



Casey's[®]
**Supplier
Handbook**





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Doing Business with Casey's

Casey's relies on Suppliers¹ to deliver high-quality Goods² to Casey's. This Supplier Handbook provides an overview of Casey's policies and guidelines, some of which may not apply to every Supplier. The Supplier Handbook is intended to promote safe, consistent, transparent, and ethical conduct and transactions between Casey's and our valued Suppliers. By adhering to these policies and guidelines, Casey's aims to build strong relationships with Suppliers and offer the highest quality Goods to Casey's guests.

Primary Contacts at Casey's

Casey's Suppliers must always include their primary Casey's contact(s) when sending communications in order to ensure the relationship is moving forward as expected and decisions are agreed upon and mutually understood. This allows for a smooth and efficient partnership between Casey's and Suppliers. For specific questions, Suppliers must use the contacts provided below in conjunction with their primary Casey's contact.

- Supplier Set-up Support and Resources: support@graphiteconnect.com
- Accounts Payable and Invoicing Questions: APInvQuestions@caseys.com
Note: This contact is only for accounts payable and invoicing questions. Refer to the [Invoicing, Purchase Orders, and Receipts](#) section for transaction methods.
- Supplier Enablement and Management of Supplier Information: procurement@caseys.com
- Insurance Questions or Issues: risk@caseys.com
- General Tax Questions: taxdepartment@caseys.com
- Coupa Supplier Portal (CSP) Support and Resources:
 - CSP Login, click [here](#).
 - CSP Set-up Support, click [here](#).
 - CSP Short Video Tutorials, click [here](#).
 - Additional CSP Resources, click [here](#).

Terms and Conditions

Compliance

Suppliers must comply with all applicable laws, regulations, and industry standards relating to the manufacturing, storage, handling, and transportation of Goods. Additionally, Suppliers must conduct themselves ethically and responsibly by complying with laws and regulations related to labor practices, environmental protection, and anti-corruption practices. Failure to abide by the terms of the Supplier Handbook could necessitate refunds or credits to Casey's, additional Goods provided by the Supplier at no cost to Casey's, and could result in immediate termination of any contract, statement of work, work order, invoice or other agreement between the Supplier and Casey's.

¹"Suppliers" includes anyone who, or any business that, provides Goods and/or services to Casey's, including Goods for resale and for Casey's own use.

²"Goods" means all things (including specially manufactured Goods) which are movable as defined in the Uniform Commercial Code (U.C.C.) - § 2-105 - SALES (2002).

Supplier Acceptance of Terms

By doing business with Casey's, each Supplier agrees to be bound to the current version of the Supplier Handbook as updated by Casey's from time to time. Shipment of Goods, or performance of services shall constitute Supplier's acceptance of these policies and guidelines and the terms and conditions set forth in any applicable contract, purchase order, or freight document. In the event of any conflict between the terms and conditions stated in this Supplier Handbook and the terms and conditions incorporated into the Casey's purchase order and/or an individually negotiated and executed contract between Casey's and Supplier, the order of precedence is: (1) the individually negotiated and executed contract, (2) the terms and conditions incorporated into the purchase order, and (3) this Supplier Handbook. Without limitation of the foregoing, any additional, contrary, or different terms contained in any of Supplier's invoices or other communications, and any other attempt to modify, supersede, supplement, or otherwise alter the terms of this Supplier Handbook are deemed rejected by Casey's and will not modify this Supplier Handbook nor be binding on Casey's unless and to the extent such terms have been fully approved in a writing signed by an authorized representative of both Casey's and Supplier.

Nonconforming Goods

Suppliers are obligated to provide safe, compliant Goods meeting Casey's quality and safety standards and shall provide Goods that conform to the specifications as outlined in the contract, purchase order, or Supplier's specifications of the Goods.

Casey's has the right to inspect the Goods and reject any nonconforming Goods within sixty (60) days of delivery. Nonconforming Goods include, but are not limited to, any Goods that:

- a. do not conform to the applicable specifications, or;
- b. do not conform with Casey's instructions (including shipping) in a contract, purchase order, invoice, or this handbook, or;
- c. are in excess of the quantities described in the applicable purchase order or cost form (excess quantities may be rejected) or;
- d. are of poor quality, damaged, deformed, temperature-abused or otherwise adulterated, contain any defect or inadequate labeling, or labeling that violates any law, regulation or court or administrative order, or that infringes upon any patent, trade name, copyright or other third-party right, or;
- e. do not meet Casey's minimum shelf life requirements. The Supplier must allow for a minimum of eighty (80) percent of the shelf life of Goods remaining upon receipt, or sufficient shelf life of Goods as agreed to by Casey's and the Supplier in a written contract or separate writing.

This right of inspection, whether exercised or not, will not affect the Supplier's right to revoke acceptance of Goods or pursue other remedies if defects or nonconformities are discovered later, notwithstanding that any defect or nonconformity could have been discovered upon inspection.

