

Retail
Team
Member
Handbook



Revised April 2022

POPS MART FUELS, LLC
Retail Team Member Handbook

CONTENTS

PART I - INTRODUCTION

Welcome Letter	5
Introductory Statement	6
Our History	7
Our Commitment to our Store Team	8
Open Door Policy	9
Employment at Will	9

PART II - POLICIES & PROCEDURES

Eating/Smoking on Premise	11
Use of Telephones	11
Emergency Closings	11
<i>Media Policy</i>	11
Personal Electronic Devices	12
Social Media	12
Use of Company Owned Equipment	15
Computer and E-mail Usage	15
Internet Usage	17
Team Member Conduct and Work Rules	18
Drug and Alcohol Use/Team Member Substance Abuse	19
Sexual and Other Unlawful Harassment	20
Reasonable Accommodation of Religious Beliefs and Protected Disabilities	21
Return of Property	21
Solicitation	22
Cash Management	22
Team Member and Vendor Parking	23
Receiving Merchandise/Vendors	23
Customer Service	23
Shoplifting / Drive-Offs	23
Underage Sales	23
Shift Duties & Required Work	24
Reporting Work-Related Injuries/Illnesses	24

PART III - EMPLOYMENT PRACTICES

Business Ethics and Conduct	26
Customer Relations	26
Team Member Relations	26

POPS MART FUELS, LLC
Retail Team Member Handbook

Equal Employment Opportunity.....	27
Hiring of Relatives.....	27
Immigration Law Compliance.....	27
Conflicts of Interest.....	28
Outside Employment	28
Job Posting.....	29
Employment Applications	29
Personal Attire and Appearance	29
Job Descriptions	30
Employment Categories	30
Access to Personnel Files	31
Employment Reference Checks	31
Team Member Credit and Background Checks.....	31
Personnel Data Changes.....	31
Performance Evaluation.....	32
Salary Administration	32
Work Schedules.....	32
Timekeeping	33
Retail Hours of Work	33
Absenteeism and Tardiness.....	33
Breaks.....	34
Overtime.....	34
Paydays.....	34
Progressive Discipline	34
Workplace Etiquette	35
Employment Termination	35
Pay Deductions and Setoffs	35
Garnishments	36

PART IV - TEAM MEMBER BENEFITS

Benefit Overview	38
Holidays	38
<i>Paid Time Off (PTO)</i>	38
Leave of Absence.....	39
Funeral Leave.....	40

PART V - SAFETY

Visitors in the Workplace.....	43
Workplace Monitoring	43

POPS MART FUELS, LLC
Retail Team Member Handbook

<i>Security Inspections</i>	43
<i>Workplace Violence Prevention</i>	43
<i>Firearms/Weapons</i>	44

PART VI – ACKNOWLEDGEMENT FORMS

Handbook Copy	47
----------------------------	----

PART I - INTRODUCTION

POPS MART FUELS, LLC
Retail Team Member Handbook

Welcome Letter

Greetings.

All of us here at Pops Mart Fuels, LLC want to wish you, our newest Team Member, a warm welcome!

We are delighted that you have joined our team and look forward to you helping us achieve our future success.

As you familiarize yourself with the contents of this Handbook, please be mindful that our goal is to be the best and provide each customer who visits your store top notch service in a friendly, clean and safe environment. This book is designed to provide you with information to help you meet that goal and to assist you in understanding our expectations of you as one of our Team Members.

Once again, Welcome and we hope your employment experience with us will be enjoyable, challenging and rewarding.

Sincerely,

Your Pops Mart Fuels Support Center Team

POPS MART FUELS, LLC
Retail Team Member Handbook

Introductory Statement

This handbook is designed to acquaint you with Pops Mart Fuels and provide you with information about working conditions, team member benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of this handbook. It describes many of your responsibilities as a team member and outlines the programs developed by Pops Mart Fuels to benefit team members. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No team member handbook can anticipate every circumstance or question about policy. As Pops Mart Fuels continues to grow, the need may arise and Pops Mart Fuels reserves the right to revise, supplement, or rescind any policies, benefits, or portions of this handbook from time to time as it deems appropriate, in its sole and absolute discretion. Team members will, of course, be notified of such changes to the handbook as they occur.

Please keep in mind that Pops Mart Fuels will comply with all state, federal and local laws. If you believe that anything in this handbook is inconsistent with the law of the state where you work, please contact the Human Resources Manager immediately to discuss the situation.

Reference is made throughout this handbook to the “Human Resource Committee”. Currently, this committee is comprised of the Chief Operations Officer and Director of Human Resources and Administration of Pops Mart Fuels Markets, LLC.

POPS MART FUELS, LLC
Retail Team Member Handbook

Our History

Pops Mart Fuels,LLC was formed in October of 2021 by way of acquisition of Twenty-four (24) Convenience stores owned and operated by Winnsboro Petroleum Company.

With a focus on being the best convenience store in its markets, today Pops Mart Fuels is poised for growth, whether it be by acquiring existing quality stores from operators exiting the business or building new units to add to the industry. With the help of its team members, Pops Mart Fuels is prepared for the future in the convenience store industry.

POPS MART FUELS, LLC
Retail Team Member Handbook

Our Commitment to our Store Teams

What we WILL do to Create a Great Place to Work and Shop.

- Will treat you with respect and dignity.
- Will create a strong teamwork environment.
- Will post your schedule 14 days in advance of the week starting.
- Will provide feedback on performance in an appropriate venue.
- Will train you properly and adequately so you can perform the job you hold.
- Will provide you opportunities for growth and promotion as we grow.
- Will pay you timely and accurately.
- Will empower our team members to resolve customer concerns at the initial point of presentation if at all possible.
- Will work with you to resolve any issue that may affect your great place to work.

What we ASK of you to Create a Great Place to Work and Shop

- To care for all our customers with a smile, pleasant conversation and quick service.
- To work together as a team with your fellow workers.
- To show up for work on time and ready for your shift.
- To complete all assigned duties, timely and with a focus on perfection.
- To actively communicate to us any item that limits your ability to perform your position at the highest level.

Pops Mart Fuels is dedicated and committed to being a great place to work and shop. Open and honest communication with all of our team members is essential to keeping that commitment. Should you have any concerns regards to your working experience you can communicate to us at any time. If you ever feel you are being treated unfairly, discriminated against or being harassed; verbally, sexually or otherwise or if you have any other issues, concerns or questions that cannot be resolved with your local management as a Pops Mart Fuels Team Member you can call me.

Jim Bosworth
Chief Strategic Officer
(919)710-7987

POPS MART FUELS, LLC
Retail Team Member Handbook

Open Door Policy

We cannot emphasize enough that management wants to know when team members think that they are not being treated fairly or a policy is not being administered properly or consistently. Most problems arise from a misunderstanding. The best way to clear up any misunderstanding is to talk it over with the people who have the authority to do something about the problem. That is why we have an “Open Door Policy”.

If a team member has an issue that he or she wants to bring to management’s attention, this issue can be presented informally through the Open Door Policy. The Open Door Policy means that a team member can speak to any member of management he or she thinks is best equipped to help with the particular concern. No doors are closed but, whenever possible, a team member should go to their immediate manager or supervisor first.

The Open Door Policy can only be effective if it is used. However, there may be a time when a team member is not satisfied with the results he or she gets from the Open Door, or may think that it is not appropriate for a particular situation. If a team member thinks that a more formal approach to the problem is appropriate, he or she can contact the Human Resources Department.

