



**Havoline**  
**xpress lube**



**Chevron**  
**xpress lube**

## **XPRESS LUBE® SHOPPER™ PROGRAM PARTICIPANT TERMS AND CONDITIONS**

In connection with the operation of your Chevron xpress lube® (“CXL”) or Havoline xpress lube® (“HXL”) facility(ies), you have agreed to participate in the **Xpress Lube Shopper Program** (the “Program”) administered by Chevron Products Company, a division of Chevron U.S.A. Inc. (“Chevron”). As a participant in the Program, you acknowledge and agree to, and will comply with, the following terms and conditions of the Program:

1. Facilities branded Chevron xpress lube and Havoline xpress lube (collectively the “xpress lube®” network) comprise a unified network with distinctive visual identities and reputations for offering high-quality products and excellent customer service inextricably linked to Chevron and its reputation.
2. By conveying a consistent, instantly recognizable, first-class image, branded CXL and HXL facilities aid brand recognition and increase the value of the brands for your benefit and the benefit of the entire network of branded facilities.
3. Chevron and you have a shared goal to be *#1 in the hearts and minds of our customers*. To meet that goal and succeed in the marketplace, each facility in the network must complement one another by achieving the highest level of customer satisfaction and maintaining Chevron’s then-current image standards.
4. The Program consists of two principal elements: the Customer Satisfaction Mystery Shop survey and the Image Audit. The purpose of the Program is to improve and sustain end-customer retention and new customer acquisition through a high level of customer satisfaction while maintaining compliance with Chevron’s Image and Brand Standards (as defined below).
5. You agree that at all times you will:
  - Comply with Chevron’s current and future image and brand standards and guidelines for xpress lube facilities (“*Image Standards, Logo Use Guidelines, Brand Field Guide*”) as applicable and achieve the minimum required Image Audit scores as established by Chevron from time to time;
  - Provide, and ensure that your customers receive, prompt, professional, and courteous service by personnel dressed in approved HXL or CXL branded apparel and well trained, supervised, and groomed, so as to eliminate customer complaints to the extent possible and achieve the minimum required Customer Satisfaction Mystery Shop scores as established by Chevron from time to time; and
  - Comply with all applicable federal, state and local laws and regulations relevant to the use and operation of your facility.

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6. Customer Satisfaction Mystery Shop surveys are conducted quarterly. The number of Shops and the associated fee are pro-rated based on the timing of your enrollment. A designee of Chevron will enter your facility anonymously, get an oil change service, and complete the survey. During a calendar year, Shops will be conducted quarterly based on these periods:

**Period 1: Jan – Mar**  
**Period 2: Apr – Jun**  
**Period 3: Jul – Sept**  
**Period 4: Oct - Dec**

7. Image Audits are conducted twice each year. The number of Image Audits and associated fee are pro-rated based on the timing of your enrollment. A designee of Chevron will conduct Image Audits. Image Audits are announced/revealed visits meaning that the evaluator will announce to site staff that your facility will be audited and a letter of authorization from Chevron will be presented, upon request, to affirm the evaluator’s business at your facility. The evaluator will walk around your lot and facility, take required photos, and complete the Image Audit. During a calendar year, Image Audits will be conducted twice a year based on these periods:

**Period 1: Jan – Jun**  
**Period 2: Jul - Dec**

8. The number of Mystery Shops and Image Audits based on enrollment date are outlined below. For example, if a facility enrolls on July 15, then it will receive two (2) Mystery Shops and one (1) Image Audit in that first year; thereafter, if enrollment occurs between Nov 1 and Jan 31, the facility will get four (4) Mystery Shops and two (2) Image Audits.

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	N -Next Year*	D -Next Year*
Enroll By	Jan 31	Feb 28	Mar 31	Apr 30	May 31	Jun 30	Jul 31	Aug 31	Sep 30	Oct 31	Nov 30	Dec 31
Number of Mystery Shops this year	4	3	3	3	2	2	2	1	1	1	4	4
Number of Image Audits this year	2	2	2	2	1	1	1	1	1	1	2	2

*\*No shops or image audits for current year. Enrollment in November or December will receive full year enrollment in subsequent year.*

9. Each question on the Mystery Shop survey and Image Audit is assigned a certain number of points that are then weighted based on importance. All points earned are then rolled up into the calculation of the total score for that Shop/Audit. The Shop/Audit questions are available with the program educational materials so that you have a clear understanding of Chevron’s expectations. The results of all Shops/Audits will be available via 24/7 mobile-responsive reporting platform using unique user log in credentials (user ID and password required). You will receive an email notification when a Shop/Audit has been completed. The email will contain the date of the Shop/Audit and a link to the reporting portal to access the report. Shop score results should be used to recognize and reward employees and to institute corrective actions to meet and exceed Chevron’s minimum required scores.

