ALCOHOL DELIVERY SERVICE POLICY

GB LLC Holdings LLC d/b/a goPuff, and GB Logistics, LLC (HEREINAFTER ‘goPuff’) is committed to the responsible service of alcoholic beverages. In accordance with this commitment, all independent contract Drivers are required to follow the procedures listed below:

1. Drivers will only serve alcohol products to Customers who can legally verify they are 21 years of age or older. Drivers shall NOT serve an alcoholic beverage to anyone under the age of 21 under any circumstances.

2. Drivers shall NOT serve alcoholic beverages to any person who acts, or appears to be drunk, intoxicated or impaired.

3. Drivers must ask Customers for valid photo ID documentation and first verify that the person’s appearance is the same as the person in the ID photo.

4. Drivers must then scan identification in the goPuff App to determine if the identification is valid.

5. If, and only if, after 5 attempts the I.D. fails to scan, Driver may take a clear picture of the front of the I.D. using the goDrive App for manual verification. Compliance Team will review the photo and makes a determination if the I.D. is valid.

5.1. If the photo is verified, the Driver will receive a confirmation code via SMS which will be entered into the app and allow the order to be finished.

5.2. If the photo cannot be verified, the Driver will receive a Failure SMS and MUST refuse service to the customer.

6. In addition to the above, Driver must carefully check identification of all Customers to verify the Customer is 21 years of age or older, prior to delivering, or handing alcohol to the Customer.

6.1. Acceptable documentation is a valid driver’s license with a photo or a photo I.D. issued by the state in which alcohol service is provided.

An I.D. is legally acceptable if it:
- Is issued by a governmental agency (such as federal, state, county or city)
  - Contains the name of the person
  - Contains the date of birth of the person
  - Contains a description of the person
  - Contains a photograph of the person
  - Is currently valid (in other words, not expired)

Examples of legally acceptable I.D.’s are:
- Driver’s license
- State-issued I.D. card
- US Passport

Examples of unacceptable I.D.’s are:
- Temporary driver’s licenses
- Non-photo driver’s licenses
- Birth certificates
• School or work I.D. cards
• Non-US Passports

3.2 Drivers must verify that the name of the individual placing the order with goPuff matches the name of the person on the identification and is the person legally receiving the product.

7. Drivers will carefully check the identification to determine its authenticity or ‘if it is real.’ If an identification appears to be tampered with, or is a forgery or fake, the Driver shall notify Customer Service and return the order to goPuff.

8. In the absence of authentic identification, or in case of doubt, the Driver must refuse service of alcoholic beverages to the customer and return the product to goPuff.

9. If a Customer's age or identification cannot be verified, the Driver shall politely notify the Customer that the delivery cannot legally be completed and that the product must be returned to goPuff.

The delivery of alcoholic beverages should not be a routine! It is one of the few legal products you can deliver that could put you in jail. Delivery of alcohol to minors or intoxicated persons is illegal.

If it is determined that a Driver fails to scan an identification and perform age verification in accordance with this policy, Driver’s contract will be terminated immediately.

GOPUFF FULLY SUPPORTS THESE POLICIES AND WILL STAND BEHIND DRIVERS IN THEIR DECISIONS TO PROMOTE RESPONSIBLE SERVICE.

By signing below, Driver acknowledges that he/she has read and fully understands the above policy and agrees to comply with it.

Name (print):________________________

Signature:________________________
Date:________________________
goPuff is the world’s most convenient retailer! Operating in more than 85 markets across the U.S., goPuff is the first digital convenience retailer, delivering 3,000+ products, including snacks, drinks, essentials and basically all of a customer’s convenience needs, from its centrally located facilities right to the customer’s door.
APPROACH TO AGE-RESTRICTED SALES

- Robust Age Verification Procedures: Optical Scanning Technology used to scan IDs and verify age at the point of delivery

- Additional Customer Messaging for Age-Restricted Products: Customers are notified that products are age-restricted and require ID verification when they put the item in their cart and at check out

- No Citations for Improper Delivery of Age-Restricted Products: The Company has made more than 1.5 million deliveries of age-restricted products without any citations
ORDERING FROM THE APP

Customers add products from any of our categories to their cart. When an age-restricted product is added to the cart, the customer receives a warning message notifying them that the product is age-restricted and subject to ID verification.

When the customer is ready to check out, they receive another reminder that they will need to present their ID at delivery.

Customers can pay with a credit or debit card or cash. However, we do not accept cash where such payment is prohibited by law.
PACKING AND DELIVERY

Customers don’t come to the goPuff facility. All orders are placed through the app and delivered directly to the customer.

• When the order is placed in the app, it is received by the local goPuff facility.
• Workers at the facility pack the order.
• It is then routed for delivery and placed in a bin with other orders for the delivery driver to pick up.
• When the order is ready to leave the warehouse, an independently contracted delivery driver picks up the order and delivers it to the customer.
AGE VERIFICATION AT DELIVERY

At delivery, the driver scans the customer’s ID for orders that include age-restricted products.

• The driver app utilizes optical scanning to validate the 2D barcode information on government issued IDs.
• The technology automatically rejects invalid, underage, or expired IDs.
• In cases where an ID fails to scan using the scanning technology (for example, because of damage to the ID or optical issues with the camera), but has not been rejected as invalid, the Company allows for a manual, exception review verification process.
• The manual process is initiated by transmitting the customer’s ID to a real-time approval channel staffed by employees specifically trained in ID verification and approval.
• When an ID is successfully scanned, it populates either a valid or invalid result within the app, verifying whether the ID meets criteria for age and date of issuance.
• If the result of the scan is valid, the app indicates that the ID has been successfully verified in the system, and the sale can be finalized by obtaining the customer's signature.
• If the result of the scan is invalid, the order is cancelled and returned to the warehouse for restocking.

Drivers will not deliver age-restricted products to customers whose IDs cannot be validated.
AGE VERIFICATION AT DELIVERY

DRIVER APP

At the point of delivery, the Driver clicks “Finish”

For adult orders, the Driver must scan the customer’s ID to close the order

The driver scans the customer’s ID

ID information is verified

If the ID checks out, the order can be finished and a signature is captured
ADDITIONAL DELIVERY POLICIES

• All delivery drivers are required to:
  ○ Be at least 21 years old;
  ○ Complete Responsible Server Training; and
  ○ Sign the Company’s Alcohol Delivery Service Policy.

• Delivery drivers are encouraged to refuse delivery if the recipient appears to be intoxicated or under age.

• Delivery drivers are compensated for refused deliveries and orders that are cancelled due to invalid IDs.

The Company fully supports delivery drivers in their decisions to promote responsible service!