




Standard Operating Procedures

	Department	Date
	Regional Management	June 15, 2016
	To	Written By
	Store Managers	Regional Managers
	Subject	Approved By
	MART CART®	EVP/Chief Operating Officer

Dates of Issue: Nov. 20, 1995; June 20, 1996; Aug. 20, 1997; June 4, 2003; Mar. 7, 2008; May 9, 2011; Jan. 15, 2013

Also in FEO Manual Volume 06, Section 01-Customer Service


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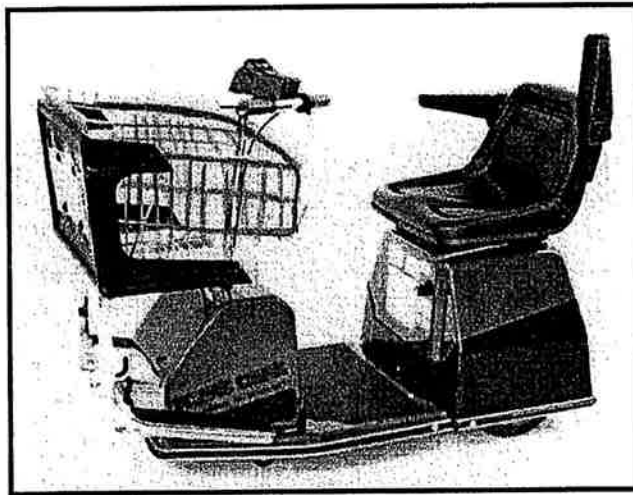
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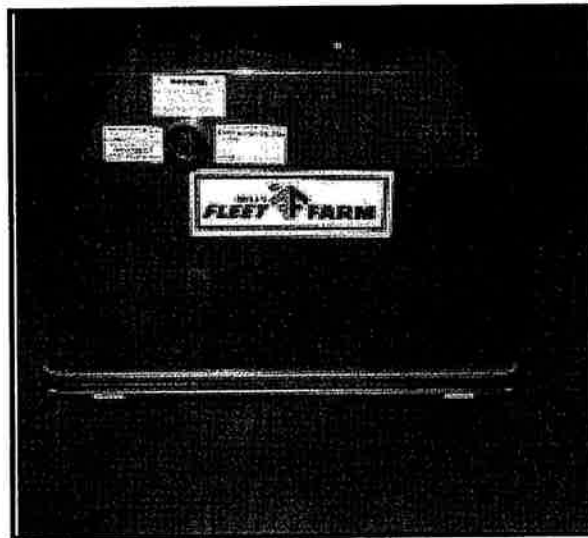
POLICY

- Each Store will have two, three, or four Mart Carts®, in addition to wheelchairs, for use by customers who may be handicapped, disabled, or elderly. A Mills Fleet Farm decal will be applied to the back of every cart by the Store Manager. Additional Mills Fleet Farm decals can be ordered through the Appleton Print Shop. (Nov. 20, 1995)(Mar. 7, 2008)

MART CART®




MFF DECAL ON MART CART®






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2. We will not post any signs about Mart Carts® being available due to insurance regulations; however, if we have a request for the Mart Cart® we will most certainly furnish it for customer's use. (Nov. 20, 1995)
3. The Mart Carts® will be kept in a visible location, in the front of the Store, near the shopping carts. The location should be discussed with your Regional Manager. (Nov. 20, 1995)
4. Customers requesting the use of a Mart Cart® (either for themselves or for someone with them) will be asked to go to the Service Desk. The customer and the person requesting the Mart Cart® will be asked to sign the Indemnification Agreement form (SO-80). (Nov. 20, 1995)(Jan. 15, 2013)



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INDEMNIFICATION AGREEMENT BLANK



INDEMNIFICATION AGREEMENT

We, the undersigned, hereby acknowledge that at our specific request a wheelchair/Mart Cart has been furnished to us at no expense by MILLS FLEET FARM for our use and for our convenience while at the MILLS FLEET FARM STORE and for our convenience in going to and from the store to and from our automobile. (EXCLUSION: MART CART'S USE WILL NOT BE ALLOWED OUTSIDE OF THE BUILDING.)

We agree that we will operate the wheelchair/Mart Cart in a slow, safe manner, always considering the safety of the persons operating and using the chair and of all other people.

In consideration of this wheelchair/Mart Cart being furnished us for our convenience, we accept and assume full responsibility for any injury or damage caused during our use of the wheelchair/Mart Cart whether it be to the person in the chair, to the attendant or to any third party, including MILLS FLEET FARM.