For rejected Goods that are temperature-controlled or Casey's-branded, Casey's shall have the right, in its sole discretion, to dispose of the Goods at Supplier's expense.

Payment of any invoice shall not limit Casey's right to reject or revoke acceptance. The Supplier shall bear all risks, reimburse Casey's its net landed cost, and pay all expenses related to any Goods rejected, or

for which acceptance is revoked, pursuant to this section including, but not limited to, unpacking, examining, inspecting, repacking, storing, holding, and/or reshipping or returning. Casey's shall incur no liability for such rejected Goods, nor any carrier charges or other costs related to such rejected Goods.

Supplier Onboarding and Maintenance of Supplier Information

Casey's uses the Graphite Connect platform to manage Supplier onboarding and maintenance of information; Suppliers are required to use this platform to do business with Casey's. To connect with Casey's, a Supplier's designated representative will receive an invitation from Graphite Connect via email. Once the Supplier begins their Graphite Connect profile, the information becomes Supplier-owned and cannot be updated on behalf of the Supplier by anyone at Casey's. Once fully connected, any future updates to Supplier information must be submitted to Casey's via Graphite Connect. Questions about Casey's onboarding policies or requests to start a connection may be directed to procurement@caseys.com. Requests for assistance with completing a profile or issues with the Graphite Connect platform may be directed to support@graphiteconnect.com.

Pricing Change Notifications

Casey's requires Suppliers to provide a minimum of sixty (60) days' notice of any pricing changes, if such pricing changes are allowable according to the terms and conditions of relevant agreements between the Supplier and Casey's. This notice ensures all payments are processed in a timely manner. Prior to submitting the pricing change notification, Suppliers must review the commercial agreement to ensure alignment with contracted terms.

Changes must be communicated via email to the Supplier's primary contact and stakeholder within Casey's. The email must include the following information:

- Market and/or indices support documentation as it specifically relates to the Goods or services.
- Cost formula breakdown and direct correlation back to the appropriate market and/or indices.

Suppliers must allow thirty (30) days for review by Casey's. A Casey's Team Member will contact the Supplier directly to discuss and share the determination.



Supplier Change Notifications

Casey's requires Suppliers to provide a minimum of sixty (60) days' notice of any changes to corporate name, address, representative, or legal structure changes such as company mergers, acquisitions, bankruptcy, or discontinuance of operations. This notice ensures Suppliers remain qualified, and all payments are processed in a timely manner.

Changes must be communicated to Casey's via email to the primary Casey's contact and procurement@caseys.com. The email must include the following information:

- Supplier's old and new company name and tax identification number.
- Supplier's old and new office address.
- Any change to the remit-to address.
- Any change to bank account information.
- Description of the change in operations.

Once the change email is received and deemed legitimate, the following steps will occur:

1. Supplier will receive a Graphite Connect invitation via email to complete their profile. If the Supplier is already connected in Graphite Connect, a request to update information will be sent via email. Failure to complete the Graphite Connect request within the 60-day window may result in payment delays.
2. If the supplier change is related to an acquisition or merger, Casey's will set up a cutover plan meeting between Casey's Team Members and the Supplier to discuss and determine the date the changes will go into effect to ensure a smooth transition.
3. Supplier will receive a Graphite Connect confirmation that the changes are complete.

If any of the above changes apply to food Products or food packaging Products intended for use in Casey's Prepared Foods and Dispensed Beverage category, the Supplier will be treated as a new Supplier. In such situations, new Suppliers will be required to complete a new Graphite Connect profile and complete the [Food Safety Assessments](#). Additionally, if the Supplier transacts via EDI or cXML, the Supplier's technical support team must review the connection and note any changes that may be needed such as interchange ID qualifiers, sender/receiver IDs, domains, or identities. If an existing EDI or cXML connection cannot be transferred, the Supplier's technical support team must partner with Casey's to establish a new connection. This may take 4-6 weeks depending on resource availability.

Any other changes to the Supplier's address, banking information, or other general information must be communicated to the Casey's primary contact and procurement@caseys.com. The Supplier will receive an invitation to Graphite Connect, or a request to update information if they are already connected.

Invoicing, Purchase Orders, and Receipts

Casey's utilizes Coupa as its Procure-to-Pay platform for most Suppliers. If a Supplier qualifies, the following are available as transaction methods for purchase orders and/or invoices:

- cXML: Purchase orders and/or invoices are transmitted from Coupa to Suppliers via cXML, which is a streamlined protocol for communicating documents between procurement applications, e-commerce hubs, and Suppliers.

- Coupa Supplier Portal (CSP): Purchase orders are created within the Casey’s Coupa portal, which will automatically appear within in a Supplier’s CSP account. The portal is used to ‘flip’ the PO into an invoice for processing.
- Supplier Actionable Notification (SAN): Purchase orders and invoices can be acted upon directly from the email notification received from Coupa.
- Invoice Inbox: Invoices can be emailed to invoices@caseys.coupahost.com in either PDF, JPEG, or PNG format.

