

**Quarterly  
Newsletter**  
April 2020  
Issue - 10

## LEWIS & Raulerson, INC.

*"Integrity Driven...Service Powered"*

Est. 1938

### We Will Prevail

By: Bill Raulerson



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#### Helpful References

- [www.dph.georgia.gov](http://www.dph.georgia.gov)
- [www.gema.ga.gov](http://www.gema.ga.gov)
- [www.cdc.gov](http://www.cdc.gov)
- [www.coronavirus.gov](http://www.coronavirus.gov)
- [www.gadoe.org](http://www.gadoe.org)

#### COVID-19 Hotline

(844) 442-2681



Dear Valued Partners,  
I trust this newsletter finds you and your family all well. As the outbreak of COVID-19 continues to impact our neighbors, communities and the states in which we operate, we pray for the safety and well-being of our President, First Responders, employees, family, friends and all valued partners. While these may be unprecedented times for some with regard to our country, families and businesses, please consider that as Americans, we have enjoyed a proud legacy of perseverance and the ability to resolve any crisis. Since our independence in 1776, Americans have faced illness, world wars, political unrest and economic crisis; however, the American spirit has always prevailed.

Although the impact of the decreased fuel volume and inside sales is and will be very difficult, we will overcome this crisis. Good news: while OPIS states U.S. volume is down by 50%, you all (Lewis and Raulerson network) are only down 31% thru March 2020 vs. 2019. Our corporate stores are down 20% (box) and down 30% (out front) with most of the demand destruction occurring on the interstate and St. Simons. We should all be grateful for the gift of record low motor fuel margins. I would encourage you to take advantage of this idle time to strengthen your relations with family and friends and to reach out to the elderly that have no family to run errands. You will feel good. It may take some time for all of us to recover, build and grow again, but perseverance has always defined us in our industry. Lewis and Raulerson, Inc. has thrived for 80+ years and we will emerge, in time, stronger than ever. The greatest

generation (1910-1924) showed us the way. Over the last 30 days, we have been developing proactive strategies and programs to ensure that Lewis and Raulerson and our partners can best weather the crisis. We started first by implementing protocol to protect our staff and partners by sterilizing our workspace, segregating our employees, limiting face time with customers, wearing protective masks, gloves and installing plexi glass wind shields at our office and stores. While we will complete existing capital projects in the pipeline, we have decided to pause and build cash reserves to protect our balance sheet from any extended period of economic disruption.

We understand each of you face difficult challenges, thus we will evaluate many of the programs on a one on one basis. Also, given that the current situation is so dynamic, our path forward today will call for consistent revisions and updates.

We appreciate the efforts of our loyal Lewis and Raulerson, Inc. partners who continue to serve our country, communities and customers in their time of need. I have visited retailers in recent weeks and I am proud that you all have taken Covid-19 seriously by protecting your employees and customers. It's not what happens to us, but how we respond. We are not in this alone. [God is still in control. He is on the throne. He is not surprised by the events in our world today; He is sovereign - nothing happens without His permission. He is the same, yesterday, today and forever.] *Source – Bible and Reprint from David Jeremiah.* We are a blessed nation and should be grateful for same.  
Regards, Bill Raulerson

#### OUR FOUNDERS...OUR HISTORY



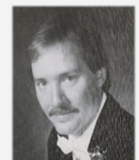
Ernest Lewis, Founder  
1898-1978



Bill W. Raulerson, Partner  
1915-1987



Carl Howard Lewis, 2nd Generation



Grady Carl Lewis, 3rd Generation  
1962-2012

# COVID - 19

BY: DAVID TURNER, PRESIDENT



COVID-19..... a pandemic-event that we'll likely not forget anytime soon. Whether this proves itself to have been an overblown global response or an appropriate reaction to a potentially deadly plague, only time will be the ultimate judge of that.

This event in our planet's history is so easily seen with broken-heartedness and sadness for obvious reasons. Death and illness, job-loss, business failures..... the list seemingly goes on and on. However, in the midst of being hammered with the endless television and internet coverage, the political ugliness and the overt selfishness of society today, there are positives to this ordeal.