Further, we agree to indemnify and hold harmless MILLS FLEET FARM and its agents, insurers, and employees against any claim against them for damages of any kind including all costs and fees that MILLS FLEET FARM, its agents, insurers, or employees may have to pay in any litigation which arises on account of our use of the wheelchair/Mart Cart. We agree not to sue MILLS FLEET FARM, its insurers, agents, or employees for any damages we may incur or suffer arising from our use.

This agreement will remain in effect each time we use a wheelchair/Mart Cart regardless whether we have signed an agreement on a particular day that we used the wheelchair/Mart Cart. I, the person using the chair agree to notify MILLS FLEET FARM when I request a wheelchair/Mart Cart if my attendant has not previously signed one of these agreements before attending me in wheelchair/Mart Cart.

We certify that we have carefully read the above provisions and we agree to be bound by its contents. We agree that this form is effective for 1 year after our signatures and date

Identification Verification _____

Dated this _____ day of _____, 20 _____

Person using the Wheelchair/Mart Cart

Attendant if Applicable

60 60

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INDEMNIFICATION AGREEMENT COMPLETED



INDEMNIFICATION AGREEMENT

We, the undersigned, hereby acknowledge that at our specific request a wheelchair/Mart Cart has been furnished to us at no expense by MILLS FLEET FARM for our use and for our convenience while at the MILLS FLEET FARM STORE and for our convenience in going to and from the store to and from our automobile. (EXCLUSION: MART CART'S USE WILL NOT BE ALLOWED OUTSIDE OF THE BUILDING.)

We agree that we will operate the wheelchair/Mart Cart in a slow, safe manner, always considering the safety of the persons operating and using the chair and of all other people.

In consideration of this wheelchair/Mart Cart being furnished us for our convenience, we accept and assume full responsibility for any injury or damage caused during our use of the wheelchair/Mart Cart whether it be to the person in the chair, to the attendant or to any third party, including MILLS FLEET FARM.

Further, we agree to indemnify and hold harmless MILLS FLEET FARM and its agents, insurers, and employees against any claim against them for damages of any kind including all costs and fees that MILLS FLEET FARM, its agents, insurers, or employees may have to pay in any litigation which arises on account of our use of the wheelchair/Mart Cart. We agree not to sue MILLS FLEET FARM, its insurers, agents, or employees for any damages we may incur or suffer arising from our use.

This agreement will remain in effect each time we use a wheelchair/Mart Cart regardless whether we have signed an agreement on a particular day that we used the wheelchair/Mart Cart: I, the person using the chair agree to notify MILLS FLEET FARM when I request a wheelchair/Mart Cart if my attendant has not previously signed one of these agreements before attending me in wheelchair/Mart Cart.

We certify that we have carefully read the above provisions and we agree to be bound by its contents. We agree that this form is effective for 1 year after our signatures and date

Identification Verification DL # D1234567 WI

Dated this 3rd day of January, 20 13

John Doe
Person using the Wheelchair/Mart Cart


John Doe
Attendant if Applicable

6000

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5. Be sure to ask the user for identification, and mark this on the Indemnification Agreement. (June 20, 1996)
6. The Indemnification Agreement needs to be signed once a year by the user and the Team Member. You must verify that we have a current signature on file, for both user and Team Member. New users will complete the required information in SOM (Store Operations Management). The SOM program will allow us the ability to sign up customers at one location and issue them a We Love It!® card. This program allows us the ability to electronically capture the customer's information and keep track of the indemnification status, eliminating paper files. (June 20, 1996)(Jan. 15, 2013)
7. When a customer returns to use the cart again, he/she can give the FEO Specialist their name, We Love It!® card or phone number and their indemnification status can be verified before a customer can use the cart. (Jan. 15, 2013)
8. Detailed instructions on the SOM Mart Cart® sign out program are available in the FEO Manual Volume 06, Section 01-Customer Service. (Jan. 15, 2013)
9. Additional forms can be ordered from the Appleton Office Print Shop. (Nov. 20, 1995)(Aug. 20, 1997)
10. The Indemnification Agreement will be stored in a three-ring binder, an expandable alphabetical file, at the Service Desk and remain on file for three years. (Nov. 20, 1995)(Mar. 7, 2008)(Jan. 15, 2013)



