23	Canopy is required to have a bullnose and a Helios. Canopy replacement parts are available from BP Parts.	BP Parts 877-277-2781
24	Canopy fascia and columns can not have any unapproved attachments such as banners or signage.	
25	Nozzle cover colors must meet visual standards. Contact BP Parts to order.	BP Parts 877-277-2781
26C	Nozzle cover colors must meet visual standards. Contact BP Parts to order.	BP Parts 877-277-2781
27	Display of 2 of 3 current BP promotional materials is required on at least 50% of the fueling positions. These materials are available FREE of charge by contacting BP Business Solutions Center.	BP Business Solutions Center 888-274-3578, Option 5,3

This form does not indicate a pass/fail score. Final scoring is included in the site scorecard on bpconnection.com

Questions 1–20
Question-Specific Criteria

Top **10** Musts

MID accurately shows price

1) Are the MID price or optional panels free of any missing numbers or letters?

8pts

Compliant

- » No letters or numbers are missing on price panel(s).
- » No letters or numbers are missing on permanently attached reader board.



Photo 1.1
No missing numbers for posted prices
Diesel area covered by green panel



Non-Compliant (if one or more is observed – PHOTO REQUIRED)

- » ONE OR MORE letter or number is missing on price panel(s).
- » ONE OR MORE letter or number is missing on permanently attached reader board.
- » Site does not have an MID.



Photo 1.2
LED number out



Photo 1.3
• missing numbers in pricing section
• missing letters in reader board section



Photo 1.4
missing numbers
in pricing section

MID accurately shows price

2) Is the MID well maintained, clean, and free of damage?

3pts

Cureable

- MID should be evaluated from 15–20 feet away.
- If the MID is damaged, it should not be visible to the average consumer. It should be obvious that there is damage or that it has not been maintained (i.e., the MID base has been hit by a car, there are holes in the panel, the sign has not been cleaned, etc.)

Compliant

- » The MID face and columns are generally well maintained without cracks, dents, dirt, peeling paint or rust. Minor dents, dirt, and rust are considered acceptable.



Non-Compliant (if one or more is observed – PHOTO REQUIRED)

- » The MID has visible damage or wear, dent(s), dirt, peeling paint or rust.
- » Site does not have an MID.

MID accurately shows price

2) Compliant



Photo 2.1 well maintained no damage, dirt, peeling paint or rust



Photo 2.2 minor rust in two corners not visible from 15–20 feet away

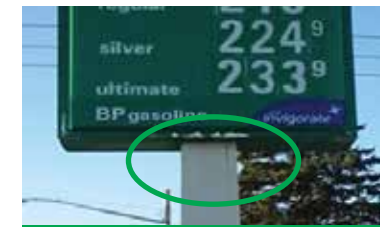


Photo 2.3 peeling paint not visible from 15–20 feet away

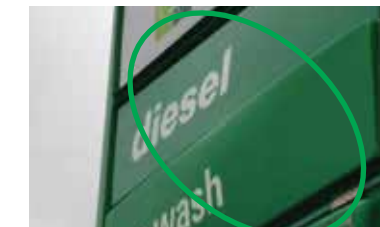


Photo 2.4 minor damage to MID



Photo 2.5 minor rust only at base of MID not visible from 15–20 feet away

Non-Compliant



Photo 2.6 holes in panel



Photo 2.7 column rusted with paint chips



Photo 2.8 column visibly damaged

Canopy is well maintained

3) Is the canopy **well maintained** and free of dirt, peeling paint, dents, rust, and other damage?

6pts

C **Cureable**

- All items should be viewed as an average customer would view them and take into account **all sides of the canopy**.

Compliant

- » Underside of the canopy including the **canopy deck and light covers**:
 - Free of large areas of dirt, peeling paint, rust and other damage.
 - No more than two light covers are dirty or filled with bugs.
- » Canopy **columns**:
 - At least 75% of the canopy columns are free of large areas of dirt, peeling paint, rust and other damage.
- » Canopy **fascia**, including the **Helios** and **decal strip**:
 - Fascia is free of dirt, peeling paint, rust and other damage.
 - Decal strip and bullnose (if present) is not damaged or peeling.
 - Helios is free of damage.



Non-Compliant (if one or more is observed – PHOTO REQUIRED)

- » Underside of the canopy has large areas of dirt, peeling paint, rust and other damage.
- » Canopy deck has 3 or more light covers that are dirty or filled with bugs.
- » More than 25% of the canopy columns are rusty, dirty, damaged or has peeling paint.
 - For example, if a site has 8 canopy poles, and rust, dirt, damage or peeling paint is clearly visible on more than 2.
- » Canopy fascia, Helios or decal strip is not free of dirt, rust, damage or peeling paint.
- » Site does not have a canopy.

Canopy is well maintained

3) **Compliant**



Photo 3.1 generally well maintained canopy deck, lights, columns and fascia



Photo 3.2 one column out of four with rust

Non-Compliant



Photo 3.3 underside of deck with large areas of dirt



Photo 3.4 more than 2 light covers dirty



Photo 3.5 column dirty, rusty, damaged



Photo 3.6 fascia peeling paint, dirty



Photo 3.7 damage

Site is well lit and safe

4) Is the store perimeter free of potholes/excessive cracks, fresh oil puddles and unauthorized vehicles?

2pts

Compliant

- Site perimeter is **free of:**
- » Excessive or potentially unsafe potholes and cracks in asphalt or cement pavement areas.
 - **Normal wear in pavement is acceptable.**
 - » Unauthorized vehicles including cars/trucks/boats parked on the site lot with "For Sale" signs, out of date tags, no tags or no license plates.
 - » Fresh oil puddles that are trackable or wet. Dry stains on pavement are acceptable.

Non-Compliant

- » If any of the criteria is not met the response will be "NO" and a photo of the infraction will be taken.
 - Photos of potholes will include a sheet of paper or this book next to the pothole for a frame of reference as to the size of the pothole.



Photo 4.1
fresh oil puddle



Photo 4.2
pothole



Photo 4.3
excessive cracks



Photo 4.4
unauthorized vehicle

"For sale" signs in car window

Site is well lit and safe

5) Are the building windows 50% clear of obstructions and signage and allow for an unobstructed view to the pumps?

2pts

C Cureable

Compliant

- » Attendant's **direct view** of pump islands from inside the store is not **obstructed** by signage or other items. The attendant is able to see clearly outside.
- » Total window and door space, facing the pump islands, is at least 50% clear of signage or other items
- » **No more than 50%** of the windows are covered or obstructed.
- » No **unapproved signage** in the **windows**.
 - Unapproved signage includes signs or print material that is torn, out of date, or handwritten.
 - Signage on the building exterior (areas other than window) is evaluated in Q11.