Employment At Will

This handbook is intended to provide team members with a general understanding of our personnel policies. Team members are encouraged to familiarize themselves with the contents of this handbook, for it will answer many common questions concerning employment with Pops Mart Fuels.

However, this handbook cannot anticipate every situation or answer every question about employment. It is not an employment contract and is not intended to create contractual obligations of any kind. Neither the team member nor Pops Mart Fuels is bound to continue the employment relationship if either chooses, at its will, to end the relationship at any time.

In order to retain necessary flexibility in the administration of policies and procedures, Pops Mart Fuels reserves the right to change, revise, or eliminate any of the policies and/or benefits described in this handbook, except for its policy of employment-at-will. The only recognized deviations from the stated policies are those changed by a legally binding, written contract covering employment status. An example of this would be a written employment agreement for a specific duration of time.

POPS MART FUELS IS AN AT-WILL EMPLOYER, MEANING EITHER YOU OR THE COMPANY MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE. NOTHING IN THIS TEAM MEMBER HANDBOOK OR IN ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, SHALL LIMIT THE RIGHT TO TERMINATE EMPLOYMENT AT-WILL.

PART II – POLICIES & PROCEDURES

POPS MART FUELS, LLC
Retail Team Member Handbook

Eating/Smoking on Premise

If a team member chooses to purchase consumable merchandise from the retail location during a shift they are working, Pops Mart Fuels has created the following purchase procedure to be followed strictly. Team members should never ring themselves up; they should have the item rung up and the receipt placed in the store's daily records.

The smoking of legal tobacco cigarettes, any inhalant delivery system, or other legal tobacco products (cigars, chewing tobacco, etc.) is only permitted in the approved smoking area designated by management. Smoking is strictly prohibited inside the building.

Use of Telephones

To ensure effective telephone communications, team members should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.

Emergency Closings

Pops Mart Fuels is in business to provide goods and services to customers who work in all weather conditions. It is our intention to be open for business regardless of weather conditions.

At times, emergencies such as severe weather, fires, or power failures, can disrupt company operations. In extreme cases, these circumstances may require the closing of a store.

If the weather ever becomes so severe that we cannot open, team members will be notified by telephone to the extent possible. If notification has not been made, it is to be assumed that the store will operate on a normal schedule. Team members should report as soon as it is possible.

When operations are officially closed due to emergency conditions, the time off from scheduled work for non-exempt team members will be unpaid, unless otherwise determined by the company. However, with supervisory approval, team members may use available PTO benefits.

In cases where an emergency closing is not authorized, non-exempt team members who fail to report for work will not be paid for the time off. Team members may request available unused PTO benefits.

Media Policy

It is the policy of Pops Mart Fuels that only designated representatives of the Company may talk to the news media on behalf of Pops Mart Fuels.

This policy is not intended to restrict a team member's right to discuss wages, benefits, or working conditions. Team members are not restricted from discussing these items or other items protected by federal, state, or local law.

POPS MART FUELS, LLC
Retail Team Member Handbook

Personal Electronic Devices

Personal electronic devices interfere with team member productivity and are a disruption to the workplace. Such devices also create potential safety hazards when the team member is not fully attentive to the work environment. While working, the use of personal electronic communication device is prohibited. Usage of personal cell phones must occur before, during management-approved breaks, or after a team member's scheduled shift. In the event of an emergency, Pops Mart Fuels will allow the team member access to his or her cell phone; however, the device must be on the team member with sound disabled.

Social Media

Social media tools are powerful forms of communication that can have a significant impact on organizational, professional, and individual reputations. Forms of social media include but are not limited to Facebook, Twitter, Instagram, Snapchat, LinkedIn, Google+, and, as well as personal websites and weblogs (blogs).

Team members must exercise care when participating in social media, as the lines between personal and professional content, lawful and unlawful, and between public and private content, are often blurred. Whether participating on behalf of Pops Mart Fuels or personally, team members should follow the same standards of behavior "online" as they would if in "person." Remember that the Internet is not anonymous, and it does not forget.

The purpose of this policy is to encourage clear and consistent communications with our customers and the media, to protect the trade secrets and intellectual property rights of Pops Mart Fuels, and to promote compliance with state and federal laws, including Federal Trade Regulations and National Labor Relations Board guidance. Team members are also reminded that Pops Mart Fuels maintains workplace policies prohibiting sexual harassment and other misconduct that equally apply to social media activities.

Guidelines:

The following are general guidelines for team members' participation in social media and on-line communications. Violations of the Policy may result in corrective action, up to and including termination of employment.

Take responsibility and be transparent. You are responsible for anything you write or do online.

Use good judgment when you post, and think about the consequences of what you are posting. Assume your writings will spread.

The Company's policies extend to social media activities. Ensure that your communications or postings do not violate any of the policies set forth in this handbook and other Pops Mart Fuels

POPS MART FUELS, LLC
Retail Team Member Handbook

policies, including but not limited to its policies on Equal Employment Opportunity, Sexual and Other Unlawful Harassment, and Business Ethics and Conduct.

Do not express, communicate, or link to comments that are vulgar, obscene, threatening, pornographic, or harassing or which are a violation of Pops Mart Fuels' workplace policies against discrimination, hostility, or harassment on account of age, race, religion, sex, ethnicity, nationality, disability, genetic information, veteran's status, or any other protected category or status.

Supervisors should avoid social media relationships with non managerial team members, except in cases where the relationship is limited to business-related networking or there is a legitimate business purpose.

The Human Resources Department is responsible for providing references to team members, in accordance with Company policy as well as to comply with federal and state employment laws. Supervisors should not provide references for current or former team members via social networking sites (i.e., LinkedIn).

Testimonials and Endorsements:

Pops Mart Fuels has marketing team members who are responsible for marketing the Company's goods and services. Further, the Federal Trade Commission ("FTC") has established detailed regulations concerning information that must and must not be disclosed in testimonials and endorsements (of products or companies), including those made via social media. Because of the regulation of this area by the FTC, Pops Mart Fuels prohibits any social media posts concerning the Company or its products that are not in compliance with the FTC's mandate. Accordingly, testimonials or endorsements about Pops Mart Fuels or its products should be avoided. In the event that a team member uses social media for any testimonials or endorsements of Pops Mart Fuels or its products, the team member must clearly and conspicuously disclose his or her relationship to the Company to members and readers of the social media site or post.

Protect the trade secrets, intellectual property rights, and privacy rights of Pops Mart Fuels, its team members, and its customers Pops Mart Fuels' livelihood depends on its trade secrets and intellectual property rights remaining protected. To this end, team members are prohibited from posting any information on social media that would reveal trade secrets, confidential strategic business initiatives (e.g., a new secret product line, acquisition, etc.), or compromise Pops Mart Fuels' intellectual property rights in any way.

Similarly, and in accordance with state and federal law, team members are prohibited from posting confidential personal information about customers or team members (which is defined as another team member's social security number, protected health information, credit card numbers, drivers' license numbers, mother's maiden name, complete date of birth, and minor children's names).

POPS MART FUELS, LLC
Retail Team Member Handbook

Team members also may not use any client or vendor trademarks or logos for commercial use without the client or vendor's express permission. Pops Mart Fuels expects all team members to abide by all copyright laws.