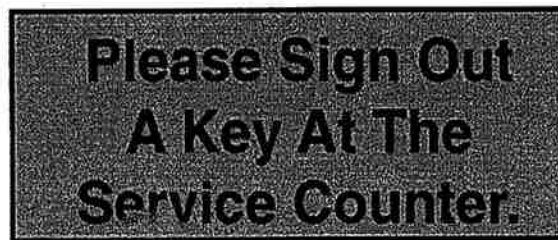
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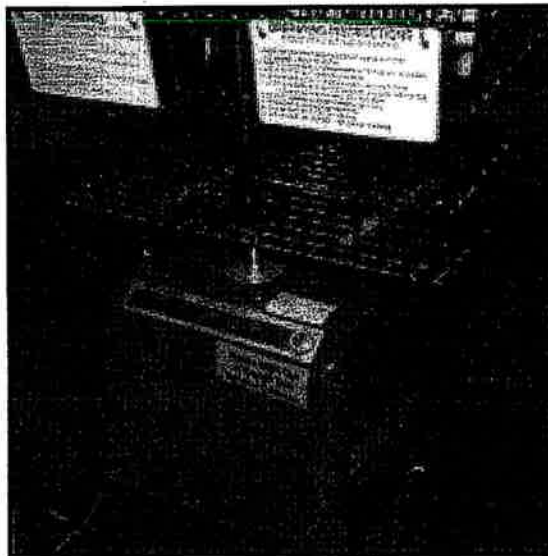
INSTRUCTING THE CUSTOMER

1. Attach the "Please Sign Out A Key At The Service Counter" (MART-002) sticker onto your Mart Cart® below the key switch on the front panel. (Aug. 20, 1997)(Jan. 15, 2013)

STICKER




STICKER PLACEMENT



2. The Front End Operation Specialist on duty will oversee instructing the customer on the use of the Mart Cart® to make sure the proper operating procedures are followed. (Nov. 20, 1995)(Mar. 7, 2008)



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3. The Front End Operation Specialist will then give the key for the Mart Cart® to the customer. The Team Member should verify with the customer that they understand how to use the Mart Cart®. If not, the Team Member will be polite and courteous and explain these procedures to our customer. (Nov. 20, 1995)(Mar. 7, 2008)
4. A complete list of operating instructions is listed on the cart in two different places (MART-009 and MART-008). The first is located on the front panel by the key switch. The second is hanging from the merchandise basket. (Nov. 20, 1995)

OPERATING INSTRUCTIONS ON MART CART BY KEY AND BASKET




OPERATING INSTRUCTIONS

PLEASE READ BEFORE OPERATING

1. ADJUST AND LOCK SEAT (SOME CHAIRS DO NOT HAVE A SEAT LOCK).
SEE "WARNING". USE EXTRA CAUTION.
2. INSERT KEY IN KEY SWITCH, TURN ON POWER BY ROTATING KEY CLOCKWISE.
3. SELECT "FWD" OR "REV" (FORWARD OR REVERSE).
4. TWIST HAND-GRIP SLOWLY TO INCREASE SPEED – RELEASE TO STOP.
5. TO STOP IN AN EMERGENCY: RELEASE HAND GRIP; OR TOUCH "OFF" BUTTON;
OR TURN OFF KEY SWITCH. APPLY LEFT FOOT BRAKE.
6. STOP CART COMPLETELY BEFORE CHANGING DIRECTIONS.
7. RETURN CART TO STARTING POINT WHEN DONE.
8. LEAVE ALL SWITCHES IN THE "OFF" POSITION.
9. EXIT WITH CARE. SEE "WARNING". ASK FOR HELP IF NEEDED.



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5. The Mart Cart® is for In-Store use only. It is not to be taken outside or into the Warehouse/Yard area. Safety concerns with lift truck traffic, auto traffic, inclines, and inclement weather conditions exist in these areas. The manufacturer ships the Mart Cart® with a decal (MART-001) applied to the hand grip reminding the user of this. (Nov. 20, 1995)

USE INDOORS ON LEVEL SURFACE ONLY DECAL



6. When the Mart Cart® is returned to the front end area, a Front End Operations Specialist will visually inspect the Mart Cart® for damage and report any damage to the Store Manager. (Nov. 20, 1995)(Mar. 7, 2008)(Jan. 15, 2013)
7. The key will be removed from the cart and placed in an area, specified by Management, at the Service Desk, so it is available for the next user. The key will be kept on a wooden dowel with a corresponding number. (Nov. 20, 1995)(Mar. 7, 2008)
8. It shall be the Store Manager's responsibility to ensure the Mart Carts® are not abused and are in proper working condition. Management will inspect the Mart Carts® on a daily basis. (Nov. 20, 1995)
9. It is imperative that any damage to the Mart Carts®, regardless of how minute, is repaired before they are available for another customer to use. (Nov. 20, 1995)
10. These Mart Carts® are expensive. Under no circumstances will Customers or Team Members be allowed to misuse them. They are NOT for horseplay or joking around with. (Nov. 20, 1995)
11. In the event of a Customer/Team Member injury in our Store, the Mart Cart® should not be used unless instructed to do so by Store Management. (Nov. 20, 1995)(Jan. 15, 2013)