As it became apparent that this was going to become a very critical, unsettling, event, I did the only thing that I knew to do; I began to pray for peace, strength and direction during my daily prayer times. Almost immediately, and because I am convinced that God knew that I needed a defense mechanism to bring intermittent peace to my mind, I was burdened to begin making note of things that I am personally grateful, for that have occurred during this time. I honestly did not know at the time that I would be writing an article about these things. Some of these came about as the result of nostalgic memories, some as simple, obvious revelation. All of them are personal to me and I'm sure that we individually have different events that are important to us respectively. I'll share some of mine with you.



I am grateful for: The sense of urgency with which our ministers began to communicate a message of faith, hope and love. We will persevere. As humans, we DO need affirmative reminders that we will get beyond this eventually and that we must continue to work for the most positive outcome in our situations and we must help our fellow man achieve theirs as well. We must love our neighbors (literally and figuratively). The world is a community and we have a responsibility to think of those around us as much, or more, than we think of ourselves. I also want to include my thankfulness for all the different modes and means of technology that churches have developed which allow us to worship each week, and in some cases, multiple times during the week.

Learning to be less wasteful of the provisions that we take for granted. Has there been a bigger need than toilet paper? The Great Depression built character in the generations of its time. They became frugal and made the most of their resources. They didn't buy things unless they needed them. They didn't waste what they bought. I can look back and see a change in that over the course of my lifetime. I hope that this becomes the norm for future society.

Not gaining immediate gratification for my wants, which has created in us a nation of impulse buyers. Knowing that I cannot order something, and it be here within twenty-four hours, has taken me back in time, and I've found a strange peace in this. It makes me question whether I "need" that item, or simply "want" that item and whether the wait is worthwhile. I've begun to appreciate the patience that it is developing within me and this makes me think of my dad for some reason as he acquired things with an intent and a patience that I don't currently recognize in society.

Our communities prioritizing the needs of its senior citizens and elderly. My mind repeatedly takes me back to a picture that I saw early on in the crisis of an elderly woman pushing a cart in a grocery store, walking past empty shelves. In my heart I knew that this was a real problem. Senior citizens, many on fixed incomes, having to face the race against younger, more able-bodied people, to the supermarket to get the things that are critical for them, only to get there and those things be unavailable. Almost a survival-of-the-fittest mentality that existed for a few weeks. I am so thankful that grocery stores and other businesses made decisions to take care of those most in-need. I am so thankful to see outreach from the younger generations towards this very dear group of society in offering to run errands, buy and deliver groceries and simply perform wellness checks. I have a renewed hope for tomorrow.

Setting the phone and other technology aside when not working and enjoying the beauty of Mother Earth. Being outdoors, smelling the roses, seeing the shamrocks in-bloom and feeling the gentle breeze in such ways that we have failed to do in decades due to the busyness that has become the norm for us. God created a paradise for us. Unfortunately, we have found countless means of ignoring its beauty. Warning.....we live in South Georgia. Mosquitos STILL suck, literally and figuratively!!!!

Home cooking. I truly sympathize for those working in the entertainment, hospitality and restaurant business as their jobs have been absolutely decimated by this event. However, I have come to greatly anticipate the taste of a home cooked meal. I have also come to

**(Continued—bottom of page 3)**

# BP Food Mart Introduces Aggie Spirit Pumps

Connie Cofield, Business Development Manager



Lewis & Raulerson, Inc., BP Food Mart owner, Ketan Patel, Aggie football legend, Edward Nesmith and the Albertville City Schools Foundation teamed up to pump in contributions to the city's students through the BP "Spirit Pump" program.

Two BP Food Mart sites located in Albertville, AL lunged at the opportunity to raise money for the local school. The program donates a portion of money spent from each gallon of gas bought at the "spirit pump" to the Albertville City School Foundation. The community lined up in support of the red and black Aggie pumps. Ketan Patel was so inspired by how much the community embraced his business & family that he wanted to also give a one time donation of \$5,000. Along with Patel's donation, Lewis & Raulerson, Inc. and Edward Nesmith, property owner made a donation. Lewis & Raulerson, Inc. is proud to be apart of the BP Food Mart legacy.

