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## **An open letter to guests, customers, partners, communities and friends from Global Partners CEO, Eric Slifka**

March 14, 2020

For over 75 years, the Global Partners family, my family, has focused on community and safety while delivering essential goods and services to our customers. As the Coronavirus (COVID-19) continues to have an increasing impact on our communities, I want to assure you that the same focus guides our actions.

We know this is impacting daily lives, and the uncertainty is unsettling. At Global, we are committed to making our decisions based off facts, science, and compassion – relying on the experts to support our actions so we are always doing what’s best for you—our employees, guests, customers, neighbors, partners and communities.

Across all our operations, Global has taken proactive steps to ensure safety and our ability to provide the goods people rely on to make life better. In addition to following guidelines from the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO), Global has taken the following steps:

***At all our locations, we have rolled out guidelines with our employees designed to meet the goal of “social distancing” to slow the spread of the virus within our communities. These include:***

- Non-essential work-related travel, both foreign and domestic, must be avoided until further notice. This includes non-essential car-related travel between offices.
- Employees are strongly encouraged to avoid any personal international travel. Those who choose to travel to a country that has a Level 3 Travel Health Notice will be asked to self-quarantine for 14 days upon return.
- Attendance at large, in-person external meetings, including conferences, seminars and other discretionary gatherings, should be avoided. Employees are strongly encouraged to utilize alternatives like conference calls, Skype, Zoom, and other group communication tools.
- In-person, on-premises meetings with external business partners are prohibited and instead should be conducted virtually.
- Communal or shared food at any of our facilities has been discontinued.

- We are encouraging employees to work from home.
- Employees feeling sick, with cough, cold, fever or flu symptoms have been told not to come to work.
- We have increased cleaning in our work locations, including touch points such as doorknobs, handles, elevator buttons and common area surfaces.

**In our markets, stations and stores:**

- Ceased all food sampling and the use of reusable mugs.
- Ensuring extra attentiveness to hand washing and increased hygiene.
- Implemented additional sanitization procedures for all surfaces, key pads, fuel pump handles, and door handles
- Selling quality products at fair prices and overstocking the items you need most.
- Ceased the following amenities at our truck stop locations: showers, truck driver lounges, laundries & game areas

**At our energy terminals:**

- Enhancing social distances between drivers and terminal personnel including limiting access to drivers' break rooms.
- Enhanced cleaning by both terminal personnel and third-party contractors.
- Modification of dock procedures so that paperwork hand-off involves minimal contact and interactions with inspectors and are conducted with social distancing best practices.

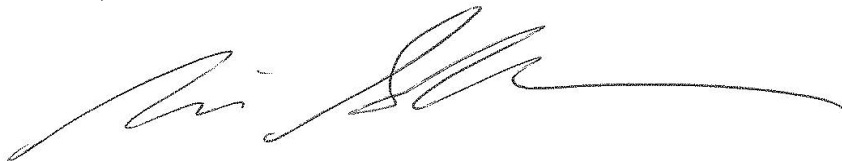
As the situation evolves, we may implement additional preventive measures to ensure the wellbeing of our employees, guests, customers, neighbors, partners and communities.

Those measures will be shared on our website [www.globalp.com](http://www.globalp.com).

In the meantime, we remain committed to open communication, taking care of one another, and making decisions with you in mind – always while honoring our principles of safety, community and delivery of energy that makes life better.

Please be safe, practice health guidelines as set out by the [CDC](https://www.cdc.gov) and take care of family and loved ones first.

Be well,

A handwritten signature in black ink, appearing to be the name 'Eric', written in a cursive style with a long horizontal flourish extending to the right.

Eric