MILLS FLEET 4 FARM. Standard Operating Procedures

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SAFETY

1. Only one rider per Mart Cart®. This is listed on the Mart Cart® by the key switch. At time of issue, a Front End Operations Specialist should make the customer aware of this. (Nov. 20, 1995)(Mar. 7, 2008)
2. No riders in the shopping basket. The manufacturer supplies a sign attached to the front of the basket. The Appleton Print Shop will supply you with a sign to be attached on the inside of the basket reminding the operator of their responsibilities when using the Mart Cart® (MART-010).(Nov. 20, 1995)(May 9, 2011)

SAFETY SIGNS




Riders will accept and assume full responsibility for any injury or damage caused during the use of this Mart Cart. If you require assistance, please ask one of our management or department personnel. Thank you.

MILLS
FLEET 4 FARM.




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3. Load limits are listed on the Mart Cart® above the key switch. The limits are as follows: (Nov. 20, 1995)
 - a. Maximum persons — 1
 - b. Maximum weight (person) — 450 pounds
 - c. Maximum Load (basket) — 100 pounds
4. The Mart Cart® is shipped with a maximum speed of 2 miles per hour. (Nov. 20, 1995)
5. The Mart Cart® has stabilizer wheels on each side to prevent it from tipping. (Nov. 20, 1995)
6. A backup horn, with a labeled button, is in place to sound when the user is going in reverse. (Nov. 20, 1995)
7. The control box in the center of the handle grips has a labeled horn button to alert other customers, as well as an emergency stop button, which when pushed shuts power off immediately. (Nov. 20, 1995)
8. The Mart Cart® is equipped with a seat switch. Without weight on the seat the cart will not operate. (Nov. 20, 1995)
9. The Mart Cart® will start and stop by twisting the handle grips and releasing them. It also has a foot brake to assist in stopping the cart, as well as prevent it from rolling. (Nov. 20, 1995)

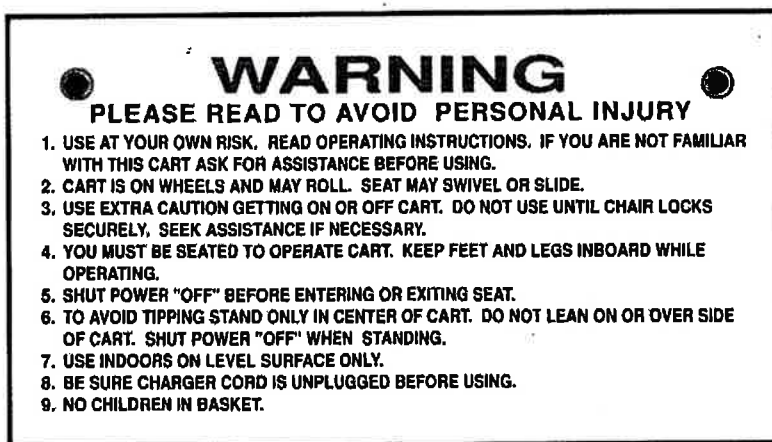


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10. A warning label is attached to the basket reminding users of safety precautions (MART-006).(Nov. 20, 1995)

WARNING SIGN



MAINTENANCE

1. The Mart Cart® should be wiped down daily to keep it clean and presentable. (Nov. 20, 1995)
2. For cart performance and safety, the following checklist should be completed weekly by Management or an assigned Team Member. (Nov. 20, 1995)(June 4, 2003)(May 9, 2011)
3. The checklists are available from the Appleton Office Print Shop. (May 9, 2011)
4. For any major repairs contact the Appleton Service Garage. (June 4, 2003)



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MART CART® MAINTENANCE CHECKLIST BLANK