*BP Products North America (Down Stream) has over 6,500 retail outlets in the US in local communities. The company has an active social responsibility to participate in a variety of initiatives each year that focuses on helping local communities. The Spirit Pump program is one way BP reaches out through its retail outlets to support local schools and charitable organizations.*

Johnny Thompson, Regional Marketing Specialist,  
Southeast BP Products North America



## COVID-19 - By: David Turner, President (Continued from page 2)

covet the time that I spend with my sweet and gentle-hearted wife in carefully preparing everything that goes into the dishes that we feed our family. It has created a renewed sense of home to me. It's not simply a place to sleep.

The taste of a good, ice cold beer consumed slowly (and responsibly). Instead of turning one up as we tend to consume in haste, I am grateful to taste every ounce of its flavor as it crosses the threshold of my taste buds along its journey.

And finally, the blessing of having a great job and working with the best group of people that I know. It's easy to become frustrated on a daily basis with a ultra-busy, chaotic workplace. I count myself truly blessed to be able to come to a place each day and serve with what has become my extended family. I appreciate the love and concern that we have shown for one another and our customers. I appreciate the fact that our employees have shown up for work each day determined to do their respective jobs and to do them safely.

To those families across the globe that have lost family and loved ones, we pray for peace and comfort for you. To those who have lost jobs, lost businesses or lost life savings, we pray for faith, strength and perseverance for you during this time. This event has adversely affected all of us on some level. I encourage you to seek a hope for the good things that come from this and will be there as we exit. God bless you all.







# Crush Quarantine

By: Casey Hall, Executive Coordinator



## What are you doing to help “Crush Quarantine”???

**Our friends at Monster are using this unprecedented time to celebrate essential businesses.**

Quarantine may sound like a vacation from reality, an ideal time to binge on Netflix and catch up on some reading. In reality, it’s not easy to lock yourself away from family and friends. A little bit of quiet time is great but after several weeks of canceled events, postponed weddings, and silent weekends...anyone can go stir crazy. Our company is blessed to be considered an essential business. We have the ability to work, travel, help our community and see the occasional co-worker in the hall. Our office has taken extreme measures to ensure the safety of all by wearing masks, disinfecting daily and maintaining a safe social distance. Even though we have the ability to see other human beings...the current stigma of quarantine is excessive.



It was like fireworks went off when Kellie Sunderland, Monster Energy Regional Account Manager, emailed and asked if we were still working in the office and shared her grand idea of treating us to lunch. Her thoughtfulness was the motivation and positive reinforcement we needed. A BIG thank you to Kellie and the Monster team. Thank you for all that you do for our work family and community. Stay safe and remember to help #crushquarantine.



## COVID-19 and its effect on Mystery Shops

By: Michelle Harris, Sales Support



**Thank you all for your commitment to serve your customers during this time. Your efforts to provide a safe and healthy environment for your staff and customers has been outstanding. Keep up the great work!**

As you are aware, mystery shops were put on hold due to COVID-19. Some of you were already shopped before the hold was put into place. You will be notified when shops resume; however, this is the perfect time to do a thorough walk thru at your site. Please look at your mystery shop guidelines for a checklist and note the following:

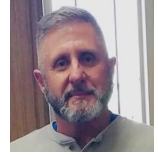
- ⇒ Clean floors, restrooms, coolers, shelves.
- ⇒ Maintain landscaping and parking lot; cut grass, weeds, pick up trash, clean dispensers.
- ⇒ Pressure wash where needed.
- ⇒ Paint where needed.
- ⇒ Check for missing POP.
- ⇒ Order uniforms.
- ⇒ Check for repairs needed on building or equipment.
- ⇒ Check and report all lighting issues on building, road signs, perimeter poles and under canopy.
- ⇒ Please enforce all COVID-19 safety guidelines at home and at your site.