Photo 5.1
unobstructed view to the dispensers and no unapproved window signage



Photo 5.2
kiosk with unobstructed view and 50% of windows are clear

Non-Compliant (if one or more is observed - PHOTO REQUIRED)

- » If any of the criteria is not met the response will be "NO" and a **PHOTO OF THE INFRACTION AND/OR OBSTRUCTION FROM THE OUTSIDE OF THE STORE** will be taken. A detailed description of the sign and why it is non-compliant will be recorded.



Photo 5.3
handwritten signs on window



Photo 5.4
window space more than 50% obstructed

6) Are canopy **lights** operational, including LED strip (if available) and the Helios logo (if available)?

3pts

- If lights are not on, shopper will request canopy deck lighting and LED strip be turned on by manager/employee.

Compliant

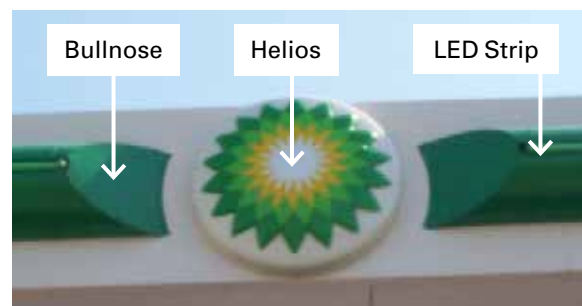
- » **No more than two** canopy lights and/or more than **one** 10 ft. section of LED can be out and/or not working.
 - For example:
 - 1 Canopy light and 1 10 ft. section of LED not working = "Yes" response
 - 2 Canopy lights and 1 10 ft. section of LED not working = "Yes" response
 - If canopy strip is a decal strip, then only the canopy deck lighting will be evaluated.

Non-Compliant (if one or more is observed – PHOTO REQUIRED)

- » **More than two** canopy lights and/or more than **one** 10 ft. section of LED is broken and/or not working.
 - For example:
 - 1 Canopy light and 2 10 ft. sections of LED not working = "No" response
 - 3 Canopy lights and 1 10 ft. section of LED not working = "No" response
 - If canopy strip is a decal strip, then only the canopy deck lighting will be evaluated.
- » Site does not have a canopy.

NA

- » Locations that have photo cell lights OR lights that are on a timer which does not allow an employee to turn the lights on manually.



Canopy details

6) **Compliant**



Photo 6.1
no lights out



Photo 6.2
only two lights out



Photo 6.3
only one 10 ft. section out, all deck light functioning

Non-Compliant



Photo 6.4
more than two canopy lights out



Photo 6.5
more than one 10 ft. section out

Site elements are clean

7) Are the gasoline and diesel dispensers and nozzles clean and free of dents and damage (under the branded BP gasoline canopy only)? Are they also clear of unapproved signage and torn or peeling decals?

10pts

Cureable

Compliant

» **Dispenser, valance and skirt**

- Clean and free of excessive dirt or oil
- Free of graffiti
- Free of excessive damage, including rust and large dents
- Free of **unapproved signage**, which includes handwritten, out of date, or damaged signage (computer-generated signage is acceptable)

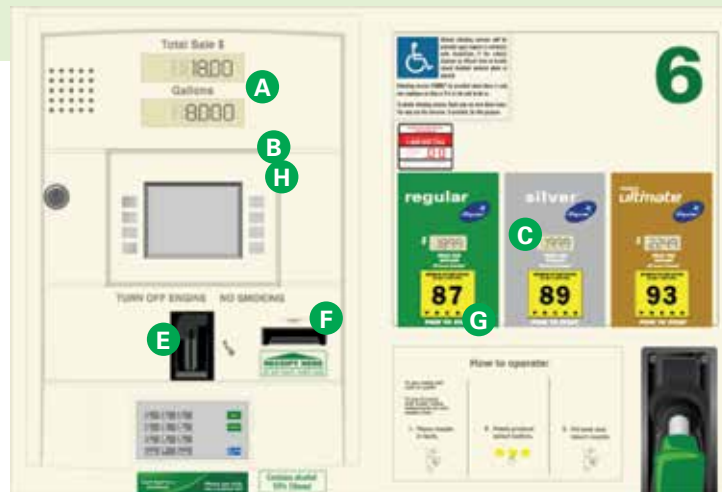
» **Dispenser nozzles**

- Free of excessive dirt or oil
- Covers and splash guards not ripped

» **Dispenser panel** (see picture below)

- Free of torn or peeling decals
- Key pads and buttons are not torn, peeling, cracked, or missing buttons (B,G)
- Glass is not cracked or scratched, blocking ability to view prices (A, C, H)
- Free of gas, oil residue, or excessive adhesive residue (entire panel)
- Free of **unapproved** signage, which includes handwritten, out of date, or damaged signage (computer-generated signage is acceptable)
- Free of excessive damage

- A Total Sale and Gallons
- B Keypad
- C PPU display
- E Crind
- F Receipt dispenser
- G Octane buttons
- H Crind Display



Site elements are clean

7) Non-Compliant



» If any dispenser is non-compliant, the response will be "NO" and a photo of the infraction will be taken.

Dispenser, Valance, Skirt					
	Photo 7.1 side of dispenser damaged	Photo 7.2 dirty	Photo 7.3 skirt damaged	Photo 7.4 valance damaged/rusty	Photo 7.5 graffiti
	Photo 7.6 damaged	Photo 7.7 dirty	Photo 7.8 adhesive residue	Photo 7.9 damaged decal/peeling	
Dispenser Panel					
	Photo 7.10 damaged button	Photo 7.11 cracked, scratched glass	Photo 7.12 handwritten signage		
Nozzle					
	Photo 7.13 dirty	Photo 7.14 ripped			

8) Are the landscaping, grass and paved areas well maintained and free of trash, debris and weeds?

1pt

- Shopper will not evaluate any non-public, non-accessible site areas (i.e., areas behind site that are fenced off or not accessible via sidewalk or parking lot), or landscaping on *adjoining properties*.
- Shopper will take into account the time of year when evaluating landscaping. For example, in the winter, many plants do not grow; however, the area will be evaluated for cleanliness.

Compliant

- » Landscape areas are mowed, maintained and free of excessive weeds.
- » Landscape areas are generally free of accumulated trash/debris.
- » Pavement areas are generally free of accumulated trash/debris.



Non-Compliant

- » If any of the criteria is not met the response will be "NO" and a photo of the infraction will be taken.

8) Compliant



Photo 8.1 grass and landscaping well maintained and free of trash/debris



Photo 8.2 pavement area free of trash/debris



Photo 8.3 acceptable trash: 1 or 2 small pieces

Non-Compliant



Photo 8.4 Landscaped areas not well maintained Area is not mowed or excessive weeds are present.



Photo 8.5 accumulated trash/debris



Photo 8.6 paved area accumulated trash/debris

9) Are the pump island curbs and bollards well maintained and painted in accordance with visual standards?