Social media is not for everyone, and many team members opt not to socialize with their co-workers, via social media or otherwise. To this end, team members are not required to connect with any co-worker or to "friend" them on social media sites. Team members are prohibited from threatening other team members to coerce them into engaging in social media activities.

Be wary:

People who communicate with you online may not be who they claim to be. They could be competitors, media, regulators, or others seeking "insider information" about Pops Mart Fuels.

Everything written online can be traced back to its author. Additionally, information is often repeated and linked to other sources, so you never know when an incidental comment can go viral. Further, there are countless viruses and spyware on the Internet with clever methods for infecting computers. Be careful, and report any unusual behavior by Company computers.

Obligation to report violations of this policy:

If a team member becomes aware of a violation of this policy, please report it to an appropriate supervisor or to the Human Resources Department.

If a team member feels he or she is being harassed, discriminated against, or retaliated against for reporting a violation of this policy, he or she should immediately report this to his or her supervisor or to the Human Resources Department.

No expectation of privacy:

Team members are reminded that they have no expectation of privacy when using the Internet, which includes social networking sites, during working time or when using Pops Mart Fuels equipment, in accordance with the Company's Computer and E-mail Usage and Internet Usage policies.

POPS MART FUELS, LLC
Retail Team Member Handbook

Criminal and civil liability:

There are times when postings by team members may create potential criminal or civil liability for Pops Mart Fuels. If Pops Mart Fuels determines that to be the case, it reserves the right to demand the posting be removed.

Non-interference with applicable laws:

This policy is not intended to restrict or interfere with any team member's federal or state labor law rights, including all rights under the National Labor Relations Act, or any whistleblower protections under federal or state law.

Using social media at work:

Refrain from using social media while on working time or on equipment we provide, unless it is work-related as authorized by your manager or consistent with the Company's Communication and Technology Policy.

Do not use your Pops Mart Fuels email addresses to register on social networks, blogs, or other online tools utilized for personal use.

Use of Company Owned Equipment

Equipment is essential in accomplishing job duties are expensive and may be difficult to replace. When using property, team members are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify the supervisor if any equipment, machines, or tools, appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to team members or others. The supervisor can answer any questions about a team member's responsibility for maintenance and care of used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in disciplinary action, up to and including termination of employment.

Computer and E-mail Usage

Computers, computer files, the e-mail system, and software furnished to team members are Pops Mart Fuels property and intended primarily for business use. Team members should not use a password, access a file, or retrieve any stored communication without authorization. All electronic communications contained in Company electronic systems are Company records and/or property. Although a team member may have an individual password to access our systems, the systems and their content, including communications, belong to Pops Mart Fuels. Computer systems and electronic communications are accessible to Pops Mart Fuels at all times including periodic unannounced inspections. Computer systems and electronic communications

POPS MART FUELS, LLC
Retail Team Member Handbook

are subject to use, access, monitoring, review, recording, and disclosure without further notice. Company computer systems and electronic communication are not confidential or private. Pops Mart Fuels' right to use, access, monitor, record, and disclose electronic communications without further notice applies equally to team member-provided systems or equipment used in the workplace, during working time, or to accomplish work tasks.

By accessing and using the communication systems provided or made available by Pops Mart Fuels, you expressly consent to monitoring, access, use, and disclosure by Pops Mart Fuels and acknowledge that you have no expectation of privacy with respect to any information on the communication systems provided or made available by Pops Mart Fuels.

Pops Mart Fuels strives to maintain a workplace free of harassment and sensitive to the diversity of its team members. Therefore, Pops Mart Fuels prohibits the use of computers and the e-mail system in ways that are offensive to others or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or discrimination.

Team members should notify their immediate supervisor, the Information Services Department, or any member of management upon learning of violations of this policy. Team members who violate this policy will be subject to disciplinary action, up to and including termination of employment.

Although incidental and occasional personal use of Company systems that does not interfere or conflict with productivity or Pops Mart Fuels' business or violate policy is permitted, personal communications in our systems are treated the same as all other electronic communications and will be used, accessed, recorded, monitored, and disclosed by Pops Mart Fuels at any time without further notice. Since all electronic communications and systems can be accessed without advance notice, team members should not use Company systems for communication or information that team members would not want revealed to third parties.

Team members may not use our systems in a manner that violates our policies including but not limited to, Equal Employment Opportunity, Sexual and Other Harassment, and Workplace Monitoring.

A team member may not misrepresent, disguise, or conceal his/her identity or another's identity in any way while using electronic communications; make changes to electronic communications without clearly indicating such changes; or use another person's account, mail box, password, etc., without prior written approval of the account owner and without identifying the actual author.

Team members must always respect intellectual property rights such as copyrights and trademarks. Team members must not copy, use, or transfer proprietary materials of Pops Mart Fuels or others without appropriate authorization.

POPS MART FUELS, LLC
Retail Team Member Handbook

All systems passwords and encryption keys must be available and known to Pops Mart Fuels. Team members may not install password or encryption programs without the written permission of their supervisor. Team members may not use the passwords and encryption keys belonging to others.

Numerous state and federal laws apply to electronic communications. Pops Mart Fuels will comply with applicable laws. Team members also must comply with applicable laws and should recognize that a team member could be personally liable and/or subject to fine and imprisonment for violation of applicable laws.

Violations of this policy may result in disciplinary action, up to and including discharge as well as possible civil liabilities or criminal prosecution. Where appropriate, Pops Mart Fuels may advise legal officials or appropriate third parties of policy violations and cooperate with official investigations. Pops Mart Fuels will not retaliate against anyone who reports possible policy violations or assists with investigations.

If you have questions about the acceptable use of our systems or the content of electronic communications, ask your supervisor for advance clarification.

Internet Usage

Internet access to global electronic information resources on the World Wide Web is provided by Pops Mart Fuels to authorized store personnel to assist those team members in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. While Internet usage is intended for job-related activities, incidental and occasional brief personal use is permitted within reasonable limits.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of Pops Mart Fuels and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, team members should always ensure that the business information contained in Internet e-mail messages and other transmissions is accurate, appropriate, ethical, and lawful.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, or harassing any team member or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, color, religion, sex, national origin, age, disability, genetic information, military status, or any other characteristic or status protected by law.

Internet users should take the necessary anti-virus precautions before downloading or copying any file from the Internet. All downloaded files are to be checked for viruses; all compressed files are to be checked before and after decompression.

POPS MART FUELS, LLC
Retail Team Member Handbook

Abuse of the Internet access provided by Pops Mart Fuels in violation of law or Pops Mart Fuels policies will result in disciplinary action, up to and including termination of employment. Team members may also be held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- Sending or posting discriminatory, harassing, or threatening messages or images
- Violating copyright law
- Jeopardizing the security of the organization's electronic communications systems
- Engaging in any other illegal activities

This policy is not intended to restrict a team member's right to discuss wages, benefits, or working conditions. Team members are not restricted from discussing these items or other items protected by federal, state or local law.

Team Member Conduct and Work Rules

To ensure orderly operations and provide the best possible work environment, Pops Mart Fuels expects team members to follow rules of conduct that will protect the interests and safety of all team members and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Unauthorized removal or possession of property belonging to customers, team members or Pops Mart Fuels,
- Falsification of any employment records, including but not limited to timekeeping records,
- Working impaired by alcohol and/or the illegal use of drugs,
- Fighting or threatening violence in the workplace.