If a Supplier qualifies to transact via Coupa, they will be contacted by procurement@caseys.com to enable the system. If a Supplier will not transact with Coupa, their Casey’s business partner will communicate the process for purchase orders and/or invoicing.

Payment Terms

Casey’s has standardized payment terms based on the type of Goods or services a Supplier provides, unless there is a contract specifying different terms, signed by an authorized Casey’s officer. The following terms are based on indirect or direct procurement. Direct procurement refers to Goods for resale and indirect procurement is any Goods or services not for resale. For indirect procurement, the payment terms are Net 60, meaning payment is due sixty (60) days after the invoice date. For direct procurement, the payment terms are Net 30, meaning payment is due thirty (30) days after the invoice date.

Payment Method

Casey’s requires Suppliers to provide banking information for Casey’s-initiated electronic payment. In addition, Casey’s also has the ability to pay through virtual credit card, which can be used for both direct and indirect procurement. This provides another option for Suppliers to receive Casey’s payment more quickly than the standard payment terms previously mentioned. It is important to note that Casey’s will not charge any additional fees to Suppliers on virtual credit card payments, and Suppliers shall be responsible for any payment processing fees incurred including, but not limited to, merchant processing fees. If a Supplier is interested in, or has questions regarding, payment via virtual credit card, they can contact procurement@caseys.com.

Carrier Management

Transportation service providers (“Carriers”) that transport Goods to or from Casey’s play a crucial role in Casey’s supply chain efficiency. Casey’s expects Carriers to comply with all guidelines in this section, as well as all applicable supply chain management guidelines included in the [Food Safety Supply Chain Program Requirements](#) section of this Supplier Handbook.

All Carriers must be qualified to transport Goods in interstate and/or intrastate commerce, as authorized by the U.S. Department of Transportation (“DOT”), former Interstate Commerce Commission (“ICC”), or the state(s) involved.

If a Supplier uses a Carrier to transport Goods to or from Casey’s, the Supplier is responsible for ensuring the Carrier handles and transports the Goods responsibly. The Supplier must also require the Carrier to comply with the [Transportation Requirements](#) and specifications of this Supplier Handbook through a written contractual agreement between the Supplier and the Carrier.

Crisis Management and Business Continuity Plan

Casey's expects Suppliers to have a documented business continuity plan to manage emergency incidents such as fires, transportation/shipping accidents, weather events, global pandemics, natural disasters, cyberattacks, and any other events which may cause supply chain disruption. The following are key components of a business continuity plan:

- Identification of key team members that comprise the incident management team, with clearly defined roles for each member.
- List of internal and external emergency contacts.
- Crisis communication plan for all stakeholders, including a service-level agreement (SLA) to notify customers of impacted service within a specific timeframe.

Casey's expects Suppliers to regularly test their business continuity plan for all supplied Goods and include specific provisions for recalls and withdrawals of Goods.

Supplier Code of Conduct

Casey's is committed to responsible business conduct. We seek to do business with Suppliers who share Casey's values and uphold our high business standards including respect for human rights, environmental stewardship, responsible business ethics, the preservation of human health and effective safety practices.

To do business with Casey's, Suppliers must operate and conduct business with integrity and adhere to the minimum standards contained in the Supplier Code of Conduct ("Code of Conduct"), as may be amended from time to time. Casey's requires all Suppliers abide by the Code of Conduct at the following link: <https://investor.caseys.com/governance/default.aspx>. By signing an agreement with Casey's, accepting any Casey's purchase order and/or providing Casey's with any Goods or services, Suppliers acknowledge acceptance of, and commitment to comply with, the Code of Conduct.





Food Safety Supply Chain Program Requirements

As part of Casey's food supply chain, our Suppliers play an important role in providing safe, consistent, and high-quality Products¹ to Casey's Guests. Casey's Food Safety Supply Chain Program is the tool for reviewing, approving, and monitoring Suppliers' and potential Suppliers' compliance with Casey's safety and quality standards and is overseen by Casey's Food Safety and Quality Assurance ("FSQA") Department.

Supplier Facility Approval and Monitoring Activities

What Types of Suppliers are Covered?

All manufacturing and storage (warehouse) facilities of (1) all food Products and (2) food packaging Products intended for use in Casey's Prepared Foods and Dispensed Beverage category, for Casey's Marketing Company are required to be reviewed and approved and are subject to ongoing monitoring activities under Casey's Food Safety Supply Chain Program.

Food Products include, but are not limited to:

- Meats, produce, cheeses, breads, flours, spices, donut and cookie sprinkles/toppers, food coloring, condiments, coffee beans, tea bags, pop bibs, chips, candy, crackers, snack bars, energy bars, nuts, seeds, jerky, packaged bakery, frozen food, drink mixes, coffee pouches;
- Beverages, including but not limited to, water, energy drinks, carbonated beverages, sports drinks, ready-to-drink tea/coffee, juice, fluid milk;
- Ice

Food packaging intended for use in Casey's Prepared Foods and Dispensed Beverage category include, but are not limited to:

- Pizza boxes, clam shells, donut boxes, bakery tissue, straws, beverage cups/containers.