10. If you disagree with how a specific question was scored on the Image Audit, you may dispute the score for that question using the portal-based appeal process. The steps for submitting an appeal and/or photo resolve are outlined on the reporting portal and are documented below.

#### Image Audit Appeals and Photo Resolve Process

- Participants have 15 days from reported date to submit an Appeal and/or Photo Resolve.
- All Image questions except the uniform question are curable through Appeals/Photo Resolve.
- **Image Re-Audits are not needed when Appeal/Photo Resolve(s) are submitted, and the results bring the score high enough to pass the image audit (currently 90%).**
- Only failing sites (scoring 89% or below) are eligible to submit an Appeal/Photo Resolve.
- Photo Resolves can only be submitted 1 time per question, per site, per period.
- Participants have the ability to submit up to 3 photos per curable question for Image.
- Submitted photos must be less than 3MB in size.
- Submitted photos are archived regularly and not available for retrieval.
- For any failed item, Chevron will work with the image audit service provider to provide instructions on what proof is needed for the Appeal/Photo Resolve to become compliant for each question.

#### Image Audit Re-Audit

- If a site still fails to achieve Chevron's minimum required image audit score (currently 90%) after the above, then sites will have 15 days to make necessary corrections before they are put in the queue for the Re-Audit process. Re-Audits will be completed between 30 and 60 days after the initial reported shop date and the facility will be assessed a \$125.00 Re-Audit fee. If a Re-Audit is required, you will be contacted by the Program administrator to secure credit card payment.
- If a site still fails after the Re-Audit has been completed, Ipsos will send final failure email notifications to the enrolled participant and relevant Chevron staff.
- Score thresholds may change from time to time, as determined by Chevron.

11. You will maintain minimum Shop/Audit scores established by Chevron in Chevron's sole discretion, which may change over time, for the benefit of your facility, the network overall and Chevron's brands.

- **80%** is the current required minimum score for Customer Satisfaction Mystery Shop surveys.
- **90%** is the current required minimum score for Image Audits.
- If you fail to achieve the minimum required score for three (3) consecutive Customer Satisfaction Mystery Shop surveys and/or two (2) consecutive Image Audits over the course of twelve (12) consecutive months, Chevron may exercise any of its rights set forth in the applicable CXL or HXL sales and license agreement with you, including withholding of any then-current Havoline Installer Co-op Advertising Program (Co-op) funding or, if applicable, any Co-op expense reimbursement claims, and ultimately de-branding and termination of such agreement.

12. You agree to pay the annual Program fee established by Chevron from time to time, currently U.S. \$825.00 per year per enrolled facility. Fees are pro-rated based on the timing of enrollment and automatically calculated at the time of enrollment based on the date of enrollment. At enrollment, you will pay the initial annual Program fee by major credit, electronic funds transfer [EFT] for direct-served

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accounts, and/or, if applicable, Havoline Installer Cooperative Advertising funds (Co-op) to the extent the program exists, and you have a valid Co-op account setup with sufficient funds available. For each year thereafter, you will receive 30-day advance email notification to approve enrollment for the new year, and, upon approval, payment processing will be completed automatically.

Pro-rated enrollment fees are calculated per the chart below.

	J	F	M	A	M	J	J	A	S	O	N -2022	D -2022	
Enroll By	31st	28th	31st	30th	31st	30th	31st	31st	30th	31st	30th	31st	
Number of Mystery shops this year		4	3	3	3	2	2	2	1	1	1	4	4
Number of Image audits this year		2	2	2	2	1	1	1	1	1	1	2	2
Shops	\$ 412.50	\$ 309.38	\$ 309.38	\$ 309.38	\$ 206.25	\$ 206.25	\$ 206.25	\$ 103.13	\$ 103.13	\$ 103.13	\$ 412.50	\$ 412.50	
Image Audits	\$ 412.50	\$ 412.50	\$ 412.50	\$ 412.50	\$ 206.25	\$ 206.25	\$ 206.25	\$ 206.25	\$ 206.25	\$ 206.25	\$ 412.50	\$ 412.50	
Total	\$ 825.00	\$ 721.88	\$ 721.88	\$ 721.88	\$ 412.50	\$ 412.50	\$ 412.50	\$ 309.38	\$ 309.38	\$ 309.38	\$ 825.00	\$ 825.00	

13. You agree to pay the Image Re-audit process fee of \$125.00, billed to your major credit card, if/when applicable.