5pts

Cureable

Compliant

Maintenance

- » Free of excessive paint chips, damage, dirt/oil or rust noticeable to the average consumer.
- » **If it appears freshly painted and has recent tire marks, scuffs or minor chips it is acceptable.**

Color

Bollards

Horseshoe type:

- Color schemes below are acceptable (see photo 9.1):
 - Top 1/3 BP Yellow with Bottom 2/3 BP Pearl ...OR...
 - Top 1/3 BP Yellow with Bottom 2/3 BP Warm Grey

Post type:

- Color schemes below are acceptable (see photo 9.2):
 - Top 1/3 BP Yellow with Bottom 2/3 BP Pearl ...OR...
 - Top 1/3 BP Yellow with Bottom 2/3 BP Warm GreyOR...

If a bollard cover (see photo 9.3):

- Top cap BP Pearl, followed by BP Yellow with Bottom 2/3 BP Pearl

Flat top edge:

- Flat top edge can be either yellow, grey, pearl OR unpainted (see photo 9.4)
- Bottom 2/3 BP Pearl OR 2/3 BP Warm Grey (see photo 9.4)
- Flat top edge and bottom can be painted entirely BP Pearl or BP Warm Grey

Pump islands

- If painted, pump island curbs are warm grey (see photo 9.5).
- It is also acceptable for the curbs to be unpainted or for the pump islands to be stainless steel.

* Note: If pump islands or bollards are stainless steel, they do not need to be painted.



Non-Compliant

- » If any of the criteria is not met the response will be "NO" and a photo of the infraction will be taken.

9)

Compliant

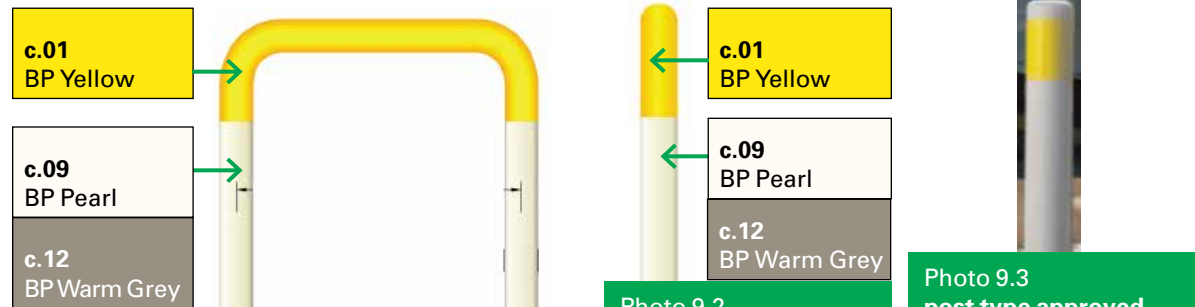


Photo 9.1 horseshoe type bollard – approved color scheme

Photo 9.2 post type bollard approved color scheme

Photo 9.3 post type approved color scheme (bollard cover)

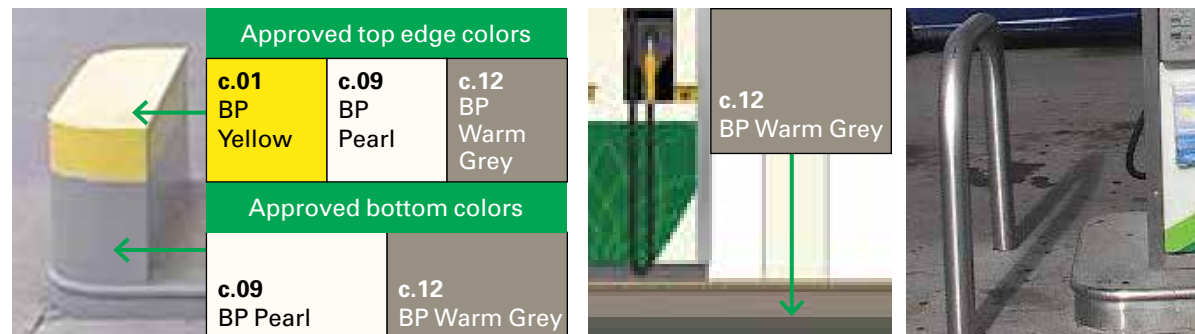


Photo 9.4 flat top edge bollard – approved color scheme

Photo 9.5 pump island, if painted, is warm grey

Photo 9.6 unpainted stainless steel

Compliant



Photo 9.7 pump island well maintained

Photo 9.8 minor paint chips

Non-Compliant



Photo 9.9 pump island rusty/peeling paint

Photo 9.10 pump island dirty



Photo 9.11 pump island damaged

Photo 9.12 bollard excessive paint chips / rust

Photo 9.13 bollard damaged

Site elements are clean

10) Are storefront bumper stops, curbs and sidewalks well maintained?

1pt

C Cureable

Compliant

» **Storefront bumper stops, curbs, and storefront sidewalk**

- These areas should be well maintained and safe.
- The pedestrian walking areas are free of crumbling concrete and large cracks.
- The storefront sidewalks have a clear, unobstructed walkway into the store.
- Free of excessive paint chips, damage, dirt/oil or rust noticeable to the average consumer.
- **If it appears freshly painted and has minor chips or damage it is acceptable.**



Non-Compliant

» If any of the above criteria is not met the response will be "NO" and a photo of the infraction will be taken.



Photo 10.1 bumper stop not well maintained



Photo 10.2 storefront curb peeling paint



Photo 10.3 storefront curb damaged / crumbling concrete

Site elements are clean

11) Is building clean and free of dents, damage, dirt, missing fixtures/materials and unapproved signs?

1pt

C Cureable

- Shopper will consider the overall condition of the site and focus on areas that are accessible to consumers when evaluating the building.
- Minor dents, cracks and dirt that are not visible to the average consumer are acceptable.
- The sidewalk in front of the building is not evaluated in this question, evaluated in Q10.
- Signage in windows is not evaluated in this question, evaluated in Q5.

Compliant

- » Building exterior is well maintained and free of dents, damage, cracks and missing material.
- » Building fixtures, such as door handles and doors are in good working condition.
- » No signs or print material that is torn, out of date or handwritten is on the building.



Photo 11.1 building exterior free of damage



Photo 11.2 generally free of damage



Non-Compliant

» If any of the criteria is not met the response will be "NO" and a photo of the infraction will be taken.



Photo 11.3 building exterior damaged



Photo 11.4 building exterior dirty



Photo 11.5 handwritten signs

Site elements are clean

12) Are trash containers available at each pump island, and are they generally clean, not damaged, not overflowing and BP approved in color and type?

2pts

- Shopper will evaluate the entire trash can for general cleanliness. Minor infractions (i.e. a few areas of dirt, fresh liquid spills or tobacco remnants) are acceptable.
- If the trash can is full, shopper will verify that it is actually full, and that it does not have trash just sitting on top.
- Shopper will consider if "routine maintenance" is in place when evaluating trash containers.