Initial Supplier Facility Review and Approval

Supplier facilities covered by Casey's Food Safety Supply Chain Program must initially be reviewed and approved prior to receiving a purchase order (PO) from Casey's. In the event Products sold to Casey's will be manufactured, stored (warehoused), or distributed from multiple facilities (including supplier-owned or third-party facilities), a separate review and approval is required for each facility.

When reviewing Supplier facilities, Casey's verifies the Supplier facility meets Casey's standards which includes all applicable federal, state, and local regulations pertaining to the manufacturing and storing (warehousing) of food and food packaging. See the [Supplier Facility Food Safety and Quality Requirements](#) section below for specific requirements.

Food Safety Assessments

To begin facility review and approval, all Suppliers must complete a Food Safety Assessment within their Graphite Connect profile for each location that will manufacture, store (warehouse), or distribute Products

¹"Products" means Goods intended for human consumption including, but not limited to, ingredients used in prepared foods, components of dispensed beverages

sold to Casey's (including supplier-owned or third-party facilities). These locations must be disclosed under the Locations tab of their Graphite Connect profile and classified as "Manufacturing" or "Warehouse" under the Location Type option. In addition, under the Locations tab, all required questions under the "Supply Chain" section must be answered.

In the event the Supplier does not have the ability to complete the Food Safety Assessment on behalf of a third-party facility in the supply chain, Casey's requests contact information for this facility under the "Supply Chain" section. Casey's will then require this facility to complete a separate Graphite Connect profile. The Supplier will not be able to be approved until this third-party facility is also approved.

When completing a Food Safety Assessment, the following requirements apply:

- Each facility must have a separate Food Safety Assessment completed.
- All required questions and sections (which are noted by the yellow star) must be filled out completely. Incomplete required questions will not be accepted.
- All required responses, certificates, registrations, licenses etc. must apply to the facility being assessed.
- All required certificates, licenses and registrations must be up to date. Expired documents will not be accepted.
- All responses must be true and accurate, to the best of the knowledge of the respondent.

Once all facility Food Safety Assessments are submitted, Casey's FSQA Department will review the provided information as the basis for making a facility approval decision. If further questions or clarifications are needed, Casey's FSQA Department will communicate with the Supplier through the Graphite Connect profile utilizing the messaging and tasks functions. Suppliers are encouraged to remain engaged during the review phase and can check the status of the facility review and approval in the Supplier's profile page. New Suppliers cannot be integrated into the Casey's systems until their Graphite Connect profile, including their facility Food Safety Assessments, are approved.

Additional Approval Steps

In the event Casey's deems it necessary based on information obtained during the review, a third-party FSMA compliance audit of the facility, or other applicable compliance audit, may be required.

Noncompliance discovered during the assessment or related audits may require the Supplier to establish a corrective action and preventative measures plan acceptable to Casey's FSQA Department. In addition, Casey's may require a copy of the Global Food Safety Initiative ("GFSI") benchmarked audit report or a visit to the facility by a Casey's FSQA representative.

Ongoing Monitoring Activities

All approved Supplier facilities are subject to ongoing monitoring activities. Casey's notifies the Supplier when activities are required.

The monitoring activities are risk-based and selected by Casey's FSQA Department. Examples of ongoing monitoring activities that may be required include, but are not limited to, third-party FSMA compliance audits of the facility, or other applicable compliance audits, Casey's FSQA visits, Casey's review of the facility's annual GFSI audit report, finished product quality and microbial testing, or review and verification of previously completed Food Safety Assessments.

Casey's Food Safety and Quality Assurance (FSQA) Visits

One of Casey's Food Safety Supply Chain Program goals is to build and strengthen relationships with Suppliers' Food Safety and Quality Assurance teams. Casey's FSQA Department utilizes visits to assist with meeting this goal. Casey's appreciates Suppliers' partnerships during these visits and expects that Suppliers will make all reasonable efforts to accommodate these visits. While visiting, Casey's FSQA team's goal is to gain knowledge of the facility's processes, including the control of food hazards, build relationships with the facility's teams, and work with the facility to improve any identified gaps.

Supplier Facility Safety and Quality Requirements

Regulatory Compliance

Supplier facilities must comply with all applicable federal, state, and local regulations pertaining to the manufacturing and storing (warehousing) of food and food packaging. Suppliers must provide documentation showcasing up-to-date required registrations or licenses for federal, state and local agencies that regulate the manufacturing and storing (warehousing) of food and food packaging. These documents must be uploaded and maintained by the Supplier in the Supplier's Graphite Connect profile for the facility. Confidential information (ie. account access information, PIN) may be removed or redacted from registration and license documentation.