MILLS FLEET FARM		MART CART MAINTENANCE CHECKLIST	
To be completed weekly by management or an assigned Team Member.			
MAINTENANCE ITEM	OK	NEEDS REPAIR	COMMENTS
Electric Cord and/or Reel Replace cord reel if cord is worn or frayed, 3 prong plug is broken, or reel will not retract. Be sure power outlet provides protection through an operating Ground Fault Circuit Interrupter (GFI).			
Seat Mounting Tighten if necessary. If cracks or rust occur or if seat rocks loosely, replace at once. Lubricate swivel or tracks with Vaseline as required. Make sure seat lock is in good working condition.			
Seat Switch Test and replace if not working properly. Cart must stop when weight is removed from seat.			
Throttle Test for smooth start, acceleration, deceleration, and stop. Repair if necessary. Charge/replace battery if needed.			
Anti-Tip Casters Replace if broken. Maintain height adjustment of 3/8" to 1/2" above floor level.			
Brakes Test to be sure Mart Cart stops.			
General Repair or replace any component that would cause a potential safety hazard.			
Appearance Wipe off and clean, as needed for customer satisfaction and for store's "public image."			
Signage/Decals Make sure signage/decals are properly fastened at all times. Replace any shop worn or faded signs/decals.			
Knob Below Operator's Seat Be sure knob is properly tightened and in place at all times.			
Team Member Signature _____ Date _____			
TURN IN EACH WEEK TO STORE MANAGER			

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11/15



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MART CART® MAINTENANCE CHECKLIST COMPLETED


MILLS FLEET FARM		MART CART MAINTENANCE CHECKLIST	
To be completed weekly by management or an assigned Team Member.			
MAINTENANCE ITEM	OK	NEEDS REPAIR	COMMENTS
Electric Cord and/or Reel Replace cord reel if cord is worn or frayed, 3 prong plug is broken, or reel will not retract. Be sure power outlet provides protection through an operating Ground Fault Circuit Interrupter (GFI).		X	3 prong plug needs to be replaced
Seat Mounting Tighten if necessary. If cracks or rust occur or if seat rocks loosely, replace at once. Lubricate swivel or tracks with Vaseline as required. Make sure seat lock is in good working condition.	X		
Seat Switch Test and replace if not working properly. Cart must stop when weight is removed from seat.	X		
Throttle Test for smooth start, acceleration, deceleration, and stop. Repair if necessary. Charge/replace battery if needed.		X	Battery needs to be recharged.
Anti-Tip Casters Replace if broken. Maintain height adjustment of 3/8" to 1/2" above floor level.	X		
Brakes Test to be sure Mart Cart stops.	X		
General Repair or replace any component that would cause a potential safety hazard.	X		
Appearance Wipe off and clean, as needed for customer satisfaction and for store's "public image."	X		
Signage/Decals Make sure signage/decals are properly fastened at all times. Replace any shop worn or faded signs/decals.		X	Decals worn.
Knob Below Operator's Seat Be sure knob is properly tightened and in place at all times.	X		
Team Member Signature <u>James (Team Member)</u> Date <u>11/13/15</u> TURN IN EACH WEEK TO STORE MANAGER			

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BATTERY CHARGING

1. When a Mart Cart® needs charging it should be plugged into the electrical outlet by an FEO Specialist, Maintenance Team Member or a member of Management in the designated location. (Nov. 20, 1995)(May 9, 2011)(Jun. 15, 2016)
2. The Mart Cart® is equipped with a Gel-Cel battery. (Nov. 20, 1995)
3. To test battery condition: Read the light bar display on the control panel under load. (Nov. 20, 1995)
4. A true indication of battery level can be seen on light bar display when accelerating cart to full speed. (Nov. 20, 1995)
5. To test the battery, sit on cart seat, turn on the key switch, place soft touch switch in forward, twist throttle grip fully on. (Nov. 20, 1995)
6. Do not charge continuously such as during the day and night, as it is not necessary and will reduce the battery life. Daily excessive charging, more than the 16 hours recommended, could result in severe damage to the battery and possibly the charger. Always keep battery covered while charging. (Nov. 20, 1995)
7. One complete charge (16 hours if battery is completely discharged) will allow up to 3 days of normal Store operation. (Nov. 20, 1995)
8. No maintenance of battery is required, because it is a Gel-Cel design and requires no water. NEVER ADD WATER TO A GEL-CEL BATTERY. (Nov. 20, 1995)

NOTE: Under normal circumstances, the cart battery should last 1 year or longer if the above recommendations are followed. Auto Center Technician, Auto Center Manager or Maintenance Team Members will replace the old battery with a new Gel-Cel battery, which can be ordered from the Automotive Buyer. Mart Cart® is not responsible for any adverse effects caused by a replacement with any other type of battery. (Nov. 20, 1995)(June 4, 2003)(Jun. 15, 2016)