Compliant

- » A BP approved trash container in color and type is available at each pump island:
 - Approved types: 1) Cement, 2) Stone, or 3) Plastic
 - Cement and stone containers must be the same shape as the approved plastic containers.
 - Approved colors: 1) Pearl, 2) Beige, or 3) Tan
 - Containers with a recycling decal are acceptable regardless of color.
- » The BP approved trash container is generally clean, not damaged and not overflowing.
- » Additional trash cans are allowed at the pump island, but they must be BP-approved.



Non-Compliant – (if one or more is observed – PHOTO REQUIRED):

- » Trash container not available at each pump island
- » Trash container is not generally clean
- » Trash container is damaged
- » Trash container is overflowing
- » Trash container is not BP approved in type or color
- » Both BP approved and non-approved trash containers are at the pump island

Site elements are clean

12) Compliant

Examples of approved types (if the container is pearl, beige or tan).



Photo 12.1 approved



Photo 12.2 approved



Photo 12.3 approved



Photo 12.4 approved



Photo 12.5 approved



Photo 12.6 approved

Non-Compliant



Photo 12.7 overflowing and dirty



Photo 12.8 damaged



Photo 12.9 unapproved color



Photo 12.10 both approved and unapproved at pump island

Windshield washer supplies are available

13) Are windshield washing supplies available at each pump island?

5pts

No Appeals

- Shopper will only evaluate if windshield washing supplies are available.
- Shopper will not evaluate container type.
- Windshield washing supplies (towels, squeegee, and washer fluid) are shown in the photos highlighted in green.

Compliant

- » At least one squeegee is available at each pump island.
 - If it is apparent a customer may have moved a squeegee to a different windshield unit (i.e. multiple squeegees present in one valet, but another is absent of squeegees), shopper will assume the squeegee is available.
- » Paper towels and washer fluid are available at each pump island.
 - Shopper will check with fingers to determine if towel dispenser has paper towels

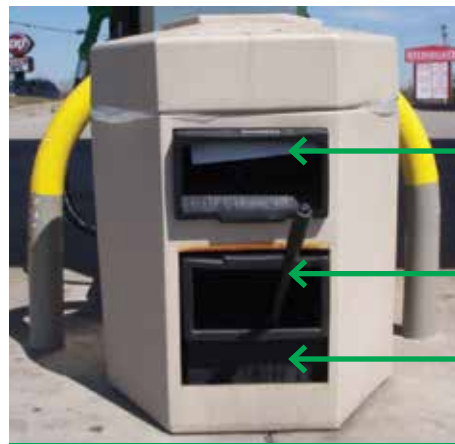


Photo 13.1 all supplies available

Paper towels
Squeegee
Washer fluid



Photo 13.2 all supplies available



Non-Compliant

- » If any of the criteria is not met the response will be "NO" and a photo of the infraction will be taken.

Dispenser works

14) Are all pumps (under the BP branded canopy) fully operational?

10pts

No Appeals

- All fueling positions that have out of order signs or bags for both gasoline and diesel pumps **under the branded canopy** will be counted.
- The shopper will not be required to test each fueling position or CRIND to see whether or not they are working.
- This question does not evaluate whether or not a receipt was received at the pump. This will be covered in Q15.
- If there is no CRIND on the pump, or if this is a full-service station, only the pump should be evaluated. Shoppers should not mark off for the pump not having a CRIND.

Compliant

- » **NO MORE THAN ONE** fueling position or CRIND under the branded canopy has an out of order sign, taped up as out of order, bag over the pump or would not read or process credit card.
- » If the CRIND displays "see cashier" prompt after the card is swiped, that CRIND is considered operational.

Non-Compliant

- » **TWO OR MORE** fueling positions or CRINDs under the branded canopy:
 - Are out of order – with or without an out of order sign or bag.
 - OR -
 - Are taped up or marked as out of order.
 - OR -
 - CRIND would not read or process the credit card.
- » **Pump numbers of all out of order equipment will be documented.**

NA

- » Site's credit card system is temporarily down.
- » All pumps were out of commission.

15) For a credit card transaction, was your receipt received at your pump? **10pts**

1. If "No" or "See Cashier" is displayed immediately after swiping card (prior to dispensing fuel), proceed with question Q15a.
2. If "Yes," proceed with question Q16.

No Appeals

Compliant

- » Shopper received a receipt at the pump after choosing "YES" when prompted.
 - If shopper forgets to press "Yes" when prompted for a receipt, the response will be "Yes."

Non-Compliant

- » No receipt is dispensed.
- » "See cashier" prompt is displayed.
 - **Pump number used will be documented.**

NA – shopper will pump the required amount of gas and pay inside with a payment card or cash:

- » No CRIND at the shopper's pump.
- » Full Service location
- » "See cashier" is immediately displayed after swiping card (prior to dispensing fuel).
- » Pump number will be documented.

* Note: Do NOT proceed to Q15a if response is NA.

15a) For the second credit card transaction, was your receipt received at your pump? **5pts**

Compliant

- » Shopper received a receipt at the 2nd pump used after choosing "YES" when prompted.
 - If shopper forgets to press "Yes" when prompted for a receipt, the response will be "Yes."

Non-Compliant

- » No receipt is dispensed for the second time.
- » "See cashier" prompt is displayed after dispensing fuel.
- » Receipt paper jammed.
 - Pump number used will be documented.

NA – shopper will pump the required amount of gas and pay inside with a payment card or cash:

- » "See cashier" is displayed immediately after card is swiped (prior to dispensing fuel).
 - Pump number will be documented.

C-store is well maintained

16) When you walk in the store, is the overall store appearance generally neat, clean, well-lit?

5pts

No Appeals

- The shopper will enter the store, walk to get their item or use the restroom and their overall impression should be that aisles are clear and store is generally clean, neat and well-lit.
- Shopper is not evaluating merchandising, whether or not items are out of stock, etc. For example, stores with many items displayed in a small amount of space may still be considered neat.

Compliant

- » The overall impression should be that the aisles are clear.
- » **Clean:** The floor, walls, shelves and ceiling are not noticeably dirty.
- » **Well-lit:** The store should be lit well enough to conduct business for that time of day.
- » The transaction area allowed for the ability to give/receive change or provide signature with ease.



Photo 16.1



Photo 16.2



Photo 16.3

Non-Compliant

- » If any of the criteria is not met, the response will be "NO."

NA

- » There was no store or it was closed.
- » Kiosk location

Customer service is attentive, courteous, presentable

17) Are site personnel wearing appropriate clean uniform and name badge?

4pts

No Appeals

- The shopper should NOT take a photo of an employee.

Compliant

- » A collared shirt is required by all employees. Collared shirts must be branded with either the BP logo or BP Marketer store brand.
- » A name tag (with a name) is required with either the BP Logo or BP Marketer/Store brand. **Embroidered name is acceptable.**
- » Uniform is neat and clean.
 - If this question is answered "Yes" the shopper will provide the employee's name.



Non-Compliant

- » If any of the criteria is not met, the response will be "NO."
- » Shopper will provide a detailed description of the employee who did not have an appropriate or clean uniform which will include the gender, hair color and type of shirt worn.

NA

- » No store or store was closed.