Global Food Safety Initiative (GFSI) Requirements

Casey's expects that all Suppliers' manufacturing facilities that provide private-branded food Products or food Products intended for use in Casey's Prepared Foods and Dispensed Beverage category be certified to a GFSI-benchmarked standard. A copy of the up-to-date certification must be uploaded and maintained by the Supplier in the Supplier's Graphite Connect profile for the facility.

For all other Suppliers, Casey's encourages all facilities in the Casey's supply chain to pursue GFSI certification.

Management Commitment

Supplier senior management must commit to implementing and maintaining an effective food safety and quality system at all their facilities in the supply chain. Senior management commitment is a foundational principle for manufacturing and storing (warehousing) safe, quality Products.

Notification Requirements

Suppliers are required to notify Casey's Category Management and Casey's FSQA (foodsafety@caseys.com) in the event of changes. Immediate notification is required for the following:

- Loss of facility GFSI certification.
- Any reason that Products provided to Casey's do not meet quality and safety standards.
- Recalls and Withdrawals, which are required to be communicated to Casey's Category Management and Casey's Recall Coordinators (caseysrecall@caseys.com).

A minimum of sixty (60) days' notice is required for the following:

- Changes in manufacturing or storage/shipping (warehouse) facility locations.
- All changes to ingredients, formulations, Product specifications, manufacturing processes, and labels.

Manufacturing and Storage (Warehouse) Facility Requirements

The following requirements are minimum standards Suppliers' manufacturing and storage (warehouse) facilities that are a part of Casey's supply chain.

- Facility must have an up-to-date, written, and established Recall Plan and reassess it at the minimum frequency required by applicable regulation and facility internal policies. The components of the Recall Plan shall include identifying a Recall Team, procedures for tracing Product lot codes throughout production and distribution, and procedures for communicating affected Product details to customers, including Casey's. See [Product Recalls and Withdrawal](#) section below for further requirements when Casey's is impacted by a Product recall or withdrawal.
- In the event of a food safety or quality concern involving Product provided to Casey's, the Casey's FSQA Department may request the Supplier submit corrective actions, and any other supporting documentation, to investigate and resolve the concern.
- If required by regulation, a facility must have an up-to-date, written, and established Hazard Analysis Critical Control Point (HACCP) and/or Food Safety Plan and reassess it at the minimum frequency required by applicable regulation.
- Facility must have an integrated pest management program conducted by a certified PCO (Pest Control Operator) and following all regulatory guidelines as they relate to pesticide usage in a food storage facility conducted at a frequency that ensures pest control measures are appropriately applied. When required, the facility must provide PCO routine inspection results that are legible and include any reported pest activity, mechanical device usage, pesticide usage and pest control recommendations provided by the PCO.
- The facility must have an up-to-date, written, and established Master Sanitation Program and reassess it at the minimum frequency required by applicable regulation and facility internal policies. The Master Sanitation Program shall be effective to prevent Product contamination and adulteration.
- The facility must have an up-to-date, written, and established safe, hygienic storage plan for all finished Product and raw materials and reassess it at the minimum frequency required by applicable regulation and facility internal policies. The safe, hygienic storage plan shall be effective to prevent Product contamination and adulteration, allergen cross contact and tampering. All Product and raw materials shall be stored off the floor and with sufficient space around the Product and raw materials to allow for adequate cleaning and pest prevention measures.
- The facility must have an up-to-date, written, and established Food Defense/Security Plan and reassess it at the minimum frequency required by applicable regulation and when required by facility internal policies. The Food Defense/Security Plan must identify and mitigate the risk of intentional adulteration. Basic measures include:
 - All access points to Product and raw ingredient storage locations must always be secured (ie, facility surrounding barriers, doors, and dock doors are locked or monitored when open).
 - Employee and outside personnel access must be monitored and tracked.
 - Visitors are escorted or monitored while in Product and raw ingredient storage locations.
- The facility must have an up-to-date, written, and established Employee Training Plan that covers food hygiene and safety and reassess it at the minimum frequency required by applicable regulation and facility internal policies. The Plan must also include training on GMPs, SOPs, SSOPs, HACCP or Preventive Controls, as appropriate to the employee's responsibilities. Employees must be trained at the minimum frequency required by applicable regulation and facility internal policies.

- The facility must have up-to-date, written, and established programs that address health and hygiene of employees and outside personnel to prevent Product contamination or adulteration and reassess them at the minimum frequency required by applicable regulation and facility internal policies. As applicable to the facility, the programs must address personal hygiene, illness control, hand washing, and garment control.
- The facility and its exterior must be constructed and maintained to mitigate the risk of Product contamination and adulteration. For example, the facility shall have no deficiencies which allow for potential access points for pests; walls, floors and ceilings shall be easily cleanable, as appropriate for the facility and its processes; and the exterior shall be maintained to prevent harborage and breeding areas for pests.
- The facility must have an up-to-date, written and established Traceability Program and reassess it at the minimum frequency required by applicable regulation and facility internal policies. The Program must ensure that all ingredients, packaging materials and finished Products can be traced one entity forward (external customer) and one entity back (Supplier).
 - The facility must have an up-to-date, written, and established Preventative Maintenance Program and reassess it at the minimum frequency required by applicable regulation and facility internal policies. The Program must cover all equipment that is essential to the safety and quality of the Product being produced.

