

# **HURRICANE PREPARATION GUIDE**

For Convenience Stores and Gas Stations



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# Hurricane Preparation Guide

## Convenience Stores and Gas Stations

### **A Note from Southeast Petro:**

Hurricane season is from the months of June through the end of November. Always be prepared before the season starts so that you are not caught off guard when it comes time for a storm to hit.

**It is not a question of *if* a storm will hit, but *when*.**

Make it your store policy to begin preparations in April/May to get ready for the hurricane season.

The value of a disaster recovery plan during emergency situations is imperative to staying safe, reducing down time, and ultimately loss of business.

The most important thing is safety; the safety of yourselves, your staff and customers. Please do what you know to be right when it comes to evacuations and closing down your station.

### **A Note on Pricing**

**It is illegal to artificially inflate pricing during a State of Emergency.**

**This includes pricing of fuel and other commodities sold inside the c-store. Please refer to our page that has resources on [industry laws](#) specifically regarding price gouging.**

**If your store is reported for price gouging during a State of Emergency, there are severe fines and penalties that will result. Price gouging can also lead to criminal prosecution by the State of Florida, and not to mention the damage to your store's reputation and long-term damage to profits in lost business.**

**Short term profits are not worth risking breaking the law.**



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The following is for information only. We advise utilizing this information and following the steps outlined to safeguard your stores, inventory and equipment during any severe storm.

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Disclaimer: Southeast Petro Distributors, Inc. assumes no responsibility or liability for the inaction or action taken by any service station owner/operator based on the contents of this checklist. This checklist is intended to be only one of many resources available to the service station owner/operator to be used in case of responding to an emergency situation. Each service station owner/operator is an independent business person who is legally and contractually required to manage any emergency in a manner that complies with applicable laws and regulations.

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

### **Important Emergency Numbers:**

Florida Emergency Information Line (Will be enacted 24/7 once a Hurricane is eminent)

1-800-342-3557

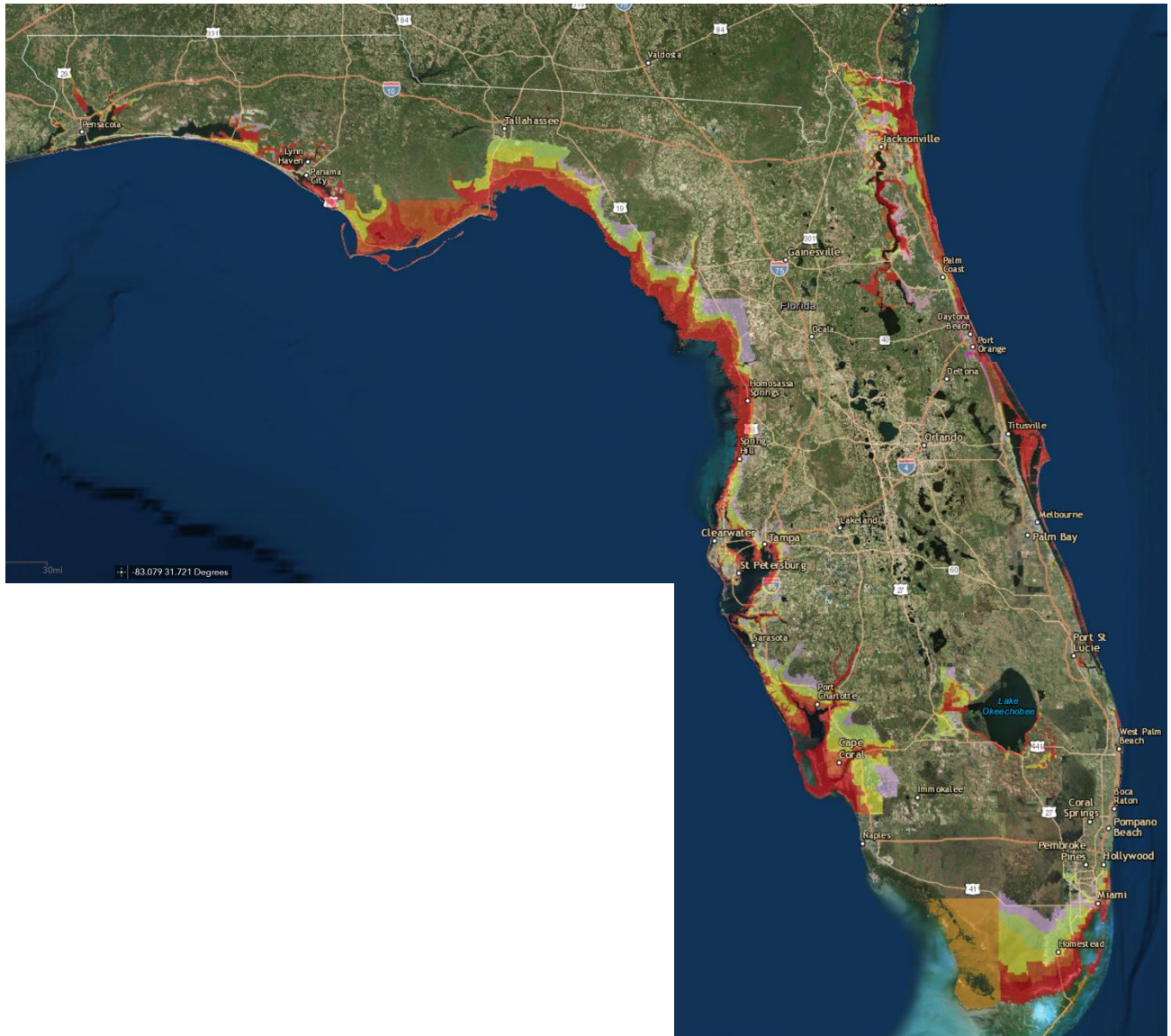
Florida Lottery Retailer Hotline (For terminal malfunctions or ticket stock damage)