18) Was the CSR polite and attentive?

4pts

No Appeals

Compliant

- » **Polite:** CSR should not be rude, and any conversation should be regarding appropriate topics. CSR showed consideration for others and the adherence to conventional social standards of good behavior.
- » **Attentive:** CSR was alert and paid enough attention to detail in order to effectively handle the transaction. In busy sites, this may mean that the CSR was not able to focus on the shopper for the entire time the shopper was in the store; however, based on the activity at that site, the CSR should be as attentive as possible to handle the transaction. CSR should not be "goofing off" with other employees or talking on the phone while attempting to handle the transaction.

Non-Compliant

- » If any of the criteria is not met the response will be "NO."

NA

- » No store or store was closed.

19) Is the restroom clean and available?

3pts

- Shopper will evaluate the restroom that applies to his or her gender. If there is only a unisex restroom, either gender may evaluate.
- If shopper's gender restroom is out of order, the remaining restroom is assumed as unisex and will be evaluated.
- If a restroom is marked as "not for public use," but the attendant allows the shopper to use it, that restroom is considered public and will be evaluated.
- Shopper will consider if routine maintenance is in place.

Compliant

- » The sink, toilet, floor, walls, fixtures and ceiling are generally clean and generally free of noticeable damage.
- » Trash container is not overflowing.
- » Locks and lights are functioning and are not damaged or broken.
- » Generally free of graffiti.
- » Cleaning supplies are not openly stored in the restroom.
- » Another restroom is available if shopper's gender restroom is out of order.



Non-Compliant

- » If any of the criteria is not met the response will be "NO" and a photo of the infraction will be taken.
- OR -
- » All public restrooms are posted as out of order.



Photo 19.1 openly stored cleaning supplies

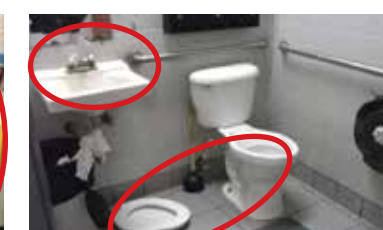


Photo 19.2 damage



Photo 19.3 accumulated trash



Photo 19.4 trash can overflowing



Photo 19.5 dirty

NA

- » No public restroom available.
- » Shopper is unable to enter the restroom because it is occupied during his or her entire visit.

Restrooms are clean and available

20) Is the restroom functioning and are supplies available?

3pts

- Shopper will evaluate the restroom that applies to his or her gender. If there is only a unisex restroom, either gender may evaluate.
- If shopper's gender restroom is out of order, the remaining restroom is assumed as unisex and will be evaluated.
- If a restroom is marked as "not for public use," but the attendant allows the shopper to use it, that restroom is considered public and will be evaluated.
- Shopper will consider if routine maintenance is in place.

Compliant

- » All fixtures are functioning (toilets, sinks, hand dryers, etc).
- » Toilet paper is available at each toilet.
- » Soap is available.
- » Paper towels OR a functional hand dryer is available.



Non-Compliant

- » If any of the criteria is not met the response will be "NO" and a photo of the infraction will be taken.
- OR -
- » All public restrooms are posted as out of order.

NA

- » No public restroom at this location.
- » Shopper is unable to enter the restroom because it is occupied during his or her entire visit.

Questions 21–27

Question-Specific Criteria

Visual Standards

Main Identification Display (MID)

21) Are the MID color and messages as per the visual standards described below?

2pts

C **Cureable**

Compliant

- » All locations are required to have an MID.
- » **The MID must have a Helios logo and at least one fuel price.**
 - Diesel does not require a price to be posted next to it.
- » High rise signs are secondary signs and do not require prices. High rises are typically 50+ feet high. They are distinguished by the ¼ Helios, but may also have a full Helios.
- » Fonts for product names and prices on non-electronic signs must be white.
- » The MID color scheme MUST be as follows:
 - Helios logo **background** must be **BP Pearl**
 - **Pricing section** must be **BP Retail Green**
 - **Support pole** must be **BP Pearl**

Some of APPROVED OPTIONAL PANELS: 1) BP Gasoline with Invigorate, 2) Shop, 3) Jobber Branded C-Store, 4) Diesel, 5) Car Wash, 6) ATM, 7) 24 hours, 8) Credit cards, 9) Restaurant names, 10) Lottery, 11) Kerosene, 12) E85



Non-Compliant

- » If any of the criteria is not met the response will be "NO" and a photo of the infraction will be taken.
- OR -
- » Site does NOT have a MID.



Photo 21.1
price not white font



Photo 21.2
product name not white font

22) Is the MID free of **temporary signs** or other items **attached, directly underneath** or **within 5 feet AND** is it **clearly visible** and **free from obstructions**?

1pt

C Cureable

Compliant

- » **Temporary signage is not attached to any MID on site and/or MID column(s).**
 - A temporary sign is promotional material, banners, or “add on” pieces to the MID (i.e. lottery signs, etc.).
 - “Fuelman” is the only acceptable add-on.
- » **No signage or objects are directly under the MID or within 5 feet, including price signs.**
 - Promotional signs are allowed on site but cannot be placed under any portion of the MID or within 5 feet.
 - **Exception:** BP exempt marketing or promotional programs. Timing, content, & location will be specified by BP as applicable.
- » **The MID is not obstructed by trees and/or landscaping.**
 - Obstructions include trees/landscaping overgrowing the MID.
 - Obstructions should not block prices or messages from the general view of traffic.
 - If the trees/landscaping from a neighboring property is blocking the view of the MID, this is not an infraction.



Non-Compliant

- » If any of the criteria is not met the response will be “NO” and a photo of the infraction will be taken.
- OR -
- » Site does NOT have a MID.

22) Compliant



Photo 22.1 professional Fuelman sign allowed on MID



Photo 22.2 shrubs trimmed and not obstructing MID messages and panels

Non-Compliant



Photo 22.3 price sign under MID



Photo 22.4 add-on signage attached to MID pole



Photo 22.5 signage and banners attached to MID pole or within 5 feet



Photo 22.6 on-site landscaping obstructing MID

23) Does the canopy meet **visual standards**?

1pt

C Cureable

Compliant

- » The canopy is required to have a bullnose (or bullnose decal) and a Helios.
- » The canopy columns are required to be painted BP Pearl.
- » The underside of the canopy (canopy deck) is required to be painted white.



Non-Compliant (if one or more is observed – PHOTO REQUIRED)

- » Either the Helios or the bullnose is missing.
- » Canopy columns are not painted BP Pearl.
 - Damage to bullnose, decal or Helios will not be evaluated in this question (evaluated in Q3).
- » Site does not have a canopy.