**Stay safe and healthy!**

# Personal Risk Management

By: Clay Parker, Petroleum Products, Inc., General Manager



At the time of writing, we are united in our fight against the COVID-19 virus. Life is different to say the least and we are operating on a new and evolving set of rules in every aspect of life. We hope that you and your family are safe and are doing well. As we move forward, what can be done and what can be learned from the crisis? One of Petroleum Products customers has done an exceptional job of adapting and making the most of this difficult situation.



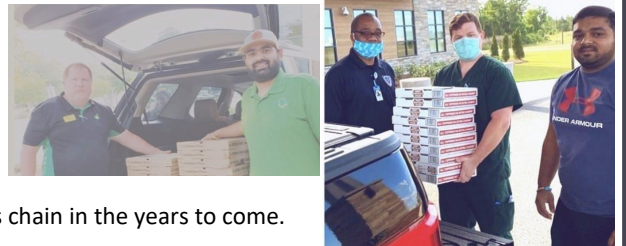
Susie Q's (headquartered in Thomasville, GA) has used good old-fashioned customer service to keep their customers safe and to attract new customers to their sites. Most retail sites that are open, have installed plexiglass guards to protect the customer and the cashiers, but Susie Q's has taken safety several steps farther. They were among the first retailers to use employees from other locations to pump fuel for the customers, thus reducing the chance of spreading the virus on contact services. Inside the store, drink fountains are no longer self-service, but a smiling Susie Q's employee gladly fills your beverage order for you. Customers are assisted with social distancing guidelines thus reducing the confusion and risk to their fellow shoppers.

A large percentage of Susie Q's stores with Petroleum Products are branded BP. The senior management of the store decided to reward those employees that were working with bonuses called Hero Pay. It is paid on a weekly basis for those employees who continue to work and contribute during the crisis. Tommy Patel, President of the Susie Q's chain, said, "Susie Q's is more than just a convenience store, we are an integral part of the communities we service." "We do our best to *not only protect the customer, but protect our employees as well.*" "It's the people, both customers and employees that make us a great place to shop."

Additionally, Sagar Patel, a district manager with Susie Q's, embraced the "Local Heroes" program from BP that offers First Responders and health care professionals a fifty cent discount on their fuel purchases. Sagar spearheaded the effort to educate and work through the issues of implementing this program at the BP branded locations. While most retailers will honor and embrace such programs, Sagar took the program and pushed news of the program out to all the social media platforms. The response from the front-line heroes was one of deep gratitude, but more amazing was the response from the average customer. One lady commented while I was at the pump that she would like to have a big discount, but, "These people (first responders) are putting their lives on the line. Good Job Susie Q's and BP!"

In what is sure to be an event that all of us remember, the people of south-west Georgia will also remember that Susie Q's stepped up and made this crazy world a little bit safer and made shopping a little easier. At a time where it is hard to differentiate yourself from your competitor and price is everything, doing the right thing at the right time will prove profitable for this chain in the years to come.

Susie Q's delivers pizza to healthcare professionals



Left to right: Friendly Express, Inc., Associate (disinfecting pumps), Lewis & Raulerson, Inc. (transport driver), Hanceville Exxon and Waycross Corporate Office (plexiglass protection)



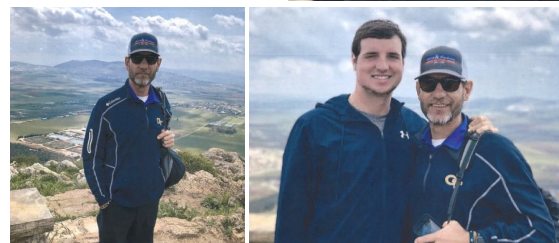
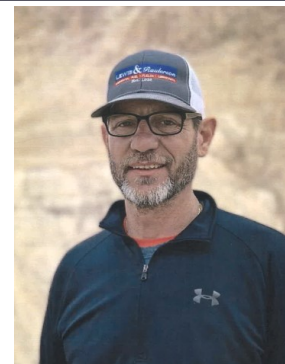
# LEWIS & Raulerson, INC.

