



human energy®

CEIC Security Incident Reporting



What is Changing?

- Effective immediately, all security incidents will be reported by calling the Chevron Emergency & Information Center (CEIC) at 1-(800)-231-0623
- Security incidents that were normally reported using the handwritten/typed Security Incident Report (SIR) will now be taken by an operator at the CEIC
- Stores to discontinue using the SIR form
- Continue to call CEIC for spills and other issues you would normally call in



Why is the process changing?

- To ensure all incidents in CSI are communicated and handled the same way, thus ensuring consistency in reporting and resourcing
- Simplification- ease of process for station personnel
- To ensure incidents are properly resourced to mitigate potential (ensure that the worst case scenario or incident potential is identified)



Security Reporting Process

The (CEIC) is Chevron's 24-hour single point contact for accessing resources to address incidents involving Chevron and our facilities.

- Store employees to call CEIC for security related incidents:
 - Theft, Robbery, Burglary, Assault, Fraud, Credit Card Skimmers
 - A good rule of thumb is that if law enforcement would normally be notified of an event at the station, then it is appropriate to call the CEIC to report the incident. When in doubt, please call CEIC for guidance.
- The CEIC operator will guide you through the list of security related questions when reporting security incidents
- Information collected from the CEIC operator is transferred to the designated representative:
 - Business Consultant
 - DSM
 - Global Security