23) **Compliant**

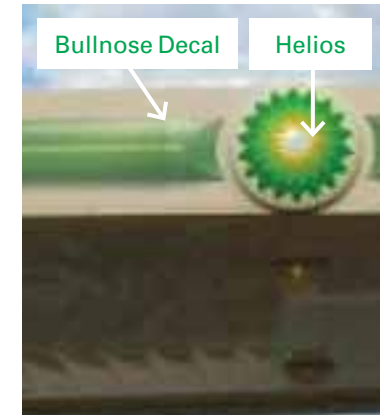


Photo 23.1 meets visual standards with Helios and bullnose decal

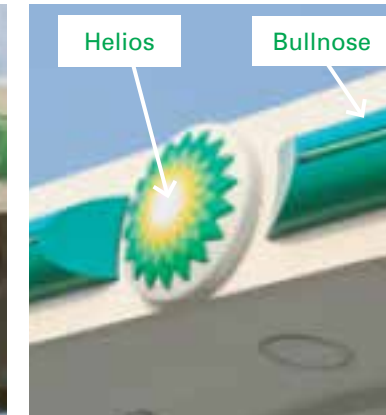


Photo 23.2 meets visual standards with Helios and bullnose



Photo 23.3 meets visual standards, canopy column painted BP Pearl

Non-Compliant



Photo 23.4 Helios missing



Photo 23.5 bullnose missing



Photo 23.6 column is multi-colored

24) Are the canopy, fascia and columns clear of **banners** or **other obstructions**?

1pt

C Cureable

Compliant

- » Canopy, fascia and columns are clear of all signage and/or banners with the exception of approved column attachments:
 - Approved flag signs with dispenser numbers
 - Approved windshield washing supply containers (pearl or beige in color)
 - Fire extinguishers
 - Hand sanitizers
 - Paper towels
 - Video/surveillance cameras
 - Mirrors
 - Safety/handicapped signs
 - Intercom systems

Non-Compliant (if one or more is observed – PHOTO REQUIRED)

- » Signage and/or banners are attached to canopy, fascia or columns not listed in the approved column attachment list.
 - Examples of unacceptable attachments:
 - Full serve signs
 - Fascia-mounted price signs
 - Column-mounted price signs
 - Attached air hoses
 - Windshield washing supply containers that are not pearl or beige in color
- » Site does not have a canopy.

24) **Compliant**



Photo 24.1
BP approved flag signs



Photo 24.2
towel dispenser



Photo 24.3
pearl or beige windshield washing container

Non-Compliant



Photo 24.4
container not pearl or beige



Photo 24.5
banner on canopy fascia



Photo 24.6
signage on columns



Photo 24.7
column mounted price sign

25) For gasoline only, does the dispenser meet visual standards including valance, pump number, nozzle cover color, panel, and skirt (under the BP branded gasoline canopy only)?

2pts

C Cureable

- If it is a multi-hose dispenser that has both gas and diesel, it will be evaluated under Q26.
- Gas-only dispensers are evaluated here.
- Although various markets will have slightly different graphics, each dispenser must still have all of the elements.

Compliant

- » A valance and skirt are required, and the **valance** and **skirt** should be aligned to form a semicircle.
- » All dispensers are required to have dispenser **numbers**, and the numbers themselves must be **green**. (BP-approved green pump number flag signs are also allowed on the columns.)
- » The panel surrounding electronics must be one of the following colors and/or any combination of 1) pearl or white, 2) grey, 3) beige, 4) red, and/or 5) black.
- » Nozzle Cover Colors:
 - Dispensers with separate nozzles for each grade of gasoline are required to have the following colors:
 - **Regular = Green**
 - **Silver = Silver**
 - **Ultimate = Gold**
 - **E85 = Yellow**
 - **Gasoline single-hose dispenser** – Dispensers with only one gasoline nozzle are required to have either green or gold nozzle covers.



Non-Compliant

- » If any of the dispensers are missing any of the required elements, the response will be "NO" and a photo of the infraction will be taken.

25) Compliant

Nozzle Cover Colors

Photo 25.2 multi-hose dispenser:
Regular: green
Silver: silver
Ultimate: gold

Photo 25.3 single-hose:
Green OR Gold

Photo 25.4 E85 yellow

Non-Compliant

Photo 25.5 pump number not green

Photo 25.6 valance and skirt not properly aligned

Photo 25.7 multi-hose nozzle cover regular not green

Photo 25.8 single-hose nozzle cover black

- Evaluate gasoline-only dispensers in Q25.
- The shopper will ask the CSR if they sell diesel fuel.
- If a location sells diesel, then Q26a will always be answered “Yes” and Q26b will be evaluated based on the label that is present on the diesel dispenser.

26a) Are there diesel dispensers under the **branded gasoline canopy** or near the branded canopy (this includes **diesel** in a multiple product dispenser)?

1. If “No,” proceed with question Q27.
2. If “Yes,” continue with question Q26.

26b) Evaluate the diesel labels on the dispenser to determine if they match any of the types below. **The dispenser labels must match exactly in design, text and color.**

1. If there are any labels on the dispenser that match Photo 26.1 these will be evaluated in question 26c. This is classified as “branded diesel.”
2. If there are any labels on the dispenser that match Photo 26.2 these will be evaluated in question 26d. This is classified as “unbranded diesel.”
3. If the labels do not match any of the labels from either group, select “Other,” take a photo and proceed to Q27.



Photo 26.1 branded diesel labels



Photo 26.2 unbranded diesel labels

26c) Do the **branded diesel dispensers** meet visual standards (if yes in 26b), including **valance, pump number, nozzle cover color, panel, diesel label, nozzle graphic, and skirt?**

1pt

C **Curable**

- The dispenser must have one or more of the two **green and black diesel labels** shown in photo 26.5 to be evaluated as branded diesel under this question.

Compliant

- » A valance is required, and the **valance** and **skirt** should be aligned to form a semicircle.
- » All dispensers are required to have dispenser **numbers**, and the numbers themselves must be **green**. (BP-approved green pump number flag signs are also allowed on the columns.)
- » The **panel** surrounding electronics must be one of the following colors and/or any combination of 1) pearl or white, 2) grey, 3) beige, 4) red, and/or 5) black.
- » The dispenser must have either of the two **green and black diesel labels** shown in photo 26.5.
- » The graphics surrounding the **nozzle area** must be as shown with “fading green to black” decal.
- » Nozzle cover color for diesel must be **black**.
 - Includes both stand-alone and multi-hose dispensers.
 - **Note:** In Wisconsin, diesel nozzles may be yellow.
- » The skirt must have one of the two skirts shown in photo 26.3 or 26.4.

Non-Compliant

- » If any diesel dispenser is missing any of the required elements, the response will be “NO” and a photo of the infraction will be taken.

