









Heliosplus










2024 Quick Reference Guide






















MID

1. Are all MID and price signs clearly visible and free from obstructions and missing numbers or letters? 6 points   
2. Are all MID elements, price signs, and accompanying high-rise signs wellmaintained, free of damage, and free of unapproved signage or objects? 3 points   
















Canopy

3. Is the branded canopy fascia wellmaintained and free of dirt, peeling, dents, rust, other damage and unapproved signage or objects? 1 point   
4. Is the branded canopy deck well-maintained and free of dirt, peeling paint, dents, rust, and other damage? 1 point   
5. Are the canopy columns and canopy flags under the branded canopy well-maintained and free of dirt, peeling paint, dents, rust, graffiti, other damage and unapproved signage or objects? 1 point   









Dispensers

6. Are all bp branded dispenser elements clean? 5 points  
7. Are all pumps (under the bp branded canopy) fully operational? 8 points   
8. Are all bp branded dispensers free of dents, damage, rust and graffiti? 2 points   
9. Are all dispenser price screens and keypads on bp branded dispensers free of damage? 2 points   
10. Are all bp branded dispensers free of torn or peeling decals and excessive adhesive residue? 2 points   
11. Are all nozzle covers on bp branded dispensers clean and free of damage? 2 points   
12. For a credit card transaction, was your receipt received at your pump? 5 points  












Pump Islands

13. Are the pump islands under the branded canopy well-maintained? 2 points   
14. Are the site's bollards well-maintained? 2 points   
15. Are amenity bins available at each pump island and free of damage? 2 points   
16. Are amenity bins clean and not overflowing? 2 points  
17. Are paper towels available next to each pump island? 1 point  
18. Is there at least one squeegee with washer fluid available for each pump island? 1 point  











Forecourt

19. Are the lot, grass and landscaping areas well-maintained and free of fresh oil puddles, unauthorized vehicles, trash, debris, weeds and poorly stored materials? 2 points  
20. Are the paved areas well-maintained and free of excessive potholes? 2 points   
21. Are the curbs, bumper stops, storefront sidewalks, and perimeter light poles well-maintained? 3 points   


POP Signage

22. Is the current bp POP posted in accordance with program requirements? 2 points   
23. Are ALL decals, canisters, and brochures at the dispenser posted in accordance with program requirements? 2 points   
24. Are ALL decals and brochures in the c-store posted in accordance with program requirements? 1 point   
25. Are third party signage and POP hardware at the dispenser posted in accordance with program requirements? 1 point  

Building

- | | | | | |
|--|----------|---|---|---|
| 26. Is the building clean and free of dents, damage, dirt, missing fixtures/materials and unapproved signage or objects? | 2 points |  |  |  |
| 27. Are the building windows 50% clear of obstructions and signage and allow for an unobstructed view to and from the pumps? | 2 points |  |  | |
| 28. When you walk in the store, is the overall store appearance clean and free of damage and unapproved materials? | 2 points |  |  | |
| 29. Is the inside of the store well-lit? | 4 points |  |  |  |

Food & Product Areas areas

- | | | | | |
|---|----------|---|---|--|
| 30. Are the food service and product areas clean and well-maintained? | 3 points |  |  | |
| 31. Are the food service and product areas well-stocked? | 3 points |  |  | |
| 32. Are the products clearly labeled with accurate prices? | 2 points |  |  | |

Restrooms












- | | | | | |
|---|----------|---|---|---|
| 33. Is the restroom available, clean and stocked with supplies? | 5 points |  |  | |
| 34. Is the restroom functioning and in acceptable condition? | 5 points |  |  |  |

Customer Service

- | | | | | |
|--|----------|--|--|--|
| 35. Are site personnel wearing an appropriate and clean uniform? | 3 points | |  | |
| 36. Are site personnel wearing a name or brand tag? | 3 points | |  | |
| 37. Was the CSR polite, professional, and attentive? | 5 points | |  | |


Brand Image Audit

(bp and Amoco sites)

- | | | | |
|---|---|---|---|
| 1. Do the MID, any price signs and any accompanying high-rise signs meet bp visual standards? |  |  |  |
| 2. Does the branded canopy meet bp visual standards? |  |  |  |
| 3. Do all dispensers meet bp visual standards? |  |  |  |
| 4. Does the forecourt meet bp visual standards? |  |  |  |

Lighting Audit

(bp and Amoco sites)

- | | | | |
|--|---|---|---|
| 1. Are all MID Helios/Amoco logos fully lit? |  |  |  |
| 2. Are all price signs fully lit? |  |  |  |
| 3. Are the Helios/Amoco logo buttons on the canopy fascia fully lit? |  |  |  |
| 4. Is the green (or red/blue) stripe (LED strip) around the canopy fascia fully lit? |  |  |  |
| 5. Are all the lights under the canopy fully lit? |  |  |  |
| 6. Is the storefront well-lit? |  |  |  |
| 7. Are all the lights on the perimeter of the site (outside the canopy) fully lit? |  |  |  |

KEY:



photo required



operational



asset



curable

Shop schedule

The 2024 Heliosplus program will consist of five shops conducted during the following periods:

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Lighting Audit JAN 1 – MAR 31 Appeal: 9/30/24 Invoice: 10/31/24 100% passing score			Brand Image Audit JUN 1 – AUG 31 Appeal: 12/31/24 Invoice: 1/31/25 100% passing score			Consumer Experience Audit 2 JUN 1 – AUG 31 Appeal: 9/15/24 Invoice: 9/30/24 85% passing score			Consumer Experience Audit 3 OCT 1 – DEC 31 Appeal 1/15/25 Invoice: 1/31/25 85% passing score		
Consumer Experience Audit 1 FEB 1 – APR 30 Appeal: 5/15/24 Invoice: 5/31/24 85% passing score											

Additional resources

Questions about the Heliosplus program, contact us at heliosplus@bp.com.

For more information, including access to Heliosplus scorecards, reporting, and resources, please log on to bpbetter.com.*

For other issues, please contact Global Business Services (GBS) at [\(888\) 274-3578](tel:888-274-3578).

*Some of the websites referenced require registration by the user.

Sign up for bpbetter.com

Your one stop shop for all things Heliosplus! Final results of all audits will be made available on the [Heliosplus Dashboard](#) on bpbetter.com. Customers can also file appeals, refer to prior performance, and access resources including the Solution Center.

How to sign up:

- 1 Go to bpbetter.com OR download the **bp better app**
- 2 Click “register”
- 3 Follow the prompts on screen



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