These infractions are not all-inclusive, but serve to illustrate certain types of unacceptable behavior that may result in disciplinary action, up to and including termination. Appropriate disciplinary action also will be taken for violations of any other provision of this handbook or other Pops Mart Fuels policies. Further, employment with Pops Mart Fuels is at-will, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

Drug and Alcohol Use/Team Member Substance Abuse

It is Pops Mart Fuels' desire to provide a drug-free, healthful, and safe workplace. To promote this goal, team members are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on Pops Mart Fuels property and while conducting business-related activities off Pops Mart Fuels property, no team member may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair a team member's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

Pops Mart Fuels strictly prohibits the use or possession of illegal drugs or alcohol in the workplace. Team members who use illegal drugs or alcohol at work and/or arrive at work under the influence of illegal drugs or alcohol create a hazard for themselves and those around them, and are subject to serious and immediate disciplinary action, including immediate termination. Any situation that involves illegal drugs may be reported to law enforcement authorities.

Pops Mart Fuels reserves the right to require any team member suspected of being under the influence of alcohol or drugs while at work to submit to a drug test.

Pops Mart Fuels also reserves the right to require any team members to present themselves for testing immediately following a team member's involvement with an accident or incident resulting in injury to any team member or any property while on company premises or while working for the company where there is a reasonable suspicion that the incident was caused by impairment from alcohol or drug use. If a team member tests positive on an initial screening test, the team member will be temporarily suspended while the confirmation test is being conducted. On receipt of the confirmation test, the team member will be subject to disciplinary action, up to and including discharge. Discipline selected by Pops Mart Fuels will depend on a variety of factors, including the prior work record of the team member, the length of prior employment, the prior accident and attendance record of the team member, the circumstances that led to the testing, and the proposals by the team member to address the problem.

Pops Mart Fuels will pay the cost of any testing that it requires or requests team members submit to. This policy is intended to comply with all state laws governing drug testing and is designed to safeguard team member privacy rights to the fullest extent of the law.

Team members with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their immediate supervisor without fear of reprisal.

Sexual and Other Unlawful Harassment

Pops Mart Fuels is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's race, color, religion, sex, national origin, age, disability, genetic information, military status, or any other characteristic or status protected by law will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances
- Offering employment benefits in exchange for sexual favors
- Making or threatening reprisals after a negative response to sexual advances
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or poster
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes
- Verbal sexual advances or propositions
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations
- Physical conduct that includes touching, assaulting, or impeding or blocking movement.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

Other unlawful harassment may consist of verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, religion, sex, national origin, age, disability, genetic information, military status, or any other characteristic or status protected by law, and has the purpose or effect of creating an intimidating, hostile, or offensive work environment; has the purpose or effect of interfering unreasonably with an individual's work; or otherwise adversely affects an individual's employment opportunities.

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact any other member of management or the Human Resources Department. You can raise concerns and make good faith reports without fear of reprisal or retaliation.

POPS MART FUELS, LLC
Retail Team Member Handbook

All allegations of sexual or other unlawful harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Human Resources Department so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

Pops Mart Fuels will not in any way retaliate against an individual who makes a report of harassment in good faith or who assists in an investigation. Retaliation is a serious violation of this harassment policy and must be reported immediately. Any team member found to have retaliated against another team member in violation of this policy will be subject to disciplinary action, up to and including termination.

Reasonable Accommodation of Religious Beliefs and Protected Disabilities

Any team member whose religious beliefs or practices conflict with his or her job schedule, with the Company's policy or practice on dress and appearance, or with other aspects of employment, and who seeks a religious accommodation must notify the team member's supervisor or the Human Resources Department of the conflict and the team member's proposed accommodation. The Company respects the religious beliefs and practices of all its team members. The Company will make every attempt to provide reasonable accommodation for such beliefs and practices. Team members may, under these guidelines, observe religious holidays not designated as a Company holiday by using PTO, or a day off without pay. Prior approval for any absence must be obtained from the team member's supervisor.

The Company also will provide reasonable accommodations to any team member with a known disability who is otherwise qualified to perform the essential functions of his or her job. A team member who believes that he or she requires a reasonable accommodation because of a protected disability must notify the team member's supervisor or the Human Resources Department of the issue so that an interactive dialogue can begin on the subject of a proposed accommodation. Each request for a reasonable accommodation due to a protected disability or because of a religious belief will be evaluated on a case-by-case basis. No team member will be retaliated against because he or she requests a reasonable accommodation due to a religious belief or because of a protected disability. Pops Mart Fuels is also committed to not discriminating against any qualified team members or applicants because they are related to or associated with a person with a disability. Pops Mart Fuels will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

Return of Property

Team members are responsible for all Pops Mart Fuels property, materials, or written information issued to them or in their possession or control. All Pops Mart Fuels property must be returned by team members on or before their last day of work.

POPS MART FUELS, LLC
Retail Team Member Handbook

Solicitation

Solicitation and distribution of literature by non-team members on Company property is prohibited. Solicitation by team members on Company property is prohibited when the person soliciting or the person being solicited is on working time. "Working time" is the time team members are expected to be working and does not include rest, meal, or other authorized breaks. Distribution of literature by team members on Company property in nonworking areas during working time, as defined above, is prohibited. Distribution of literature by team members on Company property in working areas is prohibited.

Bulletin boards are owned by the Company and are to be used exclusively for Company information, except that personal notices for goods or services to be furnished by team members may be posted on certain boards designated for that purpose and approved by District Manager and/or Operations Manager.

Cash Management

All Pops Mart Fuels team members involved in the handling of monies are expected to be accurate and efficient when processing customer payments and making change. Team members should practice good cash handling habits by:

- Minimizing disputes over the amount being paid in cash by a customer by leaving currency in a secure visible area until the transaction is completed.
- Checking for counterfeit bills with a counterfeit bill detector pen and becoming familiar with the security features incorporated into bills of \$20 or more.
- Counting change back to the customer.
- Making sure the currency/coins from a transaction are placed in the till before handling the next transaction.
- Note that the company's retail locations do not accept checks, or payments made in non-US currency.

Individual accountability should be maintained over each sales associate's cash drawer. Pops Mart Fuels' acceptable tolerance level for all team members relative to cash overages and shortages is \$2.00 per shift. Shift reconciliations with a \$2.00 +/- variance could result in disciplinary action up to and including termination.

At no time should there be more than \$75.00 in the cash drawer. After being entered into the register, timely cash drops should be made to ensure the drawer is never over the \$75.00 limit. Bills larger than \$20.00 should be dropped immediately.

A designated branch will be identified by management where all daily deposits should be made. The daily bank deposit must be made by 1pm. If the deposit cannot be made by 1 pm, then you should notify your District Supervisor immediately. On Saturday's, Sunday's, bank holidays,

POPS MART FUELS, LLC
Retail Team Member Handbook

and any other times that the branch may be closed, the deposit should still be made into the night drop deposit box. Questions relative to these requirements should be addressed by management.

Team Member and Vendor Parking

Team members are required to park in the area designated by management as approved team member parking. Management will also dictate where vendors should/should not park to load/unload product.

Receiving Merchandise/Vendors

Vendors approved by Pops Mart Fuels will be allowed to deliver orders during the hours defined by management. At no time should a vendor take precedence over our customers. Credits should be processed by a separate invoice and expired/damaged product should leave the store first before new product ordered is brought in.

Vendors should not deliver samples to retail locations, as team members are not allowed to take samples.