Manufacturing Facility Additional Requirements

The following requirements are additional minimum standards that apply solely to the Suppliers' manufacturing facilities that are a part of Casey's supply chain.

- The facility must have an up-to-date, written, and established Supplier Approval Program and reassess it at the minimum frequency required by applicable regulation and facility internal policies. The Program must include all ingredient and packaging suppliers. The Program must assess suppliers for approval and ongoing status by utilizing risk assessments.
- The facility must have an up-to-date, written, and established Foreign Materials Prevention Plan and reassess it at the minimum frequency required by applicable regulation and facility internal policies. The Program must be designed to prevent, detect and control foreign material contamination.
- The facility must have an up-to-date, written, and established Allergen Plan and reassess it at the minimum frequency required by applicable regulation and facility internal policies. Components of the Allergen Plan must include:
 - Consideration of food allergen and sanitation preventive controls within the Product's hazard analysis;
 - Procedures for preventing undeclared allergens from being incorporated into Product during storage and processing; and
 - Sanitation and validation procedures that prevent allergen cross-contact during processing.
- The facility must have measures in place to ensure the safety and quality of water, including steam and ice, that contacts food and reassess it at the minimum frequency required by applicable regulation and facility internal policies.
- The facility must provide ventilation adequate to control odors, vapors, and condensation to the extent necessary to prevent adulteration of product and the creation of unsanitary conditions.
- Food manufacturing facilities must have an up-to-date, written, and established Product Labeling Verification Program and reassess it at the minimum frequency required by applicable regulation and

facility internal policies. The Product label elements that must be verified include, but are not limited to, Product description, manufacturer's address, marks of inspection, handling instructions ingredient statement, net weight declaration, claims, nutritional facts, allergen statement, and UPC.

- Casey's-branded Product labels must be reviewed and approved by Casey's before initial use and upon revision.
- Food manufacturing facilities must have an up-to-date, written, and established Environmental Monitoring Plan, if applicable to the facility and Product being produced, and reassess it at the minimum frequency required by applicable regulation and facility internal policies. The Plan must verify the effectiveness of cleaning and sanitizing of the facility.
- Food manufacturing facilities must have an up-to-date, written, and established Packaging Materials Plan in place for the Products packaged by the facility and reassess it at the minimum frequency required by applicable regulation and facility internal policies. Components of the Plan must include:
 - Procedures for full traceability of packaging materials in finished Product;
 - Policies requiring packaging material suppliers to provide letters of guarantee regarding the safety of the packaging material;
 - Procedures for inspection of packaging material for damage and tampering during receiving, storing and processing.
- Food packaging manufacturing facilities must adhere to all applicable CGMP regulations (21 CFR part 117, subpart B), including but not limited to implementing adequate precautions to reduce the potential for allergen cross-contact and biological, chemical and physical contamination of food, food contact services and food packaging materials.
- Food packaging manufacturing facilities must use food contact materials that are approved by the FDA according to 21 CFR Parts 170-199 and covered by one of the following categories of regulatory authorization:
 - Regulation listed in Title 21 Code of Federal Regulations <https://www.cfsanappsexternal.fda.gov/scripts/fdcc/?set=IndirectAdditives> ;
 - Meet the criteria for GRAS status (including but not limited to a GRAS regulation or GRAS notice);
 - Prior sanction letter;
 - Threshold of Regulation (TOR) exemption request;
 - Effective Food Contact Substance Notification (FCN).

Foreign Facility Additional Requirements

All Supplier facilities located outside of the US are subject to additional scrutiny and examination. Specifically, if the Product provided to Casey's is subject to FDA Foreign Supplier Verification Program regulation, Supplier will be held to all requirements of Casey's Foreign Supplier Verification Program. During review and through the extent of the relationship, Casey's FSQA Department will reach out to the Supplier when additional requirements need to be met.

Product Recalls and Withdrawals

Casey's Requirements

In the event of a product recall or withdrawal, affected Product and event details must be emailed to Casey's Category Management and Casey's Recall Coordinators at caseysrecall@caseys.com.

Casey's requires all Product recall and withdrawal communications include the following components, when applicable:

- Affected Products;
- Affected lot codes;
- Affected case and unit UPC;
- Affected Product pack size specifics;
- Shipment details and quantities of affected Product delivered to Casey's;
- Affected purchase orders;
- Affected Product label pictures;
- Recall or withdrawal reason;
- Recall or withdrawal classification;
- Disposition instructions;
- Recalling firm contact information.

