

July 7, 2016

Kwik Fill / Red Apple

Dear Sir,

United Refining Company would like to thank you for taking the time to contact us in regard to your members being addressed for not wearing shoes in our Kwik Fill / Red Apple stores. We are aware that it is not a health law and not mandated by insurance companies that customers be required to wear shoes, this is a company policy. As a privately owned business we chose to require customers to don footwear and shirts in our stores as a common decency for our employees and fellow customers. We are sorry if our employees misinformed your members as to why they are required to wear shoes in our stores, we are going to distribute notices to the stations educating them on this policy. As for your member that visited one of our stations in Jamestown, NY, we are sorry if our employee was rude to her, as we do not condone impolite behavior from our employees. Without knowing which station in Jamestown it was and the date and time of the transaction we are unable to perform a proper investigation of the incident, which would include obtaining our employees side of the story, and viewing video to watch for body language from the individuals present. We did check to make sure all of our Jamestown, NY locations have it posted at the entrances that shirts and shoes are required, we will be ensuring this with all of our other locations as well.

Unfortunately, your correspondence will not be changing our position on requiring shoes be worn by customers entering our locations.

Sincerely,

Marsha A. Brown
Retail Marketing Coordinator
United Refining Company / Kwik Fill
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814 Lexington Avenue
Warren PA 16365