

U-STOP SAFETY MEASURES

SAFETY IS OUR PRIMARY CONCERN

November 20, 2020

Dear Valued Customer,

During this time of pandemic, U-Stop has taken a leadership role in protecting not only our employees but also our customers. We are currently seeing a spike in the Covid-19 numbers so we want to take this opportunity to remind everyone of the **Directed Health Mandate**, set by the **Lincoln/Lancaster Health Department** and **Mayor of the City of Lincoln**:

When in a business where 6' of social distance is unable to be maintained, those age 5 or older (unless medically unable) are required to wear a face covering.

As the local COVID dial for our State, County and City moves from serious ORANGE to more dangerous RED, and hospital beds and equipment are depleted and health providers are exhausted, we must all do our part to flatten the curve.

U-Stop Convenience Shops are an essential business and we couldn't operate without our essential Customer Service Associates. I want to thank them for their tireless work to keep our stores clean, safe and stocked in order to serve you. I hope you will take time to thank your favorite U-Stop employee the next time you stop in your local U-Stop shop.

Together, we can help fuel Lincoln's Freedom, Health and Safety.

Mark Whitehead

Mark Whitehead, President and CEO



FREQUENT CLEANING & DISINFECTING

The U-Stop team has increased their frequency of cleaning and disinfecting of all high touch points. Frequent and proper handwashing and sanitizing is also a priority.



PROFESSIONAL VAPOR DISINFECTION

We have contracted professional cleaners who regularly do floor to ceiling vapor disinfections of our buildings. This treatment sanitizes quickly and is safe on food and surfaces.



GRABBIES ANTI-STATIC HAND PROTECTORS

These award-winning protective gloves are anti-static, biodegradable and safe to use around fuel. U-Stop offers **free** use of Grabbies at our fuel pumps.



PLEXIGLASS SHIELDS

Plexi-glass shields have been installed at our checkout counters, adding an additional barrier of protection between our employees and our patrons.



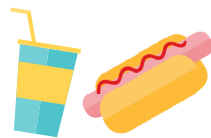
SOCIAL DISTANCING

Social distancing of 6 feet is now a way of life at U-Stop. Look for the "footprint" decals on the floor to help you navigate and safety messaging at our entrances.



HAND SANITIZATION

We have multiple hand sanitizer dispensers conveniently located at our checkout counters for your peace of mind and **free** use.



FOOD & BEVERAGE

We continue to offer the same great food and beverages that make U-Stop your favorite destination to fuel your freedom. We will continue to closely monitor recommendations from the Health Department to ensure our offerings are healthy choices for you.



CONTACTLESS PAYMENT

We encourage you to take advantage of secure contactless and mobile payment methods at the register. We accept Apple Pay and the MyPhillips mobile pay app, which saves you up to 25¢ per gallon of gas (and can be linked to your KickBack card for additional savings and rewards).



FACE COVERINGS

U-Stop CSAs, customers and vendor partners are required to wear CDC advised face coverings. For some, this will be a cloth or disposable mask, for others a face shield. If you forget your mask or are in need, we will provide a **free** mask for you to wear and keep.

WHY IT'S IMPORTANT TO WEAR A FACE COVERING AND WASH HANDS

- Face coverings help prevent the spread of the virus.
- Face coverings work best when we all wear them correctly. Cover nose and mouth. Wash hands and/or sanitize hands as you take off/on or adjust your face covering.
- Your face covering protects me, and my face covering protects you.
- The spread of COVID-19 can be reduced when face coverings are worn and individuals practice social distancing, avoid crowds and confined spaces.

CARING FOR OUR CUSTOMER SERVICE ASSOCIATES

Everyone counts at U-Stop and caring for our Customer Service Associates is a top priority. We've introduced several initiatives to support our Associates including:

- COVID Paid Time Off for CSAs quarantining or isolating with a COVID-19 related illness.
- We continue to offer our Employee Assistance Program as a means for our employees to confidentially address the stresses and concerns that CSAs and their families may wish to express during these challenging times.
- \$2.00/hour shift differential in pay to help our CSAs navigate the challenges that COVID-19 has brought.
- Ongoing search to provide the safest and most comfortable face protection for our employees that best accommodate their personal needs.
- On a daily basis, as employees come on duty, we do employee temperature checks and run through a COVID questionnaire. We want to be assured employees are healthy, ready for duty, safe at work and safe when they go home.