1-800-226-3344 Option 2

### **Know your Evacuation Zones:**

Keep informed by visiting the Florida Division of Emergency Management website:

<http://www.floridadisaster.org/PublicMapping/>



### Know your county's emergency website:

Full list here: [http://www.floridadisaster.org/fl\\_county\\_em.asp](http://www.floridadisaster.org/fl_county_em.asp)

### Know what to do for your insurance claims, should you have any:

- Take before pictures
- Notate time and date of closure and re-opening
- Notate time and date of power loss and when you regained power



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### Important Preparation Steps Prior to Landfall:

- **1. Make a list of important contacts-**
  - Post this list somewhere that is accessible to all employees.
  - Distribute a copy for each employee and keep a copy with you.
  - Send the list to your supervisor and anyone else that would need the list.
  - The list should contain the following information:
    - Police and hospitals
    - Cell phone, home phone and email of all store personnel including the Manager and Supervisor contact information
    - Vendors office and cell phone numbers
    - Security company phone number
  
- **2. Prepare an Emergency Kit-**
  - First Aid Kit
  - Portable, battery-powered radio with extra batteries
  - Flashlight with extra batteries
  - Wrench, pliers, screwdriver and other tools
  - Duct tape and scissors
  - Plastic trash bags
  - Large tarps
  - Shrink wrap (Commercial heavy duty)
  - Vaseline
  - Work gloves
  - Rain coat
  - Disposable camera
  - Hard hat
  - Safety vest
  - safety glasses
  - Plastic wire/zip ties



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- Rope
  - Caution Tape
  - Telephone (NOT a wireless one)
  - Wireless cell phone re-chargers
  
- **3. Obtain backup copies of all station keys and store in a secure place off-site.**
  
- **4. Back up all critical information on computers and store any paperwork in a place where risk of damage is minimal-**
  - Use a plastic, waterproof storage bin for all important paperwork
  - Remember to store important documents such as:
    - Police and hospitals
    - Cell phone, home phone and email of all store personnel including the Manager and Supervisor contact information
    - Vendors office and cell phone numbers
  
- **5. Establish a process for station staff and confirm their status and availability to work after the storm.**
  
- **6. Take pictures of the store and forecourt. This includes but is not limited to:**
  - Inside equipment (POS, coffee machine, coolers etc.)
  - Outside equipment (Pumps, Air Vac, gas price sign etc.)
  - Canopy
  - Storefront
  - Ceiling & roof (if possible)
  