26c) **Branded**

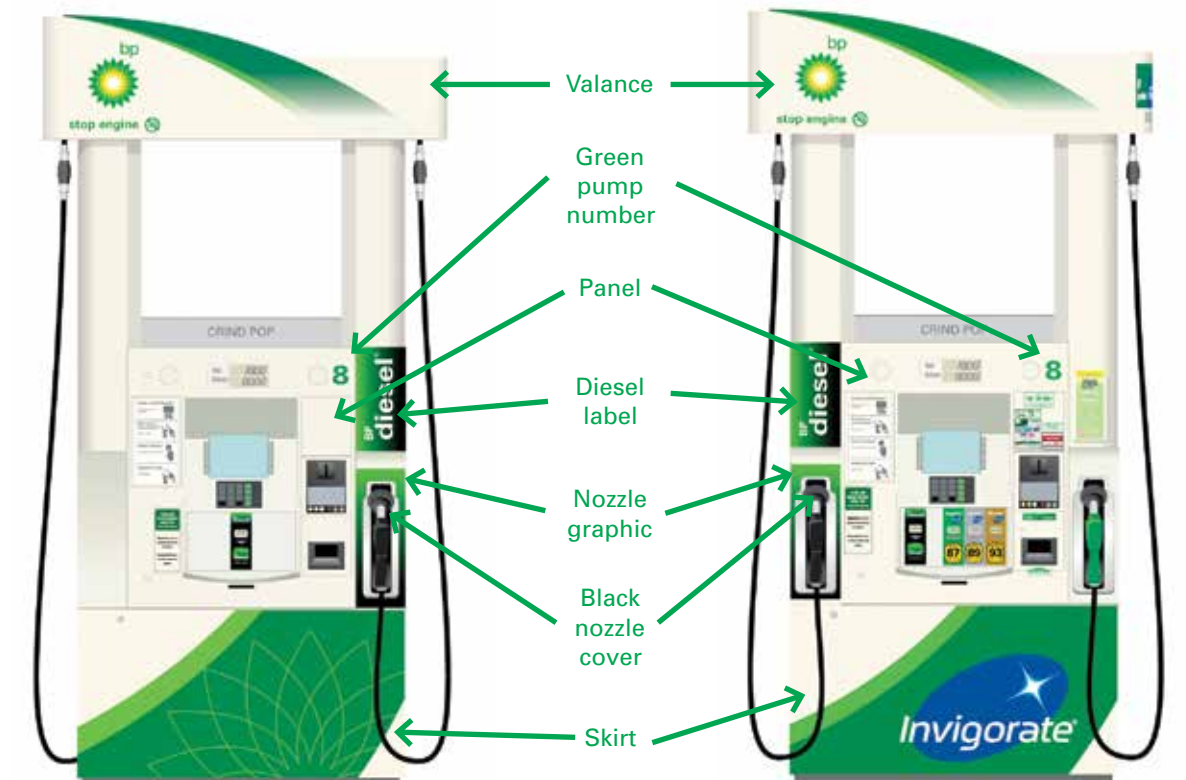


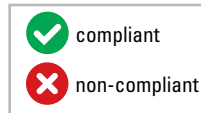
Photo 26.3
BP branded diesel – stand-alone dispenser visual standards

Photo 26.4
BP branded diesel multi product dispenser visual standards



Photo 26.5 branded diesel labels

26d) Do the unbranded diesel dispensers meet visual standards (if yes in 26b), including valance, pump number, nozzle cover color, panel, diesel label, and skirt?



No Appeals

- The dispenser must have one or more of the **five black diesel labels** shown in photo 26.6 to be evaluated as unbranded diesel under this question.

Compliant

- » A valance is required. If the dispenser is a branded multi-product dispenser, the **valance** and **skirt** should be aligned to form a semicircle.
- » All dispensers are required to have dispenser **numbers**, and the numbers themselves must be **green**. (BP-approved green pump number flag signs are also allowed on the columns.)
- » The **panel** surrounding electronics must be one of the following colors and/or any combination of 1) pearl or white, 2) grey, 3) beige, 4) red, and/or 5) black.
- » The dispenser must have at least one of the **five black diesel labels** shown in photo 26.6.
- » Nozzle cover color for diesel must be **black**.
 - Includes both stand-alone and multi-hose dispensers.
 - **Note:** In Wisconsin, diesel nozzles may be yellow.
- » The unbranded skirt must match one of the three skirts shown in photos 26.7, 26.8 and 26.9, and it must be labeled with at least one of the five names shown in photo 26.6.
 - **Note:** If diesel is in a multiple product dispenser, it will have an Invigorate or Helios skirt.

Non-Compliant

- » If the dispenser is missing any of the required elements, the response will be "NO" and a photo of the infraction will be taken.

26d) Unbranded

Photo 26.6 unbranded diesel labels

- diesel
- diesel no.1
- diesel dyed non-highway
- biodiesel
- kerosene

Photo 26.7 unbranded product – single hose multi product dispenser visual standards

- Valance
- Green pump number
- Panel
- Black nozzle cover
- Diesel label
- Skirt

Photo 26.8 unbranded product – stand-alone dispenser visual standards

- Valance
- Green pump number
- Panel
- Diesel label
- Black nozzle cover
- Skirt

Photo 26.9 unbranded product – multi product dispenser visual standards

- Valance
- Green pump number
- Panel
- Diesel label
- Black nozzle cover
- Skirt

27) Is **current** fueling position POP posted in accordance with program requirements?

2pts

C Cureable

- ONLY CURRENT BP POP displayed in either the CRIND or inverted position will be evaluated.
- A pump dispenser can have one or two sides. Each side of a dispenser counts as a fueling position, so both sides will be checked during the evaluation.

Grace Period:

- There is a grace period at the end of one promotion and the beginning of the next where two different types of POP may be acceptable.
- **“Old” POP** is acceptable until **3 days** after the promotion end date.
- **“New” POP** is acceptable **3 days** before the promotion start date.

27) Compliant

- » All dispensers must have BP current promotional POP displayed at all fueling positions and can be displayed in either the:
 - CRIND strip at each fueling position, or
 - Inverted at each fueling position.
- * Note: All POP, posted anywhere on site, must be current.



Photo 27.1
fueling position promotional elements

Photo 27.2
8 dispensers / 16 fueling positions
16 of 16 fueling positions must display current POP in the CRIND or inverted positions.

Non-Compliant

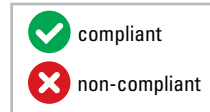
- » If any of the criteria is not met the response will be “NO” and a photo of the infraction will be taken.
- » Expired POP, anywhere on site, will be considered non-complaint.
- » **A count of fueling positions will be documented.**

Questions 28–32

Question-Specific Criteria

Merchandising

28) Is the site free of pornographic* magazines and materials?



No Appeals

- No pornographic materials or magazines can be available or viewable anywhere on the site or in-store area.
- Shopper will review the site for nudity and/or pornographic video/print material.

Compliant

- » No pornographic material is available or viewable anywhere on the site or in-store area.
- » No pornographic material is available or viewable anywhere on the site or in-store area including materials in discreet packaging.



Non-Compliant

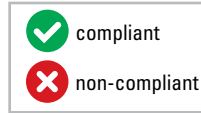
- » If any of the criteria is not met the response will be "NO" and a photo of the infraction will be taken.