Customer Service

As in many industries of work, competition is fierce and plentiful. Therefore, we ask that all team members dedicate themselves to superior customer service at all times. It is a Pops Mart Fuels employment requirement that all team members strive to represent the highest standards of customer service. Each team member should offer assistance to customers, always be courteous, offer to refer any special requests to proper company personnel, present oneself as a professional team member of a professional retail/service organization, and always offer the highest level of service and friendliness.

Shoplifting / Drive-Offs

Shoplifting, or the theft of goods from a retail establishment, is one of the most common crimes, and all associates should be attentive to all patrons in the store as to deter such actions.

Underage Sales

Our stores allow you as our representative to sell “restricted products” (inclusive of tobacco products, alcohol products, and lottery products) only to customers who by state law are permitted to purchase these products. Our business could suffer severe penalties imposed by the state if even one team member does not comply with the laws described in the Restricted Sales Policy that has been provided at store level. Team members are required to familiarize themselves with the state laws, and relay any questions or concerns they may have to management. To ensure that our team members sell to qualifying customers, Pops Mart Fuels has established a company-wide policy that every individual attempting to purchase restricted product(s) who appears to be **40 years of age or younger MUST be carded**. If a sale is made to

POPS MART FUELS, LLC
Retail Team Member Handbook

a minor without following company policies on carding, team members could be terminated and potentially prosecuted.

Shift Duties & Required Work

One of the most important factors to the success of our business is the quality of service offered to our customers. As a company, one of the most valuable assets we can hope to develop is a group of satisfied customers who return over and over again to our business. Satisfied customers feel that they receive prompt, efficient service, that they are treated fairly, and that you take a personal interest in their needs. You must keep the needs of our customers foremost in your mind as you meet the public.

A copy of your documented job description is available through management. Shift duties and specific tasks that you are expected to perform will be detailed through a daily shift routine created by management.

Reporting Work-Related Injuries/Illnesses

Team members who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible team member to qualify for coverage as quickly as possible.

PART III – EMPLOYMENT PRACTICES

POPS MART FUELS, LLC
Retail Team Member Handbook

Business Ethics and Conduct

The successful business operation and reputation of Pops Mart Fuels is built upon the principles of fair dealing and ethical conduct of our team members. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of Pops Mart Fuels is dependent upon our customer's trust and we are dedicated to preserving that trust. Team members have a duty to Pops Mart Fuels, its customers, and shareholders to act in a way that will merit the continued trust and confidence of the public.

Pops Mart Fuels will comply with all applicable laws and regulations and expects its directors, officers, and team members to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the Human Resources Committee, for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every Pops Mart Fuels team member.

Customer Relations

Customers are among our organization's most valuable assets. Every team member represents Pops Mart Fuels to our customers and the public. The way we do our jobs presents an image of our entire organization. Customers judge all of us by how they are treated with each team member contact. Therefore, one of our first business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to customers.

Our personal contact with the public, our manners on the telephone, and the communications we send to customers are a reflection not only of ourselves, but also of the professionalism of Pops Mart Fuels. Positive customer relations not only enhance the public's perception or image of Pops Mart Fuels, but also pay off in greater customer loyalty and increased sales and profit.

Team Member Relations

Pops Mart Fuels believes that the work conditions, wages, and benefits it offers to its team members are competitive with those offered by other employers in this area and in this industry. If team members have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

POPS MART FUELS, LLC Retail Team Member Handbook

Our experience has shown that when team members deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that Pops Mart Fuels amply demonstrates its commitment to team members by responding effectively to team members concerns.

In an effort to protect and maintain direct employer/ team member communications, we will resist labor organization, within applicable legal limits, and protect the right of team member to speak for themselves.

Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Pops Mart Fuels will be based on merit, qualifications, and abilities. Pops Mart Fuels does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, citizenship, marital status, veteran's status, genetic information or any other characteristic protected by law.

Pops Mart Fuels will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensations, discipline, termination, and access to benefits and training.

Any team members with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Human Resources Committee. Team members can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

Hiring of Relatives

Pops Mart Fuels has no prohibition against employing relatives of current team members. A store team member can work in the same operational district or division as their relative, but relatives cannot be assigned to the same store. In case of actual or potential problems, Pops Mart Fuels will take prompt action. This can include reassignment or, if necessary, termination of employment for one or both of the individuals involved.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the team member is similar to that of persons who are related by blood or marriage.

Immigration Law Compliance

Pops Mart Fuels is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

POPS MART FUELS, LLC
Retail Team Member Handbook

In compliance with the Immigration Reform and Control Act of 1986, each new team member, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former team members who are rehired must also complete the form if they have not completed and I-9 with Pops Mart Fuels within the past three years, or if their previous I-9 is no longer retained or valid.

Team members with questions or seeking more information on immigration law issues are encouraged to contact the Human Resources Committee. Team members may raise questions or complaints about immigration law compliance without fear of reprisal.

Conflicts of Interest

Team members have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework with which Pops Mart Fuels wishes the business to operate. The purpose of these guidelines is to provide general direction so that team members can seek further clarification on issues related to the subject of acceptable standards of operation. Contact your immediate supervisor or a representative of the Human Resources Committee for more information or questions about conflicts of interest.

An actual or potential conflict of interest occurs when a team member is in a position to influence a decision that may result in a personal gain for that team member or for a relative as a result of Pops Mart Fuels' business dealings. For the purpose of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the team member is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if team members have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of the company as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where a team member or relative has a significant ownership in a firm with which the company does business, but also when a team member or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving the company.

Outside Employment

A team member may hold a job with another organization as long as he or she satisfactorily performs his or her job responsibilities with Pops Mart Fuels. All team members will be judged by the same performance standards and will be subject to Pops Mart Fuels' scheduling demands, regardless of any existing outside work requirements.

If the company determines that a team member's outside work interferes with performance or the ability to meet the requirements of Pops Mart Fuels as they are modified from time to time, the

POPS MART FUELS, LLC
Retail Team Member Handbook

team member may be asked to terminate the outside employment if he or she wishes to remain employed with Pops Mart Fuels.

Outside employment will present a conflict of interest if it has an adverse impact on Pops Mart Fuels.

Job Posting

Pops Mart Fuels provides team members an opportunity to indicate their interest in open positions and advance within the organization according to their skills and experience. In general, notices of all regular, full-time job openings are posted, although Pops Mart Fuels reserves its discretionary right to not post a particular opening.

To be eligible to apply for a posted job, team members must have performed competently in their current position. Team members who have a written warning on file, or are on probation or suspension are not eligible to apply for posted jobs. Eligible team members can only apply for those posted jobs for which they possess the required skills, competencies, and qualifications.

All job posting activities will be conducted in accordance with the Company's Equal Employment Opportunity policy.

Employment Applications

Pops Mart Fuels relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

Personal Attire and Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all team members and affect the business image Pops Mart Fuels presents to customers and visitors.

Pops Mart Fuels will issue at no cost as follows: Managers Two (2) shirts and a name badge;. Full Time team members Two (2) shirts and a name badge; Part Time team members One (1) shirt and a name badge. Additional shirts may be purchased by notifying the Director of Human Resources.—Retail team members are required to wear full-length pants (shorts, capris, skirts, etc. are not allowed) which are black or khaki in color (jeans and leggings are not acceptable). Shoes must be clean and practical, noting that heels or shoes with an open toe or back are not acceptable. Pops Mart Fuels retail team members will be responsible for the care of their uniform, which when worn is expected to be clean, free of holes, tears, stains and wrinkles. Note that turtlenecks, sweatshirts, jackets, etc. must be worn under the Pops Mart Fuels shirt. Pops Mart Fuels shirt and nametag must be visible at all times.