- **7. Remove any non-essential loose items from the forecourt and secure inside or somewhere that is contained such as an enclosed dumpster area:**
  - Pump topper inserts and any other POP
  - Banners, signs and displays



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- Any other loose items that could be blown away easily
  
- **8. Confirm generator is available and ready for use:**
  - Test generator hook ups to ensure that everything is wired correctly and running efficiently
  - Ensure generator permits and certificates are in place (If applicable)
  - Confirm electrician available to hookup generator if needed
  - Ensure the main breaker is identified



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### Important Preparation Steps for Closure of Store:

- **1. Remove remaining loose items and secure them either inside the store or in a contained area such as an enclosed dumpster area:**
  - Trash cans
  - Squeegees & paper towels
  - Gas price sign numbers
  - Car wash items – move brush rolls to center of car wash building
  
- **2. Install plywood boards on windows, or secure with tape in case of breakage.**
  
- **3. If store is wired for a generator and one is planned to be used, be sure that the generator has plenty of gas.**
  
- **4. Secure tanks:**
  - Manually stick tanks to ensure there is no water present and log amount of fuel that is left in the tanks for reopening
  - Check fill caps to ensure they are secure – place Vaseline around the rim of the fill pipe lid to help seal it and keep water from getting in
  - Ensure tanks are not run dry to avoid damage to turbines
  
- **5. Secure dispensers:**
  - Shut off sumps and dispensers
  - Wrap pumps with saran wrap to secure hoses and protect from damage
  
- **6. Turn off/remove numbers from gas price sign.**
  
- **7. Do a final count of inventory so you know what is supposed to be there:**
  - Remove all valuable inventories from the floor, especially cigarettes in case of flooding





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- Secure all valuable inventory such as tobacco and lottery in a secured room if possible
  
- **8. Do a day close and any other final reports on the register. Shut down and unplug the main components and bag with trash bags to prevent water damage.**
  
- **9. Shut down and unplug all other electrical equipment such as lotto machines, computers, ATM's etc. and cover with trash bags to prevent water damage.**
  
- **10. Make plans to deposit cash in the bank, leave small amount of money in the safe for re-opening.**
  
- **11. Secure remaining doors and windows before leaving.**
  
- **12. Notify Southeast Petro of closure and plans for re-opening.**
  - Notate time and date of closure and when you re-open
  - Notate time and date of when you lose power and when it is restored



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### Important Preparation Steps for Re-Opening of Store:

<input type="checkbox"/>	<b>Call your District Manager to let them know you are assessing the store.</b>
<input type="checkbox"/>	<b>Contact all staff that you need to do an initial on-site inspection and re-opening.</b>
<input type="checkbox"/>	<b>Walk to property both inside and out. Document all damage that is present and take thorough pictures of the damaged areas.</b>
<input type="checkbox"/>	<b>Ensure there are no “boil water” alerts that would prevent you from selling items like coffee, fountain drinks, ice etc.</b>
<input type="checkbox"/>	<b>If electrical issues are suspected, call an electrician before flipping switches to equipment back on. Never turn on electrical devices if there is standing water.</b>
<input type="checkbox"/>	<b>Replace loose items back to the forecourt.</b>
<input type="checkbox"/>	<b>Remove all plywood boards on windows, or tape from windows.</b>
<input type="checkbox"/>	<b>Ensure tanks are ready to be pumping again:</b> <ul style="list-style-type: none"><li>○ Manually stick tanks to ensure there is no water present and log amount of fuel that is in the tanks for reopening</li></ul>
<input type="checkbox"/>	<b>Unwrap dispensers and turn them back on.</b>
<input type="checkbox"/>	<b>Turn gas price sign back on.</b>
<input type="checkbox"/>	<b>Remove bags from all equipment and plug everything back in.</b>
<input type="checkbox"/>	<b>If the property is safe to re-open, do so and notify Southeast Petro. Check on a fuel order at this time.</b>
<input type="checkbox"/>	<b>Contact vendors and suppliers to see about getting more supplies ordered.</b>

For a more in depth daily checklist that will guide you through 5 days of preparation before landfall and what to do after the storm, [download our daily guide here.](#)