*NOTE:

Pornographic material includes but is not limited to any such items including sexually explicit or so-called 'adult' magazines, videotapes, compact disks, digital video disks, or like materials (e.g. *Playboy*, *Penthouse*, any publication with a triple XXX insignia, etc.).

For the purpose of the Helios Retail Brand Standards program, any automotive (car and/or truck), motorcycle, *Maxim*, *FHM*, *Stuff*, swimsuit (e.g. *Sports Illustrated*), etc. magazines should not be evaluated as pornographic material.

29) Are BP gift cards visibly displayed and available in the store?



No Appeals

- If gift cards cannot be located, the shopper will request that a manager or employee assist in locating them.

Compliant

- » In stock.
- » Available for purchase.
- » Merchandised via window cling.
- OR -
- » Merchandised via display of the actual gift cards where consumers can select them for purchase.
 - Visibly displayed, this may include **one** of the following methods:
 - Display rack
 - Acrylic lock box
 - Gift card window cling (sticker)
 - Sample gift card displayed on window, door, or point of purchase



Photo 29.1 merchandised at point of purchase area



Photo 29.2 merchandised via window cling



Photo 29.3 merchandised via acrylic lock box



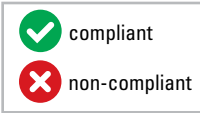
Photo 29.4 merchandised via display rack



Non-Compliant

- » If gift cards are not visible or properly displayed in one of the methods listed, the response will be "NO" and a photo of the infraction will be taken.

30) Is the **current** Payment Acceptance decal displayed at all fueling positions?



No Appeals

Compliant

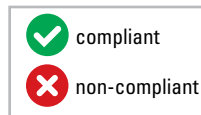
- » The "current" payment decal will be determined by BP.
- » A current dispenser payment decal must be on each fueling position. Near the CRIND is preferable; however anywhere on the dispenser face is acceptable.
- » Only a current payment decal is displayed.
- » No outdated payment decals are displayed.
 - **NOTE:** Do NOT evaluate the condition of the decal – only whether the decal is present or current.



Non-Compliant

- » If any of the criteria is not met the response will be "NO" and a photo of the infraction will be taken.
- » **Fueling positions that are non-compliant will be documented.**

31) Are the current **consumer** credit card applications clearly visible and available in a BP Branded fueling position?



No Appeals

- The **“current”** BP consumer credit card will be determined by BP.
- Sites should dispose of outdated credit card applications upon receipt of new applications.

Compliant

- » The **“current”** consumer credit card applications must be:
 - Clearly visible
 - Available in a BP-approved canister
 - Displayed at each fueling position **ON** the dispenser
 - Only the **“current”** applications are visible and available
 - This refers to all branded gasoline and branded diesel dispensers



Photo 30.1 example of BP-approved canister



Non-Compliant

- » If any of the criteria is not met the response will be **“NO”** and a photo of the infraction will be taken.

32) Are the Driver Rewards brochure and cards available and in a canister attached to the front face of the dispenser?

2pts

No Appeals

Compliant

- » The **“current”** Drive Rewards applications must be:
 - Clearly visible
 - Available in a BP-approved canister
 - Displayed at each fueling position **ON** the **FRONT** of the dispenser



Non-Compliant

- » If any of these criteria are not met the response will be **“NO”** and a photo of the infraction will be taken.

Appendix

Visual Standard Colors

BP Paint Color & Reference Code (C.XX)	Paint Supplier Color Details
<p>BP Pearl C.09 application: building exterior, canopy columns, dispensers, MID, bollards (bottom 2/3)</p>	<p>Glidden Professional, Order #A0083, Spec #38YY 72/117, "Indian Legend"</p> <p>Sherwin Williams, SW6119, "Antique White"</p> <p>Benjamin Moore, OC-8, "Elephant Tusk" – P28 DTM (Gallon)</p>
<p>BP Warm Grey C.12 application: dispenser island (concrete)</p>	<p>Glidden Professional, Order #A1860, Spec #40YY 25/074, "Grey Mountain"</p> <p>Sherwin Williams, SW7053, "Adaptive Shade"</p> <p>Benjamin Moore, 2137-40, "Desert Twilight" – P28 DTM (Gallon)</p>
<p>BP Yellow C.01 application: bollards (top 1/3)</p>	<p>Glidden Professional, Order #A0775, Spec #37YY 61/867, "Omega Yellow"</p> <p>Sherwin Williams, SW6903, "Cheerful"</p> <p>Benjamin Moore, 2022-10, "Yellow" – P28 DTM (Gallon)</p>
<p>High Hiding White C.08 application: canopy (underside)</p>	<p>Glidden Professional, Order #A0128, Spec #50GY 83/010, "White Wing"</p> <p>Sherwin Williams, SW7006, "Extra White"</p> <p>Benjamin Moore, OC-67, "Ice Mist" – P28 DTM (Gallon)</p>
<p>BP Dark Pearl C.10 application: wainscot</p>	<p>Glidden Professional, Order #A0767, Spec #30YY 52/207, "Desert Valley"</p> <p>Sherwin Williams, SW6121, "Whole Wheat"</p> <p>Benjamin Moore, HC-24, "Pittsfield Buff" – P28 DTM (Gallon)</p>
<p>BP Retail Green C.06 application: logo, signage</p>	<p>Glidden Professional, Custom Color "BP Retail Green"</p> <p>Sherwin Williams, Hydrogloss B65GW180, Custom Color</p> <p>Benjamin Moore, BP Retail Green – PMS 348c, Custom Color P28 4B DTM Acrylic Gloss Enamel (Gallon) YW 2x16 TG 5x16 WH 28 BB 20</p> <p>Alcoa Reynobond ACM, BP Green – Duragloss 3000</p>

BP Parts	
<p>877-277-2781 www.bpconnection.com* Links: BP Parts Fulfillment Center www.bpparts.com</p>	<p>Dispenser Imaging Materials Fueling Position Numbers Nozzle Covers Splash Guards Out of Order Designators Replacement Parts</p> <p>MID Imaging Materials Font Kit and Numbers Replacement Parts</p> <p>Canopy LED Strip Bullnose or Helios Button Replacement Sections</p> <p>Amenities Trash Cans Windshield Washing Supplies</p>
Business Service Center (BSC)	
<p>888-274-3578 (option 5,3) cscsupport@bp.com</p>	<p>Credit Card In-store Display Unit Credit Card Dispenser Display Unit POP Materials POP Hardware Payment Acceptance Decals</p>
Paint Color Codes & Suppliers	
<p>www.bpconnection.com* Links: BP Brand Visual Standards</p>	
Standard Register	
<p>800-627-7476</p>	<p>Credit Card Applications</p>
GK Direct	
<p>866-548-8434 www.bpconnection.com* Links: GK Direct</p>	<p>Uniforms and Name Badges</p>
SVM	
<p>800-750-3064 www.bpconnection.com Links: Gift Card Ordering</p>	<p>Gift Cards</p>

***Note:** some of the websites referenced call for registration by the user.

Questions?

Contact us at

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