POPS MART FUELS, LLC
Retail Team Member Handbook

Visible tattoos or body piercing (with the exception of ear piercing) should be in good taste and non-offensive to others. Team members are expected to groom themselves according to accepted social standards and must maintain good personal hygiene at all times. Hair must be well groomed and/or styled appropriately as such to display a business-like appearance. Facial hair should be well-trimmed. All headwear (scarves, hats, bandanas) are prohibited unless specific approval is obtained by the Human Resource Committee or issued by Pops Mart Fuels. It is under Management's discretion to determine when appearance and hygiene is unprofessional and fails to meet Company standards.

Job Descriptions

Pops Mart Fuels makes every effort to create and maintain accurate job descriptions for all positions within the organization. Each description includes a job information section, an essential job functions section, a requirements section (including experience, licenses/certifications, and knowledge, skills, and abilities).

Team members should remember that job descriptions do not necessarily cover every task or duty that might be assigned, and that additional responsibilities may be assigned as necessary. Contact the Human Resources Committee if you have any questions or concerns about your job description.

Employment Categories

It is the intent of Pops Mart Fuels to clarify the definitions of employment classifications so that team members understand their employment status and benefit eligibility.

Each team member is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT team members are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT team members are excluded from specific provisions of federal and state wage and hours laws. A team member's EXEMPT or NONEXEMPT classification may be changed only upon written notification by Pops Mart Fuels management.

In addition to the above categories, each team member will belong to one other employment category:

- **FULL-TIME** team members are those who are not in a temporary or introductory status and who are regularly scheduled to work Pops Mart Fuels' full-time schedule (30 hours or more per week). Generally, they are eligible for Pops Mart Fuels' benefit package, subject to the terms, conditions, and limitations of each benefit program.

POPS MART FUELS, LLC
Retail Team Member Handbook

- PART-TIME team members are those who are not assigned an introductory status and who are regularly scheduled to work less than 30 hours per week.

Access to Personnel Files

Pops Mart Fuels maintains a personnel file on each team member. The personnel file includes such information as the team member's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of Pops Mart Fuels, and access to the information they contain is restricted. Generally, only supervisors and management personnel of Pops Mart Fuels who have a legitimate reason to review information in a file are allowed to do so.

Employment Reference Checks

To ensure that individuals who join Pops Mart Fuels are well qualified and have a strong potential to be productive and successful, the company reserves the right to check the employment references of all applicants.

Pops Mart Fuels will respond to all reference check inquiries from other employers.

Team Member Credit and Background Checks

Pops Mart Fuels is committed to ensuring that its retail operations are supported by qualified team members and that its community is as safe as possible. During the pre-employment process, finalists will be informed that an offer may be subject to completion of credit and background checks with results acceptable to Pops Mart Fuels, as appropriate to each position. Prior to conducting the credit and background check, a signed consent will be obtained from the applicant (Fair Credit Reporting Act Disclosure & Authorization). Refusal by the applicant to authorize the credit and background check may make him/her ineligible for employment. Information obtained and discovered through the credit/background check process is confidential and will be used solely for the purpose of evaluating an applicant's suitability for employment. It will not be used to discriminate against an applicant on the basis of race, color, religion/creed, sex/gender, age, sexual orientation, gender identity/expression, national origin, genetic information, marital/familial status, disability, military, or veteran status. Records of the background check will be maintained in the Human Resources Office.

Personnel Data Changes

It is the responsibility of each team member to promptly notify Pops Mart Fuels of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational

POPS MART FUELS, LLC
Retail Team Member Handbook

accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the Human Resources Department.

Performance Evaluation

Supervisors and team members are strongly encouraged to discuss job performances and goals on an informal, day-to-day basis. Additional formal performance evaluations are conducted to provide both supervisors and team members the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Performance evaluations are scheduled based on team member's original date of hire or date of change in position.

Merit-based pay adjustments are awarded by Pops Mart Fuels in an effort to recognize truly superior team member performance. The decision to award such an adjustment is dependent upon numerous factors, including the information documented by this formal performance evaluation process.

Performance Review scores equate to the Merit-Based pay adjustment outlined in the Pops Mart Fuels Pay Practices Policy.

Salary Administration

The salary administration program at Pops Mart Fuels was created to achieve consistent pay practices, comply with federal and state laws, mirror our commitment to Equal Employment Opportunity, and offer competitive salaries within our labor market. Because recruiting and retaining talented team members is critical to our success, Pops Mart Fuels is committed to paying its team members equitable wages that reflect the requirements and responsibilities of their positions and are comparable to the pay received by similarly situated team members in other organizations in the area.

Compensation for every position is determined by several factors, including job analysis and evaluation, the essential duties and responsibilities of the job, and salary survey data on pay practices of other employers. Pops Mart Fuels periodically reviews its salary administration program and restructures it as necessary. Merit-based pay adjustments may be awarded in conjunction with superior team member performance documented by the performance evaluation process.

Team members should bring their pay-related questions or concerns to the attention of their immediate supervisors, who are responsible for the fair administration of departmental pay practices.

Work Schedules

POPS MART FUELS, LLC
Retail Team Member Handbook

Pops Mart Fuels' workweek starts on Sunday at 12:00 AM and ends on Saturday at 11:59 PM. Staffing needs and operational demands may necessitate variations in shift starting and ending times, as well as variations in the total hours scheduled each week. As such, supervisors will advise team members about their work schedules at least two weeks prior to the start of the work week.

Punctuality and satisfactory attendance are basic conditions of continued employment. Team members are required to clock into the electronic time entry system no more than five minutes before the shift starts, and clock out no later than five minutes after the shift ends, unless Management has approved team member to work past scheduled shift end time. Falsification of a time record may result in disciplinary action up to, and including, termination of employment.

Timekeeping

Accurately recording time worked is the responsibility of every nonexempt team member. Federal and state laws require Pops Mart Fuels to keep an accurate record of time worked in order to calculate team member pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Nonexempt team members should accurately record the time they begin and end their work. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed.

A team member should never work off the clock.

Altering, falsifying, tampering with time records, or recording time on another team member's time record may result in disciplinary action, up to and including termination of employment.

Retail Hours of Work

Work schedules for team members vary throughout our organization. Supervisors will advise team members of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

Absenteeism and Tardiness

To maintain a safe and productive work environment, Pops Mart Fuels expects team members to be reliable and to be punctual in reporting for scheduled work. Pops Mart Fuels realizes that illness and personal business may occasionally cause a team member to be absent. It is also the team member's responsibility to notify his or her manager prior to the scheduled starting time of the shift he or she will be absent for as to the arrangements that have been made to cover the shift. A team member who is absent from work due to illness for 2 or more consecutive shifts must provide documentation from a treating physician.

POPS MART FUELS, LLC
Retail Team Member Handbook

Tardiness, whether at the beginning of a work day, following meals and breaks, or leaving work before the end of a team member's scheduled shift, places a burden on fellow team members and customers, and affects productivity. If a team member is unable to report to work at the designated starting time, he or she must report the tardiness to his or her direct manager as soon as possible.

