



All-Stars

INCENTIVE PROGRAM

Q 3 - 2 0 2 2



a new year

a better year

**a stronger
performance**



Performance metrics for Q3 2022
All-Stars Incentive Program are as follows :-



Customer First P3 : 100%



JOURNEY Card

Redemption rate - minimum 2%
(period : August-September 2022)

** Redemption rate = all points
redeemed by customers divided by all
points issued by station.*

**station should have minimum 15%
conversion rate to qualify.*

Prize pool Q3 2022

RM80,000

Maximum prize : RM4,000 per station

Minimum prize : RM500 per station

Mechanics :-

- Each quarter, stations will be assessed on the performance metrics as above.
- If a station fulfils the all the performance criteria, the station will be counted as a winner. All winning stations makes up the winner's pool. There is no segmentation by region.
- The prize pool (RM 80,000) will be distributed equally amongst the stations in the winner's pool.
- If there are 20 winners or less, RM4,000 is the maximum amount that a station can win (capping). The minimum amount that a station can win is RM500.
- Winners will be announced in the next quarter by 3rd week of the subsequent month.
- Payout will also be on a quarterly basis and prize will in the form of credit note into station's trading account.
- Please refer to the full terms and conditions as attached.

All-Stars Incentive Program



Service Excellence Reward



Objective:-

To reward the staff team at stations for delivering exceptional service experience to all our customers.

Mechanics:-

- Stations achieving 100% in Customer First in Quarter 3 is selected as a winner.
- **RM 500 will be credited to the winning station.**
- Station will then share the award of RM500 to all the station staff.

Terms & conditions

All-Stars incentive program (ASIP) and Service Excellence Reward (SER) - Programs

- The programs' period is based on a calendar quarter (e.g. Q3 – July-Sept)
- Details (target metrics, prize etc.) of ASIP will be announced before the start of the quarter. Details of SER is as per deck above.
- Chevron Malaysia Limited (Chevron) reserves the right :
 - to revise/substitute the prize(s) for the programs at its sole discretion for any reason whatsoever.
 - to revise or increase stations' targets based on the prevailing market conditions or to drive performance in that segment.
 - to change any other terms and conditions of the programs as it deems fit and such changes shall take effect upon notice by Chevron.
- All stations opened two months before the start date of the programs are eligible to participate subject to the following terms during the program period :-
 - No violation of retailer contract, no ongoing court case, no violation of local regulations.
 - No incidence of product leakage, spills or contamination.
 - Past dues not more than 30 days.
- Chevron reserves the right to deny the participation of any station as it deems fit.
- ASIP
 - A station achieving/exceeding the target metrics will be counted as a winner.
 - All winning stations make up the winner's pool.
 - The prize money will be distributed equally amongst the stations in the winner's pool.
 - If there are 20 winners or less, RM4,000 is the maximum amount that a station can win (capping).
 - The minimum amount that a station can win is RM500.
- SER
 - For stations that win the reward, proof (e.g. photo/acknowledgement/receipt) will need to be provided to their RBC that RM50 has been presented to the cashier-on-duty and that RM100 has been spent for the other staff's benefit (e.g. meal).
 - If there is any inconsistency or ambiguity between the English version and the Bahasa Malaysia version of this communication, the English version shall prevail.
 - All decisions made by Chevron in respect of the programs shall be final, conclusive and binding on all participating stations and no further correspondence or appeal shall be entertained.