*"Integrity Driven...Service Powered"*

Est. 1938

Waycross native, Joe Meadows visits Israel while showing his support for Lewis & Raulerson, Inc. Lewis & Raulerson, Inc. is a proud supporter of Joe Meadows and his mission work in Israel.

We are honored that Joe Meadows is a valued customer, loyal friend and all around great guy. Joe Meadows is the Transportation Director for Ware County School System. He not only manages a large scale logistics operation, he also finds time to travel with his son on annual mission trips and operates bus routes to feed children while school is closed. He along with a team of volunteers deliver meals to needy children in Ware County twice a week. Friendly Express is also a proud supporter and allows Joe and the Ware County School System access to their parking lot for the charitable activity. The world could use a few more angels like "Joe".



Joe, we send our best to you and your team during this difficult time. May you be blessed in all his wonders. May the Lord continue to use you as a beacon of light. Thank you for your hard work and dedication to our community.

## Visa Denies NACS Request for EMV Delay

Source Credit: NACS April 7, 2020



**Retailers requested a delay from the credit card networks due to the global COVID-19 crisis.**

April 07, 2020 ALEXANDRIA, Va.—Visa yesterday denied a request to delay the EMV liability shift deadline for automated fuel dispensers (AFDs). The deadline, which is set for October 1, 2020, has become unfeasible for many retailers as a result of the global COVID 19 pandemic. NACS sent joint association letters to the four global card networks requesting a delay after it became evident that retailers were facing significant disruptions to both the workforce and the supply chain.

In its denial of the request, Visa stated that it is monitoring the situation and believes that it is too soon to determine if a delay of the liability shift is needed. NACS would argue otherwise as the deadline is less than six months away and retailers are facing millions in potential fraud losses.

"The uncertainty surrounding this crisis and facing American businesses is unprecedented. While Visa wants to monitor the situation, our convenience store retailers are in the middle of it trying to care for their employees and customers. We are 176 days away from the EMV deadline, and retailers are already experiencing equipment delays, increased lead times and lack of vendor and technician availability. They are unable to meet the October 1 deadline under these circumstances, and we hope Visa will reassess their decision" stated Anna Ready Blom, NACS director of government relations.

**To Read Full Article:** [https://www.convenience.org/Media/Daily/2020/Apr/7/2-Visa-Denies-NACS-Request-for-EMV-Delay\\_GR](https://www.convenience.org/Media/Daily/2020/Apr/7/2-Visa-Denies-NACS-Request-for-EMV-Delay_GR) **Source Credit: NACS April 7, 2020**



LEWIS & Raulerson, Inc.  
Charitable Foundation, Inc.  
FRIENDLY  
express

### Proud Supporter of The Following Food Pantries

- Church of Nazarene
- Waynesville Missionary Baptist Church
- Folkston Church of God
- Mary Street Mission
- St. Joseph Loaves & Fishes
- The Sycamore Tree
- Manna House
- The Sparrow's Nest
- Unity Church of God
- Tabitha's Place
- Woodbine United Methodist Church
- Manna House of Hinesville
- Darien United Methodist Church (Charlie's Kitchen)
- Brother Charlie's Rescue Center, Inc.

Support  
Your Local  
Food Pantry





# “Time for Change” or “Change of Time”

By: Randy Stringer, Commercial Fuel Director



We have all faced different things for the past few weeks that we have never experienced before. With fear and uncertainty generated by the current COVID-19 pandemic, worry is a common temptation for us all. The anxiety may vary from person to person, but no one is completely immune.

For some, it's occupying large portions of their days by troubling over doubts and fears of the future. Obsessing over these doubts and fears shows distrust for God's power and his love. It says God I know you mean well by what You say but I'm not sure You can pull it off. It's one thing to doubt a future decision or outcome—It's another thing entirely to doubt the Lord.

The word worry comes from the old English term wyrgan , which means” to choke” or “ strangle”. Anyone who has dealt with anxiety knows that it strangles the mind.