The following fees will apply in the event of a Product recall or withdrawal, when applicable:

- Distribution Center Fees
 - Admin & Labor Fee: \$500 per Distribution Center
 - Disposal Fee: \$650 per Distribution Center, if Product is disposed of at the Distribution Center
 - 100% of Distribution Center Product Cost
 - Any additional fees incurred due to storage, excessive labor, or disposal fee requirements of the event
- Store Fees
 - Admin, Labor & Disposal Fee: \$15 per store
 - 100% of Store Product Cost, including raw materials, packaging and kitchen labor, if applicable
 - Store Communication Fee
 - a. Casey's utilizes a third-party provider to efficiently communicate and retrieve recall and withdrawal information to our stores. This fee varies by the number of stores impacted by the event, and it can range from an estimate of \$500-20,000.

Note: These fees are subject to change.



Transportation Requirements

The following requirements are minimum standards for all Suppliers' facilities and any Carriers managing incoming and outgoing trailers used for transporting and distributing Goods.

General Guidelines

Suppliers must follow these general transportation guidelines:

- All purchase orders must be shipped complete as ordered by Casey's. Expense offset charges may apply when additional transportation expense is incurred for FOB shipments when Suppliers make an incomplete order call-in, ship partials, and/or create balances without written approval from Casey's. Suppliers may be asked to ship balances and backordered quantities, at the Supplier's expense, on prepaid FOB orders.
- Suppliers must notify their primary Casey's contact if a Carrier selected by Casey's fails to contact the Supplier for pick-up within three business days of the pick-up date.
- Suppliers must ship collect purchase orders as requested via the Carrier Casey's assigned to the order. Any deviation will result in an expense offset charge. Casey's Carriers are asked to provide 48-hour advance notification to Suppliers for pick-up appointments and must provide the purchase order number and case counts for the pick-ups.

Trailer Requirements

Trailer Inspection

All Supplier facilities must have an up-to-date, written and established Trailer Inspection Program and reassess it at the minimum frequency required by applicable regulation and facility internal policies. The Program must require all trailers be inspected prior to loading and unloading for the following:

- Trailer walls, ceiling, and door seals must be free of damage, pests, excessive odor, and extraneous material (wood, metal, dirt, corrugate, grease, etc.).
- Trailers must be inspected to ensure that proper storage temperatures are in place and refrigeration units are set appropriately.
- Air chutes, if used, must be properly attached to the front bulkhead and ceiling and be free of damage.
- Drain caps must be in place on trailer floor drains.

The Trailer Inspection Program must have procedures in place for noncompliance events.

Trailer Security Policies

All Supplier facilities must have security policies in place for incoming and outgoing trailers carrying Goods and reassess them at the minimum frequency required by applicable regulation and facility internal policies. The policies must include the following requirements:

- All trailer doors must be sealed at the time of delivery;
- All Full Truckload (FTL) and Less Than Truckload (LTL) trailers must utilize trailer-seals;

- All seal serial numbers must be documented on the Bill of Lading;
- Seals must not be broken until the trailer reaches its final destination and must be verified;
- Trailers completing multiple deliveries must contain an adequate number of seals necessary to reseal the trailer following each scheduled delivery;
- The facility must investigate, remediate, and document findings in the event of any noncompliance

Trailer Temperature Recording Devices

Casey's requires the use of trailer temperature recording devices on trailers transporting certain refrigerated and frozen Products. Suppliers will be notified if they meet this requirement. Any Supplier of refrigerated or frozen Products may voluntarily elect to participate in the trailer temperature recorder program if the primary Casey's contact is notified in advance and approves the Supplier's participation.

Sensitech TempTale 4 Monitors are the approved trailer temperature recording devices for refrigerated and frozen Product transported to Casey's. They may be ordered by contacting Sensitech customer service at (800) 843-8367 or <https://www.sensitech.com/en/about-us/contact-us/>. Suppliers must indicate that the devices will be used for shipments to Casey's and provide a description of the Product that will be transported to Casey's. The devices will be programmed with the approved temperature parameters and shipped to the Supplier's facility. Upon receipt, Suppliers will activate and specify location for all devices.

Bill of Lading Requirements

General Guidelines

Suppliers or Carriers are required to provide a bill of lading for each shipment to Casey's. The following are general guidelines:

- The bill of lading must be completed accurately, with legible and clear information. Any alterations or corrections should be approved and initialed by an authorized representative.
- The bill of lading must be typed, not handwritten, unless Casey's allows an exception.
- Standard industry terms and abbreviations must be used, when possible, to avoid confusion.
- Correct addresses, contact information, and any special instructions must be included on the bill of lading for the shipment's delivery.
- The bill of lading must correspond precisely to the shipping invoice and purchase order.

Mandatory Information

The following mandatory information must be included on the bill of lading:

- Consignee Information - Casey's legal name and complete address must be listed as the consignee. If applicable, the name and contact details of the receiving department or personnel should be provided.
- Shipper Information - The Supplier's legal name and complete address must be listed as the consignor. Contact details for the shipper must be provided in case of questions or concerns during transit.
- Carrier Information - The name, address, and contact details of the Carrier responsible for delivering the Goods must be clearly stated.
- Shipping Date and Time - The date and time the shipment is handed over to the Carrier must be accurately documented.