Requests for time off must be submitted at least two weeks in advance in an attempt to configure the schedule accordingly, and are approved at the discretion of management.

Poor attendance and excessive tardiness are disruptive. Failure to report to work without notice to the team member's direct supervisor may lead to disciplinary action, up to and including termination of employment.

Team members who have an unexpected need to be absent from work should notify their supervisor before the scheduled start of their workday, if possible. The direct supervisor must also be contacted on each additional day of unexpected absence.

Breaks

Team members choosing to have snacks/drinks during their break should do so away from the register and ensure they are not visible to customers.

Overtime

When operating requirements or other needs cannot be met during regular working hours, team members will be given the opportunity to volunteer for overtime work assignments. All overtime work must receive the supervisor's prior authorization. Overtime assignments will be distributed as equitably as practical to all team members qualified to perform the required work. The company reserves the right to not authorize overtime work.

Overtime compensation is paid to all nonexempt team members in accordance with federal and state wage and hours restrictions. Overtime pay is based on actual hours worked. Time off on sick leave, vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Paydays

Team members are paid weekly for each pay period. Each payment will include earnings for all work performed through the end of the previous payroll period (Sunday through Saturday). Team members are required to provide their direct deposit information for payroll.

Progressive Discipline

POPS MART FUELS, LLC Retail Team Member Handbook

Pops Mart Fuels' own best interest lies in ensuring fair treatment of all team members and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the team member for satisfactory service in the future.

Workplace Etiquette

Pops Mart Fuels strives to maintain a positive work environment where team members treat each other with respect and courtesy. Sometimes issues arise when team members are unaware that their behavior in the workplace may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. Pops Mart Fuels encourages all team members to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another team member's ability to concentrate and be productive.

Employment Termination

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation – voluntary employment termination initiated by a team member. Note that although advance notice is not required, Pops Mart Fuels requests at least two weeks resignation notice from all team members.
- Discharge – involuntary employment termination initiated by the organization.
- Retirement – voluntary employment termination initiated by the team member meeting age, length of service, and any other criteria for retirement from the organization.

Team members will receive their final pay on the normal pay date following the final day of employment.

Pay Deductions and Setoffs

The law requires that Pops Mart Fuels make certain deductions from every team member's compensation. Among these are applicable federal, state, and local income taxes. Pops Mart Fuels also must deduct Social Security taxes on each team member's earnings up to a specified limit that is called the Social Security "wage base". Pops Mart Fuels matches the amount of Social Security taxes paid by each team member.

POPS MART FUELS, LLC
Retail Team Member Handbook

Garnishments

If the Company receives a legally-binding garnishment – recognized under state or federal law – for the collection of a team member's debt to a third party, the appropriate amount prescribed by law will be withhold from the team member's paycheck.

PART IV – TEAM MEMBER BENEFITS

POPS MART FUELS, LLC
Retail Team Member Handbook

Benefit Overview

Eligible team members at Pops Mart Fuels are provided a wide range of benefits. Benefits are offered by the Company and several programs are mandated by federal and state law and are automatically provided to eligible team members.

Benefits eligibility is dependent upon a variety of factors, including team member classification. Full-time team members are those working 30 or more hours per week. Upon reaching eligibility the Company's enrollment broker will contact you directly to explain and enroll the team member.

Holidays

Most retail locations will be open 365 days per year, as staying open is a very important service that we provide to our community. As such, retail team members will be required to work regular hours on holidays. Pops Mart Fuels will grant holiday pay to all team members who work on the holidays listed below, provided that the team member works the last regularly scheduled shift immediately preceding and the first regularly scheduled shift immediately following the holiday:

- New Year's Day (January 1)
- July 4th
- Labor
- Thanksgiving (fourth Thursday in November)
- Christmas (December 25)

Holiday pay will be calculated based on one plus one half of the team member's straight-time pay rate (as of the date of the holiday) times the number of hours the team member works.

Paid Time Off (PTO) –

Paid Time Off (PTO) is an all-purpose time-off policy for eligible team members to use for vacation, illness or injury, and personal business. It combines traditional vacation and sick leave plans into one flexible, paid time-off policy. All Pops Mart Fuels, LLC full-time team members are eligible to accrue and use PTO as described in this policy.

Once team members enter an eligible employment classification, they begin to accrue PTO according to the schedule below. They can request use of PTO after it is earned (exception: vacation planning cannot be within the first six month of employment). The amount of PTO team members accrues each year increases with the length of their employment as shown in the following schedule:

<u>Service Time</u>	<u>Vacation Accrual</u>
Years 1& 2	7 Days (56 Hours)
After 2yrs	12 Days (96 Hours)
After 5 Years	15 Days (120 Hours)

POPS MART FUELS, LLC
Retail Team Member Handbook

PTO is accrued as a person works through the year based on their date of hire. Military leave has no effect on this calculation. (See individual leave of absence policies for more information.)

PTO benefits under this plan apply to all full-time Team Members normally scheduled to work at least 30 hours per week. Part-time Team Members normally scheduled to work less than 30 hours per week and temporary Team Members are not eligible for PTO benefits.

To schedule planned PTO, Team Members should request advance approval from their supervisor, submitted on the PTO Request Form, at least two weeks in advance. Requests will be reviewed based on a number of factors, including business needs and staffing requirements, for approval.

Exempt Team Members work schedules are based on a minimum of five workdays per week. PTO is available to substitute workdays.

PTO is paid at the team member's base pay rate at the time of absence. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials.

In the event that available PTO is not used by the end of the anniversary year, all accrued hours will be lost, bringing the benefit balance to zero and cash payments for accrued or unused time will not be permitted at any time. If extenuating circumstances cause the team member not to be able to use their PTO by the end of the anniversary year a request to use them at the beginning of the following year must be made to and approved by Operations and Human Resources. The request must be made in advance and must be for 40 hours or less. Any hours carried over must be used within 90 days of the Team Members service anniversary.

Upon voluntary termination of employment, and with a worked two-week notice, Team Members will be paid for the portion of that anniversary year's PTO that has been accrued, and unused, through the last day of work. However, if Pops Mart Fuel, LLC, in its sole discretion, terminates employment for cause, forfeiture of unused PTO will result. Upon voluntary termination of employment, without a worked two-week notice, PTO is forfeited. PTO hours cannot be used in lieu of a two-week notice.

Leave of Absence

Pops Mart Fuels provides medical leaves of absence without pay to eligible team members who are temporarily unable to work due to a serious health condition or disability. For purposes of this policy, serious health conditions or disabilities include inpatient care in a hospital, hospice, or residential medical care facility; and continuing treatment by a health care provider.

POPS MART FUELS, LLC
Retail Team Member Handbook

All Pops Mart Fuels full-time team members are eligible to request medical leave as described in this policy.

Eligible team members should make requests for medical leave to their supervisors at least 60 days in advance of foreseeable events and as soon as possible for unforeseeable events.

A health care provider's statement must be submitted verifying the need for medical leave and its beginning and expected ending dates. Any changes in this information should be promptly reported to Pops Mart Fuels. Team members returning from medical leave must submit a health care provider's verification of their fitness to return to work.

Eligible team members are normally granted leave for the period of the disability, up to a maximum of 12 weeks within any 12 month period. Any combination of medical leave and family leave may not exceed this maximum limit. If the initial period of approved absence proves insufficient, consideration will be given to a request for an extension. Team members will be required to first use any accrued paid leave time before taking unpaid medical leave.