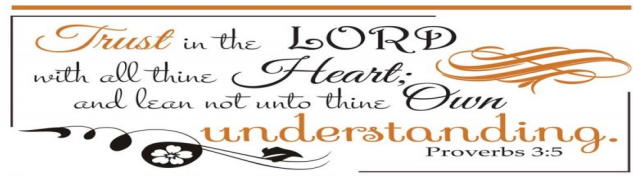
Worst of all worry does significant damage to your spiritual usefulness. As you read through the scriptures, you see over and over that God wants His children preoccupied with Him, not with cares of this world. His command is clear: “Set your mind on things above, not on things that are on earth” Colossians 3:2.

We allow our daily concerns to turn into worry and therefore sin, when our thoughts become focused on changing the future instead of doing our best to handle our present circumstances.

That's not to say we shouldn't make any preparations for the future. Believers are commanded to be responsible and care for their families (1 Tim. 5:8). Scripture does not imply that having a savings

account, investing or owning insurance shows a lack of trust in God. Preparing for the future ought to be balanced with Jesus' command to “seek first His kingdom and His righteousness” (Matthew 6:33) and lay up for yourselves treasure in heaven (Matthew 6:20). I believe in wise planning, but if after doing all that you able to, you still are fearful of the future, the Lord says, Don't worry He promised to provide all your needs , and He will. “My God will supply all your needs according to His riches in glory in Christ Jesus” (Philippians 4:19). That is His concern, not yours.

This is a time that things we have taken for granted have become precious to us. A simple meeting, a hand shake, hugs from our children that seemed so common, is now something we value more than anything else.



The things we are facing will soon pass and hopefully will bring new perspective on the things that mean the most to us. Remember life is full of changes. It's been said that it's 10% what happens to us and 90% how we react to it. (Psalms 18:2) The Lord is my Rock, and my Fortress, and my deliverer, my God my strength in whom I will trust.

So be concerned, but not consumed by the things of this world, this too shall pass.

## LEWIS & Raulerson, INC.

“INTEGRITY DRIVEN...SERVICE POWERED”



**WE DID IT! 2020 BRIDGE RUN**

Life has many challenges; some of which we are not prepared for. After one of our own, David Turner, Lewis & Raulerson, Inc., President, survived emergency triple bypass surgery in 2019, it was a mission of many to live a healthier lifestyle and support his journey. A team of employees rallied together to tackle the Southeast Georgia Health System Foundation Bridge Run, which benefits the Health System cancer and cardiac care programs.

Track and Field Association named the Sydney Lanier Bridge “the toughest 5K in Georgia”. The challenge seemed daunting for many but feasible with the support and encouragement of our “work family” and many others on site. The experience went better than all expected, minus the 20 MPH wind. The team finished with exceptional time with one member, Emily Crosby receiving 1st place. Big shout out to all that attended the event. **One Team...One Mission...Finish Together!!**

LEWIS & RAULERSON, INC.  
 P.O. BOX 59  
 WAYCROSS, GA 31502

**Congrats!! Mystery Shop Scores of 100 % - 1st Period 2020**

**BP**

BP Food Mart #2

**CHEVRON**

Chevron Food Mart

Waterfront Grocery

**SHELL**

A&H Food Mart

Riverside Shell

K Grace Shell

Lawtey Shell

Parker Food Mart

Shell Food Mart

Beltline Shell

Friendly Express#50

Friendly Express #70

Friendly Express #72

Friendly Express #101



**Riverside Shell Ranks Top C-Store in Decatur, AL**

Connie Cofield, Business Development Manager for Lewis & Raulerson, Inc. was pleased to report that one of our own is ranked #2 in Decatur, AL. **Riverbridge Shell** also known as **Riverside Shell** is a favorite among locals for their home cooking, friendly service and clean facility. We're proud to be your supplier and look forward to many years of success.



**Beltline Shell** is also located in Decatur, AL and landed on the prestigious list. New owners have worked hard to turn this site around. They have taken Beltline Shell to the next level and turned it into a fantastic c-store.

**Great job Riverside Shell and Beltline Shell in Decatur, AL!!**

*(Pictured Left: Our friends at Riverside Shell Jon and Big Jon Jon)*