- Description of Goods - A detailed and accurate description of the Goods being shipped must be provided, including the quantity, weight, dimensions, and any specific characteristics or handling instructions.
- Special Instructions and Requirements - Specific handling, temperature, storage, and delivery instructions must be clearly indicated. In the case of hazardous materials, these instructions must comply with all applicable regulations and provide necessary documentation for proper handling and transportation.
- Freight Charges - A clear statement of who is responsible for freight charges, whether prepaid or collect, must be included.
- Signature and Date - The bill of lading must be signed and dated by the authorized personnel responsible for releasing the shipment to the Carrier.

Failure to comply with the requirements outlined in this section may result in shipment delays, extra costs, or nonacceptance of the Goods.

Handling Requirements

Product Temperature Control

Proper temperature management during storage and transportation is critical to the safety and quality of Product, specifically refrigerated and frozen Product that may support the rapid growth of pathogenic and spoilage microorganisms in the absence of temperature control.

Product supplied to Casey's must be transported at temperatures in accordance with Product specifications. Suppliers' facilities must provide temperature requirements to each Carrier transporting Product to Casey's, and ensure through a contract that the Carrier is complying with the requirements. Casey's has the right to reject any shipment where Product is not transported or held in accordance with temperature requirements.

Packaging and Labeling

Goods shipped to Casey's must be packaged and transported properly to prevent damage and eliminate waste. Packaging must meet the following requirements:

- Packaging must be in excellent food-grade condition, sealed completely, and free of tears, punctures, and foreign odors.
- Packaging must align with Product specifications.
- Packaging must be designed to withstand temperature and humidity changes while maintaining strength.
- Outer packaging must be designed to hold contents in place to avoid shifting of Goods during shipping.
- Outer packaging must be strong enough to prevent crushing during the transportation and receiving process.

All cases must be properly labeled with pre-printed labels, print-on-line pressure-sensitive labels, or direct ink application. Case labels must display the following information:

- Case UPC/Barcode
- Product UPC
- Product name

- Pack count and size
- Best by date
- Any other legally required markings

Casey's has the right to reject any Goods that do not conform with these specifications.

Pallets

Pallets must be 48"(L) x 40"(W), four-way, block or stringer, hardwood pallets with no indentations nor protrusions (such as nails or splinters) that may cause damage or inhibit handling. Pallets must have both the front and rear deck boards on top and bottom. Deck boards cannot be missing and must be consistent in size, spacing, and thickness.

Goods must fit within the footprint of the pallet, and must not hang over the edge or sit inside the edge. Slip sheets must be placed in such a way to minimize overhang.

Casey's prefers a stacking height of 68 inches (including the pallet), unless it prevents cubing out the trailer. Consistent interlocking pallet patterns are preferred, and palletized Goods must be stabilized with clear shrink wrap. Air bags, dunnage, and/or load locks must be used to secure the load

Indemnity

Casey's shall incur no liability for product rejected in accordance with these guidelines, nor any Carrier charges or other costs related to such rejected product. The Supplier shall indemnify and hold Casey's harmless for any claims or charges that may be brought by any affiliate of the Supplier, third party subcontractor, Carrier, freight broker or any other person against Casey's.



Delivery to Casey's Distribution Centers

Appointments are required for all deliveries to Casey's Distribution Centers. The purpose of this section is to provide Suppliers and Carriers with the information needed to schedule these delivery appointments.

Appointment Scheduling Requirements

Accessing Opendock

Opendock is an online dock appointment scheduling tool used by Casey's Distribution Centers to organize docks and schedule appointments for inbound deliveries. Suppliers or Carriers must access the Opendock website at <https://opendock.com/> to create an account and schedule appointments with Casey's.

Deliveries are not allowed without an appointment, and they must arrive at the correct Casey's Distribution Center as specified in the appointment. The physical addresses for the Casey's Distribution Centers are as follows:

- 1 SE Convenience Blvd, Ankeny, IA 50021
- 400 W Industrial Dr, Terre Haute, IN 47802
- 2902 S Jaguar Rd, Joplin, MO 64804

Checking in and out at a Casey's Distribution Center

All Supplier and Carrier representatives must follow these rules at Casey's Distribution Centers:

- Arrive on time for the appointment. Deliveries that arrive more than two hours after the scheduled appointment will be turned away.
- Upon arrival, stop and provide identification to the Casey's Security Officer at the security post to gain access to the property. Provide the bill of lading to the Security Officer.
- Follow the directions of the Casey's Security Officer to find the designated parking and receiving areas. Park only in designated areas unless specifically told otherwise by the Security Officer.
- Check in at the receiving area and follow the instructions of the Casey's Team Member.
- Do not leave the receiving area to enter the facility unless escorted by a Casey's Team Member.
- Check out at the security post when leaving the property.



Rescheduling appointments

All rescheduling requests must be completed using Opendock and must be submitted at least 24 hours in advance of the scheduled appointment.