Team members who sustain work-related injuries are eligible for a medical leave of absence for the period of disability in accordance with all applicable laws covering occupational disabilities.

Subject to the terms, conditions, and limitations of the applicable plans, Pops Mart Fuels will continue to provide health insurance benefits for the full period of the approved medical leave.

Benefit accruals, such as paid days off and holiday benefits, will continue during the approved medical leave period.

So that a team member's return to work can be properly scheduled, a team member on medical leave is requested to provide Pops Mart Fuels with at least two weeks advance notice of the date the team member intends to return to work. When a medical leave ends, the team member will be reinstated to the same position, if it is available, or to an equivalent position for which the team member is qualified.

If a team member fails to return to work on the agreed upon return date, the company will assume that the team member has resigned.

Funeral Leave

All full-time, active Team Members are eligible to receive up to three (3) consecutive days of paid bereavement leave to make necessary funeral arrangements and attend the funeral or memorial service of an immediate family member.

Team Members who wish to take time off due to the death of an immediate family member should notify their supervisor immediately. Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. Immediate family will include spouse, children or parents.

POPS MART FUELS, LLC
Retail Team Member Handbook

PART V – SAFETY

POPS MART FUELS, LLC
Retail Team Member Handbook

Visitors in the Workplace

To provide for the safety and security of team members and the facilities at Pops Mart Fuels, only authorized vendors or team members on the clock are allowed in the workplace, backrooms and storage areas. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards team member welfare, and avoids potential distractions and disturbances.

If an unauthorized individual is observed in a Pops Mart Fuels backroom or storage area, team members should immediately notify their supervisor or, if necessary, contact the police to assist.

Workplace Monitoring

Workplace monitoring may be conducted by Pops Mart Fuels to ensure quality control, team member safety, security, and customer satisfaction.

Pops Mart Fuels does conduct video surveillance of non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.

Because Pops Mart Fuels is sensitive to the legitimate privacy rights of team members, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

Security Inspections

To protect the property and to ensure the safety of all team members, clients, and visitors, Pops Mart Fuels reserves the right to conduct personal searches consistent with state law . Persons entering the premises who refuse to cooperate in an inspection conducted pursuant to this policy may not be permitted to enter the premises. Team members working on or entering or leaving the premises who refuse to cooperate in an inspection, as well as team members who after the inspection are believed to be in possession of stolen property or illegal substances, will be subject to disciplinary action, up to and including discharge, if upon investigation they are found to be in violation of Pops Mart Fuels' security procedures or any other Pops Mart Fuels rules and regulations.

Workplace Violence Prevention

Pops Mart Fuels is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, the company has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

POPS MART FUELS, LLC Retail Team Member Handbook

All team members are expected to refrain from fighting, “horseplay”, or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of Pops Mart Fuels.

Conduct that threatens or intimidates another team member, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual’s race, color, religion, sex, national origin, age, disability, genetic information, military status, or any characteristic or status protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by team members, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor, and/or local police. Do not place yourself in peril. If you see or hear a commotion or disturbance near company property, do not try to intercede or see what is happening. If you receive or overhear any threatening communications from a team member or outside third party, report it to your supervisor and the Human Resources Department at once. Do not engage in either physical or verbal confrontation with a potentially violent individual. If you encounter an individual who is threatening immediate harm to a team member or visitor to our premises, contact an emergency agency (such as 911) immediately.

Pops Mart Fuels will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action, up to and including termination of employment.

Pops Mart Fuels encourages team members to bring their disputes or differences with other team members to the attention of their supervisors or the Support Center before the situation escalates into potential violence. Pops Mart Fuels is eager to assist in the resolution of team member disputes, and will not discipline team members for raising such concerns.

Firearms/Weapons

Pops Mart Fuels wishes to provide all team members with an environment that is free from the hazards that occur when firearms or other weapons are present in the workplace. Team members are prohibited from carrying, storing or using any type of firearm or weapon anywhere on the Company’s premises. There may be states in which the company may operate that have passed laws that allow individuals to carry concealed weapons. Passage of these laws in no way changes or impacts this policy.

POPS MART FUELS, LLC
Retail Team Member Handbook

“Weapons” include guns, knives, pocketknives, bats, rebar, explosives, and other such items designed to inflict harm. Tools such as knives that are used in the normal course of performing work duties are not considered “weapons” as long as they are used in the normal course of performing work duties and are used in the performance of their job for which their use is intended. Any questions regarding the need for such items in the performance of job duties should be discussed with a supervisor.

PART VI – ACKNOWLEDGMENT FORM

POPS MART FUELS, LLC
Retail Team Member Handbook

IMPORTANT NOTICE – DISCLAIMER

(To be signed and retained in this Handbook.)

THIS TEAM MEMBER HANDBOOK (“HANDBOOK”) IS A GUIDE TO GENERAL EMPLOYMENT PROCEDURES AND POLICIES OF POPS MART FUELS MARKETS, THIS **HANDBOOK IS FOR INFORMATION ONLY, AND IS NOT A CONTRACT OF EMPLOYMENT.** ANY COMPANY PROCEDURE OR POLICY MAY BE MODIFIED, AMENDED, INCREASED, DECREASED, OR DELETED AT ANY TIME, WITH OR WITHOUT NOTICE.

“AT-WILL” EMPLOYMENT MEANS THAT EITHER YOU OR THE COMPANY CAN TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY OR NO REASON, WITH OR WITHOUT CAUSE, AND WITH OR WITHOUT NOTICE, SUBJECT TO RESTRICTIONS UNDER ANY APPLICABLE LAW. **NEITHER THIS HANDBOOK NOR ANY OTHER MANUAL, POLICY, OR OTHER DOCUMENT CREATES A CONTRACT OF EMPLOYMENT OR ALTERS, IN ANY WAY, THE “AT-WILL” EMPLOYMENT STATUS OF COMPANY TEAM MEMBERS UNLESS IT IS IN WRITING, STATES THAT IT IS A “CONTRACT OF EMPLOYMENT,” AND IS SIGNED BY AN AUTHORIZED REPRESENTATIVE OF THE COMPANY.**

THE CONTENTS OF THIS HANDBOOK ARE NOT ALL-INCLUSIVE AND ARE SUBJECT TO INTERPRETATION, MODIFICATION, AND CHANGE BY THE COMPANY AT ANY TIME, WITH OR WITHOUT NOTICE, IN THE COMPANY’S SOLE DISCRETION. THE COMPANY RESERVES THE RIGHT TO TAKE ACTION OR MAKE A DECISION THAT IS INCONSISTENT WITH THE PROVISIONS OF THIS HANDBOOK.

TEAM MEMBER ACKNOWLEDGMENT

I ACKNOWLEDGE I HAVE READ THE POPS MART FUELS, LLC HANDBOOK CAREFULLY— PARTICULARLY THE ABOVE DEFINITION OF AT-WILL EMPLOYMENT. I UNDERSTAND THE HANDBOOK IS NOT AN EMPLOYMENT CONTRACT, AND I ACKNOWLEDGE THAT MY EMPLOYMENT IS “AT-WILL” AS DEFINED ABOVE.

MY ELECTRONIC SIGNATURE VERIFIES MY READING AND ACKNOWLEDEMENT.

I agree, and it is my intent, to sign this document electronically, and that signing and submitting this document electronically is the legal equivalent of having placed my handwritten signature on